



Policy Name CONFIDENTIALITY	Policy Number: 0921
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Classification: Governance and Administration	Page No: Page 1 of 1

POLICY

The Salvation Army Agapé Hospice will maintain confidentiality in all matters of business, especially those relating to Residents, family members, and all staff.

In the event that this policy is in conflict with the terms and conditions of the Collective Agreement, the Collective Agreement shall prevail over this policy.

PROCEDURE

1. All staff will be required to sign a statement of confidentiality at the time of hire and/or orientation. The statement will indicate that all information gathered as a result of working at the hospice must be considered totally confidential and is not to be shared internally or externally.
2. Issues which all staff deem critical to the reputation of the Hospice or The Salvation Army or issues relating to safety should be reported immediately to their immediate supervisor.
3. Residents and/or their health advocate may choose:
 - a. Private status - Staff will not provide any information unless they are directed to do so by the Resident and/or their health advocate.
 - b. Non-Private status - Staff are able to provide limited information to immediate family or health advocate. Staff are to direct inquiries from other individuals to the immediate family or health advocate.
4. Staff will not discuss Residents or their care in public areas.
5. Breaches of confidentiality will be considered unacceptable and will be handled with discipline up to and including dismissal.

Cross Reference

Policy # 0920 - Private Resident Status