

CONSENT FOR VIDEO CONFERENCING

Video conferencing makes it easier for York Region staff to connect with clients to deliver services where in-person appointments are not possible. It is a tool that can be used in addition to telephone communication.

Video conferencing with clients is new to York Region. It is important everyone joining video conferencing sessions understands what is involved, what the challenges, risks and benefits may be, and what other options may be available.

Ontario's privacy legislation also applies to video conferencing.

York Region has the same requirement to protect your personal information when delivering services by video conferencing as it does when meeting in-person. The tools used to deliver video conferencing will include privacy and security safeguards to help protect your personal information.

While video conferencing sessions may improve services, it is important to understand the limits and risks of video conferencing sessions. Please consider the following information:



All images in video conferencing are confidential and **no recordings** of sessions are made.



Sometimes others may be in the room during the video conferencing session. York Region staff will always tell you who is in the room. Please tell the York Region staff member who will be joining you in the session.



Video conferencing sessions may be interrupted due to display problems, poor internet signal quality, technical failures or access by unauthorized persons. This may cause the session to end sooner than expected. Before starting a video conference, arrange to have another way to contact each other if the session ends. York Region staff will talk about next steps with you should there be an issue with the connection.



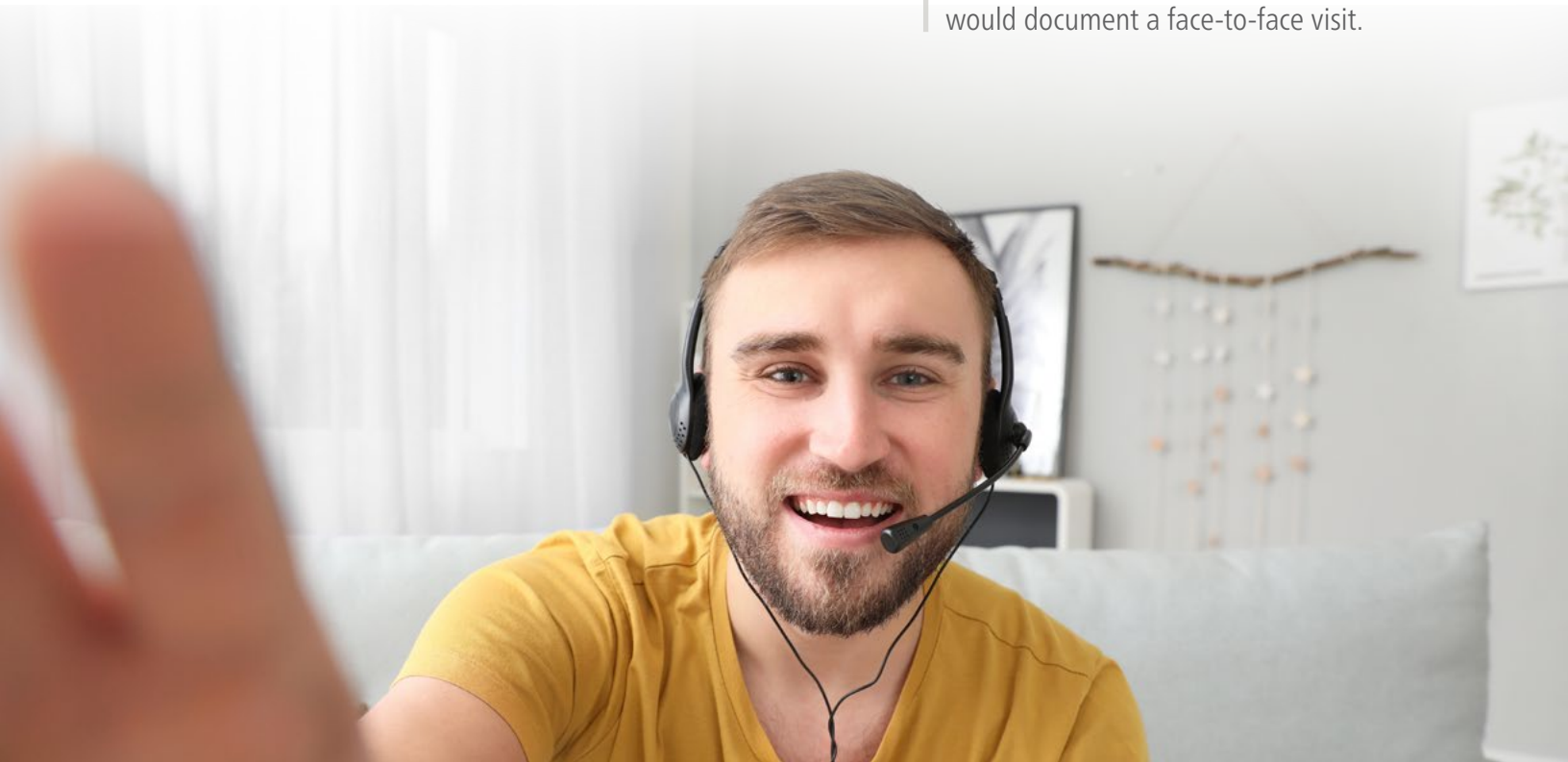
There are risks to privacy when using online programs and tools. York Region will use software platforms deemed secure for the sharing of personal information recognizing that technology is ever changing and always carries some level of risk. This means that York Region cannot guarantee that the personal information you provide or share through a video conferencing session will not be inappropriately accessed, used, or disclosed.



York Region staff will ensure confidentiality by using a private room or space for the session. The client is responsible for making sure the space that they use while participating is private. It is recommended that the space is comfortable, and it is easy to talk without interruption.



York Region staff will document the information related to the video conferencing session in the same way they would document a face-to-face visit.



Consent to Video Conference

(once complete, attach or document in Client record)

Client name:

Date of birth:

Client Identification Number:

I understand that the laws that protect privacy and the confidentiality of personal information also apply to video conferencing, and that information obtained in the use of video conferencing which identifies me will be disclosed only in accordance with applicable laws.

I understand that I have the right to withhold or withdraw my consent for the use of video conferencing at any time.

I understand there are some risks related to the use of technology and the internet and accept these risks at this time.

I have read and understand the information provided above regarding video conferencing and have discussed the use of video conferencing with York Region staff and all of my questions have been answered to my satisfaction

I hereby give my consent for the use of video conference.

Written Consent

Name of Client/person providing written consent:

Signature of Client: _____ (or person authorized to make decisions on behalf of the Client)

If authorized to make decisions on behalf of the Client, indicate relationship to Client:

Date:

OR

Verbal Consent

Name of Client/person providing verbal consent:

If authorized to make decisions on behalf of the Client, indicate relationship to Client:

Name of person completing this verbal consent:

Date:

Using Adobe Acrobat Reader to electronically sign a document

To electronically sign a document using Adobe Acrobat Reader:

1. Click the **Fill & Sign** button in the right pane.
2. Click the **Sign** button on the toolbar and select **Add Signature**.
3. Select **Type** so you can type your name and have it converted to a signature.
4. After creating a signature, click **Apply** to apply it to the document.
5. Position your signature where you want it with your mouse and click to apply it.