

Section: A	Policy Number: A-003	Approval Date: Oct. 25, 1984
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CONFIDENTIALITY POLICY

Community Living-Central Huron recognizes the right of all employees, volunteers and persons supported to confidentiality in principle and practice. This right refers not only to written material kept on file, but also on the verbal material given freely by an employee, volunteer or person supported understanding such information would not be repeated.

To maintain this level of confidentiality, no information, written or verbal shall be given unless a signed Release of Information Authorization from the employee, volunteer or person supported accompanies such a request. The employee, volunteer or person supported is entitled access to their file and to correct inaccurate information. To view their file, written notice must be provided in advance to the Executive Director; the file shall be shown to them at a mutually agreed time and in the presence of a person designated by the Executive Director. The Supervisors, Coordinators and Executive Director shall ensure that each employee and volunteer is aware of the Confidentiality Policy and its contents. Non-compliance with the Confidentiality Policy is subject to discipline, up to and including dismissal from Community Living-Central Huron's employment and/or services.

Confidentiality can only be assured within the confines of legal limitations.

Procedure:

1. All employees, volunteers and persons supported shall be advised of the Confidentiality Policy immediately upon their involvement with Community Living-Central Huron. Each employee and volunteer is required annually to sign an Oath of Confidentiality.
2. Employees, volunteers and persons supported must give their written consent before any information, written or verbal can be released to, or obtained from another person, agency or institution. Each Release of Information Authorization must bear only one specific contact, the time frame of the Release, the employee, volunteer or person supported signature, the date and signature of a witness. Two identical authorization forms are prepared; one for the Community Living-Central Huron file and the other to be sent to the source requesting or being asked for information. If the information needed pertains to a person under the age of eighteen, the parent or guardian will be requested to sign the consent form.
3. No confidentiality can be promised where there is a suspicion or proof of child abuse. The law requires that all such instances must be reported to Children's Aid Society. Refer to the Agency's Abuse Policy (No. C-004), with respect to specific procedures.
4. An employee may be legally required to provide confidential information to family or criminal courts if a subpoena is served.

5. All employees', volunteers' and files of persons supported must be maintained in locked cabinets. An employee removing a file, or any of its contents, assumes responsibility for confidentiality and will also be responsible for returning the file/its contents immediately after use.
6. A signed Release of Information Authorization must be received by Community Living-Central Huron, prior to releasing any information to another person, agency or institution. Such Authorization must be signed by the employee, volunteer or person supported.
7. All files and their contents will be retained and archived as per Record Retention and Archives Policy (No. E-018) and be placed in a secure location.
8. Should there be reason to believe that an employee, volunteer or person supported be a danger to themselves or others, or be in violation of the law, the employee and/or volunteer will consult their Immediate Supervisor or designate to determine the appropriate course of action.