

## **Shelter Management Information System – SMIS User Responsibility and Confidentiality Guideline**

When SMIS is implemented in your shelter, you will use the system to provide services to clients. Users of SMIS are normally required to sign a User Responsibility and Confidentiality Agreement. However, City employees are already governed by the City’s Acceptable Use Policy (AUP) for IT resources, so when you use SMIS you are bound by that policy. (To see the entire AUP, visit ITWeb on InsideTO.) Listed below are items related to the use of SMIS that are already covered by the AUP, as well as additional items related particularly to the use of SMIS.

When you use SMIS for your work with clients, you are expected to conduct yourself in a professional manner. You are asked to review all items listed below and sign your name, indicating that you have read and understand this guideline.

The City’s Acceptable Use Policy states that:

- Your password is for your use only you are not to share it with anyone.
- Activities you carry out on City applications are logged and subject to audit by the City’s system administrator upon request by an authorized person.
- You must log off, lock your workstation or use a screensaver whenever you leave the work area.
- You will not leave your computer unattended while you’re logged on.

In addition, when using SMIS:

- You will use SMIS only for the purpose of providing services to clients in the shelter at which you are employed.
- If you work at more than one shelter, you will access only the files for clients in the shelter at which you are working, while at that shelter.
- You will only view, obtain, disclose or use the database information that is necessary to perform your job.
- You will be responsible for any activity conducted in SMIS under your login.
- If you notice or suspect a security breach, you will immediately notify your supervisor or manager.
- You will treat clients and partner agencies with respect, fairness and good faith, and will maintain high standards of professional conduct in your capacity as a SMIS User.

I acknowledge that I have read and understand the guideline as stated above.

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User Name  
(print)

Signature

Date

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Shelter Name