SECTION: Administrative	**POLICY: AD 15**
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RECORDING STANDARDS

PREAMBLE

Contact Brant is funded to provide access and service coordination services. The intake record must capture each client's personal and confidential story to support the child/youth/family not having to repeat their story to another service provider. Because our records are shared with families and community stakeholders, it is a priority that records are thorough, accurate and professional.

POLICY

Employees will ensure that all records are thorough, accurate and professional, as well as created and maintained following best practices, demonstrating values of privacy, consistency, respect, and transparency, as well as meeting all legislative requirements.

To ensure that information related to service contacts is recorded accurately, all case notes must be recorded within 24 hours after a contact.

PROCEDURE

1. Employees must ensure that all Contact Brant records are thorough, accurate and professional. Following are the minimum guidelines for Recording Standards:
    - Identify individuals involved in the contact initially by their name and role with subsequent reference using either name or role
    - Information must provide details of the nature of the contact and will reflect the service provided
    - Records will be easily understandable, avoiding vague, unclear or obscure language and symbols; information should be recorded in paragraph form
    - Verbatim quotes should be used when there is a situation that is best described by using the words of the individual; quotation marks must be used to denote actual client words/statements as deemed relevant to the contact
    - Ensure accuracy of spelling and grammar in all records by using spell-check
    - Ensure that each record is specific to the service participant; if other family members are also in service, then their record should be kept individually and recorded as such
    - Limit the use of the actual names of third parties where possible by referring to roles and relationships (mother, case worker, friend, neighbour, etc.)

- Clearly state who is reporting what
- Focus on facts; records will be free of prejudice and discriminatory remarks
- Employees will not make a statement in the record that they know or ought reasonably to know is false, misleading, inaccurate or otherwise improper
- If stating a professional opinion, clearly identify it as such and ensure it is based on information provided by the contact; use “I” or “this writer”
- All diagnostic statements must reference the source and should be in quotes

2. Ensure all records are entered under the name of the staff creating the record.

Intake Records:

3. The intake record should capture sufficient detail of the client’s story so that the service provider receiving the referral will have enough information to begin service, and the client will not have to repeat their story.
4. The employee creating an intake record must ensure full review and editing of the record before marking it ‘Completed’ in the EMHware Summary tab.
   - The Administrative Assistant or alternate reviews records prior to sending referrals. If there are any Recording Standard errors, the file will be returned to the staff who created the record to complete the editing corrections.
   - If changes in the content of any record are needed after a record is marked ‘Completed’, employees will consult with their Supervisor. Any changes approved must ensure that the original content of the recorded information is preserved in Case Notes.
5. If an updated intake record is needed, employees will first close the current intake in EMHware; the closed intake will be re-opened and employees will select “+ Intake” to create a new updated record.

Case Notes:

6. All contacts, including but not limited to phone, electronic, texting, and in-person must be case noted. Contacts include, but are not limited to:
   - Requests for information
   - Contacts with clients
   - Contacts with community stakeholders regarding clients.
7. All case notes must be recorded within 24 hours of contact.
   - Rough notes should be recorded directly into EMHware Case Notes wherever possible and then completed within 5 working days of contact to ensure they are written in plain language and are easy to understand.
   - At a minimum, case notes must be recorded in written rough notes, usually at the time of contact and at a minimum within 24 hours of the contact. Written rough notes should be entered electronically in EMHware within 5 working days of contact. Written rough notes must be recorded in a spiral bound notebook and maintained securely; once <u>fully</u> entered in EMHware, these do not need to be maintained and must be shredded when disposed.

8. Email correspondence from clients and third parties become part of a client record. Email notes are to be placed in the Case Notes tab in EMHware.

Attachments:

9. Any letters/written correspondence from clients and third parties, or by Contact Brant become part of a client record. Letters/written correspondence are to be recorded in the Case Notes tab in EMHware and filed in the client file. These should also be scanned and attached in EMHware in the Attachment tab.

Employee Expectations:

10. Employees will identify any problems, challenges or barriers related to Recording and report these to their Supervisor.
    - Employees will identify any outstanding recording work that needs completion so that a plan can be developed to ensure records are up to date on an on-going basis.
    - Employees are responsible to mentor fellow employees regarding Recording Standards if they have reviewed a record while covering for an employee, or to provide advice for the appropriate input of a record.
11. The Chief Executive Officer and Manager of Service Coordination will ensure Recording Standards are met.
    - The Chief Executive Officer and Manager of Service Coordination will support staff in prioritizing tasks to ensure recordings are completed in a timely manner.
    - The Chief Executive Officer and Manager of Service Coordination will ensure orientation for all new employees and an annual employee review of Recording Standards.
    - The Chief Executive Officer and Manager of Service Coordination will complete random file audits at least twice annually as part of the agency's quality assurance measures, to ensure participant records reflect information that is current and relevant, documentation is complete and up to date, and that all required program information is included as per current record keeping practices relative to agency policy and legislative requirements.
    - The Chief Executive Officer and Manager of Service Coordination will address all issues related to errors or omissions with Recording Standards; Recording Standards will form part of the employee performance review.