

## **Agency Service Coordination Manual**

### **2.2 Information Sharing**

#### **Background**

Communication is a crucial component of case management, and will be critical to the success of the Service Coordination Pilot Project. Agencies providing case management will be required to share participant-specific information with various department staff, partner agencies and collaterals.

There remains a need for Community Living disABILITY Services (CLDS) to be informed of various incidents and updates to participant information. Several units within the program will require the sharing of information including the Service Support Navigator (SSN), Community Service Worker (CSW), Centralized Services and Resources (CSR) or Rural and Northern Services (RNS) Program Manager, Residential Care Licensing and the Protection Team.

#### **Process**

##### **Secure Email Transfer Service**

In order for confidential information to be sent by email in a secure way, the Secure Email Transfer Service (SETS) will be used for this project. SETS is the Manitoba government's email encryption service that allows external parties to securely send emails with sensitive attachments to a Manitoba government email inbox. SETS encrypts the emails and attachments from their web portal to the Manitoba government managed environment. SETS cannot be used for Manitoba government employees to send secure messages to external parties.

##### **1. How to Set up a SETS Account**

- The SSN will be responsible for initiating the SETS account for pilot agency staff.
- Once the new account has been initiated, the agency staff will receive a registration email with the subject heading: Your Secure Email Transfer Service Activation Information.
- Click on the link in the email to access the SETS log-in page.
- Once in the log-in page, the agency staff will:
  - Enter their first name and last name.
  - Enter the verification code received from SSN.
  - Enter and confirm a password.
  - Click the 'Activate' button to activate SETS account.

- Once the account is activated, enter the password to log-in to the web portal. The username is agency staff's email address.

## 2. How to Send an Email Using SETS

- Log into SETS portal using personal username and password.
- Click the Compose button in the upper left-hand corner of the web portal.
- Enter your Manitoba government contact's email address in the 'To' field. Do not enter the @gov.mb.ca part of the email address. For example, if your government contact's email address is john.doe@gov.mb.ca, only enter john.doe in the 'To' field.
- Select the domain of your contact (@gov.mb.ca).
- **Emails can only be sent to government addresses that have been confirmed as registered with SETS. No additional emails can be copied, including the sender copying their own email addresses. Accounts registered with SETS are:**
  - Service and Support Navigator Team: [SSNCLDS@gov.mb.ca](mailto:SSNCLDS@gov.mb.ca)
  - Winnipeg Protection Team: [CLDSagencyprotection@gov.mb.ca](mailto:CLDSagencyprotection@gov.mb.ca)
  - Winnipeg Centralized Services and Resources Funding: [CLDSfundingwpg@gov.mb.ca](mailto:CLDSfundingwpg@gov.mb.ca)
  - Winnipeg Residential Care Licensing: [RCLincidentreportswpg@gov.mb.ca](mailto:RCLincidentreportswpg@gov.mb.ca)
  - Supports Intensity Scale Team: [SISmailbox@gov.mb.ca](mailto:SISmailbox@gov.mb.ca)
  - Central Region (Funding, Program Manager, Protection, RCL): [Central.CLDS@gov.mb.ca](mailto:Central.CLDS@gov.mb.ca)
  - Eastman Region (Funding, Program Manager, Protection, RCL): [Eastman.CLDS@gov.mb.ca](mailto:Eastman.CLDS@gov.mb.ca)
  - Interlake Region (Funding, Program Manager, Protection, RCL): [InterlakeCLDS@gov.mb.ca](mailto:InterlakeCLDS@gov.mb.ca)
  - Westman Region (Funding, Program Manager, Protection, RCL): [CLDS-Western@gov.mb.ca](mailto:CLDS-Western@gov.mb.ca)
- Attach documents by clicking on the 'Add attachment' button.
- Compose message.
- When message is complete, click send. The message will be securely sent to the specified Manitoba government contact.

### 3. SETS Email Subject Headings

- When sending an email using SETS, agency staff must follow a specific format for titling the email. As multiple department staff may be accessing a shared email box, the email subject headings will be used for triaging. When emailing the SSN, RNS Program Manager, Protection Team or CSR Funding, the email subject heading will always use the following format:

**Agency name, residential program, topic**

For example: New Directions, SIL, funding request

Or: New Directions, SIL, Protection Concern

- When emailing or copying Residential Care Licensing, the initials of the Residential Care Licensing coordinator must be listed after the residential program.

**Agency name, residential program, topic, initials of RCL staff**

For example: Life's Journey, Home Share, Incident Report, AZ

Or: PGT, Life's Journey, Home Share, Incident Report, AZ

- When emailing the CSW assigned to individuals involved with the Public Guardian and Trustee (PGT), the email subject heading will always use the following format:

**PGT, Agency name, residential program, topic**

For example: PGT, New Directions, SIL, Financial Plan

### 4. SETS Body of Email

- Information can be sent in the body of the email as well as an attachment. The message in the body is equally secure as the attachment.
- If the email includes attachments specific to one or more individuals, the individual(s)' full name(s) must be included in the **body** of the email.
- The name, position and contact information of sender should also be included in the body of the email.

### 5. Important Considerations when using SETS

- SETS **does not** support attachments that are digitally signed, encrypted or password protected.
- Messages in the SETS portal will be deleted after 4 days.
- Messages must not exceed 35 MB.

### **Using Regular Email**

- There may be circumstances that require back and forth communication between agency staff and department staff. This conversation may occur via regular email, however an individual's personal information including their personal health information should not be included.
- If the SSN or CSW needs to send confidential information via email, the email must be password protected and the password is to be sent in a separate email.

### **Sharing Information with Collaterals**

- In order to share information with a third party, agencies will require signed consent from the individual and/or substitute decision maker where applicable.
- Sharing of personal and/or health information should be limited to the minimum amount of information necessary to accomplish the purpose for which it is used.
  - In the event the department is contacted for participant information, they will be directed to contact the agency designate.

### **Standards**

- All communication must follow privacy guidelines set forth in the Freedom of Information and Protection of Privacy Act (FIPPA) and the Personal Health Information Act (PHIA)
- Agency staff will use the Secure Email Transfer Service (SETS) when emailing confidential or sensitive information.
- Agency staff may only send emails using SETS to the confirmed government email addresses listed in this procedure.