

## Welcome to the Children's Centre Thunder Bay

### Important Client Information

We are very pleased that you have chosen our Centre to work with you and your family. Whether you are a child, youth, parent or family, our commitment is to offer you the most appropriate service(s) that we can. The purpose of this letter is to provide you with important information about your Personal Health Information and the limits of confidentiality. We also want to hear from you if you have any concerns about our service and have also included information about our complaint process.

For more detailed information about your rights and responsibilities, our agency and mission, and the services we provide, please go to our agency website address at [www.childrenscentre.ca](http://www.childrenscentre.ca).

#### **How Do We Store Your Personal Health Information?**

All of the information we collect from you and the work we do together is kept in an electronic clinical record. We maintain confidentiality and privacy of all your information.

We protect your Personal Health Information by keeping it locked using electronic security passwords. When you are finished service and no longer a client of our Centre, we will securely maintain your file as required by law.

As a client, the information in your file is yours and we are responsible to look after it. We have many policies that guide how this works. You should know you have the right to:

- Access and review information about you, but not of other people.
- Correct any information in your file that is shown to be wrong or inaccurate
- Withdraw, amend or limit consent to share any of your information
- Be notified if your confidentiality is breached or information in your file is lost

Our Centre complies with the Personal Health Information Act (PHIPA), the Child, Youth and Family Services Act (CYFSA), and the Youth Criminal Justice Act (YCJA). If you have any concerns about your information, please ask your worker and program manager or contact the Children's Centre privacy officer, Dr. Fred Schmidt at 807-343-5016.

#### **What is Confidentiality?**

Confidentiality means we will protect your information and not share it without your permission. There are two ways that we may share information about you with others.

The first and most common situation is when you give us your consent to share information by signing an "Authorization for Release of Information". This allows us to share information verbally with others or provide others with clinical reports.

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The second way is under the law where we are required to break confidentiality and share information in the following situations:

- With a family member or other professional, such as police, if we believe there is a risk of suicide or physical harm to someone else
- The Children's Aid Society or Dilico Anishinabek Family Care if child abuse or neglect is suspected
- If ordered by the courts to release information or receive a police request to help find a missing person
- To the Ministry of Health and Long Term Care if there is suspicion of someone being mistreated in a long-term care facility
- With the provincial government, if required
- To the respective college of a regulated health professional who is suspected of sexual abuse

### **What if You Have a Concern or Complaint?**

If you have any concerns or complaints, we want to hear from you. There are a number of steps that you can take if there is an issue:

#### **1. Talk to your Worker(s)**

First, try to talk to your Worker(s) to resolve the problem. If you are not satisfied, then go to the Program Manager. If you do not want to tell your Worker(s) how you feel, then you can ask to talk to the Program Manager first.

#### **2. Talk to the Program Manager**

Tell the Program Manager your concerns. They will make every effort to address your concerns as quickly as possible. The Program Manager will get back to you within 10 working days to let you know what has been done to address the problem.

#### **3. Talk to a Director**

If steps 1 and 2 did not help, then talk to a Director. This person will meet with you and all the others involved. The Director will write to you within 10 working days to let you know what has been done to address the problem.

#### **4. Talk to the Chief Executive Officer (CEO)**

If you are still not happy with the result, you can call or write to the CEO. The CEO will write to you within 10 working days to let you know what has been done to address the problem.

At any time, you can also contact The Ombudsman Office by calling 1-800-263-2841 or e-mailing the Ombudsman office at [cy-ej@ombudsman.on.ca](mailto:cy-ej@ombudsman.on.ca)

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### **Information about Our Use of Video-Based Services**

CCTB believes that providing video-based services can be a useful and sometimes preferred way to work with you. There is a lot of research which shows that video-based services can be equally helpful as doing in-person work. Many clients also report high levels of satisfaction.

It is also important to remember that technology works great...when it works. There may be times when difficulties occur. Please be patient when first starting to do video-based meetings.

### **Potential Benefits of Video Meetings**

CCTB supports the use of video-based services because of the many benefits it may have for you. For example, it may improve the quality of service you receive by:

- Decreasing travel time and costs
- Increasing access to service
- Reducing missed appointments due to weather or transportation difficulties
- Providing service when you are ill and can't have physical contact with others

### **Potential Risks with Video Meetings**

We want to make sure you understand that your privacy is important to us. As with any service, there may be potential risks. Use of video-based services is no different. These risks may include:

- Technology may not work or the internet connection may be weak
- You may have less privacy or it is difficult to find a secure safe place to hold the video meeting

### **Our Privacy and Security Efforts**

We want to assure you that we take your privacy seriously and have taken steps to increase the security of video-based services. For example, we do the following:

- We use a secure software program to ensure your privacy (i.e., Zoom Healthcare Provider license)
- We conduct Zoom video meetings using a password protected sign in
- We try to work closely with you to improve the level of security and privacy on your end