

At Grandview Children's Centre, we are committed to protecting the privacy of our clients and their families.

Collection and Use of Personal Health Information

To provide the best care possible, we need to collect and use information about you and your family. We will make sure that all your information is kept private.

The personal health information we collect and use may include, for example, your name, address, birth date, health history, records of client visits with Grandview Children's Centre and the care received during those visits. We may collect personal health information from other sources if we have your consent or if the law permits.

Your personal information is stored in a safe and secure environment and is collected and used to:

- assess client needs
- provide, monitor and evaluate client care
- communicate with families and with other care providers
- deliver safe and efficient care and ensure continuous high quality service
- meet legal requirements
- identify information for strategic planning and decision making
- verify accountability with funding bodies and internal processes
- assist with quality assurance, risk management and outcome measurement activities to be accountable to our funding partners
- conduct research

Limited information (such as your name, address and email address) may be used by Grandview or its Foundation to request your participation in a survey, to provide you with news about our programs, services and special events or for fundraising purposes to improve our health care services.

Sharing Client Information

To ensure the best client care, Grandview may share your personal health information with those people who need it for their work with you and your family or with those who have a right to it by law. This could include:

- therapists, medical staff and associates, both within and outside of Grandview
- student trainees, volunteers, and support staff
- authorized individuals who are reviewing records for quality improvement purposes
- other individuals, if you agree, or when the law requires or permits it.

Parents/legal guardians receive copies of Grandview reports regarding their child and are encouraged to share this information with other involved agencies and individuals.

Information from your child's record may be used (without identifying information) for research purposes.

Client/Family Choices

The client and family may ask to review their personal health information and may seek correction of information that is believed to be inaccurate.

The client and family may withdraw consent to some of the above uses and disclosures by contacting our Privacy Officer.

If you have questions or concerns about the privacy of your personal information, please contact our Privacy Officer at 905-728-1673, ext. 2259