

Privacy of Information and Consent For Students Accessing the Centre for Accessible Learning

The following outlines how students' information is kept confidential by the Centre for Accessible Learning (CAL). During the initial appointment with a Disabilities Counsellor, students will have the opportunity to review this information, request clarification, and, if appropriate, provide their consent to access CAL services by signing the official *Privacy of Information and Consent Form*.

Understanding Confidentiality

The CAL is fully committed to providing educational services to students registered with CAL in an ethical manner and in compliance with all applicable privacy legislation. All student information, including the fact that a student has used CAL services, is treated as strictly confidential, subject to the terms set out in the *Privacy of Information and Consent Form* and in the applicable College policies. These terms will be reviewed during an initial meeting with a Disabilities Counsellor, but are summarized below:

- Use of this service is voluntary.
- CAL records will be kept confidential and stored in a secure manner, apart from other student records, but may be shared within the CAL team for case management, quality assurance and consultation.
- CAL may seek assistance from staff in Counselling Services and Health Services in order to provide services, and may share information with them when reasonably necessary in order to seek such assistance. CAL staff may also share information with Security Services and Residence Life staff as reasonably necessary to provide services.
- Limited access to CAL records may also be given to the Mental Health Nurse in Algonquin's Health Services, CAL Test Services staff and the Welcome Centre staff. Using the CAL database, these staff members may record and receive information regarding accommodations and services, as deemed reasonable, and manage records accordingly. Please note that CAL records will only be accessed by those listed above in a manner necessary to provide students with appropriate services.
- Only collective statistical data is released to the College and the Ministry of Training, Colleges and Universities. Identifiable data about students will not be shared except as required by law.

Limits of Confidentiality

The CAL is obligated by law to disclose information about registered students to the appropriate authorities, with or without their consent, in certain circumstances, including the following:

1. There are reasonable grounds to believe that a student is likely to harm themselves or another person.
2. There are reasonable grounds to believe that a child under the age of 16 years is at risk of being abused or neglected.
3. A student's file has been subpoenaed or ordered produced by a court of law or other body with similar power.
4. A student reports sexual abuse by a regulated health professional.

Risks Specific to Online/Phone Support

Though CAL is compliant with the Freedom of Information and Protection of Privacy Act (FIPPA) and takes all reasonable steps to protect the security and confidentiality of information, there are some inherent privacy and security risks with online and/or phone communication such as information being intercepted or unintentionally disclosed. In addition, the inability to see communication in context, including non-verbal communication, may lead to misinterpretation of thoughts/feelings. There is also the possibility of service disruption due to technical issues.

Permission to Consult with Academic Employees

If students wish to access accommodations, they will have the option of giving permission to CAL to consult with Academic employees, including Professors, Coordinators, and Department Chairs as may be reasonably necessary in the course of considering possible accommodations. They will also be asked if they give permission for these employees to consult amongst themselves as may be reasonably necessary for the same purpose, and to share information about academic progress as it relates to accommodations.

Declining a Letter of Accommodation (LOA)

In some cases, a student may decline a Letter of Accommodation (LOA) with classroom and testing accommodations. As CAL services are voluntary, students are not required to accept an LOA.

Privacy Legislation

Personal information is collected by the CAL in accordance with the Freedom of Information and Protection of Privacy Act ("FIPPA") and the applicable policies of the College. Information provided by students will not be used without students' consent for any purpose other than those stated on this form. Inquiries about the collection of information should be directed to Sara Jordan, Manager, Centre for Accessible Learning (613-727-4723 ext. 7200).