



Hutton House Association for Adults with Disabilities

HUTTON HOUSE PERSONAL INFORMATION PROTECTION POLICY





<i>Approved by Board of Directors</i>			
<i>Date</i>	<i>President's Signature</i>	<i>Date</i>	<i>President's Signature</i>
February 18, 2004		May 19, 2021	
March 19, 2014		June 15, 2022	
February 17, 2016			
June 19, 2019			
November 18, 2020			

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PERSONAL INFORMATION PROTECTION POLICY

PHILOSOPHY

The Hutton House philosophy is one of support, inclusion and a view toward participants and their families that:

- Fosters a climate of understanding and respect for the privacy, dignity and worth of each person.
- Respects and encourages personal choice and self-direction.
- Strives to support individuals by building on their strengths, abilities and interests.
- Promotes independence and involvement in the community.

STATEMENT OF PRIVACY

Hutton House affirms the fundamental right to privacy of all individuals and is committed to the ethical collection and use of personal information by ensuring compliance with the laws and regulatory obligations under the Personal Information Protection and Electronic Documents Act (PIPEDA).

SCOPE

This policy covers all personal information related to participants, employees, students, volunteers and customers, both actual and prospective.

PURPOSE

The purpose of the Personal Information Protection Policy is:

- To describe how Hutton House collects, uses and safeguards personal information.
- To state the conditions under which a participant, employee, student, volunteer and customer is granted access or denied access to his/her own record.
- To outline the procedure whereby information about participants, employees, students, volunteers and customers is released to third parties.
- To provide guidelines to employees, students and volunteers in the exercise of their duties.

DEFINITIONS

Customer - a person, company or organization with a business or professional relationship with Hutton House.

Management - includes the Executive Director, the Finance Manager, the Manager of Employment and Training, the Manager of Community Services and any other positions designated as such.

Participant - a person who receives supports or services from Hutton House.

Personnel - refers to employees, students (paid and unpaid) and volunteers of Hutton House.

Privacy Compliance Committee - a committee of Hutton House made up of the Privacy Officer, Executive Director and other members as assigned by the Executive Director.

Volunteer - a person who works for the organization without being paid, a person who voluntarily offers himself or herself for a service or undertaking or a person who performs a service willingly without pay.

THE PRINCIPLES

Hutton House has designed and implemented the following ten privacy protection principles to meet the legislative requirements:

1. ACCOUNTABILITY

Hutton House is responsible for personal information under its control. Hutton House appoints someone to be accountable for its compliance with the PIPEDA fair information principles.

Confidentiality extends to everything that Hutton House personnel do in the exercise of their duties, regardless of degree of importance, and is considered privileged within the agency. This means that personal information will be available only to those who, because of their work (voluntary or paid), require such information.

Confidential information may be disclosed to others verbally or in written form, only with the written consent of the participant, employee, volunteer, student or customer. However, information given by a participant to Hutton House personnel has not been accorded privileged status by the court and its disclosure may be required upon subpoena.

To emphasize the serious responsibility carried by Hutton House in safeguarding information, all employees, students and volunteers must sign a Statement of Confidentiality. Any misuse of confidential information and the position of trust implied therein should be reported to the Executive Director or designate for appropriate action.

Departures from acceptable behaviour may lead to disciplinary action, which could include reprimand, dismissal or prosecution.

In addition, each person who has an association with Hutton House has an individual responsibility to ensure that personal information is protected at all times in accordance with this policy. All personnel is expected to take personal responsibility for the following:

- Keeping abreast of, and following, current policies and related procedures;
- Reporting possible problems and improvements on information privacy and security;
- Helping to solve problems and implement improvements.

To ensure that the privacy and confidentiality of all participants, personnel and customers is respected, the Executive Director will appoint an employee to Chair the Privacy Compliance Committee. The Executive Director will be *ex-officio* on the committee and will report relevant information to the Board of Directors.

BOARD OF DIRECTORS

The Board of Directors has the ultimate responsibility for the governance of Hutton House. The carrying out of this responsibility may on occasion require the disclosure of the identity of participants, employees, volunteers, students or customers to the Board or a committee of the Board. Such disclosure will occur only where it would otherwise be unlikely that the Board would be able to fulfil its responsibilities.

Under exceptional circumstances and where all previous steps have failed, a written complaint of non-compliance may be submitted to the Board for consideration. The President may request a formal investigation by the Privacy Compliance Committee and take appropriate actions based on the findings.

CONFIDENTIALITY

Hutton House informs their participants, personnel and customers that there are policies and procedures in place for the management of personal information. Personnel are advised through orientation and training regarding the management of personal information. Participants are advised of such procedures through the intake process. Customers are advised accordingly when they become a customer of Hutton House. A Privacy Statement is available on the Hutton House website and paper copies are available on request.

All personnel must sign a Confidentiality Agreement prior to beginning employment, placements or volunteering with Hutton House. Except as required by law, personnel or former personnel may not divulge or disclose to any person not associated with Hutton

House any of the business or financial affairs or confidential information of the organization, its Board, customers, volunteers, students or participants without the express consent in writing of the Executive Director or designate.

