



# POLICY

POLICY SECTION	POLICY NAME Confidentiality	POLICY SECTION
SUBSECTION	RESPONSIBILITY CEO	APPROVED BY
EFFECTIVE/REVISED DATE	LAST DATE REVIEWED:	NEXT REVIEW DATE

## POLICY

### POLICY:

Confidentiality is a core value of Lumenus and a basic tenet of social services regulated by the Personal Health Information Protection Act (PHIPA) and the Child, Youth and Family Services Act (CYFSA). The Centre respects the rights of clients to privacy regarding personal information about themselves and their families and their involvement with the Centre. However, the client and/or parents/guardians/caregivers are advised that the right to confidentiality is superseded by considerations of:

- safety, if there is danger of the individual or someone else being harmed;
- the provisions of the Youth Criminal Justice Act (YCJA), if they are or become relevant; and
- legislation regarding client abuse and neglect, child protection, legal requirements and other circumstances as noted regarding access to information.

All staff, students, accreditors, consultants and volunteers are required to sign an agreement of confidentiality prior to the commencement of their involvement with the Centre. Centre staff, students, accreditors, consultants and volunteers hold information about clients of the Centre and their families in the strictest of confidence, including verbal, written and communications via fax, email and other internet/phone based communications. As part of their early orientation to service Clients of the Centre are advised that staff, students, volunteers and consultants of the Centre discuss such client information only as needed to ensure continuity of care and comprehensive service provision.

It is the policy of Lumenus that information obtained in the course of duty pertaining to clients will be held confidential and will be protected from loss, theft, and unauthorized access. Access to the electronic record by staff and other agency representatives is tracked, and access to the client record is audited at regular intervals to monitor access and to limit access to authorized personnel who have active involvement in service delivery.

Audits: Client/Clinical records maintained in the main file and electronic data base are audited

Any breach of confidence or unauthorized access to records is regarded very seriously and may result in disciplinary action.

For mental health services reporting to the Ministry of Health, the following information is shared with the Toronto Region lead agency,: client demographic information including name, address, date of birth and services provided, duration of active services and waiting period for services if applicable.. This data is collected and shared with the Lead Agency for statistical purposes and to meet provincially mandated ministerial obligations.

- Lumenus may at times partner with other agencies' staff in providing services (such as in Youth Wellness Hub Ontario), who are not LUMENUS staff/employees. While they are not a LUMENUS employee they adhere to the same privacy/confidentiality standards. LUMENUS staff may consult and/or share information about me or my family with these consultants, and involved volunteers on a 'need to know' basis.

Lumenus is interested in feedback, evaluation and research, and that personal information collected and received will be kept **confidential** except in the instances listed above. Information may be used in aggregate and will not be identifiable

Centre staff are expected to protect client confidentiality by ensuring that conversations related to clients are private. Centre staff are expected to protect client confidentiality and privacy by securely storing the client's record and any identifying materials, such as written reports, notes documenting contacts and audiovisual reproductions pertaining to clients and families, drafted reports, rough notes.

Centre policies and procedures regarding access to client record information and client record disclosure are followed.

These records are signed out by staff when removed from the main office to a location within the building and

