Communication Modalities Offered at Green Chimneys

As part of participation in services provided by Green Chimneys, I understand and agree that Green Chimneys may communicate with me and maintain records using various communication and technology platforms. I acknowledge and accept the following terms:

Communication Methods
Green Chimneys may communicate with me through in-person meetings, landline telephones, cell phones, voicemail, text messages, email, videoconferencing platforms, client portals, electronic forms, electronic signatures, and other Agency-approved communication systems.

Risks of Electronic Communication
I understand that telephone calls, cell phone calls, text messages, emails, and other electronic communications may not be completely secure or confidential. Unauthorized individuals may gain access to communications through loss of devices, interception, technology failures, cybersecurity incidents, or access to communication records. Green Chimneys cannot guarantee the security of electronic communications transmitted through third-party networks or personal devices.

Text Messaging and Email
I understand that text messaging and email are intended primarily for routine communications and may not be secure. I accept the risks associated with communicating through these methods and understand that sensitive or confidential information may require alternative communication methods. Green Chimneys can encrypt emails, if necessary, through Barracuda—the sender information will read: noreply@barracuda.com. It will then require a login and password to retrieve.

Videoconferencing and Remote Communication
Green Chimneys may utilize encrypted videoconferencing or remote communication platforms when appropriate. While reasonable safeguards are used, I understand that Green Chimneys cannot guarantee the security of third-party platforms or internet connections.

Artificial Intelligence (AI)
Green Chimneys may utilize approved Artificial Intelligence (AI) technologies to support administrative, educational, accessibility, documentation, translation, quality improvement, and service-related functions. I understand that Green Chimneys will maintain appropriate safeguards for confidential information consistent with applicable laws, regulations, and Agency policies.

Applications and Websites
Agency staff may recommend websites, applications, or technology resources that may support services. I understand that Green Chimneys does not control the privacy or security practices of third-party applications, websites, or software providers, and my use of such resources is subject to providers' terms and privacy policies.

Electronic Records
I understand that communications related to services may become part of the Green Chimneys' educational, clinical, medical, or administrative record and may be maintained electronically in accordance with applicable laws and Agency policy.

My Responsibilities
I am responsible for maintaining current contact information, protecting access to my devices and accounts, using secure communication methods whenever possible, and selecting private locations when participating in electronic communications or virtual services. Electronic communication should not be used for emergencies or situations requiring immediate assistance.