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 Mental Health, Developmental & Community Services
 Infants | Children | Youth | Individuals | Families

be seen. be heard. be well.

POLICY MANUAL SECTION Client Services	POLICY NAME Electronic Communication Consent Policy	POLICY NUMBER PS 807
POLICY MANUAL SUBSECTION	RESPONSIBILITY COO	APPROVED BY CEO
LAST REVIEW DATE June 2025	APPROVAL DATE June 2025	NEXT REVIEW DATE June 2027

POLICY:

Electronic communication (i.e. text, email, etc.) may be used for timely and efficient communication with clients/participants and may help strengthen client participant engagement in treatment.

Texts may be used by the electronic client record as reminders of appointments where clients have provided consent.

However, such forms of communication occur ONLY with the client's/participant's consent.

Benefits of Email and Text Communication:

- There is opportunity and access to send messages at any time.
- Provides opportunity to compose messages and responses thoughtfully.
- Creates a record of communications for reference in treatment.
- Allows communication about client/participant progress and practice or application of skills between sessions.
- Some clients/participants find that it may be easier to initially communicate issues through these means rather than in person or virtual discussion.
- Provides reminders of appointments

Risks of Email and Text Communication:

- Although the agency has protections in place for the privacy of email and text communication, it is still possible that an accidental disclosure could occur.
- Email messages may be sent but not received or may be delivered to the wrong party.



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- Text messages may be sent but not received or delayed by hours/days especially between different service providers.
- Email messages may be filtered out as “spam” or “junk.”
- Confidentiality may be breached when the email or text is intercepted by those not intended to receive it, or by errors in the address and telephone number entered.

Cheryl Webb

COO

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2/3/2026 | 2:50 PM EST

Andrew Obee

COO

DocuSigned by:

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