



## CONSENT FOR ELECTRONIC COMMUNICATION VIA EMAIL/TEXT

Texting and email are additional ways to communicate with staff from Family and Income Stability. Text and email can be used for general information such as:

- Setting up appointments
- Receiving appointment reminders
- Receiving reminders to submit information
- Getting agency information and/or referrals to other agencies

### Guidelines to be aware of:

- Text and emails can be received by staff between 8:30 a.m. and 4:30 p.m., Monday to Friday except when our office is closed.
- If you do not hear from us within 2 business days, please contact the office by phone.
- Text and emails can become part of your case file. Your electronic client file is stored on secure provincial servers.
- Your case information will not be released by text or email- you will have to phone or use IVR for information regarding eligibility and payments.
- No personal information will be exchanged (Ex. Health card, SIN, and member ID)
- Text and email consent can be withdrawn at any time by text, email, or phone.
- Only the email and phone number in your case file will be used.
- Let us know if your phone number or email changes.

All means of communication bear risk to privacy, and may reveal my personal information to other persons.

I, \_\_\_\_\_ consent to being contacted by the following electronic means; and I acknowledge that The Corporation of the City of Brantford is not responsible for any unauthorized access to my computer, telephone or accounts (including any data stored in the cloud):

Text and Email

Email

Text

I acknowledge that I have read and understand the information contained in this form.

I have been provided an opportunity to ask questions related to this form and my questions were answered.

Signed in \_\_\_\_\_ Ontario, and dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_  
City/Town Day Month Year

\_\_\_\_\_  
Signature (Applicant/Recipient)

\_\_\_\_\_  
Signature of Witness

Notice of Collection (Freedom of Information and Protection of Privacy Act/ (Municipal Freedom of Information and Protection of Privacy Act): This information is collected under the legal authority of the *Ontario Disability Support Program Act, 1997*, sections 5,10, 45 & 46 or the *Ontario Works Act, 1997*, sections 7, 8, 15,57 & 58, *Child Care & Early Years Act, 2014*, Section 71, Subsections 1-5, *Housing Services Act, 2011*,Chapter 6, Schedule 1, for the purposes of determining and verifying initial and/or ongoing eligibility for assistance; and may be used for **(i) the administration of social assistance programs; (ii) contacting you; (iii) City's insurance purposes; (iv) collation of group and metadata; (v) assessment of the programs; and (vi) as otherwise permitted or required by law.** Questions regarding the collection, use or disclosure of this personal information may be directed to the City's Director, Family & Income Stability, 220 Colborne Street, Brantford, ON N3T 5R7, (519) 759-3330.