



## **Mainstay Housing Tenant Email Communication Policy and Consent**

Communication is the interaction between two or more persons or entities, or any combination of them where information is provided, sent, or received.

Mainstay is implementing email communication with its tenants to improve the convenience and efficiency of services to tenants. Staff have a duty to disclose email communication received from a tenant that causes the staff to worry that the tenant may harm themselves or others. If you are concerned or upset by an email received from a staff please speak with the staff or their manager.

Mainstay will engage in limited usage of email communication with tenants for the following reasons:

- Most correspondence with tenants must be signed to be valid.
- Email is not secure.
- Email does not allow for visual cues in communication and can be misinterpreted.
- Mainstay staff cannot verify the source of the email.

Please ensure that you read this policy thoroughly before signing the consent form.

### **Limits of Email Communication**

- Email communication will not be responded to outside of Mainstay's regular business hours.
- Email communication is not to be used for communicating emergency or urgent matters.
- Email communication will not be used to communicate information relating to individual tenant housing and support needs and interventions.
- Email communication will not be treated with more urgency than other methods of communication. We cannot guarantee your email will be responded to within 24 hours.
- It is the responsibility of tenants to follow up on all email communications.

### **Uses of Email Communication**

Email communication with tenants will be restricted to the following uses:

- Providing organizational policies and protocols (example, Complaint Policy, Decision Review Policy).
- Promoting Mainstay's programs and or events.
- Scheduling appointments, including rebooking and cancellation.
- Providing directions to Mainstay's head office or other community services.
- Education and health promotion.

### **Risk of Using Email Communication**

Mainstay cannot guarantee the security and confidentiality of information communicated through email. Please consider the following risks before using email communication.

- Despite our best efforts to protect the privacy and security of electronic communication, it is not possible to completely secure the information.
- Electronic communications may be disclosed in accordance with duty to report or a court order.

