

## C-13: CONFIDENTIALITY

### POLICY STATEMENT

Access to personal information of Parents/Guardians using the service will be kept confidential by staff and committee parents. No information will be given out without written authority from the legal guardian or if there is a legal proceeding in process and written documentation is provided.

All staff working in the service has the right to privacy. Committee parents and staff members will keep all issues concerning staff confidential.

### PROCEDURE

- **Storage of Information:** family enrolment forms and legal information will be stored in the centre's office. Staff files will be kept in the locked office filing cabinet.
- **Access to Information:** the Director, Co-ordinator and required staff members will have access to this information. Committee members will have access via the Director and Co-ordinator.
- **Confidentiality Form:** all committee members and staff will be required to sign a confidentiality form when taking up their positions.
- **Discussing confidential issues at a meeting:** all confidential issues discussed at meetings will be done so without the personal details of the individuals involved. At the close of the meeting, details of the meeting will not be discussed amongst committee members, with others and any individuals who may be involved.
- **Complaints Procedure:** all parents, staff and committee members will be directed to follow the centre's Grievance Procedure's Policy if sensitive issues arise.
- **Communication over the Telephone:** no confidential information will be given via phone, including contact numbers between families, unless prior written confirmation from the relevant parent/guardian has been given.
- **Communication with parents:** parents can speak with staff members in confidence in the centre's office or if convenient can arrange to meet with staff at the centre outside normal centre hours.

Date Endorsed: July 2007, July 2008, July 2009

Date for Review & Evaluation: July 2010