



Treatment Records Policy

To the best of our ability COBC retains all records in hard copy (paper) and electronic format. A back up file of treatment records are created on a regular basis. COBC maintains the confidentiality and safety of each client's treatment record by using minimal identifiers in the filing system(s), information is kept on a password locked computer and/or locked file cabinet and files will be minimally transported by COBC staff. COBC staff will have access to all records in both formats.

In the event treatment records are lost, stolen or destroyed COBC will immediately inform parents/guardians/clients upon discovery.

- a. If the paper copy file has been affected, a new version will be reprinted.
- b. If the electronic copy has been affected, a new version will be scanned.
- c. If the electronic and paper copies have been affected, attempts will be made to retrieve the file(s) from our back-up system.
- d. In the event that COBC has lost all copies through disaster, theft or accidental causes the parent/guardian or appropriate agency will be contacted in an attempt to recoup the files.