



## Policy 1.2 Staff Limitations

### **Treatment of Consumers**

*With respect to interactions with consumers, or those applying to be consumers, the executive director shall not cause or allow conditions, procedures or decisions which are unsafe, unduly undignified, unnecessarily intrusive, or which fail to provide appropriate confidentiality and privacy.*

*(1.2.1) Use application forms or procedures that ask for information for which there is no specific need.*

*(1.2.2) Use methods of collecting, reviewing, or storing client information which fail to protect against improper access to the information requested.*

*(1.2.3) Use methods which fail to provide a reasonable level of privacy, both aural and visual.*

*(1.2.4) Fail to provide procedural safeguards for the transmission and storage of information.*

*(1.2.5) Fail to establish with consumers a clear understanding of what may be expected and what may not be expected from the service offered.*

*(1.2.6) Fail to inform consumers of this policy or to provide a complaint process to those consumers who believe that they have not been accorded a reasonable interpretation.*

*If you have a complaint, please email [info@peiliteracy.ca](mailto:info@peiliteracy.ca) with Attention Chair in the subject line. Or visit our About Us page to email our Chair directly.*