

	Dimensions: Safety	HAO Standard: 3.6 & 3.7	Policy: Safety #15
	Original Approval Date: April 21, 2003	Date Revised: February 2, 2009	Revision Approval Date: August 31, 2009

TOPIC: RECORDS MANAGEMENT AND CONFIDENTIALITY

POLICY STATEMENT:

NNPCN (N/PS) maintains a secure storage system for confidentiality of records relating to the visiting volunteer hospice service. Consistent, accurate and comprehensive records will be kept on the following aspects of the hospice: client care, bereavement support, volunteers, paid staff, finance, fundraising and minutes of all meetings.

PROCEDURE:

1. All client, staff, and volunteer records are maintained in locked filing cabinets with authorization to access granted by the Program Administrator/delegate.

2. A record is maintained on each client which includes:
 - Client Referral (Form 018)
 - Client Assessment (Form 002)
 - Individual Palliative Care Plan (Form 089)
 - Consent to Obtain and Release Information (Form 071)
 - Case Notes (Form 048) and may also include
 - Death Notice (Form 033)
 - 13 Month Bereavement Follow-Up Check List (Form 078)

3. A record is maintained on each volunteer which includes:
 - Application Form (Form 003) and Resume
 - Signed Confidentiality Form (Form 004)
 - Volunteer File Insert (Form 099)
 - Pre (Form 042) and Post HAO Volunteer Training Interview (Form 046)
 - Volunteer Telephone Reference Checks (Form 113)
 - Criminal Reference Check
 - Training Certificates
 - Awards

- Correspondence
 - Presentations & Projects
 - Exit Interview
 - New Client Volunteer Evaluation (Form 080)
 - New Client Self Evaluation (Form 102)
 - Police check
4. Potential volunteers are interviewed by two of the following Chair of the Board/Delegate, Program Administrator, and/or Team Leader. During the interview, volunteers are educated on the need for confidentiality and a signed Confidentiality Form (Form 004) is obtained.
 5. Paid staff are interviewed by the Executive Committee and are educated on the need for confidentiality and sign a Confidentiality Form (Form 004).
 6. Volunteers, paid staff and clients may review their records at any time by arranging an appointment with the Program Administrator to review the file together.
 7. Personal records are only disclosed as required by a summons, order, direction, notice or similar requirement in connection with a matter that is before the Courts.
 8. In the case of computer files, back-up disks will be made on a regular basis and stored off site separately from the main files.
 9. In accordance with employment standards legislation, all employee records will be kept for 7 years after termination of employment.
 10. All client files will be kept for 7 years, after which time they may be destroyed at the discretion of the Program Administrator.
 11. In the event of the closure of the hospice, records will be shredded under the supervision of the Executive Committee.
 12. Any **breach of confidentiality** will be dealt with through the discipline and dismissal process- Policy: Safety # 16.

REVISION HISTORY:

DATE mm/dd/yyyy	REVISED BY	REVIEW ONLY (✓)	COMMENTS / MODIFICATIONS	BOARD APPROVAL DATE: mm/dd/yyyy