

If you need urgent assistance
outside of work hours

DO NOT SEND A TEXT MESSAGE

Call 911 for assistance or our
After Hours Emergency Service at

905-522-8053

Regular office open hours are:

Monday to Friday

8:30 am to 4:30 pm



The Children's Aid Society
OF HAMILTON
La Société d'aide à l'enfance
DE HAMILTON

Poscor Centre for Children & Families
P.O. Box 1170, Depot 1 (26 Arrowsmith Road)
Hamilton, ON L8N 4B9
Phone: 905-522-1121
French Service: 1-855-550-3571
After Hours Emergency Service: 905-522-8053
www.hamiltoncas.com



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Guidelines for Text and Email



Using Text and Email

We understand for many families and youth, text messaging and emailing is sometimes the only readily available form of communication. We recognize it is a great way to connect with others in certain situations.

However, there are some problems that come along with texting and emailing. This pamphlet lays out some ground rules on how to get the most out of texting and emailing while preventing potential problems.

Texts should only be used to:

- Schedule or reschedule an appointment
- Cancel an appointment
- Advise you are running late
- Request someone to contact you

Here's what you need to know:

- Texts and emails are instant, cannot be taken back once sent, and can be forwarded to others without your permission or knowledge.
- Texting or emailing is not guaranteed to be confidential because phones (yours or your worker's) can get lost or stolen and systems can get hacked.
- Texts and emails sent and received between you and your worker will be maintained on permanent record in your case file.
- Texts and emails are admissible in court and can be subpoenaed.
- Workers will not include or provide identifying or personal information by text or email.

- Texts and emails with a worker should only happen during regular business hours.
- If you text or email your worker outside of regular business hours, you should not expect a response until the start of the next work day.

All email and text messages composed, sent, received, or forwarded become the sole property of the Society.

Remember:

- Use text and email to communicate only simple and/or specific messages.
- Confidential information should be discussed face-to-face or by phone with your worker.
- Discussing serious issues or issues that require an immediate answer from your worker should not be done through text or email.
- You should expect a worker to answer your text or email within one business day, provided the agency is open and your worker is working.
- If your text message is taking more than four (4) texts back and forth, you should speak to your worker directly either face-to-face or over the phone.
- To protect privacy, you should refer to people by their first name and the first initial of their last name only. Your worker will do the same.
- Do not use text or email to engage in activities or transmit content that is harassing, discriminatory, threatening, obscene, defamatory, or in any way objectionable or offensive including disparagement of others based on race, colour, national origin, sex, sexual orientation, age, disability, or other protected classifications.

