

## Region of Waterloo Housing Stability System – HIFIS Confidentiality and User Agreement

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Waterloo Region's Housing Stability System provides services to help people find and keep a home. The Homeless Individuals and Families Information System (HIFIS) is a database used to collect, share and report on client information. This User Agreement sets a standard for my access to and use of HIFIS, as part of the work I do for my organization.

I am a representative of \_\_\_\_\_ organization. By signing this agreement I understand that I am granted access to HIFIS to be used exclusively in the work I undertake for this organization.

In recognition of the confidential and privileged information contained in HIFIS, I understand and agree as follows:

- I will access HIFIS only in the normal course of fulfilling my duties at the organization listed above.
- If I am a representative at more than one organization in the Housing Stability System, and I am working a shift at one of these organizations, I will only log in as that Service Provider for the duration of my shift.
- I will only access the clients in HIFIS that I am currently working with.
- I will not release or share client information to anyone other than to persons who are authorized to receive the information.
- I will use HIFIS, and collect, use and disclose client information only in accordance with the policies, protocols and/or procedures provided to me by the organization listed above.
- I will take reasonable precautions regarding the protection of client information. This includes the following:
  - I will protect my HIFIS login password;
  - I will not share my HIFIS login password; and
  - I will not leave client information unattended on my computer screen, at any time
- I am responsible for any information or records that are entered or deleted in HIFIS using my User ID and password.
- If I suspect a security breach in HIFIS, including unauthorized access to HIFIS, the possibility that my password may have been compromised or suspected breach of client confidentiality, I will immediately notify my immediate supervisor and the HIFIS Administrator at my organization.
- If I suspect that data that has been entered incorrectly, I will notify both my immediate supervisor and the HIFIS Administrator at my organization.
- I will ask for support from the HIFIS Lead at my organization to perform data entry corrections to narrative data fields. I can perform corrections to drop down lists, multi-select lists, dates and times, and one-word data fields.
- I will immediately cease access to HIFIS if directed to do so, and when I am no longer employed as a HIFIS User in the Housing Stability System.
- I understand that my password will be revoked without further notice to me if I do not adhere to and comply with this Confidentiality and User Agreement.

Representative Name: \_\_\_\_\_

Representative Signature: \_\_\_\_\_

Position/Job Title: \_\_\_\_\_ Date: \_\_\_\_\_

Organization: \_\_\_\_\_

Senior Manager/Director Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Position/Job Title: \_\_\_\_\_ Date: \_\_\_\_\_

Organization: \_\_\_\_\_