

# Privacy Policy (Standard A13)

## Privacy Plan

As an organization working with personal health records, the Child Development Centre of Prince George and District (CDC) is accountable to comply with all relevant legislation, including the *Personal Information Protection Act (PIPA), 2003*. The CDC shall implement a Privacy Plan in accordance with legislation.

In accordance with the *Personal Information Protection Act, 2003*, the CDC has developed a Privacy Plan in order to make sure that all clients/families are being treated in a consistent manner.

### 1. Information Practices

The CDC shall have in place information practices that comply with the requirements of the *Personal Information Protection Act* and its regulations.

### 2. Written Public Statement

The CDC shall make available to the public a written statement that:

1. provides a general description of our information practices
2. describes how to contact our Executive Director
3. describes how a client/family of the CDC may obtain access to or request correction of their record of personal information
4. describes how a client/family of the CDC may withhold or withdraw consent
5. describes how to make a complaint to the CDC and to the Commissioner under the *Act*

### 3. Collection, Use and Disclosure of Personal Health Information

The CDC shall post and make available information describing the purposes of CDC's collection, use and disclosure of personal information as permitted by law.

### 4. Contact Person

The CDC shall designate a contact person to perform the functions as set out in the *Act*. At the CDC this contact person shall be named the Executive Director.

### 5. Functions of the Executive Director

The Executive Director of the CDC shall make sure that employees and all other agents of the CDC are appropriately informed of their duties under the *Act*.

## **6. Privacy Committee**

The Senior Management Team shall be designated as the Privacy Committee.

## **7. Functions of the Privacy Committee**

The Privacy Committee shall be responsible to provide oversight of the privacy practices of the CDC.

## **8. Security**

The CDC shall take reasonable steps to make sure personal information in its custody or control is protected against theft, loss and unauthorized use or disclosure and to make sure that the records containing the information are protected against unauthorized copying, modification or disposal.

## **9. Handling of Records**

The CDC shall make sure that the records of personal information that it has in its custody or under its control are retained, transferred and disposed of in a secure manner and in accordance with the prescribed requirements, if any.

## **CDC Information Practices - Commitment to Your Privacy**

### **Collection of Personal Information**

The CDC knows it is important to protect personal information. We collect personal information about clients from clients/parents/guardians. The personal information that we collect may include, for example, client name, date of birth, address, health history, records of visits to the CDC and the care that was given during those visits. At times we gather personal information about clients from other places, if we have been given client/parent/guardian consent to do so or if the law permits. Personal information will be held within an electronic system. We limit collection of information to what is required to provide care to our clients.

### **Uses and Disclosures of Personal Health Information**

We use and share personal information to:

- assess, treat and care for clients and families safely and efficiently while giving high quality service
- allow us to efficiently advise of treatment options and follow-up on treatment and care
- communicate with other providers involved in care

- plan, administer and manage our internal operations including booking, confirming and scheduling appointments, completing statistics
- conduct risk management activities
- conduct quality improvement activities, such as sending satisfaction surveys
- teach and demonstrate on an anonymous basis
- comply with legal and regulatory requirements
- comply generally with the law

## **Your Choices**

Clients/ parents/legal guardians may get and/or ask for correction of their personal records, or withhold or withdraw their consent for some of the above uses and disclosures, by getting in touch with us and we will explain what the result of that decision might mean, and the way it will be done . Please note legal exceptions apply.

When the CDC gets special requests, such as a request from a new source, we will get in touch with you for permission to release information. We may also advise you if such a release is appropriate.

## **Important Information**

- We take steps to protect your personal information from theft, loss and unauthorized access, copying, changes, use, disclosure and disposal
- We conduct audits and complete investigations to monitor and manage our privacy compliance
- We take steps to ensure that everyone who performs services for us protect client privacy and only use personal information for the purposes for which clients have given consent
- We comply with provincial privacy legislation by having a Privacy Plan that is available upon request

## **How to Contact Us**

**The CDC's Executive Director** is Darrell Roze.

For more information about our privacy protection practices, or to raise a concern you have with our practices, contact us at:

Child Development Centre of Prince George & District  
1687 Strathcona Avenue  
Prince George, BC V2L 4E7  
(T) 250-563-7168, ext 207  
(F) 250-563-8039  
(E) [darrellr@cdcpge.org](mailto:darrellr@cdcpge.org)

You have the right to complain to the Office of the Information and Privacy Commissioner for British Columbia if you think we have violated your rights. The Commissioner can be reached at:

**Office of the Information and Privacy Commissioner for BC**

PO Box 9038 Stn. Prov. Govt.

