



<u>NAME OF POLICY/PROCEDURE:</u> Privacy & Confidentiality Policy			FORM# 06	INITIAL DATE: 12/7/2022 REVISED DATE:
APPROVED BY INITIALS:	PRINTED NAME:			
DATE:	SIGNATURE:			

Policy

Superior Connections Recovery Community Organization values and protects the confidentiality of information about the persons they serve. For its programs to work effectively, persons served must have confidence that information they provide will be safeguarded appropriately

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Procedure

Agency staff

1. Treat as confidential all discussions about persons served, all service records, and all other material containing information about persons served;
2. Inform all persons served that concerns or questions on why their personal information is being recorded or what is done with it can be directed to the Executive Director who is Superior Connections Recovery Community Organization's information privacy officer;
3. Keep service files secure and locked;
4. Limit access to service files to authorized persons;
5. Do not leave persons served or other people unattended with confidential material;
6. Do not write any protected personal information in emails. Encrypt any email attachments that include protected personal information; and,
7. Follow all privacy and confidentiality policies and procedures relevant to the requirements of specific programs.

Access to Service Files

Access to service files is only permitted to appropriate, authorized persons. These include persons served; parents or legal guardians, where appropriate; employees, interns and volunteers authorized to see specific information on a "need-to-know" basis; and others outside the organization whose access is permitted by law.

Working Notes and Off-Site Documentation

When contact with persons served is off-site or where working service notes must be secured outside of the Agency's regular office, it is important to ensure confidentiality is respected both verbally and in written form. To achieve this, the following additional procedures are required:

1. Whenever possible, off-site information will have minimal identifying information (initials).
2. If confidential material is kept in a vehicle during working hours, the vehicle must be locked at all times and the material stored out of view. No confidential material is to be left in a vehicle overnight.
3. Any confidential information kept at an employee's home must be secured. No confidential information is to be stored on home or personal computer hard drives. Computer disk files must be password protected.
4. Working notes must be brought into the office and securely stored or destroyed every three months.
5. Upon service discharge, all written information/notes on the person served kept outside of the office must be returned for secured filing.