



PERSONAL ATTENDANT CARE INC.
 1650 DUNDAS ST. E. SUITE 200
 WHITBY, ON L1N 2K8
 Telephone (905) 576-5603
 Fax (905) 576-8020

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DEPARTMENT		Human Resources
SUBJECT		Privacy and Confidential Information
APPROVED BY (signature)	CHIEF EXECUTIVE OFFICER	<i>J. Carter</i>
EFFECTIVE DATE		September 27, 2000
REVIEWED BY (Title & Signature)		Pamela DeRaaf, CHRP Human Resource Manager
REVIEW DATE		September 2009

OPERATIONAL PROCEDURES

Preamble

Personal Attendant Care Inc. is in compliance with all legislation that pertains to the Personal Information Protection and Electronic Documents Act (PIPEDA). To protect the privacy of personal information about an identifiable individual, including all employees and clients, that is collected by the organization in the process of doing business.

Definitions

Personal information as defined by PIPEDA includes information that is, or can be about or related to an identifiable individual. Personal information in any form includes but is not limited to:

- Name, home address, e-mail address, identification number, physical characteristics, age, income, ethnic origin or blood type;
- Opinions, evaluations, comments, social status or disciplinary actions; and
- Employee's files, credit records, loan records, information on medical or health conditions, financial information, political opinions, religious beliefs, trade union membership, sexual preferences, information related to offences or criminal convictions, intentions (for example to acquire goods or services or change jobs).

Procedures

Release of Information

A signed letter of permission to release information must be obtained prior to the release of any information other than employees' names.

1. Requests for information and/or records concerning employees are referred to the Human Resource Manager or designate.

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2. Except as provided in paragraphs 5 (b) and (c) below, non-Human Resources employees do not furnish information concerning employees to external sources without prior permission of the Human Resource Manager and Chief Executive Officer.

3. Human Resources employees do not furnish any employee information unless the identity of the requester is clearly identified. Written request must be on the letterhead of the organization requesting the information. Telephone requests may be handled on a "callback" basis. Information given by telephone is limited to confirming that the inquirer has the correct dates of employment and most recent occupation description.

4. Requests for employee information from organizations that have the legal right and authority to obtain this information are handled as follows:
 - a. Requests from government and federal agencies, local courts and law enforcement agencies are directed to the Human Resources Department, and the requester's legal right to the requested information is reviewed with the Human Resource Manager and legal advisor prior to release.
 - b. Requests from federal and municipal tax units concerning employees' earnings are referred to the Accounting Department, and information is furnished to the requester.
 - c. Requests from Employment Canada and Social Services usually result from a claim filed by employees. Information that expedites the settling of the claim is to be furnished. Earnings information is supplied by the payroll activity.

5. All other requests for information contained in personnel records are not honoured unless:
 - a. Clear written permission to release specific information is obtained from the employee.
 - b. A subpoena or other request having the force of legal compulsion is served to Personal Attendant Care Inc. The employee receiving the document contacts the Human Resource Manager immediately. The Human Resource Manager, upon receipt of the document, contacts legal advisor.
 - c. The Human Resource Manager telephones the employee and confirms, with a memorandum that Personal Attendant Care Inc. is compelled to supply the requested item(s).

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References

1. The Human Resource Manager may confirm length of employment and job title only. The information listed below may not be shared:
 - Health: injuries, illnesses, disabilities etc.;
 - Personal information regarding their family;
 - Personal events in the employee's life;
 - Religion;
 - Any information that can be used in a discriminatory manner against the employee (Human Rights Code) i.e. ethnic and cultural background, age, sex etc.;
 - Personal feelings about the employee;
 - Performance issues that have not been proven, documented, and previously discussed with the employee.

3. An employee may request the Human Resource Manager to provide them with a confirmation of employment and income. Any such information is provided to the employee and such employee is responsible to deliver to the third party requesting the information.

Attached Forms

Confidentiality Agreement	6(a)
Authorization for Release of Media Materials Including Fundraising	6.1(i)