

PROTECTING THE PRIVACY OF YOUR INFORMATION

To provide the best care possible, we need to collect and use information about you and your family. Yorktown Family Services is committed to keeping your information safe and confidential and follows rules set out in law about collecting, using and disclosing your information.

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

In general, we assume that you give consent to us to collect personal information from you when you access our services. We also assume that you give consent to us to share your information with Yorktown Family Services staff involved in your care. We will ask for your consent and have you fill out a form if we believe it is appropriate to share your information with people who are not employees of Yorktown Family Services.

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 is 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 USES INFORMATION ABOUT YOU AND YOUR FAMILY

- Plan treatment within the context of a multidisciplinary team
- Ensure quality service (including Accreditation)
- To evaluate Yorktown Family Services programs
- Compile statistics for accountability and research purposes (without identifying info)

WHAT YOU SHOULD KNOW

You have a right to: withdraw your consent, request access to your personal health information, or request a correction to your personal health information by filling out forms available from your Counsellor and addressed to our Privacy Officer, Yorktown Family Services, 2010 Eglinton Avenue West, Suite 300, Toronto, ON M6E 2K3.

Feel free to contact our Privacy Officer if you have any concerns. Or, you can contact the Information and Privacy Commissioner of Ontario at 2 Bloor Street East, Suite 1400, Toronto, Ontario M4W 1A8 (commissioner@ipc.on.ca).