

Subject: **CONFIDENTIALITY**
Section: **Human Resources**
Approved By: **Senior Management Committee**
Date Approved: **May 23 1995**
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Policy Number: **HR-090**
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POLICY

It is a condition of employment or placement that all employees, volunteers, and students sign a confidentiality agreement upon hire and annually thereafter

Other service providers associated with Fairhaven must be committed to maintaining the privacy and confidentiality of information.

GUIDELINES

1. Every staff, volunteer and other members of the interdisciplinary team must support the resident's right to privacy.
2. Education is provided by Fairhaven to develop full understanding of confidentiality and privacy rights.
3. The employee and volunteer may be required to renew the agreement at regular intervals.
4. When an individual is in doubt about the confidentiality of information, no disclosure should be made until confirmation has been verified with the Privacy Officer or designate.
5. Confidential information obtained as a result of employment or association is not to be used for the purpose of furthering any private interest, or as a means of making personal gains.
6. Many residents often confide in staff and volunteers. As these persons learn facts intimate to residents and their families, they must refrain from discussing such information with other employees, residents or others, except during professional meetings when the information may have a direct effect on the resident's health and/or the provision of care.
7. Discussion of any matter pertaining to residents, their care and, employee or volunteer personnel issues are not held in public places, or areas where others present are able to overhear the conversation.

8. All records, reports or information concerning the residents of Fairhaven and personnel records must be treated with the utmost confidentiality.
9. Breach of confidentiality is a serious matter subject to disciplinary action. A breach of confidentiality includes accessing information without authorization. Any breach or suspected breach of confidentiality is to be reported immediately to the Chief Executive Officer or designate.
10. Resident information is stored in designated locations which allow access to the interdisciplinary care team as needed in planning and providing care.
11. Fairhaven's privacy policy and procedure applies to all members of the Fairhaven community.
12. Residents and/or representatives are made aware of Fairhaven's policy concerning Resident Personal Information using form AVI c.i, Resident Personal Information – Notice and Consent. The resident/representative is given the opportunity to identify alternate representatives whom they authorized to receive personal information from Fairhaven.
13. In situations which are not covered by the Resident Personal Information - Notice and Consent form, the resident or his/her representative is required to sign a Release of Resident Information Form, AVI c ii.
14. An employee or volunteer wishing to have Fairhaven share their personal information with a third party is required to provide written consent.
15. Confidentiality issues are identified in the Employee Handbook, the Volunteer and Student Handbook, and in Fairhaven's service contracts.
16. All resident identification is removed from Fairhaven records when used for educational purposes at seminars or in cases studies.

PROCEDURE

Training and Signing of Agreement

1. New employees are given confidentiality/privacy training as part of their orientation by the Human Resource Generalist. They sign a copy of the *Fairhaven Confidentiality Agreement*, which is kept on their personnel record.
2. New volunteers and students are given confidentiality/privacy training as part of their orientation by the Manager of Resident Program or department Manager. They sign a copy of the *Fairhaven Confidentiality Agreement*, which is kept on their Fairhaven record.