



## **VON Canada Privacy Statement (Federal – PIPEDA)**

VON is committed to protecting your privacy and meeting all the requirements of the Federal, Personal Information Protection and Electronic Documents Act (PIPEDA), also known as Bill C-6. PIPEDA became effective January 1, 2004.

### ***What is Personal Information?***

Personal Information is any information that can be used to distinguish, identify or contact a specific individual. It is information concerning your personal identification, your health status, your activities and views, and any health services provided.

### ***What information does VON Collect?***

- Your name, primary address and phone number
- Your date of birth
- Your provincial health card number
- Languages spoken
- Level of education
- Marital status
- Family contacts
- Facts about your health, health care history and activities and views pertinent to social and health services
- Facts about payment for your health care
- Your preferences and satisfaction about the care you have received.

### ***What will VON do with the information?***

- Assess your needs based on the information collected..
- Provide health and social support services relevant to your needs.
- Share your information with others involved in planning and providing your care.

### ***Can you refuse to provide information?***

The choice to share personal information is yours. However your decision to withhold information may limit our ability to meet your needs.

### ***Who will VON share/ disclose information to if you give your consent?***

To meet your identified needs and provide service, there is a need to communicate with the health care team involved in your care (“Circle of Care”). The consent you sign on admission to VON services allows VON to share information with the following health team members as needed:

- Home Care Funders (e.g. CCAC, HCNS, Regional Health Authorities)
- Health Care Team (e.g. physician, pharmacist, physiotherapy, emergency contact person)

- VON Team Members (e.g. manager, scheduler, RN, RPN, PSW, Volunteer)
- Other contractors, funders (e.g. WSIB, Insurance company, DVA, MOH)
- Designated family member
- Quality reviews (e.g. chart audits, by regulatory bodies: College of Nurses)

Disclosure of personal health information beyond the above would require VON to ask you for additional consent. If you identify any exceptions to the sharing of information, it will be recorded and respected.

***How does VON protect my health records?***

If you are receiving services in your home, VON routinely keeps the health record in the home. Should you wish to have your health record kept at the VON office, please advise a VON Staff member. If you are receiving services at another preferred site, then the record will be kept in a secure location.

Once you are no longer receiving VON services, your health record will be stored at the VON office. VON follows detailed policies to ensure confidentiality, retention and destruction of all documents containing personal information. VON takes all reasonable steps to protect your personal health information from loss, unauthorized access, destruction or alteration.

***Can I view my health record for any changes or corrections?***

VON staff/volunteers will make every effort to ensure that your personal health information is accurate, complete and up-to-date. If there are changes to your information please notify us as soon as possible.

If you believe that the information in the health record may be inaccurate, we have a procedure that outlines how you may access, verify and correct the record.

***How can I request to access my health record?***

If the health record is in your home, please feel free to look at it. If any questions or any thing is unclear please ask a staff /volunteer for clarification or for further direction.

If your health record is in the office, you may request to review it in writing. VON may take up to 30 days to respond to your request. VON will check your photo identification to ensure your confidentiality and will ask you to sign a release for the record.

**If you wish to obtain more information or speak to someone at VON about privacy issues please contact the Privacy Officer: Judith Shamian  
Address and Phone number: 110 Argyle Avenue, Ottawa, ON K2P 1B4  
613-233-5694 ext 2272**