

CVS POLICY & PROCEDURE MANUAL

Policy Area: **Operational Policies - Service Delivery**

Policy # & Name: **5.6 Confidentiality & Privacy**

Group: All Staff; Volunteers; Contracted Caregivers

Purpose:

To ensure that consumer rights to privacy and confidentiality are respected, and that CVS complies with privacy legislation.

Policy Statement:

CVS recognizes the rights of all consumers to privacy and confidentiality. CVS collects personal and/or sensitive information about consumers, families and caregivers in order to provide appropriate supports. We treat this private information as confidential. CVS advises consumers, families and caregivers that we keep records containing confidential information about them. Consumers may access all information about them that is held by CVS, and may view their files upon request.

All matters and information pertaining to the participants that has been gained within the organization must be treated as confidential. Under no circumstances may participant information be divulged either inside or outside the organization other than to persons authorized to receive such information in the course of their duties.

Practice Standards:

Ensure that all information and documentation related to consumers receiving service is secure and treated as confidential. This includes their name, all files, notes, documents, references, assessments, medical, financial, employment and educational histories as well as photographs, verbal information and video footage or other personal information. The obligation to maintain confidentiality continues indefinitely.

Avoid unnecessary conversation regarding consumers and their private affairs, except on a need-to-know basis. Do not release any information about a consumer without the consent of that consumer or the consumer's family, guardian or Representative. See Consumer Consent Policy.

Ensure all employees, contracted caregivers, students and volunteers have signed a confidentiality agreement and provide them with access only to the information required to perform their assigned responsibilities.

Provide consumers with information about their rights to privacy and confidentiality.

Best Practices:

Respect the privacy of consumers when an individual chooses to be alone, to visit with family and friends or in the delivery of personal care.

Policy Audit: March Annually

Date Issued: March 2004

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Date Revised:

Position

Responsible: Executive Director or designate

References:

- ✍ Freedom of Information and Protection of Privacy Act*
 - ✍ Personal Information Privacy Act.*
 - ✍ Policy 5.9 - Consumer Consent*
 - ✍ 9.25 – Statement of Adult Rights*
 - ✍ 9.26 – Rights of a Child*
 - ✍ SDA 5.9.A – Consent for Exchange of Information*
 - ✍ This policy encompasses and replaces: SD/RDD 003 – Client Confidentiality*
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