

## **Policy on Confidentiality**

### **PURPOSE**

Calgary Outlink is a community-based, not-for-profit charity dedicated to providing support, education, outreach, and referrals for the LGBTQ2IA+ and allied community 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 Board of Directors, Employees, Volunteers, Clients, and any other person involved with Calgary Outlink.

### **POLICY STATEMENT**

- Calgary Outlink is bound by ethics and laws and acknowledges that as a part of its work with other organizations, business, and the public it may be subject to various privacy legislation, including, for example, the Personal Information Protection Act (PIPA), Alberta's Freedom of Information and Protection of Privacy Act (FOIP Act), The Personal Information Protection and Electronic Documents Act (PIPEDA), the Federal Privacy Act, and other acts.
- To safeguard the privacy and confidentiality of Calgary Outlinks clients, volunteers, board members, staff, contractors, and members, the organization takes privacy and the confidentiality of personal information seriously and uses the principles in the above acts to ensure confidentiality and privacy.
- This includes:
  - collecting only the information that may be necessary for providing services,
  - keeping accurate and up-to date records and safeguarding the records,
  - sharing information with other service providers and organizations on a "need to know" basis where required for services,
  - disclosing information to third parties, medias, and persons requesting information only with the express consent of persons concerning the request or containing in the information source, or when necessary for legal reasons.

### **RESPONSIBILITIES**

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

### **PROCEDURES**

#### **PEER SUPPORT AND COUNSELLING CONFIDENTIALITY STATEMENT**

- All information any client or program participant shares with a peer support worker, volunteer, staff, counsellor, member, or other person involved with Calgary Outlink is confidential and will not be released without permission except as required by law.
- A peer support worker, volunteer, staff, counsellor, member, or other person involved with Calgary Outlink is required to disclose confidential information if:
  - The person believes that clients may be a danger to themselves or others.
  - A peer support worker, volunteer, staff, counsellor, member, or other person involved with Calgary Outlink becomes aware that a minor is being physically or

sexually abused or is at risk of being abused. By law, the counsellor must report this information to Child Protective Services and/or the police.

- A court of law subpoenas anyone associated with Calgary Outlink having records or particular records regarding an incident. In such cases, the Calgary Outlink will contact the person, if possible, before releasing any information and will notify the person of the proceedings.
- A person informs a peer support worker, volunteer, staff, counsellor, member, or other person involved with Calgary Outlink who has been sexually abusive to a client (including yourself).
- On occasion a peer support worker, volunteer, staff, counsellor, member, or other person involved with Calgary Outlink may seek a consultation with, or supervision from another peer support worker, volunteer, staff, counsellor, member, or other person involved with Calgary Outlink concerning his or her work or volunteering associated with Calgary Outlinks. These consultations are not considered breaches of privacy; however, such consultations are subject to these policies and should remain confidential.

#### CORPORATE CONFIDENTIALITY STATEMENT

- 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.
- Any client or program participant, peer support worker, volunteer, staff, counsellor, contractor, member, Board of Director, or others associated with Calgary Outlink are subject to these policies and required to respect and follow the policies.
- 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 describe 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 if information can or cannot be disclosed, the Board of Director requires consultation.
- Intellectual property and information is to be retained by Calgary Outlink and remain within its premises, including on-line and in cloud storage, even after a client or program participant, peer support worker, volunteer, staff, counsellor, contractor, member, Board of Director, or others associated with Calgary Outlink departs from or otherwise severs their relationship with Calgary Outlink.
- Upon departure, the client or program participant, peer support worker, volunteer, staff, counsellor, contractor, member, Board of Director, or others associated with Calgary Outlink must return all information and intellectual property to Calgary Outlink.
- Intellectual property includes all files, paper or electronic in any means, written and verbal.

#### REVISION HISTORY

- January 17, 2022: Revisions.