

Policy Example

Policy Number: 005

Policy Name: Safety and Security Services

Applies To: Shelter seekers, Staff and Volunteers

Philosophy:

Violence against women and the threat of violence not only undermines the security of the individual and the community; it also provides an indicator of broader state security. Initiatives to mitigate violence and bring perpetrators to justice are not only effective tools for supporting women's legal rights but for improving human security more broadly including by reinforcing the rule of law. Recognising that violence against women is an abuse of human rights and calling on governments to implement their commitments to international conventions such as CEDAW is an essential prerequisite for advancing safety and security.

Rationale/Purpose:

Survivors live free from the fear of sexual violence and all forms of conflict, and their right to safety and security is recognised and upheld in communities and in institutions at local and national levels.

This project has been funded by Women and Gender Equality Canada



Policy Statement:

Agency X believes in supporting all shelter seekers who receive services, by creating and maintaining a safe and secure environment.

The agency aims to provide a secure environment to shelter seekers through one-to-one support by encouraging shelter seekers to use private spaces when possible, and connecting clients with appropriate resources.

Definitions:

N/A

Procedures:

Agency X values and protects the confidentiality of client information. For effective working of shelter services, shelter seekers must hold confidence in the organization that the information provided from them will be safeguarded appropriately.

- All the information provided by shelter seekers and all records must be treated as “confidential”
- Concerns from the shelter seekers on why their information is being recorded can be transferred to respective personnel who is in the board of directors as information privacy officer
- Shelter seekers files should be kept secure and locked with limited access to authorized persons
- The staff should not leave clients or other people unattended with confidential material

Access to clients files:

Client files can only be accessed by authorized persons. These include clients; parents or legal guardians, where appropriate; employees authorized to see specific information on a “need-to-know” basis; and others outside the Shelter whose access is permitted by law.

Working Notes and off-site documentation:

In programs where client contact is off-site or where client working notes must be secured outside of the Shelter’s regular office, it is important to ensure confidentiality is respected both verbally and in written form.

Approvals:

Policy Created Date:

Policy Approved By:

Policy Approval Date:

Policy Revisions:

Policy Revised Date:

Policy

Designate/overseen by: