



Region of Waterloo

## Sample HSS Shared Consent Script

When a new client enters the Housing Stability System, you must ask them to sign a Housing Stability System Shared Consent Form. You can make sure that they understand what they are consenting to by taking the following four steps:

### Step and Script

#### 1. Present the form

- This is a consent form that you can sign to enter into Waterloo Region's Housing Stability System.
- By signing this form you get access to both the [Shelter stay/Transitional Housing stay/Other] that you are here for today **and** other services that can help you find and keep a home.
- Refusing to sign the form won't limit your access to emergency services like Street Outreach and Emergency Shelter, but may limit some other housing and service options available to you.
- We record information in a database that is shared across Service Providers in the region.

#### 2. Explain what they need to do

- You sign the form and we keep a copy in your file.
- There is an attachment with additional information that you can keep.

#### 3. Summarize the additional details

- Your basic information is shared across all Service Providers (like your name, date of birth and gender identity), but only the staff currently providing you with service are allowed to access more information in your file (for example, if you were a Supportive Housing tenant, only your worker could see your Support Plan).
- You can decline to share your information and still receive emergency services (like a shelter stay). But you can't access non-emergency services (like getting added to the waiting list for more support with finding a home).
- If you change your mind at a later date and decide to remove consent, the file we already have will still be available to staff, but any new information moving forward will be anonymous.
- The Region and Federal government collect anonymous information from the database to make future service improvements.

#### 4. Ask if they have any questions

- Do you have any questions?

#### Note:

- You can record a consent record in the Consent Module in HIFIS 4.

#### Contact Information:

[Housing Services](mailto:housing@regionofwaterloo.ca) (housing@regionofwaterloo.ca)