

Manual of Administration

TOPIC: Human Resources	SUBJECT: Confidentiality	Code: HR023
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PURPOSE: To clarify responsibility of the employee, volunteer or student regarding confidentiality of agency/individual related information. It is essential that individuals we support and staff rights regarding confidentiality be respected at all times.

Appendix A outlines the Confidentiality Requirements of all employees at Avenue II.

Breach of Confidentiality: Breach of any Confidentiality Requirements at any time is a serious offence and will result in discipline.

Any employee knowing of a breach of confidentiality by any employee of Avenue II must report the incident immediately.

Staff discipline is confidential and Management will not disclose discipline action taken with any one other than the person receiving the discipline.

Communication with Significant Others: Professional communication with parents and significant others must be maintained at all times. Staff must refrain from disclosing staff information or giving their own opinions to parents/significant others.

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CONFIDENTIALITY REQUIREMENTS

APPLICABILITY:

An employee of Avenue II, volunteer or student on placement must adhere to Confidentiality requirements of Avenue II at all times.

SCOPE:

Confidentiality guidelines encompass Avenue II, people supported by Avenue II, and Businesses (employers) who have Avenue II employees, individuals and or students working on site.

CONSEQUENCES:

The breach of confidentiality is a serious offense. It may result in one or more of the following repercussions:

- < Legal action against yourself and/or Avenue II.
- < Employee discipline or termination.
- < Loss of placement opportunity for student or volunteer.
- < Loss of employment or work placement for an individual.
- < Mental anguish to an individual and significant others (e.g. parents, friends, spouses).
- < Damage to Avenue II's ability to achieve its MISSION due to loss of credibility and integrity (resulting in loss of reputation and professional competence).

DEFINITION:

Confidential material or information is defined as the following:

- < Any individual's file or individual document, paper, letter or notation whether originated at Avenue II or elsewhere contained therein.
- < Any information whether written or verbal which affects the personal and private lives of the people we support.
- < Any information whether written or verbal that is obtained at a business location that is in reference to the employers business (e.g. information obtained while filing or shredding, comments overheard while on placement.)
- < Any information whether written or verbal which pertains to the personal or professional life of staff.

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REMOVAL OF AGENCY FILES:
FILES MUST NEVER BE REMOVED FROM AVENUE II OFFICES.

VERBAL TRANSMISSION OF CONFIDENTIAL INFORMATION:

Individuals Supported by Avenue II:

- 1 Information regarding an individual is considered confidential in all aspects. This is not to discourage normal social interaction.
- 2 No information regarding an individual Avenue II supports and their lives shall be discussed outside of the employees, students, volunteer's professional role at Avenue II without the his/her written consent by completing a **Release of Information** form.
- 3 Information regarding an individual shall not be discussed with other individuals.

Staff:

- 1 Information in Personnel File is considered confidential unless mandated otherwise by law or collective agreement.

Employment Location:

- 1 Information regarding a business is considered confidential in all aspects whether pertaining to every day operations or staff/customer relations.

Communication with the Media:

- 1 Should a situation arise which requires that Avenue II communicate agency operations, or agency policy with the media on matters concerning the private lives of Individuals, the Executive Director in conjunction with the President of the Board of Directors will prepare a response for the media.

This communication procedure in no way limits the right of an individual or group of individuals from communicating with the media about personal matters affecting them.

- 2 Communication with Significant Others: See front page.

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Communication with Collateral Agencies (and their representatives):

- 1 This policy is guided by the belief that while distinct and unique in its approach to delivering support services to individuals, Avenue II wishes to share information with other professional bodies or individuals if such advances the mission of Avenue II: Total Inclusion Through People – Live, Learn, Succeed.

Informed consent of the release of information will be obtained by completing the **Release of Information**.

STATEMENT OF ACKNOWLEDGMENT:

I, _____ have read and understand the confidentiality requirements and agree to abide by them. I understand that failure to do so will result in disciplinary and/or legal action against me.

Date

Signature

Witness

Distribution: 1st copy to employee
2nd copy to Personnel File