

COMMUNICATION GUIDELINES

CLH DEVELOPMENTAL SUPPORT SERVICES UNDERSTANDS FAMILIES REQUIRE A VARIETY OF WAYS IN WHICH TO CONNECT TO THEIR RESOURCE CONSULTANT. FOR MANY, EMAILS AND TEXT MESSAGING MAY BE THE ONLY OR PREFERRED WAY OF COMMUNICATION.

Resource Consultants are able to email updates, report documents and other individualized information to your personal email. You must indicate email as one of your preferred methods of communication along with the email address. Regardless of your preferred method, the following guidelines will be used when communicating information to you.

Please be aware that all forms of communication come with inherent risks such as:

- Breach of privacy
- Messages being intercepted
- Miscommunication of messages
- Delays in response
- Incomplete information
- Misunderstanding of information being relayed
- Information being sent to the wrong email/phone number entirely

Text messaging is the most unsecure method; therefore, information will be limited to the following criteria:

- To set-up appointments
- To cancel appointments
- Reminders about schedules

Text messages either sent or received should never include:

- Medical information or diagnosis
- Identifying information
- Personal or confidential information

It is suggested when this kind of information is required, a direct line of communication should be used; such as a face-to-face meeting or by phone call.

Please complete the online form with your preferred method(s) of communication and click send when complete.