

# Point in Time CANS App Terms of Use

## Information for the Agency Director:

Point in Time CANS App (PinT CANS) is a software application designed to support the collection and organization of clinical information in planning for the care of children and adolescents in a mental health setting. It has been developed with a professional software developer and in consultation and with permission of the Praed Foundation, the legal copyright owner of the Child and Adolescent Needs and Strengths (CANS) tool. When considering the use of the PinT CANS App in your agency, you should understand:

The PinT CANS is structured to support improved collection and analysis of data to offer better services to clients.

The PinT CANS is also a web-based information management system and all information is securely stored by an independent third-party hosting agency located in Toronto, Ontario. All security onsite in Toronto has been inspected by third-party security analysts.

Any web-based solution contains potential risks, however proper use of the PinT CANS system and proper agency policies will mitigate those risks.

If you decide that your agency will use PinT CANS, you will be asked to enter into a formal Agreement of Use. This agreement is a legal document developed by a legal specialist in the field.

Organizations who choose to use PinT CANS may choose between using the iPad App and as a responsive website that can be adapted to work with any device.

Organizations who choose to subscribe to the PinT CANS will receive access for one primary administrator to attend a virtual train-the-trainer seminar. This training session is included with the monthly subscription fee. All additional support will be arranged on a fee-for-service basis.

Use of PinT CANS is an "as-is" basis and Point in Time disclaims any and all warranties, conditions, or representations (express, implied, oral or written) relating to the PinT CANS. Point in Time shall not be liable to users of the PinT CANS for for any indirect, special, incidental punitive or other damages to the User including loss or theft of data, identification theft, business interruption, negative user or client outcomes or loss of profits, arising out of the use of or the inability to use the Pit CANS.

Organizations who choose to use PinT CANS must designate one Primary Administrator. The Primary Administrator may have a secondary or 'back-up' administrator.

The Role of the PinT CANS Primary Administrator includes but is not limited to:

- Being the primary point of contact between Point in Time support staff and PinT CANS users at your agency;
- Attending a virtual train-the-trainer PinT CANS training session
- Granting access to PinT CANS by inviting users via email (users will set their own passwords and are responsible for the security of those passwords)
- Defining roles and access to PinT CANS

- Customizing PinT CANS to reflect agency specific needs, such as creating custom assessment templates and user group permissions
- Monitoring users, usage as well as monitoring access and correct use

**Guidelines for onsite PinT CANS Administrators (Primary or Back-up):**

Determine that the administrator is the best person for the role. Administrators should be trusted personnel with a thorough understanding of the organization and the staff who will be using the PinT CANS App. Administrators should be accessible to provide support to users of the system. There can be back-up administrators, however only a limited number of administrator privileges should be created.

1. Attend the virtual train-the-trainer session
2. Read and understand the license agreement
3. Understand how to set-up user accounts with full regard for security and privacy.
4. Invite users via email
5. Determine who will have access to what information
6. Develop a process for reviewing the number of active staff using the PinT CANS and disable accounts as soon as they are no longer required. This process should include a review of assigned roles whenever there is an organizational change
7. Conduct a periodic audit of roles to ensure accountability
8. Establish a regular review of policies and procedures with users to ensure that each user is aware of protocols regarding allowed use of the PinT CANS, as well as the protection and security of all hardware associated with its use.
9. Ensure that each user attends a training session and understands the importance of confidentiality in use of the PinT CANS
10. Ensure that there is a contingency plan for users of the PinT CANS in the event of a service interruption for updates
11. Ensure that the PinT CANS updates are responded to and implemented in a timely manner
12. Ensure that all staff using the PinT CANS is aware of the role of the administrator and that all requests for support are followed up on in a timely manner.

**Information for the Agency Privacy Officer:**

The agency shall designate one individual to be the onsite PinT CANS privacy officer responsible for the implementation of usage, security and privacy policies as it relates to their agency and who is responsible for the following:

- a) Ensure there is a signed, documented copy of the license agreement between Point in Time Child and Youth Services and the agency before anyone at the agency uses the PinT CANS App.
- b) Ensure that all staff read and sign an onsite Acceptable Use, Security and Privacy Policy before an invite is sent
- c) Ensure that there are policies in place around secure and effective passwords in use by users of the system
- d) Ensure that all iPads that have the Pit CANS app installed have a passcode lock installed on them

- e) Ensure that data sharing agreements are in place between your agency and other agencies if you choose to share data. Agreements must include the agency names, the reason for the agreement, duration of the agreement and signatories. Agencies that share data must be aware of the purposes for which data is collected, the appropriate users, proper retention and disposal practices, and under what circumstances information may be disclosed
- f) Ensure that the agency administrator is a trusted staff person and determine what constitutes a trusted staff person in your agency
- g) Ensure that personal health and other related personal information is collected in accordance with applicable legislation and that custody and control of data released to the agency remains with the agency and is shared only with appropriate consents in place
- h) Ensure that all personal health and related personal information related to the use of the PiT CANS App is stored securely and that safety audits are conducted on a regular basis
- i) Be available to conduct regular audits of staff usage and manage any breaches of policy effectively and immediately
- j) Ensure that there is an agency process for determining PiT CANS user access privileges
- k) Additionally, it is expected that a supervisor review all data entered into each client record to ensure that there is no personally identifiable information contained in any free text field.

(Note: It is expected that users of the PiT CANS system will NOT input any identifiable information into the PiT CANS app. Each individual agency will be responsible for keeping client and staff information secure in their own unique identification system that will assign client numbers kept in a separate legend and that all information stored in the PiT CANS remains anonymous.)