**Calgary Homeless**
**FOUNDATION**

# Calgary Homeless Foundation Digital Platform User Agreement

## User Policy, Responsibility Statement, and Code of Ethics

I understand that I will be allowed access to confidential information and/or records in order that I may perform my specific job duties and none other. I further understand and agree that I am not to disclose confidential information, and/or Client records without the prior written consent of the Calgary Homeless Foundation, unless such disclosure is required by law.

## User Responsibilities

Your User IDs and Passwords give you access to your agency's data in the Calgary Homeless Foundation's digital platforms, including HMIS ServicePoint and if applicable, Community Dashboards. **Initial each item below to indicate your understanding and acceptance of the proper use of this access.** Failure to uphold the confidentiality standards set forth below is grounds for suspension of Digital Platform privileges until such time as the issue is resolved.

I have completed the online FOIP Training.

My User ID and Password are for my use only and must not be shared with anyone.

I must take all responsible means to keep my User ID and Password physically safe.

I understand that the only persons who may view Client files in the HMIS are authorized Users and the Client to whom the information pertains.

I may only view, obtain, disclose, or use the database information that is necessary to perform my job and none other.

I will not leave a workstation where I am logged into a Calgary Homeless Foundation Digital Platform unattended.

I will log off all Calgary Homeless Foundation Digital Platforms before leaving the workstation, even for a short time.

I will assure that my printouts/hard copies of HMIS Information will be properly secured.

I will notify my HMIS Agency Contact and the HMIS Support Team if I notice or suspect a breach in privacy or security.

I have been given the opportunity to ready the Calgary Homeless Management Information System: Policies and Standard Operating Procedures, and I will comply with them to the best of my ability.

## Ethical Data Usage:

Once you have completed training and signed your User Agreement, you are entitled access to the relevant Calgary Homeless Foundation Digital Platforms. In addition to the responsibilities listed above, you must also adhere to the following principles of ethical data usage.

- Authorized Users will only ask Clients for information necessary to providing services, comply with contractual agreements, and to improve or better coordinate services;

- Authorized Users will ensure that Clients understand that their data is being collected and managed in the HMIS using the FOIP Verbal Notification as a guideline;
- Authorized Users will obtain and upload a signed Release of Information (ROI) form before sharing client data with an outside program/agency on the HMIS;
- Authorized Users will not knowingly enter false and/or misleading information into the HMIS;
- Authorized Users will only use data in accordance with the Privacy Policy; and
- The Calgary Homeless Foundation, Participating Agencies, and Authorized Users will adhere to the HMIS Privacy Policy.
- Authorized Users will not share data from the Community Dashboards outside of relevant Agency Activities without the explicit permission of the Calgary Homeless Foundation.

**Please complete the fields below and ensure your direct supervisor reviews and signs this document. Once complete, please email this document along with your FOIP Certificate of Completion, if not previously provided, to the HMIS Support Team.**

**Name:**

**Email:**

**Agency:**

**Primary Program You Will Enter Data For:**

**Additional Program(s) You Will Enter Data For:**

By affixing my signature to this document, I acknowledge that I have been apprised of the Calgary HMIS Policies and Standard Operating Procedures concerning access, use, maintenance, and disclosure of confidential information and/or records that shall be made available to me through my use of the Calgary Homeless Foundation Digital Platforms.

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User Signature/Date

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Agency Supervisor/Date