



Your Privacy is Important to Us

Griffin Centre is committed to protecting the privacy of clients/participants in accordance with the Canadian Centre for Accreditation (CCA) standards, the Personal Health Information Protection Act (PHIPA) and The Personal Information Protection and Electronic Documents Act (PIPEDA), and takes the utmost care in the collection, use, security and disclosure of personal information related to its clients, staff, volunteers, consultants, donors and business associates.

Questions / Concerns

Griffin Centre's/Privacy Officer is the Director of Finance, Facilities and Information Technology. If you have any concerns regarding a breach of confidentiality, the Centre's Privacy Officer should be contacted.

For more information on Griffin Centre privacy practices, or to address concerns that you may have, please contact:

Privacy Officer,
Director of Finance, Facilities and Information Technology,
1126 Finch Ave. W, Unit #16,
Toronto, ON, M3J 3J6

You can contact the Griffin Centre Privacy Officer with your concerns, questions or feedback via email at mescobar@griffincentre.org.

Alternatively, you may call 416- 222-1153; press "0" and ask to speak with the Centre's Privacy Officer/Director of Finance, Facilities and Information Technology.

You may also leave your concern in writing by placing your comment in an envelope. Mark the envelope "ATTN: Griffin Centre Privacy Officer". Leave it with the receptionist at either 1124 Finch Ave. W. Unit #1 or 1126 Finch Avenue W. Unit #16.

What, Why and How:

Unless otherwise required by law, Griffin Centre does not share personal information with third parties without specific consent.

Information Collected

Griffin Centre collects personal information of individuals and their families receiving service that may include name, address, date of birth, health card information, and personal/family information related to assessment, counselling and treatment. Personal information collected is limited to what is necessary to provide service.

For staff, volunteers and consultants, we collect personal information that may include name, address, SIN, proof of professional education/registration, and criminal record check information.

How We Use the Information Collected

The personal information for clients may be used:

- To provide assessment, counselling and treatment services;
- For quality assurance purposes;
- For educational and professional development of our staff;
- For evaluation of Centre programs;
- To comply with all legal and regulatory requirements
- To inform individuals of upcoming events, activities and programs;
- For fundraising purposes;
- For research purposes where aggregate or anonymous information is utilized, that cannot be linked to individuals. In the case of specific research initiatives where client participation is required, we will obtain specific informed consent to

**Griffin Centre
Mental Health Services**

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participate.

With your permission, the personal information collected from donors may be used to issue charitable tax receipts, acknowledge donations, to share information regarding upcoming events/activities/programs, and future fundraising activities.

Disclosure of Information

In providing service to our clients, we do not share personal information with anyone outside of Griffin Centre and our agents (e.g. consultants, accreditors, legal counsel) without specific consent. When a client (age 16 and over) or parent/guardian (for a child or youth under age 16) provides consent, we share information with other professionals, hospitals, agencies and schools who are involved in the care, education and treatment of the client.

The only exceptions are:

- legally necessary disclosures ordered by a subpoena;
- requirements to notify authorities in situations of suspected abuse, neglect or imminent harm; or
- information required by the Ministry to meet licensing and reporting requirements.

Griffin Centre does not release personnel information of its staff and consultants without the consent of the employee except to agents of the Centre (e.g. payroll, insurance provider) as required in the course of conducting regular business practices.

Information regarding the Centre's donors and volunteers is not released without their consent.

At any time, consent to release information can be revoked.

Safeguards

All agents of Griffin Centre, including staff, volunteers, Directors, consultants and accreditors are bound by an oath of confidentiality with respect to personal information obtained in the course of their work with the Centre. This oath is taken upon commencement of their involvement and continues indefinitely.

Personal information may be stored in paper or electronic files. All information is protected by physical and electronic security measures and is accessible only by authorized personnel.

Retention

Griffin Centre keeps personal information only as long as needed to meet the purposes for which it was collected, as required by law, specific Centre policy or, where applicable, for the appropriate statute of limitations period. Client records are maintained in secure storage indefinitely.

Accuracy

Griffin has well-defined practices in place to ensure that information is accurate, complete and up-to-date. We depend on you to advise us of any changes to your personal information and we will promptly correct any information that is found to be incorrect or incomplete.

Access

Individuals have the right to access their personal information and to verify or correct the information if it is shown to be inaccurate. Griffin has specific policies in place related to access and disclosure of client records. You may request access to your information by speaking with your worker, who will inform you of the process outlined in our policies.

Questions / Concerns

As noted above, if you have any concerns regarding a breach of confidentiality, the Centre's Privacy Officer should be contacted.

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griffin centre
EVERYBODY COUNTS

You may also make a complaint about our information and privacy practices to the Information and Privacy Commissioner at:

Information and Privacy Commissioner/Ontario
2 Bloor Street East, Suite 1400
Toronto, ON
M4W 1A8

T: 416-326-3333
T: 1-800-387-0073 (Long distance within Ontario)
F: 416-325-9195
TDD/TTY: 416-325-7539

Pour joindre l'agente des communications bilingue, veuillez composer le 416-326-4804

E: info@ipc.on.ca



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