

Section	SO	Service Operations	Effective Date:	May 2003
Sub-Section	02	Confidentiality	Last Revised Date:	August 2019
Approval: Executive Director			Reviewed:	August 2019
<i>S. McNamara - August 19, 2019</i>				Page 1 of 4

CONFIDENTIALITY

CONFIDENTIALITY OF INFORMATION

It is the policy of this Association that people who receive services from any of its programs have their right of privacy respected.

Confidential information is defined as personal and family background, assessments, behavioural observation and notes.

1. Personal files are to be kept in locked filing cabinets. Information from the files is not to be left out on desks or tables unattended.
2. Access to the files is given to regular full-time or part-time employees, members of an admissions committee or authorized Ministry or employees in the conduct of a programme audit. Information required for medical or safety purpose is given to anyone who has the responsibility of care for the person.
3. Personal information is given to other programmes, agencies and individuals only after a "Release of Information" has been signed by the person with handicap or his/her advocate.
4. On those occasions when individuals are discussed at meetings of the programme committees or the Board all those present are charged with the responsibility of keeping such information confidential.

RELEASE OF INFORMATION

All information contained in an individual's record, including the contents of an automated data bank, is considered privileged and confidential.

Information collected by Community Living North Grenville that identifies an individual must be in accordance with the following principles:

1. There must be a clearly justifiable and documented purpose for obtaining, storing and releasing information to a person other than the subject of the information.
2. The right of every individual to privacy should be recognized and protected to the

Section	SO	Service Operations	Effective Date:	May 2003
Sub-Section	02	Confidentiality	Last Revised Date:	August 2019
Approval: Executive Director			Reviewed:	August 2019
<i>S. McNamara - August 19, 2019</i>				Page 2 of 4

greatest extent possible, consistent with the public interest.

3. The informed consent in writing of every individual is a requirement prior to the release of personally identifiable information about him/her.
4. Individuals will have access to information about themselves.
5. Sharing personal information with regards to the individuals we support is permissible only when it is in the best interest and positive nature of the individual; that promotes their personal growth, and ability to participate in the community. Sharing information with proper consent with outside agencies, medical community, schools and other sources as deemed appropriate by the Executive Director will only be provided through a secure fax (call to ensure the person/agency requesting information has a secure fax line) or by mail or courier. Transmission of clinical records by e-mail is not secure and is therefore not permitted. Approval to share information must be confirmed with a Manager of Service or Executive Director.

SECURING RECORDS

The record is the property of Community Living North Grenville whose responsibility is to secure the information against loss, fire, theft, defacement, tampering and copying, or use by unauthorized persons.

REMOVING RECORDS

The record may be removed from the Association jurisdiction and safekeeping only in accordance with a court order, subpoena, or statute.

TRANSFER OF RECORDS

When an individual transfers to another agency the original records will **not** leave the Association. Information records are to be prepared on request from the original consisting of:

1. A summary of the reasons for the individual’s transfer and the method if applicable.
2. A detailed summary of the history and progress during the period of service.
3. A detailed summary of support data, pertinent physical and laboratory findings,

Section	SO	Service Operations	Effective Date:	May 2003
Sub-Section	02	Confidentiality	Last Revised Date:	August 2019
Approval: Executive Director			Reviewed:	August 2019
<i>S. McNamara - August 19, 2019</i>				Page 3 of 4

diagnosis, recommendations and discharge medication.

- Any additional information which may be requested by the new agency, but not the original records.

TRANSMISSION OF INFORMATION ON FILE

Information contained in an individual’s record should not be transmitted directly to any members of the staff or to students, contract staff or volunteers who are not involved in the individuals care. Such information will only be transmitted by authorized/supervisory staff who will screen the information requested and transmit only that which is required and appears justifiable. Summary information identifying individuals are not to be posted on any bulletin board. Association referral forms identifying the individual’s critical information (doctor, next of kin) will be kept on file at all times and will be current.

All staff and volunteers will sign an oath of confidentiality.

Refer to Form 4-1:01 – Declaration of Confidentiality

CONFIDENTIALITY - NON-MEDICAL MATTERS

POLICY

In the course of their duties with CLNG, employees may have access to sensitive information or may know of plans affecting the future of the agency. All such information will be kept strictly confidential.

- All employees are responsible for considering possible adverse effects before discussing or releasing any information. If in doubt, the employee will discuss the situation with the Executive Director prior to taking action.
- Employees who are entrusted with sensitive information will respect the confidential nature of the information. Such items as salaries, budgets, staff performance, personal information about other staff, or other matters so designated by the Executive Director are to be considered confidential.
- Employees may be asked to provide information or ideas concerning future planning for CLNG, or may become aware of such plans or discussions. All information regarding future programs, staffing, budget allocations, salaries or other planning

<i>Section</i>	<i>SO</i>	<i>Service Operations</i>	<i>Effective Date:</i>	<i>May 2003</i>
<i>Sub-Section</i>	<i>02</i>	<i>Confidentiality</i>	<i>Last Revised Date:</i>	<i>August 2019</i>
<i>Approval: Executive Director</i>			<i>Reviewed:</i>	<i>August 2019</i>
<i>S. McNamara - August 19, 2019</i>				<i>Page 4 of 4</i>

options will be considered confidential. Staff are expected to exercise to prudence and good judgment in sharing information with the public. Should there be any questions or concerns, they can be directed to the Executive Director.

- Confidential information may only be discussed or released with the express permission of the Executive Director.