Personnel must extend the same confidentiality to the private affairs of current and former personnel. Disclosure of confidential information must be on a "need-to-know" basis for professional activities and decisions, and not casually related to non-involved personnel. Names of participants must not ordinarily be divulged to Board members or to non-Hutton House individuals.

2. IDENTIFYING PURPOSES

The purposes for which personal information is collected shall be identified by Hutton House at or before the time the information is collected. All personal information shall be collected using approved agency documents.

WHAT IS PERSONAL INFORMATION?

Personal Information is defined as any factual or subjective information, recorded or not, about an identifiable individual, including; age, name, identification numbers, income, ethnic origin, blood type, opinions, evaluations, comments, social status, disciplinary actions, personnel files, credit records, loan records, medical records, existence of a dispute between a consumer and a service provider, intentions (for e.g. To acquire a good or service or to change jobs), referrals, participation records, donation history, bank account numbers, etc.

For a listing of types of information collected regarding participants, personnel and customers please refer to Appendix A.

EXCLUSIONS

Personal information does not include business contact information such as an employee's name, title, business address, business telephone number or email addresses that is collected, used or disclosed solely for the purpose of communicating with that person in relation to their employment or profession.

3. CONSENT

The knowledge and consent of the individual are required for the collection, use, or disclosure of personal information, except where inappropriate.

COMMENCEMENT OF SERVICE (PARTICIPANT)

When a participant begins to receive services from Hutton House, it is the responsibility of the appropriate personnel to ensure that the participant is informed of, and understands to the best of their ability:

1. The purpose for which information will be gathered and the types of information to be collected.
2. Conditions of access to the participant's record, by the participant, Hutton House personnel or others.
3. The right to have errors or omissions in the record corrected.
4. The procedure for appeal of a Hutton House decision to withhold or limit access to a participant's record.

As a part of the admission process, the participant will be requested to sign a general Participant Consent form, indicating a basic understanding of the above. Please refer to Appendix B.

From time to time, photographs or stories regarding participants may be used to promote the programs of Hutton House or provide information. A release of information will be requested to use such information. It will be the decision of the participant if they wish to provide such consent. The Media Consent Form is included as part of this Policy. Please refer to Appendix B.

COMMENCEMENT OF EMPLOYMENT (PERSONNEL)

When an employee, student or volunteer begins to work, start a placement or volunteer for Hutton House, it is the responsibility of the appropriate personnel to ensure that the employee, student or volunteer is informed of and understands:

1. The Personal Information Protection Policy and their responsibilities.
2. The purpose for which information will be gathered and the types of information to be collected.
3. Conditions of access to their personnel record, by the employee, student or volunteer, Hutton House Management or others.
4. The right to have errors or omissions in the record corrected.
5. The procedure for complaints regarding the use of personal information.

For a listing of other personal information collected and retained in the personnel record refer to Appendix A.

From time to time, photographs or stories involving personnel may be used to promote the programs of Hutton House or to provide information. A release of information will be requested to use such information. It will be the decision of the individual if they wish to provide such consent. The Media Consent Form is included as part of this Policy. Please refer to Appendix B.

COMMENCEMENT OF SERVICE (CUSTOMERS)

When someone becomes a Hutton House customer they share important personal information so that we can provide the best service possible. We are committed to offering superior products and service and to respecting the privacy of our customers. As such we will apply all privacy standards.

We accept as the customer's consent for Hutton House to use, collect and disclose personal information for the identified purposes:

- The customer's express consent as obtained through a signed Application for Commercial Credit Account.
- The customer's receipt of this Privacy Policy, unless we are advised in writing that the customer does not agree with the terms of the Policy, and that the customer wishes to opt out of all or portions of it.

The customer may withdraw their consent at any time upon reasonable notice.

To withdraw consent, the customer should contact Hutton House.

PERSONAL INFORMATION

"Personal Information" is information about an identifiable individual but does not include the name, title or business address or business telephone number of an employee of the organization.

Hutton House is responsible for protecting personal information in its possession or custody, including personal information that has been transferred to, or received from, a third party in the course of commercial activities or other purposes for which the customer has consented.

We collect, use and disclose personal information in order to:

- Provide good customer service.
- Verify identity and information.
- Check credit references.

- Determine status as a Hutton House customer.
- Detect and prevent fraud.
- Collect payments.
- Comply with the law.
- Comply with tax requirements.

Personal information may be collected, used or disclosed for any of the identified purposes set out above. If personal information is not needed for one of these reasons we will not disclose it without obtaining additional consent from the customer.

We may gather personal information from the following sources:

- From the customer, on applications (name address banking information).
- From interactions with us, (payment history).
- From consumer reporting agencies (credit history).

If a customer provides personal information through any of these sources they do so with the understanding that it may be used or disclosed, for any of the identified purposes, by:

- Hutton House.
- Credit agencies.
- Government agencies.

4. LIMITING COLLECTION

Personal information collected will be limited to the amount and type that is reasonably necessary for the identified purpose. Such personal information will only be used for the purposes for which it was collected. Information will be collected by fair and lawful means.

Hutton House collects only personal information that is necessary for the purposes identified above and in Appendix A.

5. LIMITED USE, DISCLOSURE, AND RETENTION

Unless the individual consents otherwise or it is required by law, personal information will only be used or disclosed for the purposes for which it was collected. Personal information will only be kept as long as required to serve those purposes.

