

## Remote Services Acknowledgement Form

West Virginia WIC will continue to provide some services remotely. Given the frequent use of email and phone/video conferencing, we wanted to make you aware of the extensive security and other protective measures put in place to ensure to the extent we can, the privacy of these modes of communication. We ask that you review and acknowledge the following:

Google Meet Virtual Platform for Remote Appointments and/or Nutrition Education Classes:

- The West Virginia WIC Program has implemented the following security measures for Google Meet:
  - Each Meeting ID code and Password are randomly generated for each session.
  - Each Meeting will have Quick Access turned off to ensure privacy.
- **OR** The West Virginia WIC Program may utilize a “Waiting Room.”
  - Other participants may be invited to the same Google Waiting Room and your name will be visible to other participants.
  - Interactions with WIC staff will only take place in a secure “breakout room.”
  - Each Meeting will have Quick Access turned off to ensure privacy.
- The West Virginia WIC Program will not record my individual Google Meet session for any reason.
- The West Virginia WIC Program will not record my group Google Meet session for any reason.
- The West Virginia WIC Staff will ensure they are physically in a private room and will use headphones to ensure privacy.

*Note: all West Virginia WIC Google Meet communications are encrypted in transit by default between the client and Google for video meetings on a web browser, on the Meet Android and Apple® iOS® apps, and in meeting rooms with Google meeting room hardware. Meet adheres to Internet Engineering Task Force (IETF) security standards for Datagram Transport Layer Security (DTLS) and Secure Real-time Transport Protocol (SRTP)*

Facetime:

- Facetime can be utilized when requested by the participant or parent/guardian.

Email and Text:

- The West Virginia WIC Program staff use a secure email address or WIC notification system from a state-issued computer.
- Private participant emails and/or phone numbers will not be shared with other staff or revealed in group messages.
- Private photos sent to a West Virginia WIC staff email address or via text message will be deleted as soon as possible.

**I understand and agree that the West Virginia WIC Program has taken all reasonable precautions to protect and secure the sensitive and personal information in Google Meet calls, emails and/or texts, however, West Virginia WIC is unable to guarantee my information, emails, texts, and/or Google Meet call will be secure.**

Participant/Parent Guardian Signature:

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WIC ID Number: \_\_\_\_\_

Date: \_\_\_\_\_

**Office Use Only:**

Completed Form Documented in Chart

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. mail:  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or
2. fax:  
(833) 256-1665 or (202) 690-7442; or
3. email:  
[program.intake@usda.gov](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.