

CMHA Central Alberta Storage of Records and Files Policy

Intent:

CMHA Central Alberta Region follows strict standards for the storage of confidential information of staff, clients, and businesses. The following guidelines outline the steps required for proper security for all private information.

Guidelines:

1. All source documents relating to the finances of the Agency must be kept for 7 years minimally. This includes, but is not limited to, receipt books, bank reconciliations, invoices, cheque requisitions, cheque stubs, payroll documents, financial audits, and financial contracts.
2. Service user and employee records and files shall be kept in a filing cabinet that is locked when an authorized employee is not present. On-line files will be password protected. Employees may have access to their own program files and require permission from the Executive Director or designate to access any other files. Only the necessary information on a Service User will be retained by the CMHA – Central Alberta Region. Confidentiality of the files will be retained as required by the Freedom of Information and Protection of Privacy Act.
3. Personnel files must be kept for seven years.
4. Individual/service user files must be kept according to the guidelines of the funding body.
5. Financial records and/or individual/service user files will receive approval from the Executive Director prior to shredding documents.
6. Personnel records for terminated employees will receive approval from the Executive Director prior to shredding documents.
7. Service Users may access their CMHA file in the presence of a Program Supervisor or designate.
8. Employees may have access to their personnel file in the presence of their immediate supervisor.
9. Service user records and files will be reviewed annually by the Program Manager to ensure they are up to date.

Data Disaster Recovery Plan

In the event of a fire, flood, or other natural disaster a data disaster recovery plan will decrease data recovery time and ensure that disruption to the CMHA – Central Alberta Region operations is minimal. The I.T. Support company, shall oversee this process. They have set up *Ammobox* for all staff. *Ammobox* is the backup site and all information stored in this site is protected through the I.T Support company. As a result, the precautions needed by staff are minimal.

1. All staff will ensure that their information is stored in *Ammobox*, not the desktop.
2. Staff are encouraged to store client information in *Ammobox* as much as possible and to move away

from paper files which do not have a disaster recovery plan.

3. The Finance Manager will ensure that any additional financial data is stored in the safety deposit box at the CMHA – Central Alberta Region’s bank.

Data Back-Up Procedure

1. The server is off-site in multiple locations. The I.T Support Company completes all back-up procedures.
2. If data is missing or there is a computer failure, staff will follow the I.T. support procedure and call the I.T support company to retrieve the information.