

## YOUR PERSONAL HEALTH INFORMATION

**North of Superior Counselling Programs** recognizes the importance of the privacy of your personal health information, and is committed to respecting, safeguarding and protecting your personal health information.

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**COLLECTION OF YOUR PERSONAL HEALTH INFORMATION** We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include health history and records of your health care. When we have your consent, or the law permits, we collect personal health information about you from other sources.

Before collecting personal health information from you, we will explain to you the purpose of collecting the information. We will only collect, use and disclose your personal health information with your consent, except where otherwise permitted or required by law.

### **USE AND DISCLOSURES OF PERSONAL HEALTH INFORMATION**

This agency uses and discloses your personal health information to:

treat and care for you in the community

- plan, administer and manage our internal operations
- conduct risk management activities
- conduct quality improvement activities
- Teach
- conduct research
- compile statistics
- obtain payment for your treatment and care (from OHIP, WSIB, your private insurer and others)
- comply with legal and regulatory requirements, and fulfill other purposes permitted or required by law

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### **SECURITY**

Your personal health information is kept confidential and secure and used only by those directly involved in your care. We take steps to ensure that everyone who performs services for us protects your privacy and uses your personal health information only for the purposes you have consented to.

North of Superior Counselling Programs' policies and procedures outline:

- security practices to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- conducting audits and completing investigations to monitor and manage our privacy compliance.

### **YOUR ACCESS TO INFORMATION**

You have a right to access and request corrections to your personal health information by contacting your treatment team - 1-807-886-2723

You may withdraw your consent for some of the above uses and disclosures, subject to legal exceptions/restrictions and with reasonable notice, by contacting your treatment team - 1-807-886-2723.

### **HOW TO CONTACT US**

Our Privacy Officer is Shannon Cormier, Executive Director 1-807-886-2723

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**UNLESS YOU TELL US NOT TO:** we will disclose your information to other health care providers in the "Circle of Care" who need to know this information to provide you with care or help provide you with care.

The "Circle of Care" includes health care professionals, pharmacies, laboratories, ambulance service, other agency, nursing homes, Community Care Access Centre (CCAC) and home service providers who provide you with health care services.

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### **ADDITIONAL INFORMATION**

For more information about our privacy practices, or to raise a concern you have with your practices, contact us at:

**Privacy Officer - Shannon Cormier, Executive Director**  
**North of Superior Counselling Programs**  
**P.O. Box 161 Red Rock, ON POT 2P0**  
**1-807-886-2723**

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### **COMPLAINTS**

You have a right to complain to the Information and Privacy Commissioner of Ontario. The Commissioner can be reached at:

**Information and Privacy Commissioner of Ontario**  
**2 Bloor Street East - Suite 1400 Toronto, ON M4W 1A8**  
**Telephone: 1-800-387-0073**  
**Fax: (416) 325-9195**  
**E-Mail: [info@ipc.on.ca](mailto:info@ipc.on.ca)**