

CVS POLICY & PROCEDURE MANUAL

Policy Area: Service Delivery

Policy #& Name: 5.17 Consumer Records

Group: Consumers, their families, all staff, volunteers

Purpose:

To ensure that consumer records are developed in a consistent manner and stored in a secure location. To ensure that all consumer records are confidential. To ensure that consumer's have access to their own records. To also ensure that staff and volunteers have the information they require to operate programs effectively.

Policy Statement:

Consumer Files / Client Files

Each program or service will maintain a consumer file for each adult or family served. The format for consumer information is standardized within the specific service or division. It is understood that all categories of information may not apply to all clients.

CVS maintains a complete, current and confidential record of each client receiving service. CVS ensures that all recorded information is accurate and relevant to the ongoing development and support of the client.

Additional Program And Agency Communications

Each program will have a system in place such as a binder, clip board or designated location for communications that are essential to the smooth running of the program or service. The Home Supervisor or Program Coordinator is responsible for the maintenance of these communication systems. When consumer information is included in these records, the policies for consumer files / client files shall apply.

Practice Standards:

Consumer Files / Client Files

Confidentiality

Consumer information is held in strict confidence. Access to records is restricted. Once records are no longer needed, they are stored or disposed of according to legislation and regulations.

CVS staff may collect client, child, family personal information (names, addresses, birth dates) and related information needed to provide service. Staff may also record observations, make entries into logs and charts and other records

Staff will talk to clients and families about what information is being collected, why it is collected, and what will be done with this information whenever possible. They will offer information about consumer rights and the protection of privacy.

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Only staff or volunteers who have taken an oath of confidentiality and who have a "need to know" may read at client records.

Information will not be given to other agencies or individuals without informed consent, unless required by law.

Location and Security

Consumer files will be kept in a locked location with controlled access.

A duplicate of critical information for adults receiving services will be maintained securely in central files.

All client electronic files will be subject to the same requirements for confidentiality and security.

Consumer's Right to Access Files

All CVS generated documentation about consumers will be available to them or their legal representative(s).

Where appropriate, staff will complete records in conjunction with consumers. CVS staff will make every effort to ensure that consumers understand how to access their own records and have the support required to understand the information contained in their records.

Consumers can ask at any time to see their records; copies will be made upon request by the consumer or representative.

Consumer Files – Contents

All documentation must be dated and signed by the writer. Initials may only be used where a list identifying initials is maintained.

Consumer files include a standardized set of information determined to be relevant to effective quality service provision and to meet the requirements of service funders.

Files will include where applicable:

- ? referral information,
- ? an up to date picture of individual where this is important to health and safety procedures. personal and demographic information typically gathered on a Child Information Form or Personal Information Form,
- ? current consent and other legally required information
- ? assessment information and reports from other professionals or service providers,
- ? personal plans in the format determined by the division or service and responsive to the strengths and needs of the individual or family. Plans may be in areas like personal development, personal care, health, behaviour, employment, etc.
- ? various summaries of appointments, schedules or contacts,
- ? various summary reports like quarterly reports, etc.,
- ? records of team meeting minutes,

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- ? correspondence,
- ? relevant financial information
- ? exit information
- ? and journal or log notes.
- ? File format and location is determined by the service or division as is appropriate.
- ? Critical information will be reviewed and updated as needed, at least annually. Critical information includes but is not limited to health and safety, consent and planning.

Other

All consumer records, files, and notes pertaining to consumers are the property of CVS and are subject to our control, with the exception of client files contents defined in MCFD contracts.

Consumer records are legal documents and as such will follow standards for documentation as follows:

- ? Objective
- ? Concise
- ? Thorough
- ? Grammatically correct
- ? Legible
- ? Accurate

All consumer records are retained indefinitely.

Additional Program And Agency Communications

Additional program or agency communications may include:

- ? All Staff Meetings minutes,
- ? Program Staff Meetings minutes,
- ? Supervisor Meetings,
- ? Management Team Meetings
- ? Inter-CVS memos,
- ? Program Reviews with the Ministry or other government representatives
- ? Labour Management Committee minutes
- ? Health and Safety Committee minutes
- ? Risk Assessment information
- ? Operation Manuals
- ? Other Health and Safety Information including Emergency Procedures
- ? Other records required for the smooth operation of the program or service.

When necessary, a record of program and agency communication is kept in administration files.

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Best Practices:

Review Examples of Best practice for consumer record retention in Fall of 2004.

Policy Audit: March 2004

Date Issued: March 15, 2004

Date Revised:

Position

Responsible: Executive Director or designated Program Manager

References:

- ✍ *Protection of Privacy and Freedom of Information*
- ✍ SDA 5.17.A - Table of Contents – Adult Services
- ✍ SDC 5.17.A – ECCTS File Index
- ✍ SDC 5.17.B – IDP File Index
- ✍ SDC 5.17.C – Supported Childcare File Index