DISCLOSURE (PARTICIPANTS)

DISCLOSURE TO THIRD PARTIES WITH CONSENT

The participant's authorization to release information to a third party shall be deemed to have been obtained when they have adequately answered at least three questions to

determine their understanding of the situation at hand. All responses must be recorded. The participant may then sign a Release of Information form. (See Appendix B) Participant consent must identify, in writing what information is to be disclosed, the purpose of disclosure, to whom the record is to be disclosed, the effective period of consent and further consent by the persons receiving the information. When the purpose for the consent is satisfied, the consent lapses.

A consent is legally valid if, at the time of giving consent, the participant:

1. Has the capacity to understand and appreciate the nature and consequences of giving or withholding consent as determined by at least three relevant questions.
2. Is reasonably informed as to the nature and consequences of disclosure.
3. Gives consent voluntarily.
4. Has been advised that he/she may obtain independent advice and has been given a reasonable opportunity to do so.

If a participant has been declared incompetent under the Substitute Decisions Act, access must be granted to the committee appointed under that Act, (a committee is a guardian appointed under the Substitute Decisions Act), subject to restrictions of access to third parties without consent.

In the case of a participant who is incapable of giving consent, and where there is no committee, third party disclosure may be granted by the nearest relative acting in the best interest of the participant. Notwithstanding competence, the written consent of the participant shall be obtained prior to the release of information to a family member.

If the original purpose for requesting information has changed, or the specified time frame has elapsed, a new consent is required.

DISCLOSURE TO THIRD PARTIES WITHOUT CONSENT

Hutton House may provide access to the participant's record, without consent, to the following:

1. Employees of Hutton House where such information is necessary to the performance of employee's duties as a service provider.
2. Employees engaged in record keeping.
3. An employee of Hutton House who is responsible for performing a review for internal agency use involving the participant's file.

4. An employee of Hutton House when the participant is no longer receiving service to the extent needed to carry out internal reviews, maintain retention schedules or engage in follow-up activity.
5. Students and volunteers, where information is deemed by their Manager to be necessary in the performance of their duties.
6. An affiliated service provider who is part of a team engaged in service planning for the participant, with the permission of Hutton House, or professional advisors of Hutton House who require access to the participant's record in the performance of their duties.

To a Peace Officer or a person providing medical treatment, where failure to disclose may threaten the life, health or security of an individual or where the need for disclosure is urgent. In this case, the Executive Director, Manager or a designate will use discretion in releasing pertinent information for the well-being of the participant.

MANDATORY DISCLOSURE

Legislation requirements provide for disclosure to the following persons without participant consent:

1. A government employee who is responsible for conducting a financial or program audit, review or study involving a participant's record; or monitoring a program provided by Hutton House. Information must be reviewed in the presence of Hutton House employees.
2. Anyone authorized under legislation (ie. Ombudsman, Coroner).
3. Anyone authorized by a court order or search warrant. If files are subpoenaed, Hutton House employees must take them to court.
4. Legal counsel for a provincial ministry.

DISCLOSURE (PERSONNEL)

DISCLOSURE TO THIRD PARTIES WITH CONSENT

Authorization to release information to a third party shall be deemed to have been obtained when a request is made to the Executive Director or designate. The personnel may sign a Release of Information form or submit a written statement. Please refer to Appendix B.

Personnel consent must identify, in writing what information is to be disclosed, the purpose of disclosure, to whom the record is to be disclosed and, the effective period of consent. When the purpose for the consent is satisfied, the consent lapses.

If the original purpose for requesting information has changed, or the specified time frame has elapsed, a new consent is required.

If a current or past personnel requests Hutton House to provide an external reference, such information must be requested in writing before any such information will be released. Hutton House will not give out any reference information unless a Reference Letter Request form is signed and in the personnel file. Please see Appendix B. Information regarding job position, salary, addresses and reference material is only given out with permission of the employee.

The Manager responsible, Human Resources or the Executive Director are the only individuals able to give organizational references on Hutton House letterhead, unless otherwise approved. If an employee is contacted to give a personal reference on a current or former employee, volunteer or student, it must be clearly stated that the reference is not an organizational reference and cannot be on Hutton House letterhead. Any litigation resulting from an employee giving a reference and not stating its personal nature will be the sole responsibility of that employee.

DISCLOSURE TO THIRD PARTIES WITHOUT CONSENT

Hutton House may provide access to the personnel records, without consent, to the following:

1. Administrative/Management employees of Hutton House where such information is necessary to the performance of their duties as an employer.
2. To government agencies that have the authority granted to them by law or regulation.
3. To a Peace Officer or a person providing medical treatment, where failure to disclose may threaten the life, health or security of an individual or where the need for disclosure is urgent. In this case, the Executive Director, Manager or designate will use discretion in releasing pertinent information.
4. By court order or subpoena.

MANDATORY DISCLOSURE

Legislation requirements provide for disclosure to the following persons without personnel consent:

1. A government employee who is responsible for conducting a financial or program audit, review or study involving personnel records; or monitoring a program provided by

Hutton House. Information must be reviewed in the presence of Hutton House employees.

2. Anyone authorized under legislation (ie. Ombudsman, Coroner).
3. Anyone authorized by a court order or search warrant. If files are subpoenaed, Hutton House employees must take them to court.
4. Legal counsel for a government ministry.

