

2.15 CONFIDENTIALITY

Background:

Every staff member and volunteer of Wellwood Resource Centre of Hamilton has the duty to keep confidential information which has been acquired in circumstances where confidentiality was understood and/or required. Breach of this confidentiality occurs when this information is used in an unauthorized manner and causes harm to an individual or Wellwood.

Policy Statement:

The Executive Director shall not fail to:

- Establish operational guidelines that delineate the purposes for which information and photographic images may be gathered and/or distributed, how consent is sought, how such information is assessed and released and how information is stored and destroyed;
- Establish procedures to ensure that confidential information is accessible only to those individuals who are legally authorized or who have a need to access or know the information;
- Require that confidential information be treated with respect to avoid instances of unintentional or inadvertent carelessness in the handling of confidential information;
- Advise all Board members of the confidential nature of Board discussions and decision making other than those decisions printed in the minutes;
- Advise all staff members of the confidential nature of information regarding other staff members' work performance, opinions and personal data;
- Advise all volunteers of the expectation that any information relating to staff, Board members or persons served by Wellwood of a personal, medical or financial nature are acquired during the natural process of the volunteer experience shall be retained in confidence;
- Require all volunteers and staff to sign an oath of confidentiality as part of orientation;
- Review annually the policies and procedures relating to the collection and retention of personal information, the use and disclosure of personal information and the processes in place to ensure standards of confidentiality are met by Wellwood staff and volunteers.