

HIFIS – Training Materials

For Service Providers in the City of Lethbridge

LWSSU Admissions: Anonymous Clients

November 2025

Version 1.0



Questions?

Speak with your site administrator, email us at HIFIS@lethbridge.ca, or submit a support ticket or change request at [HIFIS - City of Lethbridge](#)

Training Materials: Anonymous Clients in HIFIS – Overview and Functionality

This training module provides an overview of the Anonymous Clients process at the Lethbridge Wellness Shelter and Stabilization Unit (LWSSU) Admissions desk. It covers the fundamentals of managing anonymous client records, including when and why to use them, how to book shelter stays, and key privacy considerations.

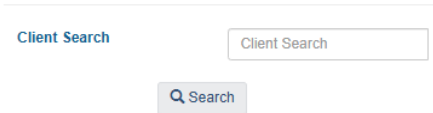
By the end of the module, case managers and shelter staff will be equipped with the knowledge and skills needed to accurately record shelter occupancy while respecting client privacy and consent boundaries.

The Anonymous clients process allows LWSSU to maintain accurate bed counts and occupancy data for individuals who do **not** provide consent for HIFIS data entry or information sharing, even at the service provider level. These clients are recorded using generic, non-identifying profiles, to ensure operational tracking without compromising privacy.

It is important to note that anonymous client profiles are **not linked to specific individuals** and should not be used to track or identify participants. Their purpose is strictly administrative.

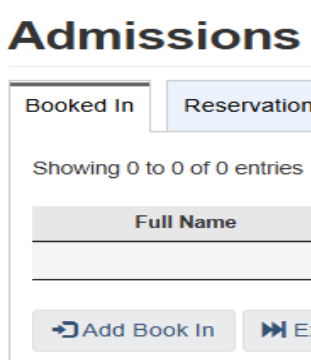
Quick steps to become comfortable with Anonymous Clients in HIFIS:

1. Client – Details (Front Desk > Clients > Search Client > Select or Add Client)
2. Anonymous Client Booking (Front Desk > Admissions > Book In/Book Out > Search and Add one of the Anonymous profiles)

Training Module	Action
Clients Client Search 	Existing Client • Front Desk > Clients > Search Client; OR • Client Search bar at the top right of the main screen • Anonymous One through Ten have been created in HIFIS PROD already ○ Follow the chart below for instructions on how to add further Anonymous clients, if needed.

Anonymous Client Procedure for: Creating Anonymous Clients

Creating an Anonymous Client	
Consent Type	Declined - Anonymous
First Name	Anonymous
Last Name	One/Two/Three, etc.
Gender	Decline to Answer
Date of Birth Known	Toggle to No
Approximate Age	99 (within 150 years)
Information Verified	Toggle to No
Disability	Leave toggled as No
MedicAlert	Leave toggled as No
Veteran Status	Unknown/Not Asked
Citizenship/Immigration Status	Decline to Answer
Indigenous Status	Decline to Answer
Racial Identity	Decline to Answer
Geographic Region	Leave Blank
Client Is	Leave Toggled as Visible
Housing Status	Leave Blank

Training Module	Action
Admissions	Add Book In 
Book In	Client Name(s) - Search Anonymous and select an anonymous profile that has not been added for that day - Answer the rest of the mandatory fields as you would for any other client, and then select Next

	Client Name(s) anonymous Ten, Anonymous (1926-01-01) 4
	Select a Bed Select Save Book In Change Your View Small Icons Large Icons Back Save Cancel Refresh Occupancy
Admissions	Booked In Find the Anonymous participant that is being booked out Select the arrow Fill in the Reason for Discharge as Block Book-Out Select Book out Book Out