



## Communicating through Technology

The Centre is committed to meeting the highest standards with respect to delivering service, maintaining the privacy and confidentiality of your information, and providing accessible and engaging ways to communicate.

There are a variety of means by which we communicate with clients, community partners and members of the public:

- In person
- In writing (letters, reports, etc.) or by mail
- By fax
- By phone (cell phone or landline; phone call or text message)
- By e-mail
- Through our website

Technology is a rapidly evolving area, one which poses convenience and accessibility, however can also pose some risk.

Depending on the service you are receiving, or the nature of your involvement with the Centre (as a community partner or member of the public), we may communicate with you through a variety of means.

If you are receiving service, this will be reviewed with you throughout your orientation meeting, and when you sign a Treatment Agreement. The type of electronic communication will be reviewed with you, and you will have an opportunity to discuss the risk and benefits with your primary staff member.

One of the most significant risks to utilizing different types of electronic communication is that confidential child/youth and family information may be breached through the use of electronic communication. We work hard to prevent any breaches of information as best as possible. We will also not communicate with you through a means you are not comfortable with.

Should you have any questions, please speak directly with your primary staff member or Program Manager.