



Statement of Information Practices

New Path's Commitment

To provide the best service possible, New Path Youth and Family Services needs to collect and use information, including personal health information, about you and your child/youth. We are committed to keeping this information safe and confidential. We follow rules set out in law about collecting, using and disclosing information and providing you with access to your information.

Collecting Your Personal Information

New Path collects personal health information about you and your child/youth in order to provide the most appropriate service to meet your needs. When we collect this information we will explain how we intend to use it and we will limit it to what is needed for these purposes. The personal health information we collect may include:

- Your own and/or your child/youth's name, date of birth, address, school or place of employment
- Information about the reason for the referral
- Information about your personal and family history
- Information about your/your child/youth's health history, records of your visits and phone calls to New Path and the services that you received during these visits.

Occasionally we may collect information about you and your child/youth from other sources if we have obtained your permission to do so.

Giving Consent

You have the right to consent to how your personal information is collected, used and shared, except in specific circumstances where the law authorizes sharing of information without consent such as

- when information is subpoenaed by a court of law
- when child abuse is suspected under the Child and Family Services Act .
- when a client is a significant danger to themselves or others

Consent can be **expressed** or **implied**.

In most cases, our staff will request your consent, called *express consent*, for the collection, use and sharing of your personal information. Sharing information with another professional is usually done by having you sign an *Authorization for Disclosure of Confidential Information* form but you can also be asked verbally to give permission if it is not possible within the timeframe to obtain a signed consent form. Your response in this case will be noted in your file. Before you sign the consent we will explain the purpose for which the information is being collected, used or shared.

When you are receiving service from one of our programs, our staff assume that you are in agreement with us sharing your information with other New Path staff and consultants who are involved in providing service to you and your family, unless you tell us otherwise. This may occur without directly asking you for your consent or requiring you to sign a consent form. This is *implied consent*. If you do not want us sharing information in this way, please let us know.

You may withdraw your consent for the use and sharing of your information by letting us know this in writing.

How We Use Your Information

New Path is committed to providing our clients with the best possible services to meet their goals. In order to do this, New Path may collect, use and disclose personal health information, when applicable, for the following purposes:

- Plan and carry out treatment of you, your child/youth and/or family, depending on the program
- Make referrals to other agencies on your behalf
- Improve our service by conducting quality improvement and risk management activities,
- Comply with legal and regulatory requirements
- including Children's Mental Health Ontario's Accreditation Site Review
- Conduct research and compile statistics
- Teach students and other professionals while protecting your privacy

Your Choices

By contacting us you may:

- request access to you and your child/youth's personal health information in New Path's records
- request a restriction on certain uses and disclosure of your information
- request a correction to incomplete or inaccurate information in your record
- withdraw permission to use or disclose your health information

However there may be certain legal exceptions to this.

Our Responsibility

- We take steps to protect your personal health information, both in written and electronic form, from theft and loss and as well as unauthorized access, copying, modification, use, disclosure and disposal.
- We will retain your personal information in accordance with legal requirements and for the time required for the purposes identified
- We conduct audits and complete investigations to monitor and manage our privacy compliance
- As part of our employment contracts, employees, volunteers, consultants and students are bound by an oath of confidentiality and are familiar with the policies and procedures that are taken to safeguard personal information.

How to Contact Us

If you wish to access, restrict certain uses or disclosure of your information or request a correction, please bring this to your worker's attention. If the issue is not resolved you may raise your concern with your worker's supervisor. If the issue is still not resolved to your satisfaction you may contact our Privacy Officer.

For more information about our privacy protection practices, or to raise a concern, contact:

Privacy Officer
New Path Youth & Family Services
165 Ferris Lane
Barrie, Ontario L4M 2Y1

Tel: (705) 733-2654 ext. 2522
Fax: (705) 735-6826

E-Mail: privacy@newpath.ca
Website: www.newpath.ca

Length of Retention of Information

Your written file is stored for 10 years following your date of discharge. Adult files are shredded at that time and child and youth files are stored electronically until 10 years following the individual's 18th birthday when they are deleted. There are some exceptions to this rule which will be explained to you when relevant. The written file is shredded when an electronic copy is made. Basic client information such as name, date of birth, reason for referral and dates and types of service are retained in the electronic client information system.

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If you do not feel that the issue has been resolved, or if you believe we have violated your rights, you have the right to complain to:

Information and Privacy
Commissioner of Ontario
2 Bloor Street East
Suite 1400
Toronto, ON M4W 1A8
Tel: (416) 326-3333 or
(800) 387-0073