



SERVICE DELIVERY GUIDELINE

Population & Public Health Working Together with the Public

Approved by:
Population & Public Health Director
Population & Public Health Quality Chairs

Pages:
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Approval Date: Aug 10, 2022
Updated

Supersedes (if applicable)
Target Review Date: Aug 10, 2025

1. **PURPOSE**

To provide guidance to support transparency in our service to individuals and families. Population & Public Health provides safe and caring services that promote health and well-being while demonstrating the value for dignity, care and respect.

2. **SCOPE & GOALS**

- 2.1. To provide service delivery and guidelines for all staff that provide services to individuals and families.
- 2.2. Clients are actively involved in their own process of care.
- 2.3. Clients are routinely engaged in creating safe and respectful workplaces.
- 2.4. Clients know how to communicate their compliments, questions and concerns about our service.
- 2.5. Clients are informed about collection, use and disclosure of personal health information and have privacy and confidentiality expectations informed by law.

3. **BACKGROUND**

- 3.1. Individuals and families have a critical role in improving health and preventing adverse outcomes through active involvement in the process of their own care
- 3.2. Individuals and families are more likely to create safe and respectful workplaces when expectations are explicit.
- 3.3. Client compliments, questions and concerns are valued sources of information about what is going well, and potential risks, errors, or safety issues.
- 3.4. Individuals and families have a right to know what their privacy rights are. All consent to collect, use or disclose personal health information from an individual must clearly state the purpose, be knowledgeable, given voluntarily and not obtained through misrepresentation.
 - 3.4.1. Implied Consent to collect, use or disclose personal health information
Consent from an individual may be implied if it is reasonable to expect that the individual the information is about would consent and the information is used or disclosed only for the purpose it was collected. In this situation it is not necessary to document consent.
 - 3.4.2. Express Consent to collect, use or disclose personal health information
Some circumstances may require consent given directly by an Individual in oral, written or electronic form. For example, completion of a consent form by an Individual that authorizes the Disclosure of the Individual's own Personal Health Information is a form of Express Consent.



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3.5. It is the conversation about the issues in a document rather than the document itself that has the greatest effect on people. There is little evidence that distributing most documents creates knowledge or desired outcomes.

4. **PROCEDURE**

Initiating the Discussion and Providing Information:

4.1. Staff will use the 'Working Together' handout to guide discussion for those who are offered or receive Public Health services outside of an office setting where the PHIA poster and the Respect and Personal Safety poster are displayed.

4.1.1. The 'Working Together' document is **NOT TO BE HANDED OUT WITHOUT DISCUSSION.**

4.1.2. The document will most often be left with the individual or family following the discussion, if appropriate.

4.2. When the discussion occurs:

4.2.1. Discussion will take place with clients at the time they are newly opened to Public Health and provided with service outside of an office setting, where the PHIA poster and the Respect and Personal Safety poster are displayed, as early in the course of care as possible and in all cases where clients receive ongoing service.

4.3. Any safety concerns identified by the individual or staff should be noted in the SAFT and the Safe Visit Plan.

4.4. Contact your Manager or Site Privacy Officer for consultation as necessary.

RESOURCES

4.5. [Safety Assessment Form](#)

4.6. [Save Visit Plan](#)

5. **SOURCE/REFERENCES**

5.1. [Occupational & Environmental Safety & Health](#)

5.2. [WRHA PHIA Policies](#)

6. **CONTACTS**

6.1. Managers

6.2. Site Privacy Officers