

STATEMENT of POLICY and PROCEDURE			
Chapter:	Employment Policies	SPP No.	EP 2.08 BC
Policy:	CONFIDENTIALITY	Page:	1 of 1
Date Issued:	December 31, 2013	Reviewed/Amended:	December 7, 2015

1 POLICY

- 1.01 All employees and volunteers must sign the Oath of Confidentiality and are bound by this oath. A breach of confidentiality will result in disciplinary action up to and including dismissal.
- 1.02 Information concerning a client or the affairs of the employer is privileged and confidential. Confidential information is disclosed only when properly authorized or obligated legally/professionally to do so. Employees shall not transmit any information to another client without authorization from the Executive Director or designated supervisor.

2 PROCEDURE

- 2.01 In cases where a client's health and/or safety is at risk, (i.e. suicide/child abuse/homicide) confidentiality should be broken in order to ensure the safety of the client. Again, except in the case where immediate action needs to take place, a supervisor should be consulted.

Client files whether written, typed, on paper, or on computer cannot be removed from the office of the Canadian Mental Health Association.
- 2.02 When confidential information is requested, employees must state that they are not authorized to release any information concerning clients or agency affairs, and should then refer the individual requesting information to the Executive Director or appropriate supervisor.
- 2.03 Information requests from newspapers and other public news organizations should be referred as above. No public comments should be made by staff, unless specifically authorized by the Executive Director.
- 2.04 Information received or observed about a client by staff will be held in confidence and disclosed only when properly authorized or obligated legally or professionally to do so. This also means that professionally acquired information will be treated a privileged communication. The client must sign an authorization form in order to waive his/her rights to confidentiality and release of information.
- 2.05 Circumstances under which such material may be taken from the office must be approved in advance and in writing by the Executive Director. A breach of confidentiality will result is disciplinary action up to and including dismissal.