RETENTION

Personal information is retained only as long as needed to effectively provide products and services and to meet any legal or government requirements.

Hutton House maintains strict security systems to safeguard personal information from unauthorized access, disclosure or misuse. When we no longer require personal information we take care to destroy it in order to prevent unauthorized access.

In the event that we transfer personal information to a third party, we contractually require any person or organization acting on our behalf to protect our customers' confidentiality and privacy in a manner consistent with our own internal measures and as required by law.

Information is retained for the following reasons:

1. To comply with the legal requirements of relevant legislation.
2. To facilitate provision of service.
3. To provide historical data for future identification or verification of facts.
4. To provide materials for research.

All information disseminated outside of Hutton House must be endorsed with the date the material was sent and recorded in the participant or personnel file.

RETENTION OF ELECTRONIC DOCUMENTS

Computer logs are generated automatically by the server and contain the user's name, date & times as well as Internet sites visited. These are a permanent record and Hutton House reserves the right to access these records for reasonable cause.

All records relating to a participant will be retained at least eight years (or as required by legislation) from the last entry in a file for a particular year.

DISPOSAL OF RECORDS

1. Records shall be reviewed periodically to identify those, which should be destroyed in accordance with the Record Retention and Disposal Procedures.
2. Records must be boxed or bundled prior to disposal and should be destroyed by shredding. The Executive Director or designate shall be present to ensure that appropriate procedures are followed.

LOCATION OF RECORDS

Program Participation Records: Program records will be maintained on the Webtracker database and in a secure location at the program site. These records contain demographic information, program and progress information, communication reports and any other vital information.

Accident/Incident Reports: Accident Reports must be completed on all injuries and forwarded to the Health & Safety Committee and the appropriate Manager as soon as possible after the occurrence. This is to determine whether or not a Worker's Safety & Insurance Board form should be completed and for Health and Safety reviews. These records will be maintained in an administration office in a locked cabinet.

Serious incidents should be reported immediately to the relevant Manager and/or the Executive Director for further action in compliance with the Serious Occurrence Policy. These records will be kept in an administration office in a locked cabinet.

Personnel Records: Employee, students and volunteer records will be kept in an administration office in a locked cabinet.

Customer Records: Customer records will be kept in an administration office in a locked cabinet.

ORGANIZATION OF INFORMATION (PARTICIPANTS)

Individual personal files will be organized in accordance with the type of information gathered as follows:

1. Information deemed by Hutton House as sensitive and potentially harmful to a third party, should be isolated from the general file by a separate envelope, and will not be available unless by subpoena.
2. Information gathered from third parties that is designated as inaccessible to the participant is isolated from the general file by a separate envelope.
3. All other information held relating to the participant will be stored in accordance with the Location of Records.

ORGANIZATION OF INFORMATION (PERSONNEL)

Individual personnel files will be organized in accordance with the type of information gathered as follows:

1. Information required by Hutton House for the purposes of employment or placement will be kept in a personnel file.
2. Information gathered through the course of the employment or placement such as job evaluations will be kept in the personnel file.
3. Payroll records are kept electronically and in paper format in the administration office.
4. Information from or about third parties that is deemed by Hutton House Management as sensitive and potentially harmful to a third party, will be isolated from the general file by a separate envelope and will not be available unless by subpoena.
5. All other information held relating to personnel will be stored in accordance with legislation requirements.

ORGANIZATION OF INFORMATION (CUSTOMERS)

Individual customer files will be organized in accordance with the type of information required.

1. Information required by Hutton House for the purpose of purchasing, supplying products or services will be kept in a customer file.
2. Information gathered through purchasing, supplying products or services such as payment record, order history, shipping documents, or invoices will be kept in the customer file.

ELECTRONIC COMMUNICATIONS PROCEDURES

All personnel will protect the privacy and confidentiality of all electronic data. In using electronic communications in the course of their work, employees will take steps to ensure confidentiality of information.

Employees who need to leave their personal computers unattended, will ensure that the system be secured before leaving their desk. Employees will use screensavers and passwords in order to protect their computer terminals.

EMAIL THROUGH THE INTERNET

Mail on the Internet is not secure. Email in most instances is sent unencrypted and is easily readable. Personnel will exclude any information in messages that is private or confidential and contravenes related agency policies. Personnel ensure that communication is presented in a manner that upholds the organization's reputation.

In order to protect the privacy of individuals, faxing and/or emailing personal information about someone else is not advisable since it can lead to the violation of personal privacy. However, when necessary the following procedure should be followed:

1. Photocopy the document(s) in question.
2. Remove all personal identification from the photocopied document(s) to be faxed or emailed.
3. Fax or email the revised version of the document(s).
4. Telephone the party to whom the document is addressed and inform them that a document is being sent and provide any necessary personal information on the phone. Do not leave telephone messages (i.e. voice mail) containing any personal information.
5. Follow-up the fax or email by sending, through confidential mail, the original version of the document(s) where necessary.

Confidential information will not be faxed after regular business hours.

6. ACCURACY

Personal information must be as accurate, complete, and up-to-date as possible in order to properly satisfy the purposes for which it is to be used.

