

YOUR RIGHTS

Under the Personal Health Information Protection Act (PHIPA) you have the following rights:

- To see and correct your information on file at the ASWW
- To make a complaint about the handling of your personal information by ASWW

COMPLAINTS

You may contact the privacy officer for ASWW for more information or to make a complaint. You can do so by contacting our offices in Cambridge, Guelph, or Kitchener (see back panel for contact information).

You may also forward complaints about the handling of your information by ASWW to the Information and Privacy Commissioner of Ontario (IPC).

The IPC can be reached by the following methods:

Mail

2 Bloor Street East, Suite #1400
Toronto, ON, M4W 1A8

Phone

1-800-387-0073

Website

www.ipc.on.ca

Alzheimer Society

WATERLOO WELLINGTON

We work to improve the quality of life for persons living with dementia and their care partners by providing support, education, and resources.

TTY Available

Toll Free 1-866-317-6737

Cambridge

1145 Concession Rd. N3H 4L5
P: 519-650-1628

Guelph

207-255 Woodlawn Rd. W. N1H 1B6
P: 519-836-7672

Kitchener

831 Frederick St. N2B 2B4
P: 519-742-1422



**www.alzheimerww.ca
privacy@alzheimerww.ca**

Alzheimer Society

WATERLOO WELLINGTON

PRIVACY PRACTICES



A guide to understanding how your information is collected, kept, and shared.

YOUR RECORDS AND INFORMATION

The staff of the Alzheimer Society Waterloo Wellington (ASWW) are required to keep records of the services we provide and the conversations that we have with you.

Our staff refer to these notes so that they can recall information from past conversations to support your care. This information also assists staff who are speaking to you for the first time.

A law passed by the Ontario government in 2004 called the *Personal Health Information Protection Act* gives health care providers rules to follow for handling the information we record about you, which is called **personal health information**.

In addition, staff, professional placement students, and volunteers of ASWW all sign confidentiality agreements prior to beginning their work.

The personal health information we keep on file includes:

- The date(s) on which those services were provided to you
- The services you receive
- Information which is necessary to understand your health and service needs
- Information related to the health of your family which is necessary to understand your health and service needs

PROTECTING YOUR INFORMATION

Your health information will only be collected, used and shared for the purpose of meeting your health and service needs. This information will be accessed by only the relevant staff, professional placement students, and trained volunteers of ASWW who are providing services to you.

Information collected about you is stored in a secure computer database indefinitely. ASWW is required to protect the information stored about you. ASWW also has a privacy policy to protect the confidentiality of your information, which you are welcome to review.

Demographic and statistical information will also be used by ASWW for service planning and management of support services offered.

YOUR CIRCLE OF CARE

Your health information may be shared with, or collected from, members of your **circle of care**. The "Circle of care" refers to individuals and organizations who provide services to you. This may include doctors, hospitals, the Community Care Access Centre, and day program providers.

You may tell us that you do not want us to share information with certain members of your circle of care. We require your permission (verbal or written) to share your personal information with any person or organization outside of your circle of care.

SHARING YOUR INFORMATION WITHOUT PERMISSION

There are circumstances in which staff members are legally allowed (and may be legally required) to share your personal health information without your permission.

These circumstances include:

- 1) Medical emergencies
- 2) Situations in which staff are served with a search warrant or subpoena requiring release of your information to legal authorities (courts or police).
- 3) Staff may also share your personal health information if the information you provide gives them reasonable grounds to suspect that:
 - A resident of a long term care home or retirement home is experiencing abuse
 - A professional has sexually abused you or someone else
 - You will harm yourself or someone else
 - A child under the age of 16 could be at risk of abuse or neglect

QUESTIONS OR CONCERNS

Staff members at ASWW are available to answer any questions you may have about your information.