

## PATHWAYS ABILITIES SOCIETY

### **POLICY: CONFIDENTIALITY AND RELEASE OF PERSONAL INFORMATION**

**Applies to:** All Personnel and Volunteers

#### **PREAMBLE**

Information concerning an individual or the affairs of the society is privileged and confidential. Confidential information is all information regarding Pathways Abilities Society including any information, personal or otherwise, concerning persons served, staff or volunteers. Information is deemed confidential if it comes from Pathways Abilities Society files, binders, meetings, computer software programs or through the administration of services or businesses and the above said information is not a reporting requirement of the various federal and provincial legislations.

#### **POLICY**

Employees/volunteers will not transmit any information to another person without authorization from the executive director or designate. Confidential worksite information, especially individual specific information, is only to be shared with other staff or stakeholders (supervisor, manager, executive director, Board director or social worker) when that information is required in order to carry out job duties. Staff and volunteers will not discuss individuals and/or their families unless it is absolutely required.

Confidential information will only be revealed if:

1. Revealing the information is necessary and in the interest of the society or a person receiving service.
2. The person receiving the information has a legitimate need to know the requested information.
3. Permission has been granted and the appropriate release waivers and forms signed.
4. It is required by the operation of the Employer's business.
5. It is required by law.

Documents that contain personal information that are sent via email must be encrypted with a predetermined Pathways' password.

Confidential information will not be revealed if it is used for the sole purpose of criticizing or damaging the reputation of another person or the person who is subject of the information finds it embarrassing or unpleasant or it would be reasonable to think that most persons in the same situation would respond similarly.

Confidential information will be kept in a locked, secured location and accessible only as required in order for staff to carry out their job duties. Employees viewing confidential information on computer screens will ensure that this is being carried out in a private area and information is not viewed by any person who is not an employee of Pathways Abilities Society.

Confidential documents or documents containing confidential information no longer required will be disposed of as stated in our contracts, by laws or will be shredded.

Employees will manually sign statements confirming their commitment to uphold the policy upon hire and on an annual basis digitally as identified by the relevant ShareVision list at their performance appraisal meeting. The original document will remain in the employee's file.

Volunteers, including directors, will sign a statement confirming their commitment to uphold the policy upon appointment to a position and on an annual basis thereafter.

Employees and volunteers who have access to individuals information and Community Living BC (CLBC) information are required to complete CLBC's On-Line privacy training.

Employee references can only be done by the executive director or their designate and as outlined in the procedures. References for the executive director can only be done by the Board of Directors. References will only be provided when the person has been employed with the organization for a minimum of a six month period. The employer is not responsible for advising the employee when a request for information has been made.

Volunteer references with other agencies or employers can only be done by the executive director or their designate and as outlined in the procedures. References will only be provided when the person has volunteered with the organization for a minimum of a six month period. The employer is not responsible for advising the volunteer when a request for information has been made.

References for volunteers applying for post-secondary programs or in support of educational opportunities are given by the manager responsible for the volunteer through the on-line processes or by telephone. References will only be provided when the person has volunteered with the organization for a minimum of a six month period. The employer is not responsible for advising the volunteer when a request for information has been made.

Breach of confidentiality will result in disciplinary action, which may include dismissal. Retaliation (taking action) against any person reporting a breach is strictly prohibited. Actions, including disciplinary, will be taken against any person engaging in any form of retaliation.

Effective/Revision Date

Board Approval

Date Approved

1993		1993
April 28, 2003		April 28, 2003
December 2003		December 2003
June 27, 2005		June 27, 2005
March 27, 2006		March 27, 2006
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January 18, 2009		January 18, 2009
September 12, 2011		September 12, 2011
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