



lumenus

Mental Health, Developmental & Community Services
Infants | Children | Youth | Individuals | Families

be seen. be heard. be well.

POLICY MANUAL SECTION Client Services	POLICY NAME Confidentiality	POLICY NUMBER PS 804
POLICY MANUAL SUBSECTION	RESPONSIBILITY CEO	APPROVED BY CEO
LAST REVIEW DATE May 2021	APPROVAL DATE November 2021	NEXT REVIEW DATE June 2024

CONFIDENTIALITY 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)*.

Lumenus respects the rights of clients to privacy regarding personal information about themselves, their families, and their involvement with Lumenus. However, the client and/or their parents/guardians/caregivers are advised that the right to confidentiality may be superseded by where required by law, including for the following reasons:

- safety, if there is danger of the individual or someone else being harmed;
- where required by the Youth Criminal Justice Act (YCJA); and
- where required by other applicable legislation regarding client abuse and neglect, child protection.

All staff, students, accreditors, consultants and volunteers are required to sign an agreement of confidentiality prior to the commencement of their involvement with Lumenus.

Lumenus staff, students, accreditors, consultants and volunteers protect information about clients and their families, including verbal, written and information communicated via fax, email and other internet/phone-based communications, in the strictest of confidence and as required by law.

As part of their early orientation to service clients are advised that staff, students, volunteers and consultants of Lumenus 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.

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

PROCEDURE

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 database are audited regularly.

For mental health services reporting to the Ministry of Health, the following type of personal 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 Lumenus employees, these partners adhere to the same privacy/confidentiality standards. Lumenus staff may consult and/or share information about clients or their family with these consultants and involved volunteers on a 'need to know' basis where permitted by applicable law.

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.

Lumenus staff are expected to protect client confidentiality by ensuring that conversations related to clients are private. Lumenus 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.

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