

MINIMUM STANDARDS FOR COMPLETING REFERRAL AND RETURN NOTES

Enhancements to Ministry programming include the ability to electronically communicate with program deliverers (i.e. Contractors and Service Providers) through Referral and Return notes. As these notes are subject to the *Freedom of Information and Protection of Privacy Act*, Ministry staff and program deliverers are required to adhere to the following standards to ensure the protection of personal information when completing either a Referral or Return Note.

As a general rule, Referral and Return Notes are to be used with discretion and are not intended to serve as a regular form of communication between the Ministry and program deliverer. Comments of a personal nature about an individual are not acceptable in any form of communication.

When creating a Referral or Return note, you should include:

- only factual and professional information pertaining to the Client or Participant, e.g. last program attended;
- only information that is considered beneficial and supportive to helping the Client or Participant meet program objectives, e.g. any barriers to communication such as literacy, English as a Second Language, or Teletype Services for the hearing impaired;
- only information that is defensible and non-judgmental, and would not embarrass the Client or Participant or Ministry in any way, e.g. “the Client appeared to have difficulty comprehending questions”.