

## ADMINISTRATIVE POLICY

- 1 All persons served are ensured access to their personal records. Access to individual records for persons served will be implemented using the following steps:
  - 1.1 The person or their conservator will make their request to review records to the Program Supervisor or Manager, who will then set up a time to review the records with the person. The Supervisor or Manager may review the records with the person served or may designate a Community Support Specialist/Job Coach to review the records with them.
  - 1.2 Staff will ensure the person has privacy from peers and other staff while they are reviewing their records.
  - 1.3 Staff will remain with the person during the record review to ensure that records remain intact and to answer questions and help locate specific information in the records.
  - 1.4 Staff will make an entry in the person's ID notes that reflects the review of their records.

POLICY DATE: February 1996  
REVISED: May 2004  
REVISED: August 2007  
REVISED: September 2014  
REVISED: July 2015  
REVIEWED: September 2016  
REVIEWED: October, 2017  
REVIEWED: October, 2018  
REVIEWED: November 2019  
REVIEWED: November 2020