

JFS Consent Form & Conditions of Service

Confidentiality Policy

Jewish Family Services respects the privacy of our clients, holds in confidence all information regarding our clients and complies with the Personal Information Protection Act (PIPA). No information will be released to a third party without your permission. At any time, you have the right to withhold or withdraw consent, or place conditions on the disclosure of your information.

The nature of personal information collected may include: Information required to maintain a working file according to the standards of our profession such as your name, address, phone numbers, date of birth, other contact information, names of others who are significant to your situation (family, your doctor, and other professionals) and your financial situation. We also collect information about our work and the case managers' actions in this regard, any correspondence sent or received, any consents or other documents you have signed, copies of papers you have given us, information necessary for financial aid which may include information about your third party payers and copies of all receipts given to us.

We collect this information for the following reasons:

1. To maintain a file that meets the standards of our profession
2. To provide this service for you in a manner that ensures your safety
3. To maintain a high standard of professionalism in the provision of service
4. To meet other legal and regulatory requirements
5. To maintain records pertaining to the operations of a business and to make these records available if requested.

There will be times when we ask you if we may speak with others about you and your situation. There will be times when you will ask us to do this as well. On these occasions, we will always discuss this information-sharing with you and we will look at the benefits and consequences of speaking to others about your situation. We would then ask for your informed, written consent for me to share your information.

Limits to Confidentiality Policy

There may be occasions when we must share information about you or your situation without your written consent. These situations are very exceptional but may include the following:

1. If we have information about abuse or risk of abuse to a child then we must report this to the proper authority.
2. If we believe that a person's life may be in danger, we will report the situation to appropriate authorities. This applies to cases of potential suicide and homicide.
3. Courts of law have the power to demand that we release your records if you are involved in a court case in which your relationship to JFS is or may be relevant.
4. When disclosure is needed to receive professional or legal consultation.

5. In order to give you the best possible service, and as required by accepted ethical casework practices, JFS case workers are regularly supervised by other qualified personnel. Supervision involves the case manager releasing your personal information to the supervisor.

While these events are rare, we would like to help you become aware that these possibilities do exist. Our primary goal is to foster a safe space where you feel comfortable and able to explore and disclose personal concerns. If there are other limits of confidentiality in your situation, we will identify and discuss them with you before proceeding with your service.

Informed consent for services is essential and out of respect for your right to self-determination. Consent must be given voluntarily and knowingly.

You have the right to change your mind and withdrawal informed consent at any time.