

## Cancellation

You can ask for your information in the HMIS to be hidden from agencies by signing a Client Consent CANCELLATION form. Even though this information will no longer be visible to the individual agencies it can still be used to help understand homelessness in our community for up to 7 years from the last date you receive service. When information on homelessness gathered from the HMIS is released to the public, special care is taken to keep your information anonymous. For example: annually the number of people who are homeless in Calgary is published to help educate the public about this important issue.

Calgary HMIS Initiative

Calgary HMIS Initiative

*Privacy Brochure*

HMIS and your rights. If you have any questions please ask the person assisting you at [Agency Name].

### How we might use your information:

- To provide and coordinate services and resources you might need. Sharing information (with your consent) allows agencies to work together on your behalf.
- To meet funder requirements in order to continue to receive payment or reimbursement for the service the agency provides.
- To carry out administrative functions such as conducting financial audits, monitoring staff, overseeing programs, maintaining and operating the HMIS.
- To create anonymous information that can be used for research without identifying who you are.
- To meet legal requirements. If required we will always try to restrict the amount of information released.
- To avert a serious threat to health or safety. If we believe that sharing your information is necessary to prevent or lessen a serious and imminent threat to the health or safety of you, another individual or the public.
- To understand the nature of homelessness and how to end it.

### Your Rights

- Adding your information and your family's information in the HMIS only happens with your consent.
- If you decide to decline to answer a question from the HMIS or you do not know the answer you will not be denied services from this agency.
- Consent is voluntary and if you decide to not consent it will not impact your access to services from this agency and it will not impact your rights listed in this brochure.
- You can also share your information with other agencies through the HMIS. Sharing information also requires your consent.
- If you decide not to have your information in the HMIS or if you choose not to share your information with other agencies it might limit the

ability of agencies to work together on your behalf.

- This agency will never give out your information without your written consent unless they are required by law or if they believe you are at risk of harming yourself or someone else.
- You can see a current list of agencies using the HMIS by asking the staff person you are working with at this agency.
- If you share information with other agencies on the HMIS, you can ask the agency to stop sharing any new information added to the HMIS by signing a Client Consent CANCELLATION form. The agency will give this form to you if you request it.
- You can have your information entered into the HMIS anonymously (without your name). However if you do this, it is not possible to coordinate your care through the HMIS.
- Information about your demographics, program entry, case plans and program assessments cannot be shared unless you sign a specific agreement that allows you to pick and choose what items you agree to share.
- You can ask to see your HMIS record, to make changes to your records, and to have a copy of your record from this agency. The agency will respond to your request in a reasonable amount of time and help you understand the information in your record if you need assistance. There are special reasons that you may not be granted access to the information. If the agency does not provide the information to you, they can only do so if they are following the law.
- If you believe an agency is using or sharing your information in the HMIS against your written wishes, you can file a grievance to have your concerns reviewed and addressed. To do so you can submit a grievance form directly to the Calgary Homeless Foundation or through this agency. You can ask for the HMIS Grievance Form and staff will help you complete and file the form if you need assistance. You, or members of your family, will not be denied service because you are filing a grievance.

## HMIS Data Collection

We collect personal information from you that we consider to be important and necessary. We are required to collect some personal information by organizations that give us money to operate this program. Other personal information that we collect is important to help us understand what you need, to run our programs better, to improve social services for people throughout Calgary, and to better understand the needs of people who are experiencing homelessness or unstable housing. This information is entered into an electronic system called the Calgary Homeless Management Information System, also known as the Calgary HMIS.

### Privacy:

When we collect and use your information we do so by following strict rules that protect your information and your rights. These rules must be followed by [Agency Name] and all of the organizations using the HMIS. Included in this Brochure is a description how we use the information in