



YOUVILLE CENTRE



PRIVACY HANDBOOK

INFORMATION ABOUT HOW WE PROTECT YOUR PERSONAL INFORMATION

Privacy Policy for Youville Centre

The information provided below summarizes how your personal information will be protected. This document was developed in accordance with *The Personal Health Information Protection Act, 2004* and *The Quality of Care Information Protection Act, 2004*.

Privacy of personal information is of the utmost importance. We are committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the services we provide. We also try to be open and transparent in how we handle personal information. This document provides an overview of our privacy policies.

What is Personal Information?

Personal information is information about an identifiable individual. Personal information includes information that relates to: an individual's personal characteristics (e.g. gender, age, home address, phone number, family status); health (e.g. health history, health conditions, health services received); or activities (e.g. program history).

Collection of and Use of Personal Information: Primary Purposes

As a treatment centre we collect, use, and disclose personal information for the primary purpose of serving our clients. In the course of providing assessments and treatment, we may collect information about a person's health history including her family history, social, psychological and behavioral functioning, and social situation. This information is used in order to help us assess what our clients' needs are, to advise clients of their options, and to plan and provide appropriate interventions and treatment. Information may also be collected to obtain a baseline of health, psychological and social information so that in providing ongoing services it is possible to identify changes that occur over time. It would be extremely rare for us to collect any information without the client's express consent. This might occur if we were to believe the client would consent if asked and it is impractical to obtain consent (e.g. a family member passing a message on from the client and we have no reason to believe the message is not genuine).

Collection of and Use of Personal Information: Secondary Purposes

As a health care provider, we collect, use and disclose information for purposes that are related to, but are secondary to, our primary purposes. The most common examples of related secondary purposes are as follows;

- As a Treatment Centre with a licensed Child Development Centre, we are regulated by The Ministry of Children and Youth Services, The Ministry of Education and the Canadian Centre for Accreditation (CCA). They may inspect our records and interview our staff as part of their regulatory activities in the public interest.
- As an accredited Child and Youth Mental health Agency, we will have an external audit every four years. As part of the accreditation review process our records will be inspected and our staff members will be interviewed. Members of CCA are also bound by confidentiality requirements; however, at that time clients will be given the option of having their file excluded from this process.
- We work within a multidisciplinary team approach. This means that cases are discussed in a group supervision format with a goal to enhancing treatment planning and quality. Written and/or verbal permission is also required by the client before a therapist can share information at these meetings.
- We have multiple programs and services within our Centre. When a client is shared between two programs, multidisciplinary information may also be shared in order to provide the best treatment possible.
- Youville Centre supports research and program evaluation. For these purposes data from client assessments may be collected in an unidentifiable, coded manner and aggregated for research or program purposes, All external research must comply with Youville Centre policies and procedures. Names will never be released for this purpose.
- Youville Centre has special reporting obligations:
 - ▶ The Ministry of Children and Youth Services requires demographics (age ranges, gender) and information about individuals needs, the services for which they are waiting, and services they are already receiving. This information is required for the purpose of program development and system-level decision-making. Personal information will not be shared and the information is coded so that no names are used.

- ▶ Please know that under the Child and Family Services Act we have a duty to report, without client consent, any unexplained injuries we see or any statement from her child which might indicate that treatment the child is experiencing at home might be abusive. We will usually consult with the Children's Aid Society regarding whether a concern is reportable and then must act on their recommendation. Our relationship with our clients is important to us, but sometimes this obligation creates difficulties and clients need to know this at the outset.

- ▶ If we were told that someone is planning to seriously harm themselves or someone else we have an obligation to keep these people safe. This may mean divulging information without consent.

- ▶ Cases of a reportable communicable diseases must be reported to a Public Health agency.

- ▶ If there is a court case and the judge demands it, we must release the file to the judge who will decide if any information is relevant to the trial.

- ▶ If you are unable to make informed decisions for yourself. In this case your parent, guardian or public trustee may have access to information about you.

Protecting Personal Information

We understand the importance of protecting personal information. To achieve this we have the following procedures:

- Any individual who comes into contact with our clients or identifiable client records for any reason signs an oath of confidentiality prior to any access and follows all confidentiality policies and procedures that are in place. Access to information is restricted to the minimum extent possible to fulfill their duties.

- Electronic hardware is either used under supervision or secured in a locked or restricted area at all times.
 - Paper information is either viewed under supervision or is secured in a locked or restricted area.
 - Paper information is transmitted through sealed, addressed envelopes or boxes by Canada post or a courier.
 - Electronic information that is sent via email (e.g. to an offsite location) is password protected and encrypted. All personal information sent via email is kept to the minimum possible.
 - No information with a client's name is sent via fax without prior consent.
 - All Youville Centre personnel are trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with this privacy policy and are bound by an oath of confidentiality.
-

Retention and Destruction of Personal Information

We need to retain personal information for some time to ensure that any questions clients might have about the services provided can be answered and to ensure our own accountability to external regulatory bodies. After five years, paper files are shredded. Electronic alumni files are held complying with the same standards as active client records, according to Youville Centre policies and procedures.

Consequences of Not Providing Information

Each service provided through Youville Centre requires different types of information from you. If you choose not to provide requested information, we may not be able to provide you with specific services.

Concerns

We will attempt to answer any questions or concerns you might have regarding this.
Your contact person is:

Executive Director of Youville Centre
150 Mann Avenue
Ottawa, Ontario, K1N 8P4
(613) 231-5150 ext. 105

If you have any objection to our privacy practices, you may make this objection in writing to [the Executive Director](#) and we will ensure that it is investigated promptly and that you are provided with a formal written decision with reasons.

This policy is made under *The Personal Health Information Protection Act, 2004*. This is a complex act and provides some additional exceptions to the privacy principles that are too detailed to set out here. There are some exceptions to the commitments set out above. For example, we are bound by all reporting obligations under the *Child and Family Services Act* and these obligations take precedence over our obligations under the *Personal Health Information Protection Act*.

For general inquiries, the Information and Privacy Commissioner of Canada oversees the administration of the privacy legislation in the private sector. The commissioner also acts as a kind of ombudsman for privacy disputes. The information and privacy commissioner can be contacted at:

112 Kent Street
Ottawa, Ontario K1A 1H3
(613) 995-8210 ~ (800) 282-1376
fax (613) 947-6850 ~ *TTY (613) 992-9190
www.privcom.gc.ca



Youville Centre
150 Mann Avenue
Ottawa, ON K1N 8P4
www.youvillecentre.org
Telephone: (613) 231-5150
Fax: (613) 231-5150
