

## Confidentiality

Distress Centre aims to uphold the highest standards of confidentiality in all service areas. As a social work agency, Distress Centre is governed by the *Canadian Association of Social Workers Code of Ethics* which contains very specific guidelines for the treatment of personal information. Both the Code of Ethics and Distress Centre Policies and Procedures set very clear standards for how we may share any personal information of anyone who uses our services.

These standards ensure, to the best of our ability, that we will not share any personal information about your use of Distress Centre services unless:

- You explicitly agree and provide consent to have your personal information shared for specific reasons and to specific agencies or people you want involved in assisting you.
- Distress Centre believes that you are at serious risk of harm to yourself or someone else (as determined by our risk assessment procedures), in which case we are ethically and morally obligated to use any and all reasonable steps to prevent that serious harm. Those steps may include contacting police or other authorities.
- We are required by law, such as a legal subpoena, to report information about your use of Distress Centre services.

Distress Centre will try as much as possible to work with you in regard to any safety concerns identified and collaborate together in reducing those risks before taking any intrusive steps. If you have any questions about the confidentiality of our services, then please feel free to contact us at: [info@distresscentre.ab.ca](mailto:info@distresscentre.ab.ca).