



## Privacy Policy

### Confidentiality and Informed Consent

The Calgary Women's Emergency Shelter believes in the protection of client, volunteer, practicum student, employee, and donor related information held by the agency. All data collected for the provision of services at The Calgary Women's Emergency Shelter is confidential and utilized for the express purpose of providing services or to meet required best practice standards.

In the case of collecting data for research or evaluative purposes, informed consent is required by those participants that the research/evaluation directly impacts (i.e. research study or audio or video client sessions for evaluation). All data or information reflecting persons served or staff, volunteers, practicum student, or donors will be kept in a locked filing cabinet to ensure security of such information. In the case of disks or computer laptops, the computer and/or disk must be password protected.

We respect your privacy and do not rent, sell or trade our mailing lists. The information you provide will be used for the purpose of managing our programs and services, and distributing related information.

### Persons served:

Upon admission to a program within The Calgary Women's Emergency Shelter, clients and their families and/or other professional resources will be required to gather and exchange personal information for the purpose of growth. This information may come directly from the client and/or client's family, information held by other individuals and/or possibly by other agencies. Personal information may also need to be shared with individuals outside of the Agency.

In giving this information or consent the **Health Information Act (Alberta)**, **Freedom of Information and Protection of Privacy Act (FOIP)** and the **Personal Information Protection and Electronic Documents Act (PIPEDA)** assure the following rights:

- personal information collected, used and disclosed is protected and held in confidence;
- the purpose of collecting information is specifically that of care delivery and treatment
- every effort will be made that information held is complete and accurate and clients and/or families have the right to request changes to the file should information be incomplete;
- information collected regarding clients and their families must come directly from them unless otherwise authorized;
- all clients and families have the right to know the intended use of the information required and to whom it may be given;
- personal information will be disclosed without consent of the client and/or guardian **if the following condition(s) exist:**
  - 1) the receipt of a legal subpoena;
  - 2) a medical emergency;
  - 3) the receipt of information that suggests abuse or neglect has occurred;
  - 4) a person is at imminent risk of harm to themselves or others (duty to protect, warn or inform);
  - 5) as required by specific court order or by the Minister of Children's Services.



## **Privacy Policy - continued**

Any consent to the release of information to and/or from the agency with other persons and/or resources must be in writing and is completely voluntary and will only occur if it is in the best interests of the client. A release of information is a time limited document and any consent given will expire within six months of discharge from The Calgary Women's Emergency Shelter. The client and/or guardian must sign Consent to Release authorization prior to any client information being released by the agency.

### **Employees, Contractors, Volunteers, and Practicum Students:**

Calgary Women's Emergency Shelter will gather information in accordance with **Health Information Act (Alberta)**, **Freedom of Information and Protection of Privacy Act (FOIP)** and the **Personal Information Protection and Electronic Documents Act (PIPEDA)** assured that personal information collected, used, and disclosed is protected and held in confidence for the purpose of managing services and programs.

Past and present employees, contractors, volunteers and practicum students are permitted to review the information contained in the file, with the exception of letters of reference, and may request that inaccurate information be corrected and/or deleted. This request is to be made to the Team Leader and/or Manager in writing and will be responded to, in writing, within ten (10) working days outlining a response to the request.

### **Donors:**

All individual giving records maintained by CWES are classified as confidential and will not be released without the written approval of the donor except as required by law or as may be released on a confidential basis to fundraising officers or campaign leaders in the course of their duties. Publication of bequests and other donations that are a matter of public record are excluded from this restriction. Calgary Women's Emergency Shelter may also release donor-gift statistics in a non-nominative format. Calgary Women's Emergency Shelter does not sell, trade, rent, or exchange its donor list.

If you have questions about the collection and privacy of information please contact:

#### **Calgary Women's Emergency Shelter**

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