

MANUAL OF ADMINISTRATION

TOPIC: SUPPORT SERVICES	SUBJECT: CONFIDENTIALITY OF CLIENT INFORMATION (REGULATION 299/10, 10(1)(2))	Code: SS012
		Date of Issue: November 2013
		Revised:
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PURPOSE:

Clients have the right to have all matters pertaining to their services kept confidential and private unless they consent to the sharing of that information with people outside Avenue II. The Board and Staff are expected to keep all information and matters relating to clients whether in verbal or written form confidential at all times.

PROCEDURE:

- 1) All clients or representatives will sign consent forms allowing for the collection, use or disclosure of any personal information prior to the provision of service.
- 2) These forms may be rescinded or altered by the client or representative at any time by verbal or written notice.
- 3) The consent forms will be reviewed yearly with the clients or representatives.
- 4) Staff failing to obtain appropriate consent prior to the collection, use or disclosure of personal information shall be subject to discipline.
- 5) Written authorization to release information is not required.
 - a) Where required by law or legislation
 - b) Public hospital or clinic where the client is being treated
 - c) Attending physician, dentist or health practitioner
 - d) Coroner or medical examiner
 - e) Court of office of the court.