



DSL**G**

DEVELOPMENTAL SERVICES
OF LEEDS AND GRENVILLE

Enhancing Abilities,
Promoting Independence,
Advocating for
Inclusive Communities

Developmental Services of Leeds and Grenville

Privacy and Informed Consent Statements

November 2013

DSLJ Privacy Statement

Developmental Services of Leeds and Grenville (DSLJ) understands the importance of protecting your information and is committed to ensuring that information about you are kept private. Our privacy procedures are in compliance with government regulation and laws. DSLJ has an Oath of Conduct, a Code of Ethics and Confidentiality Statement that all staff are required to sign as part of our hiring process that emphasises the importance of privacy and confidentiality. It is important that we all understand the importance of protecting information and be committed to collecting, using and disclosing information responsibly. Anyone who comes into contact with information must be aware of the sensitive nature of the information that has been disclosed to us.

We will explain to you the following information as part of any service.

You should know:

- We only collect necessary information about you and the services you receive
- We will only share service recipient information with your consent or when required by law/regulations

If you have a concern and/or wish to make a complaint to DSLJ about our privacy practices, including asking questions about the contents of our records, you may make a request in writing to the attention of the Executive Director.

DSLJ Informed Consent Statement

Developmental Services of Leeds and Grenville understands the importance of obtaining informed consent from you for all services and support provided, as well as, when releasing and exchanging information about you. We will make every effort to ensure that you have provided informed consent prior to initiating any service and support or releasing and exchanging information. We will maintain all consent forms on your file (in instances where verbal consent is provided it will be documented in case progress notes).

The following tools/guidelines are available to assist when acquiring informed consent:

- Written consent for service, consent to release and exchange information, and consent for the use of restrictive measures standardized forms.

- We encourage you to use plain language when explaining the purpose of consent for the services and supports provided
- The use of pictorial versions of consent is to be used when necessary to assist in accessibility and in the acquisition of informed consent.
- We encourage you to check for comprehension and understanding of information presented by asking questions and confirming with the individual the understanding of the information provided.
- Provide the individual with opportunity to ask questions and seek clarification in relation to the consents they are signing.
- In instances where there is a concern about the capacity to provide informed consent the staff person will seek out Substitute Decision Maker consent when necessary.

If you have a concern and/or wish to make a complaint to DSLG about our privacy and informed consent practices, including asking questions about the contents of their client record, you may make a request in writing to the attention of the Executive Director.