

CVS POLICY & PROCEDURE MANUAL

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

Policy # & Name: **5.9 Consumer Consent**

Group: All Staff; Volunteers

Purpose:

To ensure that consumer's rights to provide informed consent and choice are protected.

Policy Statement:

CVS obtains signed informed consent from consumers to provide service, to collect personal information, to release personal information, to authorize research involvement, and to permit referrals.

Practice Standards:

Consent To Provide Service

1. CVS obtains signed informed consent from consumers and/or their Representative upon admission, and when a decision is made that changes their service(s).
2. The processes used to obtain informed consent and the forms used to document this consent are varied and are based on the unique needs of each client group.
3. When individuals and families are admitted to CVS services they are oriented about the personal information we collect. Consenting to service includes consenting to the collection of this information.

Consent To Release Information

1. CVS ensures that consumers have provided signed informed consent for CVS to gather and release information about them. Staff will not share consumer information except on a need to know basis with those individuals supporting the consumer and in keeping with the signed consent.
 2. Such a release is limited to the specific information and time period identified.
 3. The completed Consent for Exchange of Information form is filed in the consumer's file.
 4. The Consent for the Exchange of Information is updated annually typically at the time when Personal or Child Planning occurs.
 5. Whenever possible, consumers/families/Representatives are to provide information themselves.
 6. When sharing confidential information, make sure you have the authority to do so. Do not make public statements about confidential information concerning consumers. If you are asked for confidential consumer information, explain you are not authorized to release any information concerning consumers without consumer authorization and then refer the inquirer to the appropriate House Supervisor/Program Coordinator or Program Manager or Executive Director.
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7. When you are authorized to give information, do so in manner that conveys dignity and respect for the consumer and family.
8. Adults who live in CVS residences or who live independently will be asked to update the Temporary Substitute Decision Maker information at the same time if applicable.
9. Information may be shared without consent in response to a medical or health emergency situation in which the consumer, family, or Representative is unable to do so themselves.
10. Information about a participant may be released on a strictly need-to-know basis to family members when the participant is not able to properly inform his/her family and release of information is in the best interest of the participant.

Consent To Release Information For The Purpose Of Referral

1. Staff will complete referrals on behalf of individuals and families in keeping with policy.
2. Every referral initiated by CVS requires the informed written consent of the individual, their representative or the family.
3. Typically, the referral form will be used to document such consent.
4. When the individual or family refers themselves to another service, CVS staff will ask he/them to update the Consent to Exchange Information form if desired.

Media Consent /Research

1. Staff will obtain specific informed consent from individuals or families for the use of any personal information outside the scope of service delivery.
2. This includes the use of both images and information in any media or public relations event.
3. This includes participation in research projects.

General

1. Documentation of consent is retained in the client file / consumer record.
2. Staff ensure that information collected is relevant, accurate and up-to-date.
3. If an individual is unable to sign a consent form or other document on his / her own behalf staff will consult with the Program Manager.

Policy Audit: March Annually

Date Issued: March 17, 2004

Date Revised:

Position

Responsible: Executive Director or the Designated Program Manager

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- References:**
- ✍ Policy 5.17 - Consumer Records
 - ✍ Policy 5.18 - Orientation, Intake and Acceptance
 - ✍ Policy 5.19 - Referrals
 - ✍ H&S 4.9.3 - Temporary Substitute Decision Maker Form
 - ✍ SD 5.9.A – Consumer Consent
 - ✍ SDA 5.9.A - Consent for Exchange of Information
 - ✍ SDA 5.19.A - Referral Form
 - ✍ SDC 5.9.A – Consent for Use of Photographs & Videos
 - ✍ SDC 5.9.B – Consent to Treat
 - ✍ SDC 5.9.C - Consent for Exchange of Information
 - ✍ This policy replaces and encompasses SD/RRC 003, SD/RRC 004
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