



Your Privacy

At Frontenac Youth Services we are committed to meeting the highest standards with respect to the collection, use, disclosure, storage, retention, and destruction of the personal health information of clients. We are committed to meeting or exceeding the privacy standards established by the Information and Privacy Commissioner (IPC) and relevant legislation, including the Personal Health Information Protection Act (PHIPA).

What Type of Information We Collect

We collect your personal information such as:

- Name, address, date of birth, and health card number
- Personal and family information related to your assessment, counselling, and/or treatment

How We Use Your Information

We collect personal information in order to provide you with the best care that we can. We will explain to you the potential uses of your information, including:

- Complying with legal and regulatory requirements
- Conducting quality improvement and risk management activities
- Contacting individuals regarding upcoming events, activities, and programs that may be of interest to you
- Evaluating and monitoring programs and services
- Planning and delivering programs and services
- Providing assessment, counselling, treatment planning, and service provision
- Sharing information with other Frontenac personnel involved in your care

When We Disclose Your Information

We will only disclose your information with consent or as permitted/required by law. Unless you ask us not to, we will disclose your information to other health information custodians involved in your care.

Your express consent will be required before:

- Releasing clinical assessments or reports
- Disclosing information with school, child welfare, or other organizations providing service who are not health information custodians involved in providing your care

Withdrawing and/or Withholding Consent

You may withdraw or withhold consent at any time. This means that you may ask us not to disclose particular information (such as specific diagnosis) or not to disclose information to a particular person unless we are otherwise permitted or required to do so.

No Consent Required

There are a number of limited circumstances where we will disclose your information without your consent. These include:

- If there is suspicion of child abuse
- If a child may need the protection of a Children's Aid Society
- If someone is in danger of harming themselves or others
- If a court orders the release of information

Security of Information

Your information is securely stored and protected by administrative, physical, and electronic safeguards. Only authorized individuals can access your information.

Privacy Breach

You will be notified if your information is lost, stolen, used, or disclosed without proper authorization.

Access to Your Information

Active clients may request access or corrections to their record by contacting their local program or office. Former clients may request access or corrections to their record by contacting the Reception at reception@frontenacyouthservices.org

Retention of Client Records

As of **April 1, 2019**:

If the client was 18 years of age at the time they stopped receiving services from Frontenac Youth Services, the file will be retained for a minimum of 25 years after discharge date.

If the client was under the age of 18 when they stopped receiving services from Frontenac Youth Services, the file will be retained a minimum of 25 years after the client reaches 18 years of age.

Privacy at Frontenac

For questions or complaints relating to privacy and personal information, please contact:

Jennifer Murphy
Human Resources Manager
Frontenac Youth Services
jenniferm@frontenacyouthservices.org
905-579-1551 ext. 222
1-888-579-5914

You may also contact the Information and Privacy Commissioner of Ontario (IPC) if you have a complaint about the way your information has been collected, used, or disclosed.

2 Bloor Street East

Suite 1400

Toronto, ON M4W 1A8

Email: info@ipc.on.ca

Toronto Area: 416-326-3333

Toll Free: 1-800-387-0073