



Our Commitment to Protecting Your Privacy

Pathways Health Centre for Children collects and uses information about our clients and their families to provide the best care possible and to provide a safe environment for all our clients, staff, volunteers and families. We are committed to protect the privacy of our clients and their families and their information. Our privacy practices comply with and are consistent with Ontario's *Personal Health Information Protection Act* (PHIPA) and the requirements of the *Regulated Health Professions Act* (RHPA).

Collecting your Information

Pathways staff will collect personal information or personal health information (PHI) directly from you or from a person acting on your child's behalf. We collect demographic, family, health history information and records of past services at home or in the community. We collect only the information about clients and their families that is necessary to assess the client and plan and deliver appropriate services for our clients. Pathways stores and uses your personal information within a safe and secure environment including secure electronic databases and networks. We will collect PHI about your child or you from other sources with your express consent or if the law permits.

Using your Information

Pathways treatment staff use personal information and personal health information about our clients within the Pathways staff team to be able to assess our client and plan and deliver appropriate services for the client. We also use PHI to compile statistics. Pathways may use this information to inform our clients or their families about the activities of Pathways, including programs, services, special events, funding needs, volunteer and donation opportunities and donation receipts.

Disclosing your Information

Pathways will not share the personal information we have about our client or their families with any outside person or agency without the express consent of our client or our client's parent or legal guardian, unless the law requires us to do so.

Your Rights and Choices

You have the right to restrict the use and sharing of your or your child's information. You may request access to and copies of your or your child's health record. You may cancel your consent to use and share your or your child's information.

Access to your Information and Requests for Correction to your Information

You may request to see the information that we have collected about you or your child. We will answer your questions or look into any concerns you may have about your or your child's information. You may request to have a correction made to your or your child's information.

Privacy Officer

If you have any questions or concerns about any of our privacy practices, you may contact Pathways Health Centre for Children's Privacy Officer at:

Pathways Health Centre for Children
1240 Murphy Rd., Sarnia ON N7S 2Y6
(519) 542-3471
www.pathwayscentre.org
info@pathwayscentre.org

Complaints

You also have the right to complain to the Information and Privacy Commissioner of Ontario if you have a privacy complaint.

Information and Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8
Canada

Telephone: Toronto Area (416/local 905): (416) 326-3333
Long Distance: 1 (800) 387-0073 (within Ontario)
TDD/TTY: (416) 325-7539
FAX: (416) 325-9195

E-mail: It is an unfortunate reality of the present Internet that communications carried over it are neither secure nor verifiable. It is recommended that you not send personal information by e-mail.

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