



HIFIS HELPER 2: CONSENT SCRIPT FOR NEW OR EXPIRED HIFIS CLIENTS

STEP 1 – PRESENT AND EXPLAIN FORM

- This is a consent form that we ask everyone who accesses our services to sign.
- By signing this form, you get access to the [shelter stay/transitional housing stay/other service] you are here for today, and other support services that can help you to find and keep a home.
- The 1st box on this form asks for your consent for [this agency] to collect and store your information in an electronic system called HIFIS. Storing your information in HIFIS helps us to keep organized as we deliver services.
- The 2nd box on this form requests your consent for HIFIS to share your personal information with other agencies that deliver housing and support services to you.
- Signing both boxes will reduce the number of times the same information is collected from you. It will also give us permission to put you on a waitlist for housing and support services.
- [If agency provides VAW services] If you have a safety concern and need your information to stay private to this agency, please let me know [if yes, make sure client only initials first box].

STEP 2 – SUMMARIZE THE ADDITIONAL DETAILS

- If you only sign the first box on this form, or don't sign this form at all, you will still have access to emergency services. However, it will limit our ability to work with other agencies to help you plan ahead [If the client requests examples: putting a person on the waitlist for housing services; reserving an emergency shelter bed in HIFIS].
- Your consent will expire one year after signing this form, but you can cancel it at any time.
- [If client has dependents accessing services with them]: Your consent will apply to your dependents accessing services with you if they are under the age of 16.
- Non-identifying information from HIFIS will be shared with the Government of Canada and in community reports to help evaluate services. This information cannot be used to identify you.

STEP 3 – EXPLAIN WHAT CLIENT NEEDS TO DO

- To provide consent, we need you to:
 1. write your full legal name on the line at the top of this form;
 2. initial the boxes you agree to – that can be both boxes, or just the first box; and
 3. sign and date the bottom of the form.
- We will keep a copy of the signed form in your file.

STEP 4 – ASK IF THE CLIENT HAS QUESTIONS

- Do you have any questions?