

CREST SUPPORT SERVICES

OPERATIVE DIRECTIVE

Subject	CONFIDENTIALITY OF PERSONAL INFORMATION OF PEOPLE ACCESSING SERVICES	Policy No.	III-25
Section	SERVICES	Date reviewed:	Dec 2021 Jan 2011
Issued by:	EXECUTIVE DIRECTOR	Replaces: Reviewed:	VII-10 January 2026

PURPOSE

The purpose of this policy is to ensure people accessing services are informed of their rights as it relates to their personal information.

POLICY

- People accessing services have access to information kept in their personal files in accordance with the Freedom of Information and Protection of Privacy Act.
- People accessing services understand their rights to confidentiality and give informed consent.
- People accessing services understand how, where and what information about them is collected and stored.
- Employees and people accessing services know and understand the legal obligation to disclose information when life or personal safety is at risk, and when information is subpoenaed for judicial hearings.

PROCEDURES

1. When requested the location and contents of any personal files(s), communication books and service notes will be disclosed to the person accessing service. The contents will be disclosed and discussed in a manner which is meaningful to them.
2. People accessing services will be notified if their case or information concerning them is to be discussed at a formal planning meeting. Their permission will be secured and the option to attend such a meeting will be made available.
3. All employees of Crest Support Services will refrain from including personal information regarding people accessing services without their consent, in any casual conversation (coworkers, outside professionals, family).
4. Protocols, procedures, or other information regarding but not limited to; personal care, dietary, medical, etc. will not be displayed in any common area, any private area visible to other people except for information related to health and safety.
5. All documents containing personal information related to persons accessing services will be kept in a secure place (filing cabinets, desk drawers, cupboards etc.).

6. Any external party wishing to obtain information related to a person accessing service must obtain a signed release of information, from the individual or substitute decision maker which specifies the relevant information to be shared, with whom, and the duration within which it will be shared.

Appendix

Consent to share information form Authorization for Release of Personal Information attached.



Authorization for Release of Personal Information

Date: _____

I consent to allow Crest Support Services to access and/ or disclose the following information:

Person Accessing Services: _____ Date of Birth: _____

Person and/ or Agency to receive the information:

I understand that this information is to be used by the recipient for the purpose of:

Persons Signature (SDM, if applicable)

Witness (Crest Support Services)

The Authorization for Release of Personal Information is specific to information received on or before the date signed. This consent can be altered or withdrawn by the person accessing services or their substitute decision maker at any time by written notification to Crest Support Services. Withdrawal of consent is not retroactive to the information already released.

Appendix