

With your consent, your personal information is shared with:

- Professionals such as medical specialists, family practitioners, psychiatrists, psychologists, social workers, school staff
- Agencies who could respond to your needs with services and supports
- People you tell us are contacts, such as family members or friends.

YSSN is required to share information with both parents when parents live apart and have equal access to their child.

When consent is not required:

The law says that we must share the information with the right authority if there is;

- Suspected abuse
- Neglect
- Danger of harm to self or others
- Urgent need for medical treatment
- Court order.

YSSN keeps your records safe and secure:

- We store our paper records in a locked room
- We use secure passwords for electronic information
- We train staff regularly about privacy security policies
- We follow laws about how long we must keep personal health information
- Staff must sign privacy and confidentiality agreements each year.

Breach in security

YSSN will contact you to let you know what is being done to address the situation if your personal health information is stolen, lost, or available to people you did not intend to see it.

Access to your YSSN record

You have the right to look at the information in your YSSN record and to ask us to make corrections if the information is wrong.

Please contact us if you would like to view your information.

You have the right to ask questions or make complaints related to privacy or use of information



Please contact our privacy officers:

Marilyn Graham

York Support Services Network
240 Edward Street, Unit 3
Aurora, ON L4G 3S9
Ph: 905-898-6455 or 1-866-257-9776 ext 2240

or,

Scott Belisle

York Support Services Network
240 Edward Street, Unit 3
Aurora, ON L4G 3S9
Ph: 905-898-6455 or 1-866-257-9776 ext 2371

You can also contact the Information and Privacy Commissioner of Ontario:

Information & Privacy Commissioner Ontario
80 Bloor Street West, Suite 1700
Toronto, ON M5S 2V1



YSSN is a non-profit organization that receives funding from the Ministry of Community and Social Services, the Ministry of Children and Youth Services and the Ministry of Health.



YSSN has been accredited by CARF for the following programs;

Assessment & Referral: Integrated Dual Diagnosis/MH (Adults)
Case Management Services Coordination: Integrated Dual Diagnosis/Mental Health (Adults, children & adolescent)
Crisis & Information Call Centers: Integrated Dual Diagnosis/Mental Health (Adults)
Crisis Stabilization: Integrated Dual Diagnosis/Mental Health (Adults)

Your privacy is important



York Support Services Network (YSSN) is responsible for ensuring that we follow the privacy rules of the **Personal Health information Protection Act**

Revision February 2016





Personal Health Information Privacy Statement

In this statement, when we say **you** or **your**, we are talking to people who are seeking or using our services and their guardians or caregivers.

When we say **we**, it means York Support Services Network (YSSN).

Your privacy is important:

We only collect information that we need to provide service such as:

- Name, phone number and date of birth
- Assessment information
- Health information including medical conditions
- Reports from professionals such as doctors, psychologists, or psychiatrists
- Information about your family
- Information about the supports and services you use or have used in the past.

We use the information to:

- Confirm eligibility
- Provide linkages to supports and services
- Understand your needs and urgency for service
- Identify programs that may interest you
- Comply with laws and regulations.

YSSN also uses the information for things not directly related to providing service to you. That includes:

- Developing statistical reports
- Program evaluation and ongoing service improvement
- Service planning

We do not identify you in any of these documents.

What is informed consent?

Before you let us use your personal health information, staff will talk to you about:

- **What** personal health information is being collected, used, shared and stored
- **Why** personal health information is being collected, used, shared and stored.
- **How** personal health information is being collected, used, shared and stored and with whom
- That you can choose to give, withhold, withdraw or place limits on the consent you provide
- That you can change your mind, at any time
- What could happen, good or bad if you give, withhold, withdraw, or limit consent.

If you change your mind about the decision you made you can:

- Give, withhold, withdraw, or place limits on the consent you provided
- Change what information is shared.

There are two kinds of consent:

1. **Implied consent;** this is only used when absolutely needed and the action taken is in your best interest. This is used for situations where it is reasonable for us to assume you would give your permission, if asked, but you are not able to right now.
2. **Express consent;** This is the most commonly used type of consent for situations where you are asked to provide your permission for specific purposes or actions.

Who can make the decision to give or refuse consent?

Some people make their own decisions about consent.

An arrangement can be made for someone to help you make decisions or make them for you as a Substitute Decision Maker. This can happen when it is too hard for you to understand and make decisions for yourself.

If the arrangement with the Substitute Decision Maker doesn't work, we can ask the Consent and Capacity Board or Public Guardian and Trustee to talk to you about your situation.