

## Appendix A Confidentiality Policy

The foundational principle of the Greater Trail Hospice Society is to provide compassionate, dignified care that is respectful of the client, the family and their caregivers.

This policy is intended to provide standards to ensure all hospice Volunteers and staff are aware of, and acknowledge, the ethical and legal obligations to protect the personal and confidential information of clients, and to understand the consequences of not adhering to such obligations.

### Definitions

#### **Access**

Authorized individuals, staff or Volunteers with the Greater Trail Hospice Society, who have the right or need to know in order to access personal or confidential information. This would include viewing on paper, in electronic form, or through dialogue.

#### **Agents**

Any individual directly involved with activities and services of the Greater Trail Hospice Society – Volunteers, Staff, Board Members, Health Care Professionals, Students, and Researchers.

#### **Breach of Confidentiality**

Includes accessing information not needed for the job; showing, telling, copying, selling, changing or disposing of confidential information; unauthorized release of health information for educational or teaching purposes; disclosing or discussing client or other confidential information on a social networking website such as Facebook; discussing or showing confidential information in a public place; failing to report a witnessed or suspected breach of confidentiality.

#### **Clients**

Patients or any recipients of Hospice services, family members, or caregivers.

#### **Confidentiality**

The duty to ensure that personal information is kept private and is accessible only to authorized persons.

For an up to date version of the Interior Health Authority official policy concerning confidentiality please visit their [website](#).

## **Confidential Information**

Whether oral, written, electronic or film, includes the following:

- Name, address, telephone number
- Race, national or ethnic origin, colour, or religious beliefs or associations
- Age, sex, sexual orientation, marital status or family status
- Personal Health Number
- Health care history, including a physical or mental disability
- Information about educational, financial, criminal or employment history
- Fingerprints, blood type or inheritable characteristics
- Personal views or opinions

## **Policy**

The Greater Trail Hospice Society has value-based, ethical and legal obligations for the control and custody of personal and confidential information concerning anyone in our care, past or present.

- The Greater Trail Hospice Society recognizes the rights of our clients to the protection of privacy regarding all aspects of their personal and business information.
- The Greater Trail Hospice Society recognizes our requirement to inform our clients, staff and agents that there are circumstances that may override the client's right to privacy when personal information will need to be shared with authorized individuals (e.g. when there is chance of harm to client or others).

## **Scope**

The obligations outlined in this policy apply to all of the Greater Trail Hospice Society services and programs, staff and agents, and information in any format, including but not limited to anything spoken in conversation, on paper, or generated electronically. This policy applies when conducting business on behalf of the Greater Trail Hospice Society, when off-duty, and extends beyond the completion of service or the business relationship.

## **Collection, Use and Disclosure of Personal or Confidential Information**

The Greater Trail Hospice Society expects that staff and agents will collect, share, use and disclose personal or confidential information:

- for purposes directly related to the delivery of health services, and will limit the exchange of that information to what is needed to fulfill the purposes identified; and
- for any purpose where the individual has explicitly consented to the use of their information; and
- for any purpose of protection where there is the extreme potential of harm to a client or others.

## Accessing or Sharing Personal and Confidential Information

Staff and agents must abide by the Greater Trail Hospice Society's policy where access to information is on a need-to-know basis and is for a consistent purpose to carry out the care of clients and service delivery. This would include paper, dialogue and electronic information.

Staff and agents should take all reasonable steps to ensure no unauthorized personnel or third parties are provided with access to records or any other information containing personal and confidential information.

## Destruction of Personal and Confidential Information

Staff and agents are expected to provide secure and confidential destruction of personal and confidential information via shredding.

## Failure to Comply with Confidentiality Contract

The Greater Trail Hospice Society views the disregard or disclosure of personal and confidential information about clients, which is not required to carry out work-related responsibilities, to be a breach of confidentiality.

Failure to comply with this policy will lead to an inquiry and potential termination of responsibilities.

## Roles and Responsibilities

Staff and agents of the Greater Trail Hospice Society have an ongoing responsibility to protect personal and confidential information about clients at all times.

Any breach in confidentiality must be reported to staff of the Greater Trail Hospice Society or to the Chair of the Board or designate immediately. The breach will then be reported by the Board to any agencies with which the Greater Trail Hospice Society has a contractual agreement.

## Procedure

### Staff and Agents

Review the Confidentiality Agreement and sign the Greater Trail Hospice Confidentiality Contract prior to commencing his/her work or Volunteer activities and on an annual basis thereafter.

Report any breaches of this Confidentiality Policy to the Greater Trail Hospice Society Board Chair or designate without fear of reprisal. All reported breaches are kept strictly confidential.

For an up to date version of the Interior Health Authority official policy concerning confidentiality please visit their website.

## Appendix B Confidentiality Contract

This policy outlines the policies and procedures relevant to collecting and storing client information as well as confidentiality.

- I acknowledge that I have read and that I understood the Greater Trail Hospice Society *Confidentiality Policy* and that I understand that the conditions stated are in effect for the time I work with or Volunteer for the Greater Trail Hospice Society and remain in effect after completion of my duties.
- I will only access data or information which relates directly to my job functions on a 'need-to-know' basis, and use such information only for, and to the extent required by, the business purposes I am authorized to perform.
- I will only share information with individuals who have a legitimate 'need-to-know'.
- Should I have reason to believe a breach of client information has occurred, even by my own actions, I will inform the appropriate Greater Trail Hospice Society staff member or Chair of the Board or designate immediately.
- I hereby acknowledge that failure to comply with these terms can lead to disciplinary action and/or termination of my work or volunteer activities.

Date:	Print Name:	
Signature:		Position:
Witness:		