



## PRIVACY & CONFIDENTIALITY

**POLICY:** The health and personal information of all residents/clients/donors will be protected.

**OBJECTIVE:** To ensure that all health and personal information is protected from unauthorized access.

### **Procedure:**

1. All staff, volunteers and Board members are required to sign and abide by the Statement of Confidentiality, in order to protect the health and personal information of Clients and Residents.
2. Client/Resident/POA/Substitute Decision Maker consent will be obtained for collecting, using and disclosing health and personal information. This consent will remain valid until withdrawn in writing or verbally. All verbal consent or withdrawals of consent will be documented immediately by the staff member receiving the consent/withdrawal.
3. Information will only be collected, used, retained and disclosed as necessary to ensure the highest quality provision of care and /or service. This may include sharing information with other providers involved in Resident/Client care, in a written format or electronically.
4. All information will be stored and disclosed securely. Clients/Residents will be notified if information is stolen, lost or has had unauthorized access; the North Renfrew Long-Term Care Services Inc. Privacy Breach Protocol will be followed.
5. All Residents/Clients have the right to request, in writing, access to their personal and health information. North Renfrew Long-Term Care Services Inc. will respond to this request within 30 days. If there is a cost involved in meeting this request, the Resident/Client may be charged a fee to cover the costs incurred. An estimate of the fee will be given to the Resident/Client in advance, for example, \$30 for the first 20 pages and \$0.25 per page for subsequent pages.
6. Health and personal information that is found to be incomplete, misleading or inaccurate may be corrected at the written request of the Resident/Client/Substitute Decision Maker. North Renfrew Long-Term Care Services Inc. will respond within 30 days of receiving a correction request.

7. All health and personal information is retained as required by law. After this time, information is destroyed in such a manner as to maintain privacy.
8. Personal information related to donations will be used for fundraising purposes only. This information is not rented, sold or traded.
9. All staff will receive annual inservicing regarding the collection, use and disclosure of personal health information, safe and secure disposal of personal health information and a review of the Privacy Policy and Procedure.
10. If a Resident/Client/POA/Substitute Decision Maker believes that there has been a breach of privacy regarding their Personal Health Information or for further information regarding this Policy, inquiries and complaints should be directed to:

Privacy Officer  
47 Ridge Rd, P.O. Box 1988  
Deep River, ON K0J 1P0  
(613) 584-1900  
[nrltc@nrltc.ca](mailto:nrltc@nrltc.ca)

11. If an inquiry or complaint cannot be resolved at North Renfrew Long-Term Care Services Inc., the Resident/Client may initiate a complaint within one year to:

Information and Privacy Commissioner/Ontario  
2 Bloor St. East, Suite 1400  
Toronto, Ontario, M4W 1A8  
1-800-387-0073  
[www.ipc.on.ca](http://www.ipc.on.ca)

Mission Statement: Supporting people to achieve the best possible quality of life.  
Values: Respect: Excellence  
Quality Measurement: Provider Competence; Acceptability; Continuity of Care.

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