PATHWAYS ABILITIES SOCIETY

POLICY: CONFIDENTIALITY AND RELEASE OF PERSONAL INFORMATION
Applies to: All Personnel, Volunteers and Tenants

Original Approval Date: 1993
Date Board Approved: July 29, 2024
Replaces Policy Dated: July 10, 2023

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Board Member's Signature

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 personal information or information 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. 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. Employees and volunteers will not discuss individuals and/or their families unless it is absolutely required; this includes information that could be perceived as "tattling" on a person supported.

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 have been 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, if the person who is subject of the information finds it embarrassing or unpleasant, or if it would be reasonable to think that most persons in the same situation would respond similarly.

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.

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 that 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 and shredded, as stated in our contracts and by-laws.

Employees 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, sign a statement confirming their commitment to upholding the policy upon appointment to a position and on an annual basis thereafter.

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

References

Employee employment references can only be done by the executive director or their designate, 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.

References for employees applying for post-secondary programs or in support of educational opportunities are given by the manager responsible for the volunteer through the online processes, written or by telephone. 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, 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 online processes, written 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.

Tenant references can only be done by the executive director or their designate, as outlined in the procedures.