



Record Keeping Standards

All Lifesaving Society training must be offered by an affiliate member of the Lifesaving Society. The affiliate member may be a facility (ie. aquatic or recreation centre), an organization (ie. club or corporation) or an individual (ie. Instructor). The affiliate is responsible for ensuring that all administrative practices are followed, supervising the instructor and the submission of fees and test sheets for processing. The original copies of all test sheets (the candidate evaluation forms) are sent to the Lifesaving Society for processing. The affiliate and instructor retain copies of the test sheets. These parties must respect all confidentiality requirements.

Test sheets received by the Lifesaving Society are retained by the Lifesaving Society for 7 years. All test sheets are processed using the Member Management System (MMS), a comprehensive membership database and award processing system. Access to the MMS is password protected and restricted only to authorized staff members. The MMS creates a record of the course and evaluation results. This includes contact information for each student, a record of all successful course results, information about the instructor and the affiliate as well as statistical data about the course. The MMS prints certification cards for each successful student. The MMS is the latest version (3rd generation) of computer management of Lifesaving Society award records. Some records include certification data for the 60's.

Award cards are sent to the affiliate for distribution to the students or can be mailed directly to the students. The MMS records are monitored for statistical trends such as pass/fail rates that may indicate a need for certain types of quality control actions.

Privacy Protection – Responsibilities of Trainers, Instructors and Examiners

The Lifesaving Society has adopted a policy about the privacy of Society members, award holders and candidates. This policy is based on the Newfoundland and Labrador Government Freedom of Information and Protection of Privacy Act. This policy restricts the release and distribution of personal information by the Society to other parties. For example; the Society will not release a member's award record to an employer unless it is authorized by the member.

This policy has implications for Lifesaving Society Instructor Trainers, Instructors and Examiners and our affiliates. To offer and administer Lifesaving Society programs it is

necessary to collect, record and retain personal information of course candidates such as name, address, phone number and date birth. The candidate's test record is another form of personal information. This information is shared with the Lifesaving Society for award processing. This personal information must not be shared with any other persons or organizations unless that is specifically authorized by the candidate. For example it is not acceptable to provide a copy of the completed test to a candidate if it also contains the results of other candidates. It is not acceptable to share the results of Society exams with any affiliate (ie. pool) except the affiliate that hosted the exam. The host facility is responsible for collecting the exam results and sending them to the Society.

The Code of Conduct for Instructors specifically requires that the confidentiality of personal information be maintained. It is important that all of us act to protect the confidentiality and privacy of our members and retain their trust.