

Information Practice Statement – Privacy of Personal Health Information

Children's Centre Thunder Bay (CCTB and/or the Centre) is a provincially funded organization and is responsible for ensuring your Personal Health Information (also known as PHI and/or client information) is managed appropriately. We will work with you to explain how we collect, use, share and store your Personal Health Information with your consent. You have the right to refuse, place limits on, or withdraw your consent at any time.

Collection of Personal Health Information

The Centre 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 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 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.)

The Centre 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

The Centre 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 transition/discharge process
- routine administration and management
- to make referrals to other agencies on behalf of, or in collaboration with you

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

Disclosure of Personal Health Information

The Centre 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 the information they need to provide appropriate care. Under certain circumstances we are required by law to release client information without your consent or knowledge. In rare circumstances, Ministry funders may review files for quality assurance purposes.

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

The Centre 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, paper records are destroyed, and electronic files are kept in perpetuity.

Right to Access Records

Individuals who wish to access or correct their personal health information, or who have questions about how it is collected, maintained, used or disclosed, are encouraged to speak to their worker, review the organization's website, and/or contact:

Laura Meisner, Privacy Officer at (807) 343-5094.

Complaints

The Centre is committed to resolving all concerns or complaints regarding the privacy of Personal Health Information and encourages individuals to contact the Privacy Officer: **283 Lisgar Street, Thunder Bay, Ontario P7B 6G6**

Individuals may also lodge a complaint regarding access or privacy practices of 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