



Our Commitment to Your Privacy

Five Counties Children's Centre collects personal health information about your child and family. The personal health information we collect may include: name, date of birth, address, health and developmental history, records of visits with Five Counties staff, and the care your child and family received during those visits. Occasionally, we collect personal health information about children and families from other sources if the law permits. We require your consent to collect information from sources outside of the staff at Five Counties Children's Centre. Your personal health care information will be contained within an electronic system. We limit collection of information to what is required to provide care to you and your child. Our privacy practices comply with and are consistent with the Personal Health Information Protection Act (PHIPA), the Health Care Consent Act (HCCA) and the requirements of the Regulated Health Professionals Act (RHPA).

You have the right to withdraw consent at any time. Please ask your clinician to review with you who we have consent to share information with and discuss the risks and benefits of not sharing information with the agency you are concerned about so that you can make an informed decision.

You have the right to access your information. If you wish to review the information in your client file, or request copies of the information within the client file, you can request access from your clinician or administrative support staff. Five Counties Children's Centre has 30 days to fulfill this request.

You have the right to make a correction to your information. If there is information that we have gathered from you that you feel is incorrect, please contact your clinician or administrative support staff to make the correction. If you disagree with the clinician's clinical judgment, you may make a statement of disagreement.

Uses and Disclosure of Personal Health Information

We use and share personal health information to:

- Treat and care for clients and their families.
- Obtain payment for treatment and care in private services.
- Plan, administer and manage our internal operations.
- Conduct risk management activities.
- Conduct quality improvement activities such as sending satisfaction surveys, audits and accreditation.
- Teach within the organization.
- Conduct research.
- Compile statistics.
- Fundraise (aggregated de-identified data) to improve our services and programs.
- Comply with legal and regulatory requirements.
- Fulfill other purposes permitted or required by law.



Personal health information collected internally through provision of service and externally through health care and other service providers, with your consent, is used only to support the provision of care to those in service.

For More Information

Parents and substitute decision makers may limit access to their child's personal health records or withdraw consent for some of the above uses and disclosures without fear of retaliation. Information on how to make changes will be provided upon request. Please note that there are legal exceptions. 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 Five Counties site. **Please assist us to keep your information accurate and up-to-date. Inform your team of any changes.**

Important Information

We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.

- We conduct audit and complete investigations to monitor and manage our privacy compliance.
- We take steps to ensure that everyone who performs services for us protects your privacy and only use your personal health information for the purposes you have consented to or that we are required to by law.
- There is a *Guide to Privacy and Consent for Families*. Please ask your clinician for a copy.

For more information about our privacy protection practices, or if you have questions or concerns regarding our policies and practices concerning confidentiality, please contact:

Elizabeth Martinell
Program Manager and Privacy Officer
Five Counties Children's Centre
872 Dutton Road, Peterborough, ON K9H 7G6
(705)748-2337 ext. 320 or toll free 1-888-779-9916, ext. 320
emartinell@fivecounties.on.ca (**do not send personal information via email**)

If the Centre is unable to resolve your concerns, or if you think we have violated your rights, you may contact the Information and Privacy Commissioner of Ontario at:

Information and Privacy Commissioner/Ontario
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Phone: 1-800-387-0073 Fax: 1-416-325-9195
Website: www.ipc.on.ca