

Our Commitment to Your Privacy

Five Counties Children's Centre collects and uses personal health information about children and their families in order to provide the best care possible to our clients. This Centre is committed to ensuring that the privacy of clients and families is protected through practices and policies relating to collecting, using, sharing and storing your child's and family's information.

Five Counties Children's Centre collects personal health information about you directly from you or from other sources, if we have obtained your consent to do so.

Your consent is also obtained to release information to other service providers. At any time you can withhold or withdraw consent.

Protecting Your Privacy

Privacy practices are guided by principles derived from the Canadian Standards Association (CSA) Model Code for the Protection of Personal Information and are consistent with the Personal Health Information Protection Act (PHIPA) and the Personal Information Protection and Electronic Documents Act (PIPEDA).

Uses and Disclosure of Personal Health Information

We use and share personal health information to:

- treat and care for your child
- conduct quality improvement activities
- conduct client satisfaction surveys
- comply with legal and regulatory requirements

Information is stored in an electronic health record to enhance coordination and timely access to information among clinicians involved with your child (Circle of Care).

For More Information

If you would like to access or make corrections to your or your child's personal information, please notify your child's clinician or the Administrative Assistant at your local FCCC site. If you have questions or concerns regarding our policies and practices concerning confidentiality, please contact the Centre's Privacy Officer:

**Helga Werner Harris (705)748-2337 ext.326
or toll free 1-888-779-9916 ext.326**

If the Centre is unable to resolve your concerns, you may make a complaint to the Information and Privacy Commissioner of Ontario:

Brian Beamish

2 Bloor Street East, Suite 1400

Toronto, Ontario M4W 1A8

Phone : 1-800-387-0073 FAX: 1-416-325-9195