

Policy & Procedure Manual

PRIVACY STATEMENT – AD-I-8

POLICY:

The privacy and confidentiality of personal information is of the highest importance to OPTIONS northwest. Our employees are bound by strict professional and ethical standards pertaining to the confidentiality of personal information.

Our objectives are to:

- Safeguard the confidential nature of the service relationship between OPTIONS northwest and individuals and families.
- Promote responsible and transparent personal information management practices.

Legislation that guides our Privacy Policy includes Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) and Ontario's Personal Health Information Protection Act (PHIPA).

PURPOSE:

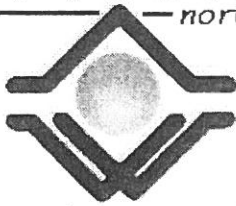
Some of the main purposes that we collect, use and disclose personal information are to:

1. determine eligibility for OPTIONS northwest services;
2. place, advocate for, or refer you to other community services;
3. co-ordinate the provision of service with other community services;
4. assess or review your abilities and your support needs;
5. establish and maintain helpful and responsible relationships with individuals and families that use our services;
6. maintain a record of volunteers, donors, and other supporters of OPTIONS northwest;
7. meet legal and regulatory requirements.

PROCEDURE:

The personal information typically collected and maintained by OPTIONS northwest includes an individual's:

1. Name
2. Mailing address
3. E-mail address



4. Telephone number
5. Date of birth
6. Next of kin
7. Emergency Contact Person
8. Social history
9. Education
10. Health information
11. Assessments
12. Place of employment/ occupation
13. Photographs
14. Interests and abilities
15. Involvement with OPTIONS northwest.

Not all of the information listed above is collected on each individual. The information collected is limited to the service, activity or purpose disclosed at the time of collection.

Your knowledge and consent are required when we collect, use or disclose your personal information. You have the right to withhold consent and to withdraw consent at a later time.

We will protect personal information through the use of security safeguards. Only those staff and other individuals associated with OPTIONS northwest with a need to know shall have access to your personal information.

Upon written request to the OPTIONS northwest Privacy Officer an individual will be informed of the existence, use and disclosure of his or her personal information and will be given access to that information. An individual will be able to challenge the accuracy and completeness of the information and request to have it amended as appropriate.

For more information or to complain about our Privacy Policy and procedures contact OPTIONS northwest Privacy Officer by:

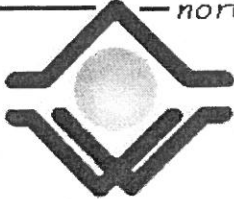
Telephone: (807) 344-4994

Mail: OPTIONS northwest
95 N. Cumberland Street
Thunder Bay, ON
P7A 4M1

Fax: (807) 346-5811

To contact the Privacy Commissioner of Canada call 1-800-282-1376 or visit the web site www.privcom.gc.ca

OPTIONS
— northwest



Personal Support Services

POLICY: AD-I-8
DEPARTMENT: Administration
CATEGORY: General
EFFECTIVE DATE: April 2010
SUPERSEDES REVISION DATED: N/A
Page 3 of 3

To contact Ontario's Information and Privacy Commissioner call 1-800-387-0073 or visit the web site www.ipc.on.ca

To contact the Ontario College of Social Workers and Social Service Workers call 1-877-828-9380 or visit the web site www.ocswssw.org

RECOMMENDED BY: Administration

APPENDICES: 0

OPERATIONAL ACCOUNTABILITY: Administration, Finance, Human Resources, Client Services Administration, Client Services, Community Resource Team

ORIGINAL POLICY DATE: April 2010

AUTHORIZED BY: Executive Director

SIGNATURE