

# Protecting Your Privacy at EveryMind

Privacy Booklet

September 2020



**EveryMind**

MENTAL  
HEALTH  
SERVICES  
FOR YOU,  
WITH YOU.



EveryMind enriches the lives of children and youth who experience social, emotional and/or behavioural challenges by providing a continuum of high quality mental health services.

We collect basic information about you and your family so that we can provide the best service possible. We also collect information for our records, as the law requires us to. Each time you meet with us, we collect information about you. The information you give us about yourself and your family is important to the work we do together. We promise to keep all your information private and secure.

## How we use your information

At EveryMind we have rules, set out in a policy, about keeping your information private. We also have a Privacy Code that is based on the law and is also available on our website.

Your personal health information is used by your clinician, other professionals involved in your treatment, and students who are part of your treatment team. It helps us understand what your concerns are so that we can provide the best treatment for you and your family. The information you provide also helps us track your progress in treatment. In addition, the information we collect helps us run our organization and improve the quality of service we provide.

Sometimes the information we collect may be used as part of a research study to help us understand how we can improve mental health treatment. At times we may use your name, address or email to send you a client feedback survey and ask you to complete it. Your feedback from the survey helps us improve the services we offer. We may also write to you to help raise money for our programs and services.

## Your rights and choices

### Seeing your personal health information

You have a right to see your personal health information and to get a copy of it by asking us. Your written request may be made by completing the '*Request for Access*' form. We will reply to your request to see your information within 30 days.

### Correcting your clinical record

Once you have seen your record of personal health information, if you believe it is inaccurate or incomplete, you may ask for a correction. Your written request may be made by completing the '*Request for Correction*' form. We will reply to your request for a correction within 30 days. Note that we cannot correct a report that was created by someone else. You are entitled to be told the reasons for not making a correction and of your right to have a statement of disagreement attached to your record. When we correct a record, it must be done carefully so that the full corrected record remains visible, or by ensuring that the corrected version is readily available.

## Who can look at your information

When you seek mental health services from us, we assume that we have your permission to collect, use and share your personal health information with the health care providers who provide health care to you.

We give your information only to those people who need it for their work. We also give your information to those who have a right to it by law. These are the people who may see your information:

- **you, or the person responsible for making decisions for you,**
- **your clinician and other members of the treatment team who are part of our organization,**
- **your other health care providers (e.g. family physician, pediatrician) outside the organization so they can provide you with ongoing health care and follow-up,**
- **students and others training at our organization,**
- **staff doing approved research studies who do not need specific information that identifies you as a client,**
- **people who have a contract to provide services to our organization, and**
- **other people, if you agree and provide written consent, or when the law requires it.**

Health care providers who do not provide you with health care are generally not allowed to see your health information without your consent. In some circumstances, you can tell us not to share some or all of your personal health information with other people who provide you with health care. If you choose to limit how much of your personal health information we can share with your other health care providers, you should be aware that when we give out your personal health information to them, we are required to tell them when we think the information is incomplete, including when we think the missing information could affect your health care.

We are allowed or may be required to use and/or give out some of your personal health information without your consent in some situations. Some examples are:

- **when we suspect certain types of abuse,**
- **to reduce a significant risk of serious bodily harm to a person or to the public,**
- **in an emergency where the life, health, or security of an individual is threatened,**
- **to assist professionals who do health research, as long as strict privacy requirements are met, and**
- **for a legal proceeding, or to obey a court order or another legal requirement.**

## Information about our organization, client feedback surveys, research, and raising money

Sometimes we may use your information to write you or your family about:

- **Our organization and the programs and services**
- **A client feedback survey**
- **A research study, or**
- **Raising money to support our organization.**

### Information about Our Organizations

We may use only your name and address to send you information about our organizations and our services, for example, brochures or newsletters.

### Client Surveys

We may ask you to complete a client satisfaction survey by mail or email. If we ask you to complete one of these mail surveys, this is what happens:

- **We use only your name, address or email to send the survey.**
- **We use your answers to the survey to find out about the quality of the services you and your family received. This information helps us improve the services we provide in the future.**

### Research

If you agree to take part in a study, it is important to know that a Research Ethics Committee has already approved the study and the use of client or family information. The Research Ethics Committee is a group of people who make sure that all studies meet the highest standards for doing science properly.

### Raising Money

We may write you or your family when we are raising money. If this happens,

- **We use only your name and address to send you these letters.**
- **Any money you give our organization will be used for our programs and services.**

The services you and your family get from our organization will not be affected if you do not want to receive information about our organization, answer a client feedback survey, take part in a research study, or give money. If you do not want us to use your information for certain purposes, such as writing you about our organization, client feedback surveys, research, or raising money, please contact us. Give us your full name and a home phone number so we can call you in case we need to check the information.

## Who to contact if we are unable to work out your concern about how your personal health information has been handled

You may get in touch with the Information and Privacy Commissioner of Ontario about any decision, action or inaction that you believe does not follow the *Personal Health Information Protection Act*. For instance, you may wish to get in touch with the Commissioner if:

- you have been unable to work out a concern about how we have handled your personal health information,
- you have been unable to see all your personal health information, or there has been a delay in our response to your request, or
- you feel that the personal health information in your record is wrong and you have been unable to get us to correct the information.

You are required to put your concerns in writing and send them to the Commissioner. The Commissioner will try to work out the matter by connecting with you and our Privacy Officer. If your concern cannot be worked out in this way, the Commissioner has the power to investigate and to make an order that sets out what must happen. Here are the ways you can get in touch with the Information and Privacy Commissioner of Ontario:

### Information and Privacy Commissioner of Ontario

2 Bloor Street East

Suite 1400

Toronto, ON M4W 1A8

416 326 3333 or 1 800 387 0073

416 325 9195 **F**

416 325 7539 **TTYL**

[ipc.on.ca](http://ipc.on.ca) **W**

[info@ipc.on.ca](mailto:info@ipc.on.ca) **E**

## Who to talk to about your privacy concerns

Please come to us if you are unhappy about something that has been done with your personal health information. We want to work out your concern with you. To talk about your concern and see what can be done to fix the situation, please contact our Privacy Officer at:

### Privacy Officer

#### **EveryMind**

85A Aventura Court  
Mississauga, ON L5T 2Y6

905 795 3500 x2647 **T**

905 696 0350 **F**

privacyofficer@everymind.ca **E**

## Acknowledgements

EveryMind acknowledges the following brochures which served as models and/or sources of information. "Protecting the privacy of your information at Sick Kids. Information for Patients." Catalogue number: 36231. The Hospital for Sick Children, Toronto, Ontario. 2004. "Your Health Information and Your Privacy in Our Office." Jointly produced by the Information and Privacy Commission, Ontario; and the Ontario Bar Association.