

Your Privacy is Important to Us!

We are committed to maintaining the privacy of all personal information entrusted to us and continually implement practices to protect the privacy of your information. You have a right to know how we collect, use and disclose personal information and that it remains accurate, confidential and secure.

The personal information we require includes:

- Your name, address, phone number, date of birth, and your Ontario Health card number. If we need to advocate with government agencies, your Social Insurance Number may also be requested.
- Facts about your health, living arrangements, and other support services.
- The name, address, and phone number of an emergency contact and their relationship to you, in case of an emergency.
- Information regarding your social activities and interests to establish volunteer match compatibility.

Our Home Support staff and volunteers use this information to:

- Help make decisions about which of our services you require.
- Enable staff and volunteers to assess and respond to your needs appropriately.
- Monitor ongoing services and ensure you are satisfied.
- Comply with necessary administrative requirements established by our funders, e.g. the Ministry of Health through the Champlain Local Health Integration Network, and to meet legal and regulatory requirements as outlined in the Ontario Long Term Care Act 194\94.
- Develop mailing lists for fundraising purposes. To remove your name from our mailing lists, please request in writing to our office.

At times we may need to share your information with other service providers or individuals involved in your care. If so, we will obtain your consent to share your information in order to co-ordinate the supports available as effectively as possible.

Your rights:

- You may request to see your personal information retained in our files.
- You may ask us to make a correction to the information.
- You may expect that, unless authorized by law to do so, we will not share your personal information with others.
- You may call the office to speak with our Executive Director or to leave a message to speak with our Privacy Officer for more information about our privacy practices.
- You may make a complaint to our Privacy Officer about how your personal information is collected, stored, used or disclosed to others, by writing to:

Attention: Privacy Officer

Renfrew and Area Seniors' Home Support Inc.
 P.O. Box 919, RENFREW, Ontario K7V

As technology advances and the various partners in the healthcare field work together to create a more cost effective and efficient delivery system, there may be times when your personal data will be shared in a secured database that can be accessed by other members of the healthcare team. In the event that the information you give to our agency could be stored in a secure database accessible through the internet, you will be informed of this and asked for your permission to place your information in the database. Should you agree to have your information in the database and you change your mind, you can call our agency at any time and ask to change your consent.

Our commitment to you:

- Ensure that all Data Sharing Agreements we enter into have a strict privacy policy in place
- Implement policies and procedures to protect the privacy of your information and have a process in place in the event that there is a breach in privacy
- Inform you of any breaches of privacy where your personal/health information is compromised.

Your rights and duties:

- The right to grant or deny permission to have your information stored in secure databases accessible through the internet
- To be able to change your permission status
- To be informed if there is a breach in privacy
- To inform our agency if you have concerns about the privacy and security of your information or if you feel that there has been a breach in the privacy of your personal information.

If you have a concern about our privacy procedure or any other issue related to Renfrew and Area Seniors' Home Support, you may also contact:

Health Services Appeal and Review Board

151 Bloor St. W., 9th floor

Toronto, ON M5S 2T5

Tel: 416-327-8512

Toll free: 1-866-282-2179

Fax: 416-327-8524