

# CONFIDENTIALITY STATEMENT

In the course of delivering its services and programs, Westminster Rescue Mission collects personal information from its clients. Personal information means any information that could be used on its own, or with other information, to establish the identity of a client, the client’s service provider or the client’s substitute decision maker. Personal information also includes any other information about a client including information that is contained in a client record.

Westminster Rescue Mission collects, uses and shares clients’ personal information for the following purposes:

* Providing quality programs and services to clients
* Providing information to other people or organizations with client consent (for example, making a referral for service)
* Contacting clients, donors and members to evaluate Westminster Rescue Mission service and work.
* Conducting research to understand the kinds of issues our clients are facing.
* Contacting individuals about our fundraising and membership activities
* Reviewing client files to ensure high quality of service and documentation.

Westminster Rescue Mission may also collect, use and share personal information with consent or as permitted or required by law.

Westminster Rescue Mission is committed to protecting the privacy of its clients and ensuring that:

* The personal information it receives from clients is kept safe, secure, confidential, accurate and up to date.
* Clients understand why their personal information is collected by Westminster Rescue Mission
* Westminster Rescue Mission obtains client consent before collecting, using, sharing or releasing client information, except as set out in this policy or permitted or required by law.
* Only the personal information necessary for the purposes listed above is collected from clients, unless otherwise consented to by the client or permitted or required by law.
* access to client information is limited to the Westminster Rescue Mission employees, volunteers and students involved in delivering services to clients.
* Any external agents to whom Westminster Rescue Mission releases information have a need to know and only use and disclose client information for the purposes for which it was originally provided.
* Clients are able to withdraw their consent at any time to the collection, use and disclosure of their personal information.
* Clients have access to their record, except where Westminster Rescue Mission is entitled to refuse an access request and are able to copy or correct their record and ask questions about Westminster Rescue Mission privacy policies and procedures.
* Complaints about Westminster Rescue Mission privacy policies and procedures are handled efficiently and effectively.
* All legal and regulatory requirements regarding client information are met and maintained.

Health insurance companies may require the client to produce his or her health insurance card. Westminster Rescue Mission personnel may ask clients to voluntarily provide their health insurance card number in order to facilitate referrals to a health funding agency.

Disclosure without Consent Including Responding to Summons/Subpoenas/Court Orders and Requests from Police

Westminster Rescue Mission will not disclose the personal information of clients without their consent, except where:

* It is believed the client or someone else is in imminent danger of serious physical harm
* A report of child or vulnerable adult abuse or neglect
* Westminster Rescue Mission is subpoenaed or is otherwise served with a court order, summons, warrant or a similar requirement issued by a person who has jurisdiction to compel the production of information in a proceeding
* It is otherwise permitted or required by law.

If Westminster Rescue Mission employee, student or volunteer is served with a warrant, summons, subpoena, order or similar requirement issued in a proceeding, the individual must immediately notify their supervisor, who will provide advice and direction as to how to respond. Westminster Rescue Mission employees, students or volunteers should follow the same procedure in response to requests by police officers for client information.

In general, where an order, summons, warrant, subpoena or other requirement to produce documents has been served on Westminster Rescue Mission, Westminster Rescue Mission will:

* Make every attempt to respond in a way that is respectful of the order or other requirement, while at the same time taking steps to preserve the client's right to confidentiality
* Make an exact copy of the file to remain at Westminster Rescue Mission and deliver the documents to the court or other proceeding in a sealed enveloped marked “private and confidential”.

Where Westminster Rescue Mission discloses personal information without the client’s consent, the client will be notified of such disclosure as soon as reasonable, practical, safe and/or legally possible in the circumstances.

# YOUR RIGHTS AND RESPONSIBILITIES AS A CLIENT

As a patient at the Addiction Healing Center, you have the following rights:

1. To have reasonable access to adequate and appropriate treatment, care and service regardless of race, religion, culture, gender, sexual orientation, ethnicity, marital status, age or disability.

2. To be treated with dignity and respect in a manner that is considerate of your cultural, spiritual, psychosocial, personal values, beliefs and preferences.

3. To personal privacy, security and confidentiality of your healthcare information.

4. To be fully informed of all aspects of the treatment program and their purpose, the program rules, the services available to you at the AHC and any charges for those services, including the consequence of nonpayment of required fees.

5. To receive services within the least restrictive and most accommodating environment possible. Procedures are in place to ensure the right to a medication schedule (dosing times/program hours), which is the least intrusive and disruptive for the majority of clients.

6. To individualized treatment, care and services including participation in the development and periodic review of your treatment plan.

7. To be informed about potential interactions and adverse reactions to other substances, prescribed or over-the-counter medications, other medical procedures and food.

8. To informed participation in decisions regarding your treatment and care. You have the right to seek consultation.

9. To have easy access to staff members primarily responsible for and involved in the delivery of your treatment and care.

10. To voice opinions, recommendations and grievances and be involved in resolving any conflicts in your treatment and care decisions without fear of retaliation.

11. To review your medical record in the presence of designated staff and obtain a timely response to the request for copies of the record.

12. To request amendment to and receive an accounting of disclosures regarding your own clinical information as permitted under applicable law.

13. To designate a surrogate decision maker if you are incapable of understanding the proposed treatment or care or if you are unable to communicate your wishes regarding treatment or care.

14. To refuse care, treatment and services in accordance with law and regulation.

15. To be free from mental, physical, sexual and verbal abuse, neglect and exploitation.

16. To receive information in a manner that you can understand.

**This is what we ask from you:**

1. You are responsible for providing, to the best of your knowledge, accurate and complete information about yourself and your health to the staff at the AHC.

2. You are responsible for reporting perceived risks in your care and unexpected changes in your condition to the staff at AHC.

3. You are responsible for asking questions when you do not understand your care; treatment, service or what is expected of you.

4. You are responsible for signing consent to treatment and following the care and treatment plan developed for you.

5. You are responsible for attending all meetings and appointments as described in the treatment plan.

6. You are responsible for taking any medication as prescribed.

7. You are responsible for the outcomes if you do not follow the care and treatment plan agreed upon.

8. You are responsible for following the AHC program rules and regulations.

9. You are responsible for showing respect and consideration to the AHC staff and property as well as other patients and their property.

10. You are responsible for treating staff and others at Westminster Rescue Mission with courtesy and respect

Individuals may contact "privacyofficer@westminsterrescuemission.org" for further information about our company’s privacy policies, and their contact information.