Victoria, BC V8W 9A4

(T) 250-387-5629

(E) [info@oipc.bc.ca](mailto:info@oipc.bc.ca)

**Privacy and Consent Guide for Families**

**What Families Need to Know About Information Sharing**

In order to develop a care plan and provide your child and family with the services that best meet your needs, staff at the CDC will ask for information about your child and family.

**With Your Consent This Information is Shared**

- By only those professionals and organizations serving your child and family
- Through verbal and written communication, and in an electronic record

**The electronic record lets the CDC staff working with your child and family view and write down information about your child in a secure and confidential manner. It also means that you don't have to repeat information as often and lets your team build on past progress and experience.**

*Community partners included in your consent are listed on the Consent to Obtain/Release Information form. You can say if you do not want to share certain information or if you do not want to share with certain people.*

**Your Child's Electronic Record is Secure and Protected**

This web-based shared electronic record uses the same technology that is used for online banking. In order for members of your child's team to use your child's electronic record, they must:

- Be authorized by the CDC to access your child's password-protected record
- Attend training on the electronic record and related privacy policies and guidelines
- Sign a confidentiality agreement

## **Type of Information Shared**

Typically, the following information may be collected and stored within the electronic record and shared with the professionals working with your child and family:

- Contact and Demographic information
- Birth and Developmental History
- Interview and Assessment information
- Relevant reports such as Diagnostic, School and Transition reports
- Care Plans
- Assessment Reports
- Progress Notes

**Your consent will be documented in the shared electronic record. Please help us to keep information accurate and up-to-date. Tell your team of any changes.**

## **Your Right to Privacy**

Privacy legislation protects your right to:

- Consent to how your information will be used and shared. In order for your consent to be valid, you must be given enough information for your consent to be knowledgeable. We encourage you to ask any questions you need to so that you understand how staff will use and protect your information.
- Staff will talk with other CDC staff on your team in order to provide service and treatment. This is implied when you are referred to the CDC. You may withhold this consent by telling us if anyone should be excluded.
- Withhold or withdraw consent for information sharing, except in specific circumstances where disclosure is legally required under the *Child, Family and Community Service Act* or ordered by a court.
- Provide consent in verbal or written form.
- Ask to access to your child's electronic record and the information in it.
- Ask that a correction be made to the record.

## **Our Commitment to Your Privacy**

- All CDC staff are required by law to protect the information you share in strict confidence. We must make sure that you understand why certain information is being shared, who it is being shared with, and get your agreement for information sharing before any confidential information is used or shared.
- CDC staff will only collect the information we need to do our jobs.
- If you do not consent to share confidential information your wishes will be respected, except when that places someone at increased risk of significant harm. Everyone has a duty to report under the *Child, Family and Community Service Act*.

- If a limitation is placed on consent for information sharing, it cannot restrict recording of personal information that is required by law or established professional standards.
- CDC staff will make sure that information shared is as accurate and current as possible.
- The CDC will give you access to the information contained in the electronic record, upon request.
- The CDC will comply with relevant privacy legislation. This includes having a Privacy Plan that is available upon request.

### **How to Provide Consent for Information Sharing**

You can provide consent to a service provider working with your child. Your consent will be noted in the electronic record. The Consent to Obtain/Release Information form is a guide for providing this consent.

*For further information about the collection, use or sharing of personal information, or to discuss any concerns you may have, please contact Darrell Rize, Executive Director, CDC at 250-563-7168 or email [darrellr@cdcpq.org](mailto:darrellr@cdcpq.org). If you have a concern about how your information has been handled, you may call the Office of the Information and Privacy Commissioner for BC at 250-387-5629.*