

Client Confidentiality and Privacy

Lethbridge Family Services is committed to safeguarding client confidential and sensitive information and ensuring all workers comply with obligations for handling confidential information. LFS protects the confidentiality and security of client information and protects the privacy of clients by limiting access to those individuals on a “need to know” basis in order to provide service to clients.

Lethbridge Family Services follows all laws, legislation, regulations, or court orders in safeguarding confidential information.

As a client of Lethbridge Family Services, you have a right to confidentiality and privacy regarding your information. To ensure these rights are respected, you will receive the following information prior to service delivery and every year after:

1. You will be informed of what personal information is needed and how LFS will keep it private and confidential.
2. In order to provide you with services, your personal information will be collected, used, and shared, but only with your consent.
3. Only workers who have consent and need to know your information to provide services will be able to access your information.
4. Workers are only able to discuss your information with other workers who have consent and will ensure they talk about your information where other people cannot hear.
5. If a worker is asked to release your information to someone outside of LFS, the worker must get your consent first.
6. The only time LFS can release or share without your permission/consent is in the following situations:
 - a) you are at risk of harming yourself or others,
 - b) you are at risk of being harmed by someone else, or
 - c) your file is ordered by law or court order.
7. If a worker needs to contact someone outside of LFS about you, the worker must have your consent before they talk to that person.
8. All of your information will be locked in filing cabinets or offices, or locked and password protected if stored through computer technology.
9. If there are situations when you may be recorded, photographed or filmed, workers must get your consent first. This includes all types of media.
10. Your case record (file) must be locked-up and kept private at all times.
11. A worker will get your permission on a consent form and offer a copy to you. All consents have a time limit and cannot last longer than 1 year.
12. If you change your mind and do not want workers to collect, use, exchange, or disclose your information, you must let a worker know.