Hutton House will generally rely on individuals to provide updated information, such as address changes or other contact information. Hutton House will update personal information as is necessary to fulfil the purposes for which the information was collected and may retain the original information for reference purposes.

Hutton House strives to ensure that the personal information we have on file is as accurate and up to date as necessary for the identified purposes. If any information needs to be updated or amended to reflect a change in situation, we make every effort to update our records.

Hutton House will amend personal information that is materially inaccurate or incomplete.

7. SAFEGUARDS

Personal information must be protected by appropriate security relative to the sensitivity of the information.

Hutton House maintains appropriate safeguards and current security standards to protect personal information, whether recorded on paper or stored electronically, against unauthorized access, disclosure, or misuse. This policy may be updated from time to time.

STORAGE OF RECORDS

All personal records are the property of Hutton House who will secure such information against loss, fire, theft, defacement, tampering, access or copying by unauthorized persons.

1. ALL personal records will be stored in a locked area under the supervision of the relevant Manager/designate. Records may not be removed from the area/program. Access to personal files is by a signed Release of Information form. This can be obtained only through a Manager or the Executive Director. Employees are not required to adhere to this procedure but must, at all times, ensure confidentiality of the file.
2. The photocopying of participant records is the responsibility of the Manager and/or designates and must not be circulated to unauthorized persons.
3. All external sources engaged to enter data pertaining to personnel, participants, or customers must ensure confidentiality through contractual arrangement.

8. OPENNESS

Hutton House will make detailed information about its policies and practices relating to the management of personal information publicly and readily available.

Hutton House's privacy policy is publically posted and accessible via huttonhouse.com and paper copies are available upon request. See Appendix C for the organization's Privacy Statement on the website.

Updated versions of this Policy are posted on Hutton House website at www.huttonhouse.com.

HOW TO CONTACT US:

For more information, to file a complaint, to make enquiries or to opt out of all or parts of this Policy, contact the Hutton House Privacy Officer, 654 Wonderland Road North, London, Ontario, N6H 3E5. Tel: (519) 472-6381.

If anyone has a complaint related to this Policy they can contact our Privacy Officer. If the complaint is justified we will take the steps necessary to resolve the issue, including amending our Policy and practices if necessary.

If we are not able to resolve a concern the customer may contact the Office of the Privacy Commissioner of Canada or the provincial Privacy Commissioner.

9. INDIVIDUAL ACCESS

Upon request, an individual will be informed of the existence, use, and disclosure of their personal information and be given access to that information. An individual will be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

PARTICIPANT ACCESS TO RECORDS

Participants are entitled to access their record of personal information for corrections or completeness.

1. The manner in which the information is to be made available to the participant should be understandable to the participant.
2. The participant will have access to factual information in their record for the purpose of checking accuracy and completeness. This may be done by arranging a time with the Manager or designate, who must be present to interpret any information as required.
3. Hutton House may withhold information or provide a summary on the basis of the Manager's or designator's judgement that full access would be potentially harmful to the emotional or physical health of a third party.
4. The executor or administrator of a participant's estate, as personal representative of a deceased participant, has a right to have access to the participant's record in accordance with the above.
5. The participant or their representative will be advised in writing within 10 days of the request, of any decision on the part of Hutton House to withhold information or refuse a correction to the record.
6. The person seeking disclosure or access shall acknowledge in writing (i.e. signing off) that a specific record or portion thereof has been seen.
7. A record of all instances of access or disclosure shall be kept in the participant file, except for authorized employees.

8. At no time except under subpoena or relevant business shall participant files be removed from the premises.

CUSTOMER ACCESS TO RECORDS

Customers have a right to access their personal information held in our customer record. The customer also has a right to know which third parties received their information from Hutton House.

The customer can make a request in writing to the Privacy Officer stating which information is being requested.

Hutton House will respond to such requests as soon as possible. Hutton House may charge a reasonable fee for providing access to personal information but only after first advising the customer of the approximate cost.

In providing the customer with a list of the organizations to which we have disclosed any information, we will try to be as precise as possible.

Hutton House has the right to refuse a customer's request for access to personal information if:

- Granting access would reveal confidential commercial information.
- Doing so would reasonably be expected to threaten the life or security of another individual.
- The information was collected for purposes related to the detection and prevention of fraud.
- The information was generated in the course of a formal dispute resolution process.
- The information would likely reveal personal information about another individual.

EMPLOYEE, STUDENT OR VOLUNTEER ACCESS TO PERSONNEL RECORDS

Personnel records include all information collected, assembled or maintained by Hutton House relevant to the employment, student placement or volunteer relationship of personnel with Hutton House.

Personnel are entitled to access their personal information on request for corrections and completeness.

1. Personnel should direct all requests for access to their personnel files in writing to the Executive Director (or designate).
2. The Executive Director (or designate) shall respond to a request within 10 business days.

3. The Executive Director (or designate) will arrange for an appointment with the person seeking access for disclosure or come to a mutual arrangement for such.
4. The Executive Director (or designate) will review the file with the personnel seeking access or disclosure, giving appropriate interpretation to ensure that the information is understood to the greatest extent possible. The Executive Director (or designate) must be present at all times.
5. The personnel seeking disclosure or access shall acknowledge in writing (by signing off) that a specific record or portion thereof has been seen.
6. A record of all instances of access or disclosure shall be kept in the personnel file, except for authorized employees.
7. At no time, except under subpoena or relevant business, shall personnel records be removed from the premises.
8. The release of personal information in personnel files is prohibited to all other individuals without a written consent or signed release of information from the personnel.

