

PRIVACY STATEMENT

Cheshire Supports to Independent Living Inc.
41 Pinnacle Street South
Belleville, Ontario K8N 3A1

Cheshire Inc. provides clients with personal support services that are approved under the Patients First Legislation. To meet clients' needs and to serve our clients well Cheshire Inc. needs to know personal health information about them.

Our clients have a right to know how we collect, use and disclose personal health information. Clients have a right to expect that, to the best of our ability, personal health information held by Cheshire Inc. remains accurate, confidential and secure.

Cheshire Inc. is committed to maintaining the confidentiality and security of personal health information and we have implemented new practices to further safeguard client information. These new practices are aligned with the Ontario's Ministry of Health and Long-Term Care Personal Health Information Protection Act (PHIPA). Cheshire Inc. has implemented a comprehensive Personal Information Protection Policy that describes our collection, use and disclosure practices. A copy of this policy is available at reception.

Cheshire Inc. collects, uses, discloses and stores information about clients and their health. Cheshire Inc. will use this information and share it only with those who need to know that information. For instance, we use it to:

- Make decisions about the types of services clients need
- Provide direct client care
- Communicate with other service providers
- Monitor provision of services and evaluate client response to services provided
- Administer services, strategic planning, quality control, research, teaching, risk management, allocate resources within the organization, and verify eligibility for services
- Meet legal and regulatory requirements

Clients have the right to:

1. see or have access to, or receive a copy of their personal health information
2. ask us to correct their client record
3. have their health information kept private. Cheshire Inc. will not give out any personal health information without client consent unless required by law or unless sharing it with others is permitted
4. ask questions or make a complaint about our information management practices to Cheshire Inc.'s Privacy Officer.