



## How is my personal health information collected by Seniors' Services?

Seniors' Services is a division of Community Services at the Region of Waterloo. We collaborate with the community to plan, support and operate long-term care, residential and community programs in Waterloo Region. Seniors' Services is a "health information custodian" for the purposes of the *Personal Health Information Protection Act, 2004* (PHIPA). In accordance with PHIPA we collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may be in various forms and may include your name, date of birth, address, health history, payment information and the care that you receive. Occasionally we collect personal health information about you from other sources, if we have obtained your consent to do so or if the law permits.

## How is my personal health information used and disclosed by Seniors' Services?

We use and disclose your personal health information to:

- Notify you of an appointment or change to an appointment
- Conduct resident/tenant/client satisfaction surveys
- Plan, administer and evaluate programs or services
- Compile statistics
- Conduct research as approved by policy Seniors' Services Research Evaluation Framework
- Get payment for your treatment and care from OHIP, WSIB, your private insurer or others
- Provide treatment and care for you
- Support in situations of search and rescue
- Comply with legal and regulatory requirements
- Facilitate the federal and provincial government goals of providing Canadians with an electronic health record. This will improve resident/tenant/client safety, reduce wait times, avoid duplicate testing and enhance timely access to your personal health information. As these systems become established your information will be stored securely on shared health information databases, accessible only by your authorized health care provider

## What are my choices as a client of Seniors' Services?

You may withdraw your consent for the following uses and disclosures:

- Resident/tenant/client satisfaction surveys
- Some federal/provincial electronic health records systems
- The disclosure of your personal health information to other health care providers
- Voluntary health programs

You may access and correct your personal health records. Please contact the Seniors' Services Privacy Officer for more information on accessing, correcting or withdrawing your personal health information.

## Important information

- We take steps to protect your personal health information from theft, loss, and unauthorized access, copying, modification, use, disclosure and disposal
- We conduct audits and complete investigations to monitor and manage our privacy compliance
- We take steps to ensure that everyone who performs services for us, protects your privacy and only uses your personal health information for the purposes to which you have consented

## Who do I contact for more information regarding my rights as a client of Seniors' Services?

For more information about Seniors' Services privacy practices or to raise a concern you have with our practices, please contact us:

**Connie Lacy**

*Director, Seniors' Services*

247 Franklin Street North

Kitchener ON N2G 1Y5

519-893- 8494 ext. 6310

**E-mail:** [clacy@regionofwaterloo.ca](mailto:clacy@regionofwaterloo.ca)

**Website:** <https://www.regionofwaterloo.ca/en/health-and-wellness/sunnyside-campus.aspx>

You have the right to contact the Information and Privacy Commissioner/Ontario if you think we have violated your rights.

The Commissioner can be reached at:

**Information and Privacy Commissioner/Ontario**

2 Bloor Street East, Suite 1400

Toronto, Ontario M4W 1A8

Tel: 416-326-3333 or 1-800-387-0073

Fax: 416-325-9195

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