

Privacy & Confidentiality

Disclosing your Personal Health Information

Your information may be shared with the following persons or agencies:

You or anyone you have authorized to have access to your information, including the professionals and other health agencies involved in your health care.

A health regulatory agency, such as the Ministry of Health and Long-Term Care, if health regulations or laws require personal information.

A public authority, another service provider or family member, where it is reasonably judged that there is an urgent threat to your safety or the safety of another person(s), or for purposes of legal or anticipated legal proceedings in relation to a CMHA Toronto program.

Other persons, if you agree, or when the law requires it, e.g., a Medical Officer of Health to diagnose, investigate, prevent, treat or contain communicable diseases.

Your Choices

You have the right to:

See and ask for a copy of your personal health information.

Ask us to make corrections to your personal health records if they are in error (subject to some legal restrictions).

Withdraw a consent previously given to us to use or share your personal health information.

How to Contact Us

If you have questions or concerns about our information and privacy practices, or if you want to find out how to look at your record, please contact:

Laura Monastero

Privacy Officer, CMHA Toronto

Tel: 416-289-6285 ext. 240 Fax: 416-289-6843

Email: privacy@cmha-toronto.net

If you have concerns about our information and privacy practices you have the right to contact:

The Information and Privacy Commissioner of Ontario

2 Bloor St. E., Suite 1400,
Toronto, Ontario M4W 1A8
416-326-3333

www.ipc.on.ca



700 Lawrence Avenue West, Suite 480,
Toronto ON M6A 3B4
Tel: 416-789-7957 Fax: 416-789-9079

1200 Markham Road, Suite 500,
Scarborough ON M1H 3C3
Tel: 416-289-6285 Fax: 416-289-6843

E-mail: info@cmhatoronto.net

www.toronto.cmha.ca



Our Commitment to Your Privacy & Confidentiality

This brochure describes CMHA Toronto's information and privacy practices.

It is your right to know how we collect, use and share your personal health information.



Privacy & Confidentiality

Our Commitment to Your Privacy and Confidentiality

The following describes CMHA Toronto's information and privacy practices. It is your right to know how we collect, use and share your personal health information.

We Require Your Consent

We need your permission to collect, use or share your personal health information.

Unspoken Permission (Implied Consent):

When you request and accept admission to our programs you are giving your permission to CMHA Toronto to properly use your personal health information.

However, it is our practice to ask you for your verbal or written permission to collect, use and share your personal health information.

Verbal or Written Permission (Express Consent):

For purposes other than providing your health care (e.g., insurance claims) we must get your verbal or written permission.

Protecting Your Privacy

We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal. And we conduct audits of our procedures to ensure that your personal health information remains protected.

Collecting Information

The personal health information we collect may include, for example, your name, date of birth, address, health card number, mental health history, health history and records of your health care at CMHA Toronto.

We also collect personal health information about you from other sources, such as hospitals, where you have received health care. We also conduct video surveillance in some of the housing programs for safety purposes.

Living

Working

Belonging

Using Your Information

Your information may be used for the following purposes:

Your Health Care:

Your information is recorded in a health record, and staff members of CMHA Toronto who are involved in your health care are required to read it to provide you with the best possible service. We also use your information to communicate and consult with other health care providers involved in your care.

Reviewing our Programs and Services:

Your records may be reviewed to evaluate the quality of programs and services offered at CMHA Toronto, but you will remain anonymous in all our reports. We may also contact you for your opinion when we do satisfaction surveys.

We use statistics to help us plan, evaluate and manage our services, and to report to our funders about our operations, but you will remain anonymous in all of our reports. We also use statistics for research purposes, and again, your information will remain confidential according to the standards set by the Research Ethics Board.

Administration of Rents:

CMHA administrative staff may have access to your contact information to process rent (if you live in CMHA housing).

Your information may be used for other purposes as permitted or required by law e.g., to take part in a court proceeding or a tribunal such as the Ontario Review Board or Landlord and Tenant Board.

