

- To assist health researchers as long as strict privacy requirements are met
- To improve or maintain the quality of care or any related program or service
- For risk management and legal purposes
- To allocate resources to our programs and services
- To assess a person's ability to make health care and other important decisions
- For the purpose of a legal proceeding or complying with a court order such as a search warrant, summons or subpoena; or other legal requirement

Dilico's information practices relating to your personal information

Your right to access your personal information

- You have the right to access your personal information and you may be entitled to a copy of it, subject to some limitations outlined in Dilico's policies and in government legislation. Your right to access is not absolute. Dilico may deny access when: denial of access is required or authorized by law (e.g. there is a court order prohibiting access) or when the request is believed to be frivolous or in bad faith.
- If you wish to see your personal information give a written request to your worker or to Dilico's Privacy Officer. You will receive a response within 30 days, whenever possible.

Accuracy of your personal information and your right to request corrections

- Dilico takes all reasonable steps to ensure your personal information is accurate and up-to-date given the purpose for which it was collected.
- If after reviewing your personal information you believe it is inaccurate or incomplete, you may give a written request to your worker or to Dilico's Privacy Officer to have your personal information corrected. You will receive a response to that request within 30 days, whenever possible.

Security measures are in place

- Your personal information is kept in secure locations to which access is monitored or controlled to guard against theft, loss or unauthorized access, disclosure, copying, use or modification. Physical and technological safeguards are in place to ensure the confidentiality of your personal information.
- Dilico's employees and agents and others who work with Dilico are made aware of the importance of keeping your information confidential and are required to sign Confidentiality Agreements or Confidentiality and Privacy Undertakings. All agents must notify the Privacy Officer at the first reasonable opportunity if your information is lost, stolen, or accessed without authorization.

Retention and destruction of your personal information

- Dilico retains your personal information in accordance with its retention and destruction policies. When your personal information is destroyed, Dilico ensures that it is destroyed in a manner that protects your confidentiality.

Your right to challenge Dilico's compliance with its privacy practices

- You are entitled to challenge Dilico's compliance with its privacy obligations or the privacy practices referred to in this statement. If you have any questions, concerns or complaints about Dilico's privacy policies and practices you should discuss them with your worker or contact Dilico's Privacy Officer.
- Any complaints should be in writing, dated and sent to:

Dilico Anishinabek Family Care

Attention - Privacy Officer
200 Anemki Place
Fort William First Nation
Thunder Bay, ON P7J 1L6

Contact Dilico at 807-623-8511
or Toll Free – 1-855-623-8511
or Fax – 807-626-7999

- Upon receipt of any concern or complaint, Dilico's Privacy Officer will investigate the matter and take whatever steps are necessary to address your concerns.
- If you are not satisfied with the resolution of your concern or complaint, or if your complaint relates to personal information, you may bring the matter to the attention of Ontario's Information & Privacy Commissioners:

Information & Privacy Commissioner/Ontario

2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Telephone: 1-800-387-0073

Dilico reserves the right to change its information policies and practices. Should there be changes made to Dilico's information practices, a revised Statement of Privacy Policies and Practices will be posted.

Statement of Dilico's Privacy Policies And Practices



Dilico

Anishinabek Family Care

www.dilico.com

Dilico Anishinabek Family Care (Dilico) respects the right of individuals to privacy and is committed to protecting the confidentiality of all personal and other information concerning clients, staff and others associated with Dilico.

Confidentiality will be maintained in accordance with obligations outlined in Dilico's policies and procedures, the Collective Agreement, and Federal and Provincial legislation, including the *Child and Family Services Act*, the *Personal Health Information Protection Act* and the *Personal Information Protection and Electronic Documents Act*.

Why does Dilico collect your personal information?

Dilico collects your personal information, including personal health information, for the following purposes:

- To provide you and your family with Child Welfare, Health or Mental Health and Addictions services.
- To plan and deliver services to you and your family.
- To enable communication among Dilico's employees and agents who are providing you with services.
- To carry out Dilico's legal mandates.
- To ensure compliance with legislated contractual obligations.
- For Dilico's administration, management, reporting, accounting, accreditation, auditing, assessment, planning and statistical purposes.
- For fundraising and research purposes, as permitted and in accordance with legislated requirements and limitations.

Your worker will explain to you the purpose of collecting your personal information. Dilico will collect, use, and disclose your personal information only with your consent, except where otherwise permitted or required by law. Only the personal information that is reasonably necessary will be collected, used and disclosed.

How and when will Dilico use and disclose your personal information?

- Your personal information is used by the employees and agents of Dilico's specific service areas (Child Welfare, Health or Mental Health and Addictions) to provide you with services.
- Any personal information you provide to, or that is obtained by, Child Welfare will not be disclosed without the express consent of the client, unless disclosure is necessary to allow Child Welfare to perform its duties, or is required by law.
- To provide or assist with your healthcare the Personal Health Information Protection Act (PHIPA) permits disclosure of your health information to other health information custodians without your consent; however, any personal information you provide to, or is obtained by, either Health or Mental Health and Addictions will not be shared with Dilico service areas or with anyone outside of Dilico without your consent, unless the sharing of that information is required by law.
- Any agents, contractors or service providers who work with Dilico and have access to your personal information, must agree to follow Dilico's confidentiality and privacy policies.
- If you advise Dilico of specific limitations you wish to have placed on the use and disclosure of your personal information, Dilico will discuss with you whether those limitations can be honoured and any exceptions or restrictions that may exist.

- Before your personal information is entered in the Client Information Management System (CIMS) database, you will be required to sign an additional consent form outlining the details of other uses and disclosures of your personal information.
- If you provide consent to the use or disclosure of your personal information, you have the right to withdraw that consent at any time.

Examples of disclosure of personal information without your consent as permitted or required by law

- To comply with a statutory obligation to report a child in need of protection to a Children's Aid Society
- To reduce a significant risk of serious bodily harm to a person or the public
- To process payments through government programs, like the Ontario Health Insurance Plan
- To report certain information, such as health conditions, that make you unfit to drive or to report certain diseases to public health authorities
- When we suspect certain types of abuse
- To identify a person who has died
- To give the spouse or child of the person who has died personal information to assist them in making decisions about their own care
- To give information to certain registries or planning organizations that use personal information to improve health care services or health system management, as long as strict privacy protections are in place