NORTHCENTRAL FSET PROGRAM

FEN

AGREEMENT ON USE OF ELECTRONIC MAIL FOR CLIENT COMMUNICATIONS

This Agreement on the Use of Electronic Mail (E-mail) for Client Communications is between the NorthCentral FSET Program [Wood County Human Service Department (WCHSD)/CW Solutions] and an individual client

WCHSD/CW Solutions hasve guidelines about the use of e-mail communications.

1. Use of E-mail Communications. You may use e-mail about your care, treatment or administrative matters with WCHSD/CW Solutions. If you are experiencing an emergency or need an immediate response, call WCHSD by telephone or come to our offices. *E-mail should not be used for emergencies or when you need a quick response.*

WCHSD/CW Solutions will generally return an e-mail message within two (2) business days. If you do not receive a response by five o'clock on the second day, then call or visit us the next day. We will use our professional judgment to decide when a response by e-mail is appropriate or practical. We may reply to your e-mail by mail. We may also request that you either speak with us by telephone or make an appointment for an in-person visit.

WCHSD/CW Solutions staff may use email for things like confirming appointments, setting up meetings, or scheduling court dates. Email generated by WCHSD/CW Solutions that are not in response to client's email should not contain confidential case-related information.

2. Composing E-mail Messages. E-mail messages should include your full name, date of birth, and a description of why you are sending us an e-mail message and how we can help you.

3. Access to Client's E-mail Communications. It may be necessary for WCHSD staff, other than the staff to whom the message is sent, to access e-mail messages, in order to provide a timely response. This agreement allows any WCHSD/CW Solutions staff to access your e-mail messages.

4. No Liability. You agree that e-mail communications with WCHSD/CW Solutions is offered as a convenience to yourself. You shall not hold us responsible for any expense, loss, or damage caused by, or resulting from: (i.) a delay in the our response to your e-mail, or any damage to you resulting from such delay, due to technical failures, including, but not limited to, technical failures caused by an internet service provider, power outages, failure of the electronic messaging software, failure by our staff or yourself to properly address e-mail messages, failure of our computers or computer network, or faulty telephone or cable data transmission; (ii.) any interception of e-mail communications by a third party; or (iii.) your failure to comply with these guidelines.

5. Confidentiality. WCHSD/CW Solutions will exercise reasonable efforts to ensure the confidentiality of your e-mail. However, e-mail communications are not secure, and there is some possibility that another party may gain illegal access to your e-mail messages. Communication about highly confidential matters should not be discussed in your e-mail messages. You should telephone, write a letter, or personally visit us about highly confidential matters. It is important to remember that email sent from your computer are accessible to anyone who has access to your computer, unless you place them in a password protected folder or unless you delete them from both your email system and your trash folder. WCHSD is not responsible for privacy of information stored on your computer.

6. Archiving. WCHSD/CW Solutions may keep copies of e-mail messages you send.

7. Termination. Either WCHSD/CW Solutions or you may terminate this Agreement at any time or for any reason.

This Agreement has been fully explained to me, and I have received a copy of this Agreement.

By_____ _____

Client signature Date Staff Signature Date

_____ _____

Print: Client's Name and Date of Birth Client Email Address

This institution is an equal opportunity provider.