

Original approved by: Management Team	Date of approval: May 9, 2023
Reviewed/revised by:	Revised:

USE OF ELECTRONIC COMMUNICATIONS AND TECHNOLOGIES

Policy

The German-Canadian Care Home (GCCH) supports the use of electronic communication tools and technologies in their communication with residents, families, staff, other partners and for the delivery of care and services.

All electronic communication and technologies are subject to applicable privacy legislation and GCCH’s policies on confidentiality. Reference is made to the following policies:

- HR-0080 Confidentiality policy
- HR-0350 Telephones, communication and electronic devices
- ENV-0110 Copyright restrictions
- ENV-0120 Personal information protection
- ENV-0130 Internet use
- ENV-0270 Virtual health

Definitions

Electronic communication tools and technologies include: website, cell phones, mobile phones, landline telephones, tablets, text pagers and other wireless devices whether owned by GCCH or the individual user i.e. the resident.

Directive

General

Staff shall treat all electronic communication as privileged. Communication is confidential if it includes resident personal information, resident health information, staff personal information or organizational information not meant for public disclosure.

Website www.gcch.ca

All information shared on the website must be approved by the Chief Executive Officer or designate.

Phones

Residents and families are welcome to use their personal phones in the care home and access GCCH’s guest wifi for personal calls. Staff will assist residents as needed.

Tablets and other wireless devices

Residents and families are welcome to use their personal tablets in the care home and access GCCH’s guest wifi for personal use. Staff will assist residents as needed.