

Accessing your records

IOE collects information about participants to help staff and volunteers support them.

Some of the information collected creates:

- Support Information document
- Emergency Management Plans
- Plans
- Service plans
- Funding agreements
- Case notes

People can access their support information, emergency management plans and service plans whenever they want. IOE believes that these documents are owned by the person they are written about.

Access to case notes must be made in writing. If the person asking for the records needs help writing it down an IOE staff member will help them.

IOE will give the case notes to the person that requested it within 45 days with any information about other people taken out.

Who to ask for your records

Any IOE staff member can help people access their information.