



WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

Good Practice Guideline: Confidentiality (PHIA) Direct Service and Collaborative Volunteers	Reference # 4.3	Page 1 of 1
	Approved: J.Edwards	Date:12/13/2004 Reviewed/Revised: November 2011

GOOD PRACTICE DESIRED OUTCOME:

All WRHA volunteers will comply with PHIA (Personal Health Information Act) legislation and WRHA PHIA policies.

GOOD PRACTICE GUIDELINES:

All WRHA volunteers must be provided with education regarding PHIA legislation and the WRHA PHIA policies by attending a group or individual education session.

Each volunteer will receive a copy of the WRHA Volunteer Handbook reinforcing WRHA PHIA policies.

Only those WRHA staff who have received the WRHA Train the Trainer training from the WRHA Privacy Office can administer the PHIA training and sign a Pledge of Confidentiality form.

It is the responsibility of the WRHA Manager of Volunteer Services to ensure that volunteers attend a PHIA session and sign the required privacy and confidentiality documentation as per the WRHA Personal Health Information Act policy.

The WRHA staff member administering the PHIA education session will ensure that the volunteer has read and understands both the WRHA Confidentiality policy and the WRHA Pledge of Confidentiality Form. The volunteer must date and sign the Pledge of Confidentiality Form as a condition of volunteering, prior to the volunteer beginning their assignment. The staff member administering the Pledge of Confidentiality will witness the signing by dating and signing the Pledge of Confidentiality Form. The completion of the Pledge of Confidentiality Form will be documented on the volunteer's electronic file and filed in the volunteer's personnel file as well as with WRHA Privacy Office.

Source: New

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