

PRIVACY NOTICE AND CONSENT STATEMENT FAQs

Who is required to sign the Penelope consent form?

A copy of the Penelope consent form must be signed by any family member accessing service at the MFRC who will be entered into Penelope. Family members coming into access service can provide basic information regarding the military member they are associated with in order for a profile to be created for the primary member, without the need for the member to sign a form.

What if I don't consent?

If a family member does not provide consent for their information to be stored in Penelope, this will never be a barrier to service. There may be a possibility that we can work with the family to create a file that they are comfortable being recorded. Additionally anonymous clients can be created, however that does limit the staff members' ability to ensure continuity of care as the anonymous service cannot be identified or linked together in a single case. If there are sensitive situations where consent is a problem, we will work out a solution that works best for everyone.

At what age are family members allowed to sign consent? Do Parents sign for children?

The Privacy Act does not list a specific age in which family members can provide their own consent. The act only lists the requirement for "meaningful consent". As a general rule, MFS follows the medical consent for Minors act, which indicates an individual can provide their own consent at the age of sixteen (16). **If the parent is requesting service on behalf of the child, the parent must sign the consent.**

What personal information will I be asked to provide?

Personal information may include name, contact information, biographical information, date of birth (when required), identification number (partial military ID), physical attributes, signature, services provided during contact, opinions and views of, or about individuals.

What is the purpose of capturing the partial Military ID? Why is this important?

The Partial Military Identifier is the first letter of the military member's last name followed by the last three digits of their service number. It is used to identify each military family within Penelope. No one has access to other databases containing service numbers to be able to trace the number back to a particular individual.

The partial military ID is **used to ensure that the clientele we serve are actually part of the military community and should be accessing these resources.** We have chosen to use the partial ID instead of the full service ID to differentiate the MFRC from other base/wing/unit services that require the full service ID.

Who has access to my personal information?

H&R MFRC family support service providers are the only ones who can access information on the families we have entered into Penelope and providers only have access to service files in the area they are supporting. This **information cannot be accessed** by workers from other locations, Chain of Command, CFMWS/MFVS staff or Penelope support.

Where is information stored?

Information is stored in Canada in a cloud-based case management system provided by Athena Software (service provider) - Penelope.

HALIFAX SITE
6393 Homefire Crescent, WP106
Halifax, NS B3K 5X5
Tel (24/7): 902-427-7788

SHEARWATER SITE
30 Provider Road, SH 14
Shearwater, NS B0J 3A0
Tel: 902-720-1885

CAPE BRETON SITE
1 Desbarres St, Victoria Park
Sydney, NS B1P 6Z2
Tel: 902-563-7100 ext 7107