10. CHALLENGING COMPLIANCE

An individual will be able to challenge Hutton House's compliance with the above principles.

DISPUTES REGARDING THE USE OF PERSONAL INFORMATION (PARTICIPANT)

If a participant has a concern regarding the use of their personal information they may file a complaint. A complaint may be that:

1. Unauthorized personal information has been disclosed,
2. Hutton House has refused access or to make corrections to their record.

To file a complaint, the following procedure shall apply:

1. The concerned party should notify the Privacy Officer as soon as possible of their concern. A complaint can be made in writing, by fax, by email or verbally if followed with a written statement.
2. The Privacy Officer will immediately advise the Executive Director of all complaints.
3. The Privacy Compliance Committee will meet within two business days of receipt of the complaint to review the complaint and make recommendations as to the course of action to be taken.

4. The complainant will be advised in writing within five business days as to the outcome of the review.
5. If the complainant is not satisfied with the outcome, they may submit a written request for an appeal. Upon receipt of the request by the Privacy Officer, the Executive Director will advise the President of the Board of Directors who may request a formal investigation by the committee. The committee will complete its investigation within 10 business days.
6. The Executive Director will inform the President of the outcome of the appeal and subsequently respond to the complainant in writing as to the course of action. The President may elect to review the decision with the Board of Directors for their endorsement or further actions.

All correspondence related to written complaints will be retained in the individual's file.

EXTERNAL REVIEW

If a participant is engaged in a provincially funded program and is still not satisfied they may request a further external review if:

1. The participant believes that unauthorized personal information has been disclosed.
2. Hutton House has refused access or to make corrections to their records.

Requests for a review must be submitted to the provincial Regional Ministry Director within 20 days of receiving notice of refusal of access, or in the case of unauthorized disclosure, within 20 days of becoming aware of the disclosure.

The Regional Director or designate shall notify the Executive Director when a review of a decision to refuse access has been requested.

When the appropriate parties have been notified of the review, it is the responsibility of the Regional Director or designate to investigate both the request for access and the decision, and to attempt to resolve the dispute.

DISPUTES REGARDING THE USE OF PERSONAL INFORMATION (PERSONNEL)

If personnel have a concern regarding compliance with this policy as to the use of their personal information, the following procedure shall apply:

1. The concerned party should notify the Privacy Officer as soon as possible of their concern. A complaint can be made in writing, by fax, by email or verbally if followed with a written statement.
2. The Privacy Officer will immediately advise the Executive Director of all complaints.

3. The Privacy Compliance Committee will meet within two business days of receipt of the complaint to review the complaint and make recommendations as to the course of action to be taken.
4. The complainant will be advised in writing within five days as to the outcome of the review.
5. If the complainant is not satisfied with the outcome, they may submit a written request for an appeal. Upon receipt of the request by the Privacy Officer, the Executive Director will advise the President of the Board of Directors who may request a formal investigation by the committee.
6. The Executive Director will inform the President of the outcome of the appeal and subsequently respond to the complainant in writing as to the course of action. The President may elect to review the decision with the Board of Directors for their endorsement or further actions.

All correspondence related to written complaints is retained in the individual's file.

PRIVACY COMPLIANCE COMMITTEE

MEMBERSHIP

The Executive Director will appoint the chairperson of the Privacy Compliance Committee. The chairperson will be known as the Privacy Officer. The Executive Director as required may appoint other members of the committee.

TERMS OF REFERENCE

To review Hutton House compliance with privacy of personal information for personnel, participants and customers.

1. To make corrections to personal information as needed.
2. To report to the Executive Director and make recommendations in order to meet with compliance.
3. To investigate all complaints within the timeframes set forth in this policy and take appropriate measures to resolve the complaint which may include amending policies and procedures.
4. To ensure that all personnel and participants receive orientation and/or are aware of this policy.

MEETINGS

The committee will meet as required and in accordance with the timeframes set forth in this policy.

APPENDIX: A

TYPES OF PARTICIPANT INFORMATION

Types of participant information being retained includes but is not limited to:

1. Admission/referral information.
2. Medical history/status of health/emergency contacts, etc.
3. Educational history.
4. Vocational history.
5. Assessments - audio/visual, psychological, functional, vocational, educational, etc.
6. Individual program plans.
7. Participant satisfaction surveys.
8. Progress reports.
9. Accident/incident reports.
10. Community living skills.
11. Residential status.
12. Termination reports.
13. Attendance/payment records.

Whenever possible and appropriate, personal information will be obtained directly from the individual.

TYPES OF EMPLOYEE/VOLUNTEER INFORMATION

Types of employee information being retained includes but is not limited to:

1. Application for employment/resume.
2. Reference checks.
3. Medical information.
4. Educational history.
5. Performance reviews.
6. Incident reports.
7. WSIB claim.
8. Pay records.
9. Banking information.
10. Records of Employment.
11. Social insurance number.
12. Attendance records.
13. Volunteer activity records.
14. Disciplinary documentation.
15. Driver's licence information.
16. Proof of Automobile Insurance.

