



Who Has Access to Information?

Fast Facts for Front Line Staff

Who has access?

- The legal parent or guardian*;
- The student, if the student is 18 or over, or is an independent student
- An individual with written consent from the legal parent or guardian
- A police officer or social worker conducting an investigation
- An individual with a court order
- A staff member who needs the information to do his or her job

*Unless they are the child’s legal guardian, aunts, uncles, grandparents and other relatives are not entitled to any student information. Explain to them that legally you can only release student information to a parent or guardian. If they continue to insist, you can refer them to your principal, District Support Services (780-429-8030) or to District Information Management (780-429-8357).

How to Respond to Requests for Information

A person you do not know calls or approaches your desk and asks about a student or an employee of Edmonton Public Schools. What do you do?

General Calls

Step 1: Explain that you cannot release any information until you have confirmed they have a right to it. Do not confirm nor deny anything until you know:

- Who the person is
- What their relationship is to student or employee
- What proof they have of their relationship (e.g., what documentation can they provide?)
- That they have a right to the information.

Step 2: If you can’t get satisfactory answers to these questions, say, *I’m sorry, I can’t release personal information without the assurance that you are entitled to it. If you wish, you can:*

- return with proper documentation,
- speak to my supervisor/principal, or
- contact one of the following departments:

Looking for	Contact	Phone and/or website
What school their child attends	District Support Services	780-429-8030
Enrolment history for a former student, or proof of attendance, etc.	First, refer them to http://www.epsb.ca/schools/goingtoschool/studentrecords For further assistance, contact Central Records	780-497-7489
High school transcripts or verification of diploma	Alberta Education	http://education.alberta.ca/students/transcripts.aspx
Copy of an accident report regarding an incident that occurred at the school or field trip	The principal should contact General Counsel to review the form before releasing it	780-429-8123

Records (documentation may be required): <ul style="list-style-type: none"> • Student record (active or inactive) • Canada Immigration letters (inactive student) • Revenue Canada Documentation for both active and inactive students 	First, refer them to http://www.epsb.ca/schools/goingtoschool/studentrecords For assistance, contact Central Records	http://www.epsb.ca/schools/goingtoschool/studentrecords 780-497-7489
Student records (request from another school district)	Within Canada Outside of Canada, direct to Central Records	https://srrs.epsb.ca/srrs/ 780-497-7489
Verification of staff employment	HR (unless a written and signed consent to release personal information has been received)	780-429-8011
Reference check for a former employee	You may provide work information Keep it professional and do not include personal comments. Contact HR for assistance.	
Information about an employee	Human Resources	780-429-8011

Social Worker Calls

If a social worker calls:

- Ensure that you are speaking to a social worker before either confirming or denying whether a particular student attends your school.
 - Ask them for their name and unit. **Never** call back to a direct line.
 - Look up the social worker on the Government of Alberta website: <http://alberta.ca/contact.cfm>
 - Call them back on the number displayed on the website.
- Refer them to Student Information (780-429-8463) if the student is not registered at your school.

Police Calls

If the police call, ensure that you are speaking to a police officer, call them at their dispatch line, or have them fill out and return to you the Law Enforcement Disclosure Form. They must be conducting an active investigation, http://www.servicealberta.gov.ab.ca/foip/documents/form120_law_enforcement_disclosure.doc. Record the information on contact notes or in an administrative file.

Access to Information Questions and Answers

A parent request a class list with student's names and phone numbers to arrange play dates. Can I provide it to them?

- A. No, not without consent of the other parents. The exception would be for an event like Valentine's Day, where it is a program of the school and there is educational value for the students. First name, first initial would be appropriate.

Q. Can I access Pinpoint to review the student record of students who are not in my school?

- A. No. You should only access files on Pinpoint for students who are registered in your school. Remember that there is an audit every time a record is accessed on Pinpoint.

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Contacts

FOIP office: 780-429-8357 <http://districtrecords.epsb.ca/>