

Community Connections Support Services - Policies and Procedures

Section	Personnel Policy and Procedures
Subject	Confidentiality (pp040)
Applies To	Employees and Subcontractors
Effective Date	November 1995
Date Revised	January 2018

Policy: All information concerning an individual in support or the affairs of the employer is privileged and confidential material.

Procedures:

- All employees and subcontractors will sign an Oath of Confidentiality before providing services to a person we support. Breach of confidentiality will be grounds for immediate dismissal of an employee or termination of contract with a home share provider.
- All information regarding the person served is to be treated as confidential material and is applicable to all forms of documentation including computer files, photos, etc.

Residential Services

- All personal records for those supported in residential services are to be kept at the individual's home and are not to be removed from the residence unless authorized by the person served or in the event of an emergency / medical concern. Copies of relevant documentation will be provided to the agency and kept at the Kelowna office of Community Connections Support Services.
- Electronic files will be regularly backed up to prevent any loss of information.
- Where possible, electronic files that are shared at the agency will be password protected and/or available only by authorized invitation and/or encrypted.
- Sharing information regarding the person supported over email is restricted to agency email accounts only. Employees are not to store, send or receive confidential information regarding the person supported using their personal email addresses.
- Employees are not to store confidential information regarding the person they support on any personal device and/or computer.

Community Support

- All personal records for those supported in community support are to be stored at the offices of Community Connections Support Services in Kelowna, B.C. and will be kept in a locked filing cabinet.
- Electronic files will be regularly backed up to prevent any loss of information.
- Electronic files that are shared at the agency will be password protected and/or available only by authorized invitation and/or encrypted.
- Employees in this area of support often work in the community with the person they support and use their personal computers and personal email addresses to complete, store

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and exchange information. All community support workers must ensure that any device used to communicate and/or store confidential information regarding the person supported must be password protected.

Home Share Support

- Personal records for those supported in home share are kept in three places:
 - The home of the person supported: home share providers are to maintain records for the person they support within their homes. Information is to be stored in a private and secure area of the home. Information is not to be made available to guests or other unauthorized parties.
 - The home offices of home share coordinators: home share coordinators are responsible for protecting the confidentiality of all information related to people supported in home share. Information and files must be kept in a locking filing cabinet. Where files are electronic, home share coordinators are responsible for backing up data to prevent loss of information. Access to computers storing information on the person supported must be password protected.
 - The CCSS office: paper files for the persons supported in home share will be stored at the offices of Community Connections Support Services in Kelowna, B.C. and will be kept in a locking filing cabinet. Electronic files will be regularly backed up to prevent any loss of information. Electronic files that are shared at the agency will be password protected and/or available only by authorized invitation and/or encrypted.

Request for Information

When confidential information is requested, support persons or home share providers must state that they are not authorized to release any information concerning persons supported or agency affairs, and should then refer the individual requesting information to the Directors or appropriate supervisor / coordinator. Exceptions to this procedure are provided in CCSS policy for Release of Confidential Information (pp041).

Further information on privacy protection, collection of information, limits on collection, use and disclosure, obtaining consent to collect personal information, retaining information, providing people access to their personal information, complaints, requests for access and questions can be found in policy pp038 Privacy of Information.

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