17. Benefit applications including RRSP's.
18. Expenses and Travel Claims.
19. Vacation Records.

TYPES OF CUSTOMER INFORMATION

Types of customer information being retained includes but is not limited to:

1. Name of Customer.
2. Address.
3. Phone/Fax number.
4. Email address.
5. Credit card information.
6. Shipping address.
7. Credit reference information.
8. Payment history.
9. Copies of cheque payments.
10. PST and GST exemption certificates.

APPENDIX B

PARTICIPANT CONSENT

I, _____ understand that information in my file may be shared with the staff or volunteers of Hutton House. All staff and volunteers sign a confidentiality agreement. This means that they will not share information about me without first asking my permission.

AND

I understand that if another organization asks for information about me, the organization must first get a Release of Information signed by myself or by my legal representative. Without a signed Release of Information form, no one can get information from Hutton House about me, including other agencies or my family and friends.

The following questions are to be completed by the participant, (or legal representative, if required). All responses must be recorded.

1. Can staff and volunteers talk to each other about your information?
 Yes No I don't understand

2. If someone outside of Hutton House wants information about you, who has to sign the Release of Information before that information can be shared?

3. Can anyone outside of Hutton House get information about you without your permission?
 Yes No I don't understand

4. Do all staff and volunteers of Hutton House have to sign a Statement of Confidentiality?
 Yes No I don't understand

5. Any other relevant questions or comments?

Participant Signature

Witness Signature

Signature of Legal Guardian (if needed)

Relationship to Participant

Date

MEDIA CONSENT

I, _____ **do not give consent.**

I, _____ **agree** that any interviews, pictures, videos or sound recordings of myself may be used on behalf of Hutton House for (**choose one or both**):

- Social Media.** Examples include: Facebook. Twitter, Instagram etc.
- Other types of media.** Examples include the Hutton House website/brochures/newsletter and signage, TV and radio programs, newspaper and magazine articles, etc.

I understand that my first name may be included.

I understand I can change my mind and withdraw my consent at any time by telling a Hutton House staff.

All of the following questions are to be completed by the participant (or substitute decision maker, if required).

1. Give 2 examples of where your comments, pictures, videos and sound recordings may be used.

1) _____ 2) _____

2. Is Hutton House able to include your first name?

Yes No I don't understand

3. Can anyone outside of Hutton House see these comments and pictures?

Yes No I don't understand

4. Any other questions or comments?

This consent is valid for 3 years. After that time, any existing publications or media posts including your name and/or picture will remain. If you change your mind and withdraw your consent, or this consent expires, Hutton House will not post or publish new content without your renewed consent.

Participant Signature

Witness Signature

Signature of Substitute Decision Maker (if applicable)

Relationship to Participant

Date

RELEASE OF INFORMATION

I, _____ Date of Birth: _____
 (print participant's full name) DD/MM/YYYY

Of _____
 (print participant's full address)

HEREBY GIVE CONSENT TO HUTTON HOUSE : TO PROVIDE INFORMATION TO AND RECEIVE INFORMATION FROM		
Name of Facility, Agency, Person, etc.	Relationship to Participant	
Phone Number	Fax Number	
Street	City	Postal Code
NATURE OF INFORMATION:		
<input type="checkbox"/> Education	<input type="checkbox"/> Clinical	<input type="checkbox"/> General Program Records
<input type="checkbox"/> Employment and Training	<input type="checkbox"/> Health	<input type="checkbox"/> Other _____

This consent is valid for one year from the date it is signed or until the participant stops receiving services from Hutton House or until the participant lets staff know in writing that they no longer want information to be shared with the person/agency listed on this consent.

All staff and volunteers sign a confidentiality agreement. This means that they will not share information about you without first asking you and getting you to sign a Release of Information (this form). Without a signed Release of Information no one can get information from Hutton House about you, including other agencies or your family and friends.

The following questions are to be completed by participant, (or legal representative, if required) All responses must be recorded.

1. By signing this form, who can we talk to about you?

2. If someone outside Hutton House wants information about you, who has to sign the Release of Information before that information can be shared?

RELEASE OF INFORMATION

3. Can anyone outside of Hutton House get information about you without your permission?
- Yes No I don't understand
4. Do all staff and volunteers of Hutton House sign a Statement of Confidentiality?
- Yes No I don't understand
5. Any other relevant questions or comments?

Participant Signature

Witness Signature

Signature of Legal Guardian (if needed)

Relationship to Participant

Date

Hutton House Association for Adults with Disabilities

STATEMENT OF CONFIDENTIALITY

I, the undersigned, do promise to hold in confidence all matters that come to my attention while serving with the Association. I will respect the privacy of the staff, clients and volunteers with whom I am working and will confer appropriately with the Executive Director.

Furthermore, I will use all information gained in the course of my involvement (as an employee, volunteer or student) with Hutton House in a reasonable manner and in accordance with the purpose for which it was collected.

Signed: _____

Witnessed by: _____

Date: _____

**Employee Records
Reference Letter Request Form**

This form is to be retained according to the Location of Records as confirmation of the request for a reference. It should not be returned to the employee or sent to potential employers.

I, _____ request that _____ write a
(Name of employee) (Name of referee)
Letter of reference or respond to a reference check on my behalf.

