



ESS Support Services Privacy Statement

Policy Statement

ESS Support Services protects the privacy and confidentiality of personal health information by collecting, maintaining, disclosing, securing and destroying private client information in accordance with the Personal Health Information Protection Act, 2004, (PHIPA).

Collection of Personal Health Information

ESS Support Services collects personal health information about you directly from you or from the person acting on your behalf. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits. The personal health information that we collect and document in your ESS Personal Health Record includes:

- Your personal health history, including your current physical and mental health status
- Your health card number
- Your family and / or caregiver support needs
- Your ESS care / service plan
- Services received from ESS, including associated fees and payments

Use and Disclosure of Personal Health Information

The personal health information that you share with us belongs to you. We only collect information that is necessary to:

- Provide you with services and programming (determine eligibility, service planning and delivery)

In addition, we may use your information to:

- Monitor quality of services that you are receiving
- Educate our staff
- Comply with legal and regulatory requirements
- Plan and evaluate services

Your personal health information cannot be used for any other purposes without your permission.

Your Choices

You may access and correct your personal health records, or withdraw consent for the some of the above uses and disclosures by contacting us (subject to legal exceptions).

Important Information

- We take steps to protect your personal health information from theft, loss, and unauthorized access, copying, modification, 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 your privacy and only use your personal health information for the purposes you have consented to.

How to Contact Us

For more information about our privacy protection practices, please contact our Privacy Officer:

Bozena Michalik, Privacy Officer
2245 Lawrence Avenue West
Etobicoke ON M9P 3W3
416-243-7987 fax
416-243-0127 ext. 240 phone
bmichalik@esssupportservices.ca

If you have any concerns about how your health information is being handled, you have the right to contact the *Information and Privacy Commissioner of Ontario*:

2 Bloor Street East, Suite 1400
Toronto ON M4W 1A8
416-326-3333 or 1-800-387-0073 phone
<http://www.ipc.on.ca> on-line