

Community Connections Support Services- Policies and Procedures

Section	Personnel Policy and Procedures
Subject	Release of Confidential Information (pp041)
Effective Date	October 1996
Date Revised	December 2009

Policy: In some cases, the release of confidential information is necessary to ensure the highest quality of consistency of care is being provided.

Procedures:

Consumer Request for Information

1. All records kept regarding the people we support will be accessible to them.
2. Information kept within each persons file may include, but is not limited to:
 - personal planning documents
 - progress reports
 - medical information
 - health and safety information
 - financial reports
 - daily recording
3. When a request to access the above information is made by the person served, the following procedures will be followed:
 - arrangements will be made to share the information as soon as possible following the requesting
 - an employee shall be present at all times for the purpose of open discussion and the answering of questions.

Outside Request for Information

1. All releases of confidential information:
 - are authorized by the person served and / or his/her legal representative
 - are time limited and specific to identified information

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- are accompanied by a signed release form (pp045)
2. There are some instances where all individuals are legally bound to break confidentiality:
 - in a situation that threatens your life, or the life of someone else
 - if subpoenaed by the courts
 - if information is disclosed about a person who is under 19 years of age who has or is being sexually, emotionally, or physically abused
 - if information is disclosed that someone has committed or is about to commit what would be considered an indictable offense under the criminal code of Canada.

Request for Information from Parents / Family of Person Served

1. Parents of persons under 19 years of age shall have reasonable access to information. This includes their child's daily charts.
2. Parents of persons over 19 years of age do not have a legal right to see their child's personal records. Therefore, employees must ensure that:
 - only general information is shared to keep parents involved and up-to-date on issues related to health and quality of life
 - personal records are shared only with the consent of the involved individual.
 - If the person is unable to give consent to release information, support persons must practice caution in sharing any personal information
3. Information about an individual receiving services may be released on a strictly need-to-know basis to family members when the individual receiving service is not able to properly inform his / her family and when the release of information is in the best interest of the individual.
4. Medical reports stamped "Confidential" are not to be shared with any person, including parents without the written consent of the sender.
5. An employee shall be present at all times for the purposes of open discussion and the answering of all questions.

Request for Information from Roommates / Friends of person served

1. Personal information should not be shared with a person's roommates without the individual's written consent.

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Media

1. When confidential information is requested, support persons must state that they are not authorized to release any information concerning the individual or agency affairs, and should then refer the party placing the request to the Director or appropriate supervisor.

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