



## **Confidentiality Agreement**

Trans Wellness Ontario is committed to protecting the privacy of the personal information of its clients, employees, volunteers, members, and other stakeholders. We acknowledge that maintaining this trust requires us to be transparent and accountable in how we protect the information you choose to share with us. During the course of our daily work, we frequently gather and use personal information. Anyone from whom we collect such information should expect that it will be carefully protected and that any use of or other dealing with this information is subject to consent. Our privacy practices are designed to achieve this. From time to time, we engage with other organizations in projects where data may be collected or shared for specific purposes. No personal data will be shared without the direct consent of the individual and only for the explicit purposes identified.

### **Staff Responsibilities:**

- Any information collected by Trans Wellness Ontario will be kept confidential.
- Unless legally compelled to do so Trans Wellness Ontario staff will not disclose your identity or any personal information to any agency or individual without your written or verbal consent. This includes but is not limited to name, address, phone number, email address.
- Client files can only be read by members of your Care Team. You as a client can also access your file with the permission of the Client Care Coordinator. Requests can be made by email to [mcarriere@transwellness.ca](mailto:mcarriere@transwellness.ca)
- Confidentiality is maintained after staff work hours and after the client is no longer accessing support or services from Trans Wellness Ontario.

### **Exceptions to Confidentiality:**

All Registered Social Workers (RSWs) and staff supervised by a RSW at Trans Wellness Ontario adhere to the Ontario College of Social Workers and Social Service Workers Duty to Report under the Child, Youth and Family Services Act of 2017.

### **Exceptions to confidentiality include:**

- A direct plan to harm oneself.
- A direct plan to harm an identifiable other or others (includes humans and animals).
- Disclosure of current or ongoing child abuse of an identifiable individual under the age or perceived age of sixteen years old.
- Our records are subpoenaed by a court of law.
- Our records are randomly audited by the Ontario College of Social Workers and Social Service Workers (OCSWSSW).



Although exceptions to confidentiality are rare, it is important for clients to be aware of the possibility of these exceptions. Additionally, to assist in providing clients with the highest quality of care, the clinical care team may share anonymous information within the confidential space of individual, group and peer supervision/ consultation. This is a standard practice observed by the field of Social Work. All identifying information will remain strictly confidential during supervision/ consultation.

### **Electronic Communication**

#### **Email**

- Email communication is used strictly for administrative purposes with permission of the client. These communications are subject to review and may be added to your clinical file if deemed necessary by your service provider.
- Confidentiality applies to all communications with staff and volunteers by phone or email.
- Emails should be limited to;
  - Setting/ cancelling/ rescheduling appointments
  - Resource sharing; information discussed in session or relevant information as it pertains to your goals in counselling/ mentorship.
- Email is not used to disclose confidential or personal health information as it is not secure or encrypted.
- If you wish to discuss clinical matters you may request an earlier appointment with your service provider, if it is an emergency please contact an emergency mental health resource, call 911 or visit your nearest emergency room.

#### **Social Media:**

- Staff of Trans Wellness Ontario do not and will not communicate with any active clients through personal social media platforms such as Instagram, Facebook, Twitter, Discord, Reddit..etc.
- Any communication with clients on social media can pose a significant risk to your security, and to the professional relationship established with your service provider, due to the nature of the work we do at Trans Wellness Ontario.
- Any attempts to contact your service provider through personal social media channels will be ignored and deleted.



**Virtual Appointments:**

- When utilizing Trans Wellness Ontario online appointments, please ensure you are using a space that is safe and confidential.
- Counselling and peer mentorship sessions are to be held on an individual basis with no more than one client per session.

**Identity:**

At Trans Wellness Ontario, we understand that each individual comes to us at various points of their journey. This may mean that you have not disclosed your gender identity/ sexual orientation to the individuals in your life. If this is the case, please let your service provider know so we can appropriately safeguard your identity. For example, creating a safety plan.

**Client Responsibilities:** Clients of Trans Wellness Ontario will not discuss the names or information of anyone that is accessing support or services through the agency. This includes but is not limited to past clients, current clients, family, friends, staff, representatives of this or any other agency providing support to Trans Wellness Ontario’s clients.

By signing this agreement, clients understand that the decision or failure to abide by the terms of this agreement, may be terminated from accessing support from Trans Wellness Ontario.

**Signing below indicates that you have read and understood the information provided above and you are consenting to services at Trans Wellness Ontario.**

Client Name
Signature
Date