

Richview Community Care Services Corporation Privacy Guidelines and Principles for Clients

Our privacy guidelines are based on legislation of the Health Information Protection Act (HIPA).

Key Principles:

- Accountability
- Purpose
- Consent
- Limits
- Accuracy
- Safeguards
- Openness
- Access
- Complaints

Privacy Officer:

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Richview Community Care Services Board, staff and volunteers value the trust you have placed in us. We respect your personal privacy and do our best to safeguard it's confidentiality and security.

We collect and use personal information to:

- Identify the most appropriate services for you;
- Make certain that you are eligible for those services;
- Share with other services or people, as you allow us to and by law, in order to organize your support;
- Maintain statistics and billing information related to services you use.

From time to time, we may ask your permission to use your personal information for other purposes, such as to assist you in applying for other services, as you request.

Accountability

We are accountable to you to keep your information accurate and up to date, to allow only authorized people to see your information and to always keep your information secure.

Purpose

We'll explain to you why we ask for personal information and how we will use the information you give us. We will only ask for information that we need to provide service to you.

Consent

We will ask for your permission to collect, keep, use and share information with others. We may get your consent in writing (for example in a signed consent or application form), verbally in person, or over the telephone. In some cases, we assume that you have given consent by giving us information necessary for a service.

Consent Continued

You also allow us to keep and use your personal information for as long as it may be required. Your consent remains valid even after our relationship with you ends, unless you provide us with written notice that such consent is withdrawn. Providing us with personal information is always your choice. You are free to limit the information you share, or to limit those with whom we can share it. However, if you limit the information you share or allow us to use, or you limit or withdraw your consent, we may have to limit or change the services we can provide. If you choose not to provide us with essential information, it's possible that we may not be able to provide you with service. We will always do our best to resolve any concern you have so that we may service you in an appropriate manner. There are also legal expectations where we will not need to obtain consent or explain the purposes for the collection, use or disclosure of personal information. For example, this exception would apply if there is an emergency that threatens the life, health or security of an individual, or if we must comply with a court order.

Limiting Use, Disclosure and Retention

We will only use or share your personal information for purposes for which you have given it to us, unless we have to be law. We will keep your information only as long as is required by law.

Accuracy

We will keep your personal information as accurate, complete and up-to-date as possible. We ask that you tell us when your personal information changes.

Safeguards

We take steps to protect your personal information. These include: securing our files and computers. It also includes training our staff, students and volunteers in the importance of keeping privacy.

Openness

We will gladly share information about our privacy policies and procedures. Please contact our Privacy Officer, Lisa Mudie for further information.

Access - Seeing the Information We Hold

You may ask to see the information we have about you. If you would like to see this information, first contact your Care Services Manager. If you feel that any information is incorrect or incomplete, we ask that you tell us. If possible, we will correct the information.

Complaints and Enquiries

If you have any questions or complaints about our privacy policies and procedures, please contact our Privacy Officer, Lisa Mudie.



Richview Community Care Services Corporation **Privacy Plan Components**

Provide a process for enquiries and the handling of complaints

Ensure the agency is accountable to the client

Identify purpose and reasons for collecting personal info.

Receive consent to collect, keep, use and share personal info.

Limit use, disclosure and retention of personal info.

Ensure personal info. is accurate, complete and up-to-date

Safeguard personal information

Openly share information about our privacy policies & procedures

Ensure client access upon request to their personal info.

Privacy Plan to Protect Client Information

Richview Community Care Services Corporation has developed and implemented policies and procedures in accordance with requirements outlined in the Health Information Protection Act (2004) and the Information Access Record.