

The York Centre's Protection of Privacy

The York Centre is committed to meeting the privacy standards established by relevant legislation, including Ontario's Personal Health Information Act (PHIPA). Our practices are designed to assure the security of the disclosure of the personal information of our clients, staff, volunteers, etc. Unless otherwise required by law, The York Centre does not share personal information with third parties without specific consent.

For Clients:

For clients (children, youth and families), we collect personal and health information that may include their name, address, date of birth, health card information, and personal/family information related to assessment, counselling and treatment. We do not share identifying client information with anyone outside of The York Centre circle which includes (e.g. consultants, legal counsel, accreditors, etc.) without specific consent. We share information with other professionals, hospitals, agencies and schools who are involved in the care, education and treatment of clients only when the client (age 16 and over) or parent/authorized caregiver (for child or youth under age 16) provides consent for us to do so. The only exceptions are legally necessary disclosures ordered by a subpoena or required to notify authorities in situations of suspected abuse, neglect, or imminent harm.

For clients, personal information may be used:

- To provide assessment, counselling, treatment services and supervision
- For quality assurance purposes, including feedback on how effective and helpful our services have been, to allow us to improve our services
- To comply with all legal and regulatory requirements
- To contact individuals regarding upcoming events, activities, and programs that may be of interest
- For fundraising purposes
- Aggregate or anonymous information that will not be linked to identified individuals may be used for research and program evaluation purposes, and for education and professional development of our staff. In the case of specific research initiatives requiring direct client participation, we are governed by specific research policies and will obtain specific informed consent where required.

For Donors:

We do not sell our donor or volunteer lists and we do not release information on our donors/volunteers without their consent.

For donors, personal information may be used:

- To issue charitable tax receipts and acknowledge donations
- To share information regarding upcoming events, activities, and programs that may be of interest
- For future fundraising purposes

For Employee/Volunteers/Consultants: For employees, volunteers and consultants, we collect personal information that may include name, address, SIN, proof of professional education/registration, and criminal record check information. We do not release personnel-related information without the consent of the employee except to agents of the organization (e.g. payroll services, group insurance provider) as required in the course of conducting regular business practices.

Safeguards and Security

All agents of The York Centre, volunteers, Directors and accreditors are bound by an oath of confidentiality with respect to personal information obtained in the course of their work with the Agency. All information is protected by physical and electronic security measures appropriate to the nature of the information, and is accessible only by authorized personnel.

Retention of Personal Information

We keep personal information in active files or systems only as long as needed to meet the purposes for which it was collected, as required by law, specific Agency policy or, where applicable, for the appropriate statute of limitations period. Client and personnel records are maintained in secure storage indefinitely.

Access to Personal Information

Individuals have the right to access their personal information and to verify or correct the information if it is shown to be inaccurate. Individuals may request access to their information and/or information related to its use, retention and disclosure at any time by contacting The York Centre Privacy Officer at 905-887-5896, ext. 224.

For more information on The York Centre's privacy policies or to report any breach or suspected breach of confidentiality please contact:

Dean Rokos (Executive Director/Privacy Officer)
The York Centre for Children, Youth and Families
11225 Leslie Street
Richmond Hill, ON L4S 1N5
dean.rokos@theyorkcentre.ca