

STATEMENT OF PERSONAL INFORMATION PRACTICES



YORKTOWN SHELTER FOR WOMEN

Your Personal Health Information

Yorktown Shelter for Women is committed to respecting, safeguarding and protecting your personal health information in compliance with the *Personal Health Information Protection Act, 2004*, which requires that personal health information be kept safe, confidential, private and secure.

Collection of Your Personal Health Information

We collect personal health information about you in order to provide you with the best care possible. The information we collect includes your health history and records of your health care, your family health history, your name and your date of birth. We collect information about you directly from you or from someone acting on your behalf or from someone else (such as a health care provider or from family or friends), if we need this information to provide you with care, and if you have given us permission to do so or where the law allows us to. We will not collect personal health information if other information will serve our purpose, and we will not collect more personal health information than what we need.

How We Protect Your Information

We have safeguards in place to make sure your information stays private (locked cabinets, security, passwords and policies). Only people who need to see your personal information are allowed to look at it.

Consent

We will only collect, use and share your personal health information with your consent except where the law requires us to do so. You can withdraw or withhold your consent at any time.

Unless you tell us not to, we may share your personal health information with other health care providers who need to know this information to provide you with care. We will only share your personal health information with other individuals with your express consent.

In general, we assume that you give consent to us to collect personal information from you when you access our services for all Yorktown Shelter for Women staff involved in your care to use this information.

There are times when we must share information, with or without your consent. Those times include when we believe a child under the age of 16 has been at risk, or are at risk of being harmed, when you tell us you intend to harm yourself or someone else, or when our workers are subpoenaed to court.

How Yorktown Child and Family Centre Uses Information About You and Your Family

We will only collect personal health information from you in order to:

- Understand your needs
- Plan treatment within the context of a multidisciplinary team
- Ensure quality service (including Accreditation)
- Conduct Risk Management activities
- To evaluate our own programs
- For research purposes (without using identifying information)
- Meet legal and regulatory requirements
- Fulfill other purposes permitted or required by law.

How We Protect Your Information

We will take all reasonable steps to ensure that the personal health information we collect and keep is protected against theft, loss and unauthorized use or disclosure. Everyone who performs services for us will protect your privacy and use your personal health information only for the purposes you have agreed to.

If your personal health information is stolen, lost, or accessed by someone who is not permitted to access it, we will inform you at the first reasonable opportunity.

Please ask us for a copy of our Privacy Policy, which explains the steps we take to protect your personal health information (such as keeping records in locked cabinets, protecting our offices with security and passwords, and putting policies in place to safeguard all of the information we keep and to ensure that only people who need to see your personal health information are allowed access to it.

Your Access to Information

You have the right to request access to and correction of your personal health information, and you can do so by contacting your assigned worker or our Privacy Officer. Please note that there are circumstances where you may not be able to access your information, and reasons will be given if these circumstances exist.

How to Contact Us

If you have any questions or concerns regarding the privacy and/or information practices at our Agency, please contact our Privacy Officer Hope Boulay, Yorktown Shelter for Women, 21 Ascot Avenue, 1st Floor, Toronto, ON M6E 1E6 (416) 394-2424. If you are unable to resolve a privacy issue directly with us and wish to make a complaint, you may contact the Information and Privacy Commissioner of Ontario at 2 Bloor Street East, Suite 1400, Toronto, Ontario M4W 1A8 (commissioner@ipc.on.ca).