



## Privacy and Confidentiality

The Centre is committed to meeting the highest standards with respect to maintaining the privacy and confidentiality of your information. Ways in which we work to maintain this are:

- Only asking you for information that will help us to provide you the best service possible
- Always asking for your consent prior to sharing any information (\*exceptions noted below).
- Each staff member, consultant and contractor is required to sign an Oath of Confidentiality
- Maintaining up-to-date policies and practices about how we collect, store and destroy your information, including:
  - Passwords, firewalls and safeguards in place for electronic files
  - Careful storage (double locked) and restricted access to paper files
- In the unlikely and unfortunate event that your privacy is breached (stolen, lost, shared or accessed by an unauthorized person), we will notify you at the first reasonable opportunity
- Consent may be withdrawn or limited by you during service

Information collected is used for the limited purposes of assessment, treatment planning and service provision, and is shared with staff at the Centre providing you service, and whoever you have consented to share information with.

Information will not be disclosed without consent, with the exceptions of:

- Where it is required by law (i.e. subpoena)
- in circumstances of imminent risk, including identified harm to self or others
- any allegation or suspicion of abuse or neglect of a child
- information may be reviewed by:
  - Ministry of Children and Youth Services (program funder and licensor)
  - Clinical Consultants (as described above)
  - Accreditation Site Review Team (accredits the Centre)

Should you have any questions or concerns about privacy or confidentiality, including:

- To access information pertained in your file
- To request a correction to information in your file
- To identify a breach of privacy
- For any general privacy or confidentiality question
- To access a complete copy of our policy (also available on our website at [www.lynwoodcharlton.ca](http://www.lynwoodcharlton.ca))

Please contact directly, or through your primary staff member:

Executive Director/Privacy Officer  
Lynwood Charlton Centre  
526 Upper Paradise Rd.  
Hamilton ON  
L9C 5E3  
905-389-1361