



Section:	<b>General Policies</b>	<b>Approval Date:</b> June 26, 2004
Policy:	<b>PRIVACY AND CONFIDENTIALITY</b>	<b>Effective Date:</b> Sept. 15, 2004
Policy N°	<b>A-2</b>	<b>Pages:</b> 1 of 2 <b>Revision Date:</b> April 20, 2016

**POLICY:**

Montage Support Services respects the privacy of all people, and is committed to ensuring that all personal information is treated as private and confidential in accordance with all applicable legislation and privacy and confidentiality obligations under any funding agreement made under the Act. The 10 Principles of Privacy Code (Appendix A-i), as established by Montage Support Services, will provide guidance and direction for the collection, use and disclosure of all personal information.

Information deemed to be confidential may only be used, disclosed or collected with the expressed consent of the person involved, or named substitute decision maker.

Breach of Confidentiality includes but is not limited to the following:

- a) Collecting or sharing sensitive information about people we support and/or their families with people within or outside Montage Support Services who have no right to this information
- b) Collecting or sharing information about the organization with another employee who does not have the right to such information
- c) Collecting or sharing sensitive information about people we support, their families and/or the organization within hearing or sight of any person who does not have the right to such information
- d) Providing public access to any information, on or off the premises, considered by Montage Support Services to be confidential
- e) Providing grounds for breach of confidentiality by the improper and/or careless handling and maintenance of people we support and staff records or any other Montage Support Services' records

**PROCEDURE:**

1. Personal information may only be collected, used and disclosed in accordance with the 10 Principles of Privacy Code.
2. At the time of hiring, all employees, outside paid resources, and volunteers shall be trained on Montages Privacy and Confidentiality policy and procedure and must sign

a Declaration of Confidentiality (Form A-1020). This Declaration will form part of the employee's Human Resources file.

3. A breach of confidentiality by staff, outside paid resources, or volunteers may result in disciplinary action.
4. Montage Support Services Privacy and Confidentiality policy and procedures will be reviewed with persons receiving supports and services or with any substitute decision maker in a language, manner and with a level of support that is appropriate to the capacity of the person.