



University
of Windsor

Policy Title: Communications and Resident Privacy

Date Established: Historical policy

Office with Administrative Responsibility: Housing & Residence Life

Functional Area: Operations

Approver: Director, Lynn Charron

***Revision Date(s):** January 11, 2024, October 2024

Purpose

The purpose of this policy is to outline communication with any third-party regarding current and past Residents.

Scope of Policy

This policy pertains to current and past Residents any third-party seeking information.

Definitions

The definitions below are specific to the development and maintenance of this policy:

1. "Freedom of Information & Protection of Privacy Act" (FIPPA) is a law related to privacy that applies to the provincial government of Ontario, universities, colleges, hospitals and designated agencies. FIPPA came into force on January 1, 1988.
2. "Third-party" means anyone other than the resident, this could include, but is not limited to, parent, guardian, family member, agent, professor.

Roles and Responsibilities

1. The Resident is responsible for:
 - a. Identifying an Emergency Contact they are comfortable with Housing and Residence Life contacting in the case of an emergency
 - b. Updating their Emergency Contact information if something changes
2. Staff of Housing and Residence Life:
 - a. Following FIPPA rules when being contacted by third parties
3. The Director and/or Team Lead:
 - a. Determining if a situation has met one of the circumstances where information will be shared

Policy Statement

Housing and Residence Life staff are required to follow the Freedom of Information and Protection of Privacy Act (FIPPA). In keeping with FIPPA, staff will not release information about any Resident, including but not limited to, confirming whether they live within residence, their room number or building, anything related to their residence fees or conduct history except under the following circumstances:

- The Resident provides written permission to communicate information coming from their University of Windsor email address
- If behaviour, personal security or health issues are of serious concern, Housing and Residence Life may contact the Emergency Contact listed on the application or may share the information with other University of Windsor departments including Canterbury College.
- If behaviour, personal security or health issues are of serious concern, Housing and Residence Life and the Resident is less than 18 years of age, the parent or guardian may be contacted rather than the emergency contact.

If someone contacts the Office of Housing and Residence Life (i.e. family member), staff will notify the Resident to request that they contact the person themselves. Staff will not follow back up with the person who has called unless one of the above listed circumstances has occurred.

Review By:
Review every January



University
of Windsor

Title: Procedures for Implementing Policy Communication and Resident Privacy

***Date Established:** Historical procedure

***Office with Administrative Responsibility:** Housing and Residence Life

Functional Area: Operations

***Approver:** Director, Lynn Charron

***Revision Date(s):** October 2024

Scope:

These procedures apply to the implementation the Policy on Communication and Resident Privacy.

Procedure:

1. When a third-party contacts Housing and Residence Life regarding a Resident or former Resident the Staff will explain that they are unable to provide any details regarding the person they are contacting the department about.
2. If the third-party would like to leave information or contact information for the Resident they will collect that information.
3. The information will be provided to the student either by email, via a visit to their room or via a note to the room depending on the circumstances of the information. Office staff will collaborate with Residence Life Staff/Director to determine the best course of action if the situation involves wellness concerns. For any administrative related concerns, the staff taking the information can provide it to the student.