I understand that in order to write the letter of reference or provide a verbal reference,
_____ may need to comment on job performance and
(Name of referee)
personal characteristics relating to my employment at Hutton House.

I agree to this disclosure of my personal information: (Check only 1)

- Only by releasing a letter of reference to myself for use at my discretion.

- Only to the following potential employers or companies

- To all requests for references

This consent will be effective for **one year** past the signature date.

Signature: _____ Date: _____
(Employee signature)

(If this form is not signed, a reference will not be provided.)

This information is collected under the authority of and in response to the *Personal Information Protection and Electronic Documents Act*. It is required to respond to the request. If you have any questions about the collection or use of this information, contact the Privacy Officer at Hutton House (519) 472-6381.



Hutton House

Supporting youth & adults with disabilities

Student Records Reference Letter Request Form

This form is to be retained according to the Location of Records as confirmation of the request for a reference. It should not be returned to the Student or sent to potential employers.

I, _____ request that _____ write a
(Name of student) (Name of referee)
letter of reference or respond to a reference check on my behalf.

I understand that in order to write the letter of reference or provide a verbal reference,
_____ may need to comment on job performance and
(Name of referee)
personal characteristics relating to my employment/placement at Hutton House.

I agree to this disclosure of my personal information: (Check only 1)

- Only by releasing a letter of reference to myself for use at my discretion.
- Only to the following potential employers or companies

- To all requests for references

This consent will be effective for **one year** past the signature date.

Signature: _____ Date: _____
(Student signature)

(If this form is not signed, a reference will not be provided.)

This information is collected under the authority of and in response to the *Personal Information Protection and Electronic Documents Act*. It is required to respond to the request. If you have any questions about the collection or use of this information, contact the Privacy Officer at Hutton House (519) 472-6381.

**Volunteer Records
Reference Letter Request Form**

This form is to be retained according to the Location of Records as confirmation of the request for a reference. It should not be returned to the volunteer or sent to potential employers.

I, _____ request that _____ write a
(name of volunteer) (name of referee)
letter of reference or respond to a reference check on my behalf.

I understand that in order to write the letter of reference or provide a verbal reference,
_____ may need to comment on job performance and
(name of referee)
personal characteristics relating to my volunteer placement at Hutton House.

I agree to this disclosure of my personal information: (Check only 1)

- Only by releasing a letter of reference to myself for use at my discretion.
- Only to the following potential employers or companies

- To all requests for references

This consent will be effective for **one year** past the signature date.

Signature: _____ Date: _____
(Volunteer signature)

(If this form is not signed, a reference will not be provided.)
This information is collected under the authority of and in response to the *Personal Information Protection and Electronic Documents Act*. It is required to respond to the request. If you have any questions about the collection or use of this information, contact the Privacy Officer at Hutton House (519) 472-6381.



WT#: _____

**CONSENT TO DISCLOSE PERSONAL HEALTH INFORMATION
Pursuant to the Personal Health Information Protection Act, 2004 (PHIPA)**

I, _____, authorize _____
(Print your name) (Print name of health information custodian)

to disclose

my personal health information consisting of:

(Describe the personal health information to be disclosed)

or

the personal health information of _____
(Name of person for who you are the substitute decision-maker)*

consisting of: _____

(Describe the personal health information to be disclosed)

To

Hutton House

I understand the purpose for disclosing this personal health information to the person noted above. I understand that I can refuse to sign this consent form.

My Name: _____

Address: _____

Home Tel.: _____

Work Tel: _____

Signature: _____

Date: _____

Witness Name: _____

Address: _____

Home Tel: _____

Work Tel: _____

Signature: _____

Date: _____

***Please note: A substitute decision-maker is a person authorized under PHIPA to consent, on behalf of an individual, to disclose personal health information about the individual.**

APPENDIX C

Hutton House Association for Adults with Disabilities

PRIVACY STATEMENT

Protecting the privacy of your personal information has always been very important to Hutton House. Having practices and procedures in place to maintain the confidentiality is critical, in order to retain the trust and confidence of our clientele.

The Canadian government has enacted the Personal Information Protection and Electronic Documents Act to provide all Canadians with the right to protect the privacy of their personal information when it is collected, used or disclosed in the course of commercial activities. This federal law establishes principles that provide guidance to businesses on how they should protect the privacy of their clients' personal information.

At Hutton House, we establish a confidential information file that contains personal information concerning you. This information may be provided to us by you or by third parties. Hutton House shall identify the purposes for which personal information is collected at or before the time the information is collected.

Personal information, concerning you, will only be available to you, Hutton House, government agencies and anyone authorized under legislation.

Protecting the privacy of customer personal information has been, and will continue to be, fundamental to the way we do business at Hutton House.

HOW TO CONTACT US:

For more information, to file a complaint, or to make enquiries contact the Hutton House Privacy Officer, 654 Wonderland Road North, London, Ontario, N6H 3E5.

Tel: (519) 472-6381 or email hhservices@huttonhouse.com.

If the complaint is justified we will take the steps necessary to resolve the issue, including amending our Policy and practices if necessary.

If we are not able to resolve a concern the customer may contact the Office of the Privacy Commissioner of Canada or the provincial Privacy Commissioner.