

WHAT THIS AGREEMENT IS FOR: This Agreement governs the responsibilities, standards, and conduct expected of all authorized users accessing the Homeless Individuals and Families Information System (HIFIS) for the purposes of providing services within the Coordinated Access System.

INSTRUCTIONS: Each person requesting access to HIFIS must complete and sign this Confidentiality and User Agreement. A username and password will not be provided until the City of Lethbridge has processed the completed Confidentiality and User Agreement.

Terms and conditions for accessing HIFIS

HIFIS is used to collect, share and report on client information as part of a Coordinated Access system. I acknowledge that my employer has arranged for me to be granted access to the HIFIS system for the purpose of client service delivery and data management.

I acknowledge that the information within HIFIS is confidential. I therefore agree to the following terms and conditions for accessing HIFIS:

By signing this agreement, I acknowledge the confidential nature of the information contained in HIFIS and agree to the following terms and conditions for accessing:

1. I will comply with all policies and procedures established by the City of Lethbridge related to HIFIS and personal information, and/or my employer when using HIFIS and when collecting, using and disclosing client information.
2. I will only access HIFIS as required in the normal course of fulfilling my job duties at _____. Personal use, unauthorized data manipulation, or data sharing outside of approved protocols and agreements is strictly prohibited.
3. I will keep all client information confidential and ensure compliance with any applicable privacy legislation (e.g., FOIP, PIPA).
4. I will obtain informed consent from clients prior to using or disclosing their information, in accordance with the HIFIS Data Sharing Protocol, Agreement and Service Provider requirements.
5. Data collection and entry will comply with the following requirements:
 - (a) I will obtain informed consent from clients using the prescribed forms and procedures before adding their information to HIFIS or sharing it with another Service Provider in the Coordinated Access System.
 - (b) I will take reasonable steps to ensure that the information I enter in HIFIS is accurate.
 - (c) I will enter data in a timely manner. Data should be input during or immediately following the client interaction, at most within 48 hours.
 - (d) I will audit entered data to maintain accuracy and completeness.

- (e) I will obtain appropriate authorization before modifying any client information managed by other Service Providers.
- 6. I will take reasonable steps to prevent unauthorized access to HIFIS. This includes, but is not limited to:
 - (a) Enabling multi-factor authentication (MFA) for HIFIS.
 - (b) Use only devices that meet the security standards set by the City of Lethbridge (e.g., timed device lock) when accessing HIFIS.
 - (c) Protecting my HIFIS login password. This includes sharing my password with other staff at my organization.
 - (d) Not saving my HIFIS password if prompted to do so by the browser on a shared computer.
 - (e) Leaving client information unattended on a computer screen.
- 7. I understand that the City of Lethbridge will regularly monitor access to HIFIS, and that this may include a review of my access to HIFIS.
- 8. I will immediately notify the City of Lethbridge if I believe there has been a privacy breach. Most common privacy breaches happen when personal information of clients is stolen, lost, or disclosed by mistake.
- 9. I agree to complete any required privacy and security training sessions required by the City of Lethbridge.
- 10. I understand that my access to HIFIS will be revoked without further notice to me if I do not adhere to and comply with this Confidentiality and User Agreement.

Signatures

EMPLOYEE NAME

EMPLOYEE SIGNATURE

POSITION / JOB TITLE

DATE

EMAIL ADDRESS

Must be a work email account and cannot be a shared email account.

PHONE

MANAGER/DIRECTOR NAME

MANAGER/DIRECTOR SIGNATURE

POSITION / JOB TITLE

DATE

EMAIL ADDRESS

Must be a work email account and cannot be a shared email account.

PHONE