

Component F: Information management

Registrants are responsible for the creation, management and retention of relevant information to ensure effective practice and demonstrate accountability

Standard:	Indicator
Registrants must	
1. Collect and record information for the purposes of service provision	1.1 Keep separate records for each service user in a client system or current evidence-based record-keeping practices for groups, which contains: <ul style="list-style-type: none">o The purpose of service provision, assessment, plan, reports, outcome and evaluation.
	1.2 Ensure records are accurate and legible.
	1.3 Ensure the information is current and recorded in a timely manner.
	1.4 Only include information that is appropriate and useful to the purpose of service.
	1.5 Clearly identify sources of information recorded and method(s) in which it was obtained (opinion, judgment, observation, collateral, reports, etc).

Standard:	Indicator
Registrants must	
2. Adhere to legal record management practices	2.1 Information collection and use must comply with privacy legislation and other applicable legal requirements.
	2.2 Ensure records are stored securely.
	2.3 Ensure person(s) who owns the information is aware of how to access the information.
	2.4 If a service user identifies errors in the information in a record and requests that it be amended, the Registrant shall incorporate a written account of the correction(s).
	2.5 Include RSW or RCSW designation on all documentation, communication and advertisement related to the practice of social work.
	2.6 Registrants must sign their own records and any co-authored reports.

2.7 Ensure consent to collect and store the information has been obtained from the service user formally or informally except where exemptions lawfully exist.

2.8 Ensure consent is documented.

2.9 Have reasonable plans to protect client records in the event that the Registrant is no longer in a position to manage the security of the records.

2.10 When required, transfer records to another RSW/RCSW; comply with requirements for transfer of records set out in privacy legislation and other applicable legislation.

2.11 Records must be maintained by the Registrant or the organization where created.

2.12 Keep records for a minimum of seven years from the date of last entry or seven years after the age of majority in the case of a minor. Registrants should consider situations in which records must be retained for a longer period of time such as the time period set out in the *Limitation Act*.

2.13 Completely destroy records in such a way that ensures that the confidential information is not compromised.

Standard:	Indicator
Registrants must	
3. Release confidential information only when legally permitted	3.1 Retain copies of all service user authorizations for release of information. The authorization must specify the information to be disclosed, the parties to whom the information is to be released and the term of validity of consent.
	3.2 Obtain consent to release confidential information unless professionally compelling legal, ethical or public safety reasons for disclosure without consent applies.
	3.3 When disclosure is required, either by law or the courts, release information directly related to the purpose or disclosure and only release the least amount of confidential information to achieve defined purpose.
	3.4 Protect confidentiality of deceased service users consistent with privacy legislation.

Standard:	Indicator
Registrants must	
4. Ensure proper and accurate corrections to the records are made, when required.	4.1 Sign or initial and date the correction.
	4.2 Only make corrections to one's own entries.
	4.3 Ensure the original entry remains legible and accessible.
	4.4 Clearly note the reason for the correction in the record.
	4.5 Do not falsify or destroy records.