
**CARLINGTON COMMUNITY
AND HEALTH SERVICES
(CCHS)**

PRIVACY OFFICER

We have appointed a privacy officer to address any questions you might have about your right to privacy.

You can find the name of our privacy officer on posters located throughout the Centre, or you can ask at the main reception desk.

The Privacy Officer can be reached at:

Carlington Community and Health Services
900 Merivale Road
Ottawa, Ontario
K1Z 5Z8
613-722-4000

**QUESTIONS AND
COMPLAINTS**

If, at any time, you have questions or concerns about the treatment of your personal information or the protection of your privacy do not hesitate to talk to your service provider or the CCHS Privacy Officer. The Privacy Officer can be contacted at the address or phone number below. If you would like to view CCHS's privacy policy, please ask your service provider for a copy.

Formal complaints can be made to CCHS Privacy Officer or in writing to the Ontario Information and Privacy Commissioner.

The Information and Privacy Commissioner can be reached at:

Information and Privacy
Commissioner/Ontario
2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8
Telephone: (416) 326-3333
or 1-800-387-0073
Facsimile: (416) 325-9195
TTY: (416) 325-7539
Website: www.ipc.on.ca
Email address: info@ipc.on.ca



**PROTECTING
YOUR
PERSONAL
INFORMATION**



PROTECTING YOUR PRIVACY

The collection of personal client information is important to providing quality health and social services offered at Carlington Community and Health Services. The protection of confidential and personal information is also very important. In accordance with Ontario's Personal Health Information Protection Act (PHIPA 2004), CCHS has taken additional steps to protect your privacy.

For your protection we have

- Conducted a privacy impact assessment (PIA) to determine how well we are protecting your privacy;
- Approved a privacy policy and other related policies;
- Appointed a Privacy Officer; and
- Set up safeguards in the handling of paper, electronic and verbal personal information.

OUR COMMITMENT

Carlington Community and Health Services is committed to the protection of your personal information.

1. All staff, students and volunteers are committed to confidentiality.
2. When your service provider collects information from you, it will only be what is needed to provide and enhance your care.

3. Staff of CCHS work in teams to offer you with comprehensive care and service. Information for your best care may be shared among those directly involved in your care. We will not share information about you with others outside the centre without your permission, except under special circumstances (See Limits of Confidentiality).
4. The information in your records belongs to you; the physical records themselves belong to us. You are welcome to access your records by contacting your service provider. They will tell you the steps to take to access your information.
5. We will be responsive to any questions or complaints you may have regarding the protection of your privacy.

LIMITS OF CONFIDENTIALITY

Carlington Community and Health Services must report information to third parties, without consent in the these situations:

- If we believe that you are a physical danger to yourself or others;
- If we suspect that a child under the age of 16 is at risk;
- If our records are subpoenaed by the courts;

- If you are considered by law to be unable to make informed decisions for yourself;
- In cases of a communicable disease that must be reported to a public health agency;
- To verify your eligibility to receive health care benefits;
- In cases of required reporting to the Workplace Safety and Insurance Board;
- To a Regulated Health Professional College in the event of an investigation.

ACCESSING YOUR INFORMATION

If you wish to access your records, write a note to your service provider with the date of your request, description of the information you wish to see, your signature and the signature of a witness. We ask that you deliver this letter in person, so that we can verify that it is you making the request.

An appointment will be set up for you and your service provider to review the records together. If you need a copy of your records, please let your service provider know in advance because we need time to prepare it.