

545.0	CONFIDENTIALITY OF INFORMATION	545.0
Application: All Employees	References: Freedom of Information and Protection of Privacy Act Policy 209.0 Protection of Privacy	

POLICY:

Employees respect the confidentiality of information belonging to the people we support, their parents/guardians and friends, and other employees.

When the people we support are under the age of 19, the information belongs to their parents or guardian.

Employees are permitted to verbally share confidential information with members of the NSDRC program staff team, when relevant to the provision of program supports, and when conducted in a private setting such as a staff meeting.

Please note that the principle of confidentiality does not apply to disclosure of alleged abuse, neglect or wrongdoing.

REASON FOR POLICY:

All information related to people we support, families and employees is private. Confidential procedures ensure that privacy is respected.

DEFINITIONS:

Privacy: The concept that personal information or knowledge is not available to others

Freedom of Information and Protection of Privacy Act: Legislation, in effect since 1993, provides specific information and privacy rights with regards to information that is collected or controlled by public bodies in British Columbia.

Accessible format: Material available in a manner that is best suited to a person's abilities. Includes, but not limited to; Braille, large print, audio or video, etc.

Records: Includes books, drawings, documents, maps, photos, vouchers, papers and any thing on which information is stored, does not include a computer program or any other mechanism that produces records.

PROCEDURES:

ACCESSING INFORMATION BELONGING TO PEOPLE WE SUPPORT

1. Verbal information, written documentation or photographic material about an adult person we support is confidential and belongs to them. Any person who wants access to the information must seek the permission of the people we support. This permission is to be formally documented in the care plan or file of the person. See **Association Structure & Supports Policy 209.0 Protection of Privacy** for more information.

545.0	CONFIDENTIALITY OF INFORMATION	545.0
--------------	---------------------------------------	--------------

2. Verbal information, written documentation, or photographic material about a child receiving service from the NSDRC is confidential and belongs to their parents or guardians. Any person who wants access to the information must seek the permission of the parent/guardian. This permission is to be formally documented in the child's care plan or file. See **Form 209.0 A Consent to Obtain/Release Information** for more information.
3. When documentation refers to several people we support, each person we support must be asked for permission. This permission must be documented by completing a **Form 209.0 A Consent to Obtain/Release Information** and filing the original in the care plan or file each person we support.
4. People we support have a right to access NSDRC information about themselves. This includes all documentation by employees about people we supports: log books, journals, reports, charts, etc. No people we support files may be removed from the Association Office, the group homes, or any other work site. Photocopies may be made of information requested by people we supports or parents/guardians.
5. If a family member, friend or advocate who is not a legal guardian, requests information about an adult person we support, the person is asked to seek permission from the people we support and their approval is documented on the **Form 209.0 A Consent to Obtain/Release Information**.
6. Information or reports concerning a people we support received by the NSDRC from other agencies may be released with permission from the people we support or parent/guardian.
7. The NSDRC releases personal information to external authorities upon receiving a completed **Form 209.0 A Authorization of Access to Information**. Please see **Association Structures & Supports Policy 209.0 Protection of Privacy** for more information.

ACCESSING EMPLOYEE INFORMATION

8. All information about an employee belongs to the employee. Please see **Employment Policy 520.0 Personnel Records, Policy 545.0 Confidentiality of Information, and Association Structures & Supports Policy 209.0 Protection of Privacy**.

DISCLOSURES OF ABUSE, NEGLECT OR WRONGDOING

9. The principle of confidentiality does not apply to disclosure of alleged abuse, neglect or wrongdoing. It is the employee's responsibility to adhere to **Emergencies & Incidents Policy Series 700 Abuse Reporting....** For disclosures of employee wrongdoing, other than abuse, the employee has a duty to report to the Program Manager.

545.0	CONFIDENTIALITY OF INFORMATION	545.0
--------------	---------------------------------------	--------------

STORAGE OF INFORMATION

- 10. Information is handled in a confidential manner and stored in a secure location. Please see related Program Policies for more information about records storage etc.
- 11. Please see **Employment Policy 520.0 Personnel Records** for more information about employee records.

545.0 A AUTHORIZATION OF ACCESS TO INFORMATION
Forms Management



NORTH
SHORE
DISABILITY
RESOURCE
CENTRE

3158 Mountain Highway
North Vancouver
British Columbia V7K 2H5
Telephone (604) 985-5371
Facsimile (604) 985-7594
E-mail: nsdrc@nsdrc.org
Web Site: www.nsdrc.org

I, _____ 1 _____, give my permission to _____ 2 _____, to have access to
_____ 3 _____.
_____ 4 _____ Date _____ 5 _____
Signature _____ Date _____
_____ 6 _____ _____ 7 _____
Witness _____ Date _____
NSDRC File: _____ 8 _____
CC: _____ 9 _____, _____

- 1. Name of person granting permission
- 2. Name person receiving permission
- 3. Description of information to be provided
- 4. Signature of person granting permission
- 5. Date permission granted
- 6. Name of person witnessing signature
- 7. Date signature witnessed
- 8. Description of NSDRC file where permission is filed
- 9. List of other people receiving copies of permission