



Privacy Policy (Client)

FILE UNDER SECTION: **PO-CS-0004**

EFFECTIVE: September 17, 2015

LOCATION: **POLICIES, OPERATIONS**

REVIEWED: May 4, 2017

APPROVED

Purpose:

As a provider of Community Support Services to seniors and adults 65 years of age or older or those who are dealing with age related health condition and/or disabilities Helping Hands, Orillia collects, uses, discloses, retains and protects personal information about clients on service. Helping Hands is a Personal Health Information Custodian, under the Ontario Personal Health Information Protection Act, 2004.

Helping Hands is committed to protecting the privacy, confidentiality, and security of all personal information to which it is entrusted.

This Privacy Policy outlines the Helping Hands practices and procedures in connection with the personal information about its clients and other individuals that it collects, uses and discloses.

What is "Personal Information"?

Personal information is information that is about or can be linked to an identifiable individual. This is all information pertaining to Helping Hands clients, their family members and/or caregivers that is obtained by Helping Hands in the course of providing services and includes personal health information, through clients, family members or referring agencies.

Collection, Use and Disclosure of Personal Information

Helping Hands collects uses and discloses personal information for the following purposes:

- consider/assess your application/request for services
- to assess your requirements for services
- to develop, with your input, an Individual Care Plan, which may include referral to another service provider
- to provide you with services or recommend you to a more appropriate service
- request made to Helping Hands by another agency with your consent **ONLY**

If your personal information may be used or disclosed for any other purpose, we will seek your consent **unless consent is not required by law.**

Personal Information We Collect

The amount and type of personal information we may hold about you depends on the nature of the services that we provide to you. Helping Hands will exchange information regarding your care with other agencies/health care providers/professionals (those identified as being part of the 'Circle of Care'), with your written consent or unidentifiable information for data collection.

The extent to which the information we collect is shared, internally and externally, is done so on an 'as-needed' basis. This means that your personal information is only shared with those individuals who are required to assist in your service delivery and for operational needs. This includes the sharing of information to individuals within Helping Hands. Staff of our organization will only share your personal information to the extent needed to facilitate your service needs.

Consent

By requesting services from Helping Hands and by entering into Consent to Share Personal Health Information, you confirm the following:

- your consent to the collection, use and disclosure, by Helping Hands, of your personal Health information for the purposes described in this Privacy Policy

You may inform Helping Hands that you are withdrawing your consent at any time, subject to legal restrictions and reasonable notice. A withdrawal of consent must be in writing. However, if you withdraw your consent, we may not be able to provide you with services as effectively or assist with care coordination among other providers. Helping Hands is dedicated to sending yearly notices to you in regards to this policy.

Security

Helping Hands maintains administrative, technical and physical safeguards to protect personal information in its control against loss or theft, as well as unauthorized access, disclosure, copying, use, or modification. These safeguards are dictated to meet Ministry standards and the Privacy Act of Ontario. If, at any point, we confirm your privacy has been breached you will be contacted, as soon as possible. Employees are trained in the importance of maintaining the confidentiality of personal information.

How we collect Personal Health Information

Helping Hands collects PHI in the following ways:

- electronically, through a secure system from referring sources, with your permission
- electronically, through our secure intake system
- via telephone

Retention

Helping Hands retains your personal information for a period of seven years for reporting and auditing purposes only. After that your information will be destroyed as per industry best practices. Any retained documentation is stored in secure facilities with limited access and file control procedures in place.

Access to Personal Information

If you wish to review or update your information, you will be required to properly identify yourself to verify your personal information.

How to Contact Us

If you have questions or concerns regarding this Privacy Policy, any notices you receive or Helping Hands collection, use and disclosure of your personal information, or to make an access request or for further information about Helping Hands privacy practices, please contact our Privacy Officer:

Terri Soukup, Director of Client Services
terris@hhorillia.ca
705-325-4299 X 317

Helping Hands will answer your written inquiries about this Privacy Policy and its procedures and personal information management practices, within a 24 hour period from receipt.

Changes to this Privacy Policy

Helping Hands reserves the right to revise this Privacy Policy, as required, and inform you promptly. The date this Privacy Policy was last revised is May 4th, 2017.



Executive Director