

---

**SOUTH-EAST OTTAWA  
CENTRE *FOR A HEALTHY  
COMMUNITY***

**PROGRAMS AND SERVICES**

---

**HEALTH & SOCIAL  
SERVICES**

**COMMUNITY & HOME  
SUPPORT SERVICES**

**BETTER BEGINNINGS  
BETTER FUTURES &  
EARLY YEARS INITIATIVES**

**COMMUNITY PROGRAMS**

**QUESTIONS AND  
COMPLAINTS**

If, at any time, you have questions or concerns about the treatment of your personal information or the protection of your privacy within South-East Ottawa Centre for a Healthy Community (SEOCHC) do not hesitate to raise the issue with either your service provider or the SEOCHC Privacy Officer. The Privacy Officer can be contacted at the address or phone number below. If you would like to view the SEOCHC privacy policy, please visit our website at [www.seochc.on.ca](http://www.seochc.on.ca)

Formal complaints can be made to SEOCHC Privacy Officer and in writing to the Ontario Information and Privacy Commissioner.

South-East Ottawa Centre  
*for a Healthy Community*  
1355 Bank Street, Suite 600  
Ottawa, Ontario K1H 8K7  
Phone (613) 737-5115  
Fax (613) 739-8199  
[www.seochc.on.ca](http://www.seochc.on.ca)

---

**PROTECTION  
OF YOUR  
PERSONAL  
INFORMATION**

---



**SOUTH-EAST OTTAWA CENTRE  
*FOR A HEALTHY COMMUNITY***

---

**CENTRE DU SUD-EST D'OTTAWA  
*POUR UNE COMMUNAUTÉ EN SANTÉ***

## PROTECTING YOUR PRIVACY

The collection of personal client information is fundamental to providing quality health and social services offered at South-East Ottawa CHC. Although the Centre has always understood the importance of confidentiality, we have taken additional steps to ensure the privacy and protection of your information in accordance with Canada's Personal Information Protection & Electronic Documents Act (2000) and Ontario's Personal Health Information Act (2004).

For your protection we have ....

- Approved a Privacy Policy for the Centre ([www.seochc.on.ca](http://www.seochc.on.ca)).
- Appointed a Privacy Officer to answer your inquiries or concerns.
- Set up safeguards in the handling of paper, electronic and verbal personal information.

## OUR COMMITMENT

South-East Ottawa CHC is committed to the protection of your personal information. This information is given to us in trust and will remain confidential.

1. All Centre staff and volunteers are committed to maintaining the confidentiality of your information.
2. When your service provider collects information from you, it will only be what is needed to enhance your care. You are not required to provide any information beyond what is required to fulfill the reason for your visit.

3. The Centre's service providers work in teams to provide you with comprehensive care and service. Information for your best care may be shared among those directly involved in your care. We will not share information about you with others outside the Centre without your permission, except under special circumstances (See Limits of Confidentiality).
4. The information in your records belongs to you; the physical records themselves belong to the Centre. You are welcome to read or have a copy of any part of your records.
5. We will be responsive to any questions or complaints you may have regarding the protection of your privacy at the Centre.

## LIMITS OF CONFIDENTIALITY

South-East Ottawa CHC may report information to third parties, without consent:

- If we believe that you are a danger to yourself or others.
- If we suspect that a child under the age of 16 is at risk.
- If our records are subpoenaed by the courts
- If you are considered by law to be unable to make informed decisions for yourself.

- In cases of a reportable communicable disease that must be reported to a Public Health agency
- To determine or verify your eligibility to receive health care benefits
- In cases of required reporting to the Workplace Safety and Insurance Board.

## ACCESSING YOUR INFORMATION

If you wish to access your records: Fill out a Release of Information Form and return it to your service provider. An appointment will be set up for you and your service provider to review the records. If you need a copy of your records, please let your service provider know in advance because we will need some time to prepare them. The Privacy Officer can assist you with this process.