

Ingersoll Support Services Inc.

Policy: Service Records

Policy # QAM 28

Section: Quality Assurance

Approved by the Board of Directors: *Sept. 22 2011*

Procedure Revision:

Ministry requirement –

Review Date: March 22 2019

QAM II.14

Each person supported by the agency will have a standardized service record initiated at the beginning of their services and retained for a period of seven years after termination of services.

Procedure:

1. For the purpose of this policy, the term "record" indicates all recorded information regardless of physical form or characteristics that: relates to the person, is recorded in connection with the provision of an approved service, or by a staff person in the course of their duties with the agency, and is under the control of the service provider. This may include but is not restricted to: correspondence, a memorandum, a book, a plan, a map, a drawing, a diagram, a pictorial or graphic work, a photograph, a film, a microfilm, a sound recording, a videotape, a machine-readable record, any other documentary material regardless of physical form or characteristics, and any copy thereof.

Retention

2. Each person receiving services and supports from the service agency has a service record that is initiated at the outset of their services as per Policy #S1, and is retained for a minimum of seven years after the person is no longer receiving services and supports from the agency. A copy of the service record active file is kept at the support location and duplicated in the central office file. A digital copy of the minimum contents of the file is kept and managed at the central office.

Secure Storage

3. The agency will take all reasonable precautions to ensure that all person's records, either written or computerized, are protected from accidental or intentional access by unauthorized people, from unauthorized modification and from unauthorized, accidental or intentional destruction.

4. All service records regarding the person supported must be retained in a secured area or a locked cabinet. Records shall not be left unattended in areas accessible to unauthorized persons as per Policy QA/M II.10, Confidentiality and Privacy.

5. Records are secured against loss, fire, theft, defacement, tampering and copying or use by unauthorized persons. Digital records are securely backed up both on-site and off-site in a digital copy or a reproduced paper copy.

6. The active file should be updated annually with the annual record being dated and removed to additional secure storage.

Contents

7. At a minimum, the service record includes a copy of the person's Application for Developmental Services and Supports, a copy of the person's Supports Intensity Scale or other needs assessment, and a copy of the person's individual support plan documents. Additional records are kept and retained as per Policy #S12.