



**Procedure: Rationale and Protocol for Accessing Files
Plain Language version**

CLFFD workers keep files or records of your finances, your health and the services we provide to you. We do this to be able to give you good service.

We might keep files and records about your bank accounts; about your income from disability support or your job; or about your income tax.

We might keep track of things that belong to you, who you keep in contact with and all the services we provide for you.

This information is kept in files and you can see your information in your file whenever you want. Just ask any of your workers that provide you support or ask a Supervisor.

Sometimes we share information with each other in CLFFD so that we can know how to best meet your needs and give you service. Sometimes a Supervisor or Manager or Chief Executive Officer might need to read what is in your file.

Sometimes the government might ask to see what is in your files. They ask because they want to make sure CLFFD is giving you good service.

Sometimes you might want no one to know something about you in your file. We can put that information in a sealed envelope and will always have to get your permission to share it with anyone, except maybe the Police, if they need to know something.