



## IMPORTANT ADVISORY TO ALL AGENCIES FROM THE CALGARY HOMELESS FOUNDATION

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February 28, 2011

To: CHF Funded Projects

**The following information constitutes an important advisory to your agency.**

With the new year underway and the launch of our updated 10 Year Plan to End Homelessness, we are excited to continue our important work together to end homelessness in Calgary.

As a funder, as well as a recipient of government funds, we strive to ensure our ways of working set high standards in the community. We must also ensure that we remain in compliance with our contractual obligations to our government funders. In this regard, we wish to inform you of the following:

- **Freedom of Information and Protection of Privacy Act - Training**

All agencies are required to comply with the Alberta *Freedom of Information and Protection of Privacy Act (FOIPP)*. The Act governs the way Personal information is collected, stored, disclosed, and disposed of in Alberta. As this may be new for a number of agencies, Calgary Homeless Foundation (CHF) encourages all of your agency staff and/or representatives who interface with Personal Information to partake in online *FOIPP* training. The one to two hour training course is available for free at [www.servicealberta.ca/foip/training/online-training.cfm](http://www.servicealberta.ca/foip/training/online-training.cfm).

CHF requires a minimum of two full-time employees from your agency, who are directly working on a CHF-funded project, and one of whom is in a supervisory capacity, to complete the course in full by **March 31, 2011**. Please provide a list of the names of all employees who have completed the course and their job title to [reporting@calgaryhomeless.com](mailto:reporting@calgaryhomeless.com) (subject line: 'FOIPP Training' with Agency and Project(s) names) by March 31, 2011.

Please note agencies will receive some additional training regarding *FOIPP* as part of the HMIS training module.

- **Freedom of Information and Protection of Privacy Act - Initial Advisory**

*FOIPP* applies to all information and records transferred to or collected, created, maintained or stored by your agency. Your agency is solely responsible for the collection, storage, disclosure, disposal and security of Personal Information in accordance with *FOIPP*. It is



important that your agency understands what is included within the meaning of “Personal Information.” This term is defined in the Act which can be downloaded for free at [www.canlii.org](http://www.canlii.org).

Your agency must ensure:

- Employees, agents, subcontractors and any other representatives of your agency who may, from time to time, be stewards of Personal Information are aware of and understand the requirements of *FOIPP* before they perform duties involving collecting, sharing or using Personal Information. .
- It requests and collects from clients only Personal Information that is necessary for the provision of the services funded by CHF that fall within the approved “Purpose” for which the funding was provided to you, as defined in the funding agreement between your agency and CHF.
- Personal Information collected and stored in relation to the funded services is protected against unauthorized access, collection use, disclosure, disposal and disaster and is not stored outside of Canada or accessible from other countries.

Further advisories and follow up in relation to *FOIPP* will be provided to you in the near future. For more information about *FOIPP*, please refer to [www.servicealberta.ca/foip/](http://www.servicealberta.ca/foip/).

- **Provision of Historical Data**

For those projects funded through Alberta Housing and Urban Affairs (HUA) funds – HUA requires that agencies provide client information that was collected with the appropriate consents, in electronic format dating back to April 1, 2009. More information on the process to convert historical data to electronic records will be provided as agencies transition to the HMIS.

- **Rent Subsidies**

Please be aware that agencies providing social assistance directly to clients, for example, in the form of rent subsidies, are required by law to issue an annual T5007 statement of benefits to each client. Where a rent subsidy is paid directly to the landlord, the T5007 form is not required. The T5007 form can be obtained at [www.cra-arc.gc.ca/E/pbg/tf/t5007/README.html](http://www.cra-arc.gc.ca/E/pbg/tf/t5007/README.html).

- **Occupational Safety: Working Alone**

The nature of most CHF funded projects involves an outreach support component provided



to formerly homeless or at-risk clients by individual case managers who are working alone. This is a reminder that the safety of the people we work with is paramount. Under the Alberta *Occupational Health and Safety Code*, employers are required to assess their workplace and take preventative measures that eliminate or minimize risks when their employees work alone. Employers are also required to ensure employees working alone have some effective way of communicating with individuals who can respond immediately if there is an emergency or the worker is injured or ill. Alberta Employment and Immigration has developed a guide for employees and employers entitled, "Working Alone Safely." Please review the Guide, available online at [http://employment.alberta.ca/documents/WHS/WHS-PUB\\_workingalone.pdf](http://employment.alberta.ca/documents/WHS/WHS-PUB_workingalone.pdf)

- **Insurance**

As part of our funding agreement, this is a reminder that your agency is required to obtain and maintain adequate insurance coverage. This includes automobile liability insurance, in an amount not less than \$1,000,000 on all vehicles owned, operated or licensed in the name of your agency.

We thank you for your attention to these matters and will do our best to respond to any reasonable requests to provide appropriate support and assistance to agencies in respect of the above.

Please do not hesitate to contact your CHF Program Advisor Amber Forest ([aforest@calgaryhomeless.com](mailto:aforest@calgaryhomeless.com)) or Janelle Woo ([jwoo@calgaryhomeless.com](mailto:jwoo@calgaryhomeless.com)) should you have any questions regarding the above.

Thank you for your continuing commitment and dedication to ending homelessness in Calgary.

Sincerely,

TIM RICHTER  
President and CEO, Calgary Homeless Foundation