



## MyAccessstoHousingTO – RENTCafé User Agreement

First and Last Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

User Work E-Mail: \_\_\_\_\_

User Work Phone Number: \_\_\_\_\_

Housing Provider / Community Agency Name: \_\_\_\_\_

Housing Provider / Community Agency Address: \_\_\_\_\_

**Housing Providers – Identify which properties you require RENTCafé access:**

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This agreement is between an employee of an authorized agency that has an agreement with the City of Toronto, which includes provision of services and supportsto clients applying for subsidized housing in the city, and the City of Toronto.

The authorized agency and employees provided access to RENTCafé are subject to thesame terms and conditions with the City, including but not limited to: privacy, access to information, disclosure and confidentiality.

Your User ID and password give you access to RENTCafé. You are required to use your User ID and password in accordance with the responsibilities set out below. You understand that failure to adhere to the following responsibilities may result, at the Cityof Toronto’s sole discretion, in revocation of your User ID, password and access to RENTCafé.

### Terms

As an employee working within an agency with access to RENTCafé, you must be knowledgeable about Access to Housing's policies and procedures to provide information and advice to clients on the Rent-Geared to Income (RGI) waitlist. Your knowledge extends to offering help to clients to complete the RGI applications. You cansupport applicants throughout the application and waiting list process (including maintaining and updating applications), submitting dated applications and supporting documents to Housing Connections, and ensuring applicants understand how to submit applications themselves as outlined in the Community Partner Agreements.

Each RENTCafé user working at an agency shall respect the privacy and confidentiality of all personal information obtained, pursuant to the Community PartnerAgreement, and shall use the personal information in strict compliance with the Community Partner Agreement, all applicable



federal or provincial privacy laws, and Access to Housing's privacy practices and policies, in place from time to time.

**After 90 days of inactivity, RENTCafé access will automatically be suspended.**

**You are asked to initial each item below to indicate that you understand and accept the conditions for the use of your User ID, password and access to RENTCafé.**

\_\_\_\_\_ I understand and agree that I am given access to RENTCafé for the sole purpose of providing services and support to the clients in my agency related to Rent- Geared to Income applications and application changes/updates.

\_\_\_\_\_ I understand and agree that activities carried out using RENTCafé are logged and subject to audit by the City of Toronto system administrator upon request by a manager at my agency or another authorized person.

\_\_\_\_\_ I understand and agree that my User ID and password are for my use only and I will not share these with anyone.

\_\_\_\_\_ I will take all reasonable steps to keep my password physically secure and to prevent its disclosure, modification, and use by any other person.

\_\_\_\_\_ I will be responsible for all inputs/changes/modification/deletions entered in the system under my User ID and password.

\_\_\_\_\_ I will not permit anyone to view information in RENTCafé except for authorized Users as determined by my employer and the clients to whom the information pertains to.

\_\_\_\_\_ I will only view, obtain, disclose or use the database information that is necessary to perform my job.

\_\_\_\_\_ I **will log off** RENTCafé whenever I leave the work area where the computer is located to minimize the possibility of a breach in client confidentiality and system security.

\_\_\_\_\_ I will never leave an unattended a computer that has RENTCafé “open and running”.

\_\_\_\_\_ If I work at more than one agency, I will access only the files for clients in the agency at which I am working, while at that agency.

\_\_\_\_\_ I will keep hard copies of client information printed from RENTCafé in a secure file.

\_\_\_\_\_ When hard copies of client information from RENTCafé are no longer needed, I will ensure that they are properly destroyed or archived in a manner that maintains their confidentiality.

\_\_\_\_\_ If I notice or suspect a security breach, I will immediately notify the supervisor or manager at my agency. I will also notify my supervisor or manager immediately if there is a possibility that my password may have been compromised in any way.

This agreement is valid for the duration of my employment at this agency. I understand and agree to comply with all the statements listed above. I also acknowledge and agree that:

- I will be allowed access to confidential information and/or records in order that I may perform my specific job duties.
- I will not disclose confidential information and/or records except in accordance with the staff code of conduct and confidentiality policy for my workplace.
- I will treat clients and partner agencies with respect, fairness and good faith, and will maintain high standards of professional conduct in my capacity as a RENTCafé User.

\_\_\_\_\_  
User Name (please print)                      Signature                      Date

**Agency Executive Director or Designate:**

\_\_\_\_\_  
Name (please print)                      Signature                      Date

\_\_\_\_\_  
Job Title                      Email                      Phone Number

**You will be notified of the next available RENTCafé training dates once we receive a completed form. A User ID and Password will be assigned to you after you have successfully completed the training.**