

Information Practice Statement – Privacy of Personal Health Information

The Children's Centre Thunder Bay – CCTB is a Centre funded by the Ministry of Children and Youth Services (MCYS) and is responsible to ensure your Personal Health Information (also known as client information) is managed appropriately.

Collection of Personal Health Information (Client Information)

The Children's Centre Thunder Bay collects your personal health information in order to provide the most appropriate services and to assist in referring you to other appropriate services

Personal Health Information (Client Information) includes:

- client's name, address, date of birth, guardian's name
- general information about the reasons for the referral
- general information about family/home environment
- facts and information about your health, social history and the health care and related services that you are currently receiving or have received in the past
- relevant information from other sources (i.e., schools, primary health care, child welfare, youth justice etc.)

CCTB is committed to maintaining the confidentiality and security of both written and electronic information (also known as clinical files) and has a number of practices in place to protect the privacy of your information.

Use of your Clinical Information

CCTB uses your information in a number of ways:

- as a component of the intake process in order to determine eligibility for specific programs and services
- as part of the assessment, treatment and discharge process
- to make referrals to other agencies on behalf of or in conjunction with you

Non-identifying information related to client care is used for administration, strategic planning, evaluation of services, decision making, resource allocation, and reporting to funders such as MCYS.

Disclosure of Personal Health Information

CCTB may disclose client information to other health care professionals or service providers, only after obtaining expressed consent from the person legally able to provide such consent. Personal health information is disclosed to others involved in your care to ensure they have information they need to provide appropriate care. Under certain circumstances we are required by law to release client information without your consent or knowledge.

Storage and Retention of Personal Health Information Records (also known as clinical files)

The Children's Centre Thunder Bay is committed to the safety and security of client information including personal health information. All paper files containing client information including personal health information is maintained in secure and locked areas. All electronic files require passwords to access the file. Once the record is no longer required to be retained, the records are destroyed.

Right to Access Records

Individuals who wish to access or correct their personal health information (clinical information), or who have questions about how it is collected, maintained, used or disclosed, are encouraged to speak to their worker, review the client handbook, and/or contact Fred Schmidt, Privacy Officer at (807) 343-5016.

Complaints

The Children's Centre Thunder Bay is committed to resolving all concerns or complaints regarding the privacy of personal health information and encourages individuals to contact the Privacy Officer (Fred Schmidt):

283 Lisgar Street, Thunder Bay, Ontario P7B 6G6

Individuals may also lodge a complaint regarding access or privacy practices of the Children's Centre Thunder Bay with the Office of the Information and Privacy Commissioner (IPC) at:

2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Telephone: 1-800-387-0073 Fax: (416) 325-9195

www.ipc.on.ca