

Privacy and Confidentiality Policy

Policy:

Confidentiality

1. “Confidential” means that you are free to talk about LDANR, the program and your position, but you are **not** permitted to disclose clients’ names or talk about them in ways that will make their identity known. This includes posts made on social media unless you receive consent from the child’s caregiver.
2. All information concerning LDANR members, program participants, donors, former clients, LDANR facilitators/instructors, volunteers, financial data, and business records of LDANR is confidential. LDANR personnel and volunteers will sign any non-disclosure forms as required by LDANR.
3. No information may be released without appropriate authorization by the Executive Director.
4. This policy can only be overridden in cases where interests of justice override the parties’ interest in maintaining confidentiality. For example, where a report of abuse or child endangerment is being made to authorities as per the “Responding to/ Reporting Suspected and Alleged Abuse” policy, where a child or caregiver is in danger or their health is at risk, or if required by law.

Compliance with Personal Information Protection and Electronic Documents Act

5. As a charitable, non-profit association, the LDANR is committed to protecting clients' rights to privacy. Personal information shared with the LDANR will be used to support the work of the organization only.
6. “Personal information” refers to any information about an identifiable individual. The LDANR may request personal information including but not limited to: name, age, gender, family status, address, telephone number, e-mail, education-related information, credit card information. This information will be collected for the following purposes:
 - membership sales and services
 - program registration and placement
 - assessment of program eligibility
 - safety and security including pick-up and drop-off
 - awareness and management of medical concerns for children in program
 - sponsorship and volunteer opportunities
 - research purposes
7. The LDANR gains express consent for personal information collected at the time of program registration via electronic signature on the waiver entitled “Terms and Conditions of Enrolment” and assumes implied consent for any further collection, use and disclosure of personal information as it relates to the work of the LDANR. We monitor our compliance with applicable privacy legislation.

DATE OF ISSUE: January 17, 2017

APPROVED BY: J.Morrish; Seconded by R. St.Pierre

LAST REVIEWED/REVISED: January, 2017

8. When members make donations via credit card, implied consent to collection of this information is gained through provision of their card details. LDANR will commit to using this information solely for donation purposes and to processing donations in a manner that protects the confidentiality of the member and their card information.
9. Data is collected from LDANR programs to be used when reporting to funders/sponsors. All information used for reporting purposes is kept confidential and only used by LDANR staff. Participant names are removed and participant data is kept anonymous. Possible data sources used for reporting purposes include test scores, pre and post tests, ages, type of LD diagnosis. If you do not wish for your child's assessment data to be used for research purposes, please contact the LDANR office.
10. Client information collected by LDANR is kept on file for three years. Only the Program/Project Coordinators, Board of Directors and Executive Director may have access to clients' files.
11. Clients may request to see/update their personal information held by LDANR at any time. LDANR will strive to maintain accuracy of client's personal information on file and appreciates clients' help in keeping their information up to date.

Compliance with Personal Health Information and Protection Act

12. The Program/Project Coordinators or Executive Director may receive personal health information about clients from a caregiver or health provider. An example of personal health information would be an LD diagnosis. LDANR will collect, use and disclose this information solely for purposes relating to membership and program assessment, registration and placement. By providing child's health information and/or signing the "Terms and Conditions of Enrolment", caregivers consent to the above.

Electronics/Social Media and Picture/Video Taking

13. LDANR staff and program facilitators/instructors may take photographs and videos of children participating in programs for promotion purposes only. Any photos/videos taken will be sent to the Program/Project Coordinator or Executive Director only. Only the Program/Project Coordinator or Executive Director are permitted to post photos/videos of children on the LDANR website or social media, with caregiver approval. Caregivers may contact the office to request that their child not be photographed/videotaped.
14. Cell phones are permitted for emergency or business use only. During program hours, facilitators/instructors, volunteers, and placement students may use cell phones for timing purposes or for taking pre-approved photos. At no time are cellphones or electronic devices permitted in washrooms.
15. Communication between a facilitator/instructor/volunteer and a program participant via social media (Facebook, Twitter, etc.), or on the telephone, should only be done with caregiver's knowledge and permission.
16. Communication on any social networks (MSN, Facebook, Twitter, etc.) are prohibited during program sessions for the protection of the child, youth, and personnel.
17. Inquiries and complaints about staff handling of personal information should be referred to the Executive Director. If clients feel they are unable to resolve a PIPEDA or PHIPA- related privacy issue with the LDANR, they may choose to file a complaint with the Office of the

Privacy Commissioner of Canada.

Plan:

- Program facilitators/instructors/volunteers have been trained on the confidentiality policy and signed Oath of Confidentiality agreements at time of hire.
- This policy is made accessible to clients in the caregiver handbook.
- All clients have signed “Terms and Conditions of Enrolment” and consent to collection, use and disclosure of personal information by LDANR.
- All client information is kept in confidential files for 3 years, accessible only to authorized staff.
- The Executive Director acts as a contact person to ensure compliance with this policy and to respond to access requests, inquiries and complaints from clients.
- This policy will be reviewed annually to ensure ongoing compliance with privacy legislation.
- “Donor cards” and credit card information collected from members at program for donation purposes will be placed in a sealed envelope by the facilitator/instructor taking the donation, and sent directly to the Executive Director at the office who will keep it in a safe and confidential location.

Protection:

LDANR takes confidentiality and the protection of clients' personal information seriously. Our staff, facilitators/instructors, and volunteers, in the course of their work with persons with learning disabilities, may come across sensitive information. We strive to protect the privacy and dignity of these persons through this policy. In the wrong hands, personal information can be used inappropriately or for illegal activity. This can lead to loss of clients and even lawsuits for the organization. Although PIPEDA and PHIPA do not always apply to non-profit organizations, LDANR sometimes collects personal information (such as credit card information) as a business transaction, thus it is in the best interests of the organization and its clients to comply. Having clear privacy and confidentiality policies in place will aid LDANR personnel and volunteers in appropriate handling of personal information.