

**Policy: Confidentiality and Professionalism
and Managing Resident and Client Files**

Policy # 12 **Number of Pages: 5** **Date of Approval:** Sept 1995

Approved By: Board of Directors, Management **Review Date:** April 2017

References: Special Works Policy and Procedures
Privacy Policy # 6
Privacy Guidelines
Board of Directors Sign Off - *attached*

Statement:

The Society of Saint Vincent de Paul, Toronto Central Council (hereinafter referred to as the Society) is committed to safeguarding all information collected for the purposes of conducting business and providing service to residents and clients. In addition, this policy outlines expectations of professionalism in the workplace and appropriate Vincentian/staff interactions.

Policy:

Confidentiality:

Employees, volunteers, Vincentians and members of the Board shall not disclose information obtained through the provision of programs or services. Confidential information regarding clients, employees, volunteers or the operation of the Society shall not be discussed with anyone other than authorized individuals.

Employees, Vincentians and volunteers shall not discuss any information regarding individuals in the hearing presence of other residents, visitors or outsiders, except as required to ensure the appropriate safety and security of those involved. Relevant information shall only be shared with other parties pending proper, fully executed consent of the individual involved.

Professionalism:

Employees, volunteers, Vincentians and members of the Board shall refrain from engaging in any personal, business or intimate relationship with any of the Society's residents or clients, during the course of employment or after working hours. This prohibition will apply while the client or residents are under the care of the Society and will continue for up to one year after the client or resident leaves the program.

Vincentian/Staff Interactions:

It is vital for the efficient operations of Toronto Central Council and its' Special Works that the lines of authority established by the Board and Committees be respected. While Vincentians are always encouraged to participate in our Special Works, each staff may only take instruction from their designated supervisor. Special requests or recommendations should be communicated to the Executive Director or appropriate Chairperson.

Procedures for handling Personal Information:

1. The day to day information of residents, clients and employees including information on computer data bases, must be guarded against unauthorized access.
2. Confidential information stored electronically must be pass word protected.
3. Residents and clients will not be referred to by their full names, either in discussions or in writing. First names and initials are appropriate.
4. Requests for personal information from Government, Law enforcement or other agencies will be provided upon receipt of a warrant, or signed release.
5. Personal information on clients, residents or employees will be shredded after a period of inactivity for 7 years. Exception to this policy is for the residents who reside in the homes for adults with developmental disabilities as there files must be kept in perpetuity as per the directive of the Ministry of Community and Social Services.
6. Vincentians are to follow the Privacy Guidelines with respect to managing neighbor-in need and client files.

Resident Files and Documentation:

Collecting and Storing Resident Information:

The collection and storage of resident information shall be treated with the utmost confidentiality as detailed in the shelter's procedures manual. Resident information collected shall be limited to that which fulfills the Society's contractual obligations with the funders, as well as relevant information which supports the case management plan for the individual. Files must be secured at all times in a room that shall remain locked when staff are not present. The use of a residents name for the purposes of communicating resident information or status in house, shall be done by using the residents first name, or initials only. Procedures ensuring resident agreement for the transmission of information must be followed. Agreements or signed releases shall be kept in the residents file and updated periodically.

Removal of a resident file from the housing premises is strictly forbidden without the express approval of the Executive Director. In cases where a file is to be delivered to the Executive Director, it shall be sealed in an envelope and delivered by a manager or designate directly to the office of the Executive Director. Resident files that are to be archived shall be transported by the manager or designate directly to the Head Office at 240 Church Street for storage. Archived material must be treated with the same care and consideration as current files and are subject to the same level of confidentiality.

Computer Files:

Documentation and statistical information collected electronically shall only be accessed through password protected programs on approved computers which are located at the facility where the resident resides. Managers and staff members are forbidden from collecting or storing resident information on portable computers.

Resident Review of their File:

Residents are permitted to review their file, permitted a manager is available to produce the file. Residents shall have an opportunity to view their file in the presence of a manager, and shall be provided with copies of up to three pages on site. Requests for copies of the entire file shall be granted in extraordinary circumstances, within 2 business days, with the express approval of the Executive Director. A record of requests for file review shall be kept by the Program Manager.

Society of Saint Vincent de Paul

Toronto Central Council

Board of Directors

Policy and Mission Statement Acknowledgement and Confidentiality Agreement

Name: _____

Position on the Board: _____

Date of assuming position on Board: _____

Policy and Mission Statement Acknowledgement:

In my capacity as a member of the Board of Directors, I have a working knowledge of the following documents posted on the Society's Toronto Central Council website, under the Members section:

- Toronto Central Council Policies and Procedures
- Toronto Central Council By Laws
- Toronto Central Council Five Guiding Principles
- as well as the Mission Statement of Toronto Central Council (on the reverse).

In my capacity as a member of the Board of Directors, I understand there is an annual review of policies for the CLIC (Community Living Committee – Developmental Services) and the City of Toronto Hostel Services (Shelters) programs which are formally presented to the Board on an annual basis.

Confidentiality:

Additionally, I understand that in the course of my duties as a member of the Board of Directors, I will have access to personal information concerning, but not limited to: clients, residents, neighbours in need, Vincentians, volunteers and employees. I understand that there are restrictions on how this information is to be collected, stored, and accessed.

Acknowledgement of Responsibilities and sign off on Confidentiality Agreement:

Signature: _____ Date: _____

Witness: _____

Mission Statement

Society of Saint Vincent de Paul Toronto Central Council

Members of the Society of Saint Vincent de Paul are committed to bringing hope, love and assistance to the poor and others in need – turning concern into action. Toronto Central Council provides the leadership, coordination, and support required by our Vincentian volunteers and our staff to succeed in that mission.

Vision Statement

Our volunteer members turn concern into action through direct, compassionate services to those in need. Toronto Central Council will support and assist them in this mission by:

- Developing and implementing recruitment strategies aimed at attracting a diverse group of new members;
- Supporting the work of Particular Councils to open new Conferences and revitalize ones that are struggling;
- Providing a variety of training and sharing opportunities for members;
- Seeking out and responding to new opportunities to meet the ever-changing needs of the poor and others in need

Values Statement:

Our members serve those in need. Toronto Central Council serves our members. With the example of Frederic Ozanam and Saint Vincent de Paul, and with God's grace, we endeavor, like our members, to bring spirituality, respect, dedication, patience, and compassion to our service