

PATHWAYS ABILITIES SOCIETY

PROCEDURE: CONFIDENTIALITY AND RELEASE OF PERSONAL INFORMATION

Applies to: All Personnel and Volunteers

Effective/Revision Date:

1993
October 28, 2002
April 28, 2003
March 28, 2006
May 14, 2007
September 12, 2011
November 23, 2012
February 26, 2018
February 25, 2019
December 16, 2019
March 5, 2020

Person's Served

1. The Community Placement Developer-Intake (CPD) or designate provides new referrals and/or their designate with a Community Support and Consent form to read and sign prior to completing the Pathways Abilities Society application form.
2. The CPD or designate ensures the Community Support and Consent form is read and signed annually.

Employees

1. The executive director or designate provides new employees with a Confidentiality Statement and Use of Confidential Material Off Site Agreement Statement form to read and sign upon hire.
2. Employees electronically sign the Confidentiality Statement and Use of Confidential Material Off Site Agreement Statement annually thereafter in January at their evaluation. The original document is kept in their employee file.
3. New employees complete the CLBC-On-line privacy training.

Volunteers

1. The executive director or designate provides new volunteers with a Confidentiality Statement and Use of Confidential Material Off Site Agreement Statement form to read and sign upon hire.
2. Volunteers sign the Confidentiality Statement and Use of Confidential Material Off Site Agreement Statement annually thereafter in March.
3. New volunteers complete the CLBC-On-line privacy training if they access files of individuals served in the course of their duties.

Requests for Information

1. When confidential information is requested from employees/volunteers they will state they are not authorized to release any information concerning an individual or the affairs of the society and refers the person requesting the information to the executive director or designate.
2. Information requests from newspapers and other public news organizations are referred as stated in the Media policy.
3. The executive director or designate ensures that prior to releasing confidential individual information that the person or their designate has signed the Consent for Release form allowing for the release of the requested information.
4. Information about individuals may be released on a strictly need-to-know basis to family members who inquire when the person is not able to properly inform the family and such action is in the best interest of the person.

Taking Confidential Information Off Site

1. Employees who need to take confidential information off site are required to adhere to the Confidentiality and the Borrowing Equipment, Material and Vehicles policies and complete the Borrowing Equipment/ Materials Terms form.
2. Employees must return confidential information to their secured location which is confirmed by their immediate supervisor.

Employment References

1. An employee/volunteer wanting to use Pathways as a reference, must have their supervisor(s) complete the Pathways Abilities Society Employment Reference-Internal form and sign confirming they agree with the employment reference summary.
2. The supervisor gives the completed form to the executive director.
3. The employee/volunteer instructs the person requiring the reference to contact the executive director. The information provided on the form is the only information that will be released.
4. When a request for the release of information is received and the employee/volunteer has not authorized the employer to release the information, Pathways will respond to the inquirer with a statement that it is not the organizations' policy to give out information without the employee's prior approval.

Volunteer References: Applying for post-secondary programs or educational opportunities

1. A volunteer wanting to use Pathways as a reference in support of their application to a post-secondary education program, contacts the manager responsible for volunteers.
2. The manager:
 - Opens a digital copy of the Pathways Reference for Volunteers Application to Post-Secondary Program form, and copies and pastes in the questions asked on-line.

- Completes the reference within the Pathways form.
- Reviews the content of the form with the volunteer and has the volunteer sign confirming that they agree with the reference.
- Completes the on-line reference using the agreed upon information.
- Gives the signed form to the Executive Director and they place it in the volunteer's file.

References for Home Share Contractors

1. A home share contractor wanting to use Pathways as a reference, must have the home share manager complete the Pathways Abilities Society External Reference for Home Share Contractor form and sign confirming they agree with the reference summary.
2. The home share manager gives the completed form to the executive director.
3. The home share contractor instructs the person requiring the reference to contact the executive director. The information provided on the form is the only information that will be released.
4. When a request for the release of information is received and the home share contractor has not authorized the employer to release the information, Pathways will respond to the inquirer with a statement that it is not the organizations' policy to give out information without the contractor's prior approval.

Violation of Policy

1. Employees or volunteers perceiving or witnessing a violation of the Confidentiality and Release of Information policy will utilize the Conflict Resolution policy and procedures.