

Policy on Confidentiality

Purpose

Calgary Outlink is a community based 2SLGBTQIA+ charitable organization that aims to provide support, education, outreach, and referrals for 2SLGBTQIA+ and allied communities in Calgary, Alberta. The purpose of this policy is to clarify how the information that Calgary Outlink collects will be used and how the confidentiality of that information will be maintained.

Persons Affected

The Calgary Outlink Staff, Volunteers, Board of Directors, Membership, Service Users, and any other persons involved with Calgary Outlink.

Policy Statement

1. Calgary Outlink is bound by ethics and laws and acknowledges that as a part of its work with other organizations, businesses, and the public it may be subject to various privacy legislation, including but not limited to the Personal Information Protection Act (Alberta, 'PIPA'), the Freedom of Information and Protection of Privacy Act (Alberta, 'FOIP' Act), the Personal Information Protection and Electronic Documents Act (Canada, 'PIPEDA'), and the Federal Privacy Act.
2. To safeguard the privacy and confidentiality of Calgary Outlinks Service Users, Volunteers, Board Members, Staff, Contractors, and Members, the organization ensures privacy and the confidentiality of personal information using the principles in the above legislation. This includes:
 - a. Collecting only the information that may be necessary for providing services;
 - b. Keeping accurate and up-to-date records and safeguarding the records;
 - c. Sharing information with other Service Providers and organizations on a "need to know" basis where required for services;
 - d. Disclosing information to third parties, media, and persons requesting information only with the express consent of persons concerning the request or contained in the information source, or when necessary for legal reasons.

Responsibilities

1. It is the responsibility of the Board of Directors, Staff, and Volunteers to ensure that information gathered by Calgary Outlink is kept confidential, in alignment with this policy.

Procedures

Peer Support and Facilitation Confidentiality Statement

1. All information any Service User or Program Participant shares with a Peer Support Worker, Volunteer, Staff, Facilitator, Member, or other individual involved with Calgary Outlink is confidential and will not be released without permission except as required by law.
2. A Peer Support Worker, Volunteer, Staff, Facilitator, Member, or other individual involved with Calgary Outlink is required to disclose confidential information if:
 - a. The individual believes that the Service User may be a danger to themselves or others;
 - b. A Peer Support Worker, Volunteer, Staff, Facilitator, Member, or other individual involved with Calgary Outlink becomes aware that a minor is being physically or sexually abused or is at risk of being abused;

- i. By law, the Peer Support Worker, Volunteer, Staff, Facilitator, Member, or other individual involved with Calgary Outlink must report this information to Child Protective Services or the police.
 - c. A Court of Law subpoenas anyone associated with Calgary Outlink having records or particular records regarding an incident; or
 - i. In such cases, Calgary Outlink will contact the person, if possible, before releasing any information and will notify the person of the proceedings.
 - d. A person informs a Peer Support Worker, Volunteer, Staff, Facilitator, Member, or other individual involved with Calgary Outlink that they have been sexually abusive to a Service User or Program Participant.
- 3. On occasion a Peer Support Worker, Volunteer, Staff, Facilitator, Member, or other individual involved with Calgary Outlink may seek a consultation with, or supervision from, another Peer Support Worker, Volunteer, Staff, Facilitator, Member, or other individual involved with Calgary Outlink concerning their work associated with Calgary Outlink. These consultations are not considered breaches of privacy; however, such consultations are subject to these policies and should remain confidential.

Corporate Confidentiality Statement

- 1. All information learned in the operation of Calgary Outlink, about people, organizations, or about the operation of Calgary Outlink is the intellectual property of Calgary Outlink and subject to confidentiality. This information must not be disclosed outside of Calgary Outlink without expressed consent from the Board of Directors.
- 2. Any Service User or Program Participant, Peer Support Worker, Volunteer, Staff, Facilitator, Contractor, Member, Board Member, or others individuals associated with Calgary Outlink are subject to these policies and required to respect and follow these policies.
- 3. Day-to-day working information, required to provide services, may be disclosed in the normal conducting of any services. This does not apply to confidential information as described in other parts of this policy; sensitive information, incident reporting, complaints, or grievances and these points of information must remain confidential at all times. If there is any question or lack of clarity of whether information can or cannot be disclosed, the Board of Directors requires consultation.
- 4. Intellectual property and information is to be retained by Calgary Outlink and remain within its premises, including online and in-cloud storage, even after a Service User or Program Participant, Peer Support Worker, Volunteer, Staff, Facilitator, Contractor, Member, Board Member, or other individual associated with Calgary Outlink departs from or otherwise severs their relationship with Calgary Outlink.
- 5. Upon departure, the Service User or Program Participant, Peer Support Worker, Volunteer, Staff, Facilitator, Contractor, Member, Board Member, or other individual associated with Calgary Outlink must return all information and intellectual property to Calgary Outlink.
 - a. Intellectual property includes all files (paper and/or electronic) in any means (written and/or verbal).

Definitions

Facilitator: An individual who is leading or hosting an event or activity designated by Calgary Outlink.

References

- Personal Information Protection Act (Alberta, 'PIPA')

- Freedom of Information and Protection of Privacy Act (Alberta, 'FOIP' Act)
- Personal Information Protection and Electronic Documents Act (Canada, 'PIPEDA')
- Federal Privacy Act (Canada)

Revision History

- April 15, 2024: reformatting, reorganization, references
- January 17, 2022: minor revisions
- March 15, 2021: new policy