

Electronic Consent Form (Text Message)

I understand Creative Work Solutions LLC (“CWS”) uses a variety of electronic communication methods including phone, text messages, and e-mail to communicate with me for the limited purposes of appointments, available services, appointment confirmation through text messages, and other TANF related communications. I authorize CWS to disclose limited protected TANF information to employees who may answer my electronic communications. CWS’s goal is to provide me with excellent assistance as well as overall service and satisfaction. CWS will use the minimum necessary amount of confidential information in any communication. I have the right to revoke this consent, by sending a message that states “STOP” to any message. **Standard text messaging rates may apply and are the responsibility of the participant.** Unencrypted text message is not a secure form of communication. There is some risk that any individually identifiable personal information and other sensitive or confidential information that may be contained in such text message may be misdirected, disclosed to or intercepted by unauthorized third parties.

I. Risk of using text messages:

CWS offers participants the opportunity to communicate via text messages. Transmitting and communicating participant information by text messaging has a number of risks to be considered before making a final decision regarding its use. These include but are not limited to:

- a. Text messages can be broadcast worldwide and received by many intended/unintended recipients.
- b. Senders can easily misaddress a text message.
- c. Text messages are easier to falsify than handwritten or signed documents.
- d. Backup copies may exist even after sender and/or recipient have deleted their copies.
- e. Text messages can be intercepted, altered, forwarded or used without detection or authorization.
- f. Text messages can be used as evidence in court.
- g. Text messages can be lost in transmission.

II. Conditions for the use of text messaging:

CWS will use reasonable means to protect the security and confidentiality of text messaging information sent and received; however, because of the risks outlined above, CWS cannot guarantee the security and confidentiality of all electronic communication and will not be liable for improper disclosure that is not caused by intentional misconduct. Consent to the use of text messages includes agreement with the following conditions:

- a. There might be other individuals such as administrative staff who have access to these materials.
- b. Although our staff will endeavour to read and respond promptly to a text message, CWS cannot guarantee that any particular individual or group text message will be read and responded to within a particular period of time. **In the case of emergencies, another form of communication should be used.**
- c. If the participant’s text messages requires or invites a response from CWS and the participant has not received a response within **two day business days**, it is the participant’s responsibility to follow-up to determine whether the intended recipient received the text message and when a response might be expected.
- d. The participant should not use text messaging for communications regarding sensitive or confidential information.
- e. The participant is responsible for requesting their desire in writing of any information the participant does not want sent via text messaging.
- f. The participant is responsible for protecting his/her password or other means of access. CWS is not liable for breaches of confidentiality caused by a participant or other third party.

III. Instruction for communicating via text messaging:

- a. Inform us in writing of changes in text messaging phone number.
- b. Send a reply message or delivery receipt to us to acknowledge participants’ receipt of any text messaging.
- c. Withdrawing consent to utilize text messaging can be in the form of written communication or by sending a text message that states “STOP” to any message.

Participant acknowledgement and agreement:

I acknowledge that I have read and fully understand this consent form. I understand the risks as outlined above and consent to the conditions outlined above. I further waive any and all claims that may arise against Creative Work Solutions LLC and its affiliates, officers, employees, contractors, interns, and participants resulting from the use or misuse of text messaging.

PLEASE MARK THE FOLLOWING:

I consent to and accept the risk in receiving information via text message. I understand I can withdraw my consent at any time.

My Text Number: _____

Texting requirements and information explained via telephone

Print Name: _____

CWS Staff Name: _____

Signature: _____

Date: _____