

# Client Communication and Privacy



We need to know about you and your health to help and support you

How you can tell us:



Talk in person

Talk on the phone

Write letters and emails



Tell us about your interests and goals, what you like and don't like



Tell us if anything changes, like when you have a new phone number or move to another house



We will ask for your permission when we need to talk about you with another person, like your doctor

# Your information is safe



All documents with your information are in a safe cupboard that we lock with a key.



All computer files with your information are protected so that other people can't see them



We will not talk about you with other people or put your information where everyone can see it without your permission



We will delete your information and destroy documents when we don't need it anymore



We will have to report to the Police and Disability Services to protect you if anything happens that may harm or put you in danger