

# Privacy Statement

## Your Privacy is Important

This brochure outlines your privacy rights and provides information about our privacy practices, which comply with the Personal Health Information and Protection Act to promote the Social Inclusion of Persons with Developmental Disabilities Act (SIPDDA).

If you have any questions about this information, you are welcome to contact us.

1-855-277-2121

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 Your Support Services Network (YSSN) as administrator/host agency of Developmental Services Ontario Central East Region (DSO CER.)

## Your Privacy is Important

Developmental Services Ontario Central East Region (DSO CER) has a professional responsibility to keep information about you confidential and to protect your privacy.

We only collect information that is reasonably necessary for us to provide service such as:

- Name, phone number and date of birth
- Assessment information
- Health information including medical conditions
- Psychological reports
- Information about your family
- Information about the supports and services you use or have used in the past

## How We Use the Information

The information we collect is used by DSO CER 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

**DSO CER also uses information that does not list your name for things not directly related to providing service, such as:**

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

In order to match you with third party service providers who best meet your needs, it may be necessary for us to disclose your personal information to these agencies. In making these disclosures, we will balance the need to maintain your confidentiality with the need to provide agencies with sufficient information to assess their ability to provide safe and high quality services.

**What is Informed Consent?**

Before you give DSO CER permission to collect, use, share and store your personal health information, staff will talk to you about the following:

- **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 may **choose** to give, withhold, withdraw or place limits on the consent you provide
- That you may **change your mind**, at any time
- The **positive and negative consequences** of giving, withholding, withdrawing or limiting consent

**If you change your mind about the decision you made.**

You can talk to the DSO CER staff to:

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

**There are Two Types of Consent:**

1. **Implied Consent:** refers to situations in which it is reasonable for DSO CER to assume you would give your permission, if asked. DSO CER relies on this type of consent when it is absolutely necessary and the action taken is in your best interest.
2. **Express Consent:** refers to situations where you are specifically asked to provide your permission for an action DSO CER staff needs to take. This type of consent is the most commonly used at DSO CER.

## Who Can Make the Decision to Give or Refuse Consent?

- Some individuals make their own decisions about consent
- If it is too difficult for you to understand and make decisions, then an arrangement is made for someone to help you make decisions or make them for you. This is known as a Substitute Decision Maker
- If the arrangement with the Substitute Decision Maker doesn't work out, DSO CER staff can ask the Consent and Capacity Board or Public Guardian and Trustee to talk to you about the situation

## We Keep your Record Safe and Secure by:

- Storing your paperbound records in a locked room
- Using security codes and passwords
- Training staff regularly about privacy and security policies.
- Following laws about how long we must keep personal health information in your DSO record
- Having staff sign agreements that state they will keep your information as private and secure as possible.

## How We Share Your Personal Information

With your consent, your information may be shared with:

- Other professionals such as medical specialists, family practitioners, psychiatrists, psychologists, social workers or school staff
- Agencies who are funded to provide developmental services and supports in Central East Region
- People you identify as contacts, such as family members or friends

When parents live apart and have equal access to their son or daughter, DSO CER is required to share information with both parents.

Information collected is stored in a Ministry of Children, Community and Social Services provincial database and is viewable by other DSOs when appropriate to support planning and provincial level initiatives.

Be advised that if there is suspected abuse, neglect, a danger of harm, urgent need for medical treatment or a court order, the law says that we must share the information with the authorities right away.

Personal information that you have provided to the DSO CER will be accessed by the Ministry of Children, Community and Social Services. This information is necessary to allow the ministry to forecast and plan the need for developmental services and supports and will be used for that purpose only. The collection of this information is authorized under subsection 35(1) of the Social Inclusion of Persons with Developmental Disabilities Act (SIPDA), 2008.

## Breach in Security

If something unexpected happens and your personal health information is stolen or lost, DSO CER will contact you to let you know what is being done to address the situation.

## Access to Your Information

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

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

Questions and Complaints:

Please contact our Privacy Office:

Marilyn Graham or Scott Belisle  
Your Support Services Network  
240 Edward St. Unit #3  
Aurora ON L4G 3S9  
Ph: 905-898-6455 or 1-866-257-9776 ext. 2240 or ext. 2371

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

Information & Privacy Commissioner/Ontario  
80 Bloor Street West, Suite 1700  
Toronto, ON M5S 2V1  
Ph: 1-800-387-0073 or 416-326-3333  
[commissioner@ipc.on.ca](mailto:commissioner@ipc.on.ca)

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



YSSN business and privacy practices meet CARF accreditation standards.