



## Privacy and Confidentiality

### Personal Information

The Roberts/Smart Centre (RSC) is committed to maintaining the confidentiality of the personal information of its clients, employees, volunteers, students completing practicums, donors, members and any other stakeholders.

Personal information is given in trust and must remain confidential. It is important that personal information does not circulate outside of the Centre in an unauthorized manner, or within the Centre among employees, for reasons other than appropriate consultations in the normal course of business.

The Roberts/Smart Centre collects personal information to provide quality services to our clients: for assessment and treatment planning purposes, routine professional supervision, inter-agency coordination and planning, and quality assurance practices including accreditation. We also keep records of all of our contacts with our clients and other service providers as this is a legal requirement. This includes records of client's Plans of Care, case notes, any correspondence and any other day-to-day important information. The amount and type of information is limited to what is necessary for the identified purpose(s).

Any individual who provides personal information can expect the information to be carefully protected and used only for the purpose(s) for which it was collected. Any other use of an individual's personal information is subject to that individual's consent. **You may take away your consent or refuse consent regarding use of your personal information at any time. This may make it more difficult to serve you as effectively or quickly if you are receiving services from the Centre.**

All employees, prospective employees, volunteers and students of the Centre must sign the Centre's "Confidentiality Agreement", prior to working with our clients and any access to the Centre's property and/or documentation. The Centre will protect personal information from theft and loss, as well as unauthorized access, disclosure, copying or use.

### Use and disclosure of your personal information

**We will only use your personal information in order to serve you to the best of our abilities.**

The Centre will use or disclose personal information:

- Only for the purpose(s) for which it was collected, except with the informed consent of the individual or as required by law
- Keep personal information only as long as necessary to satisfy the purposes
- Keep personal information used to make a decision about a client for a reasonable time period. This should allow the client to obtain the information about the decision and pursue redress, if the person so desires
- Document any new purpose(s) for the use of personal information and obtain necessary consents.

Access to a client's personal information is limited to:

- the client, at client's request, or client's legal guardian
- authorized staff involved in client treatment and care
- supervisory and audit staff responsible for the quality of service
- medical practitioners or police officers, if the need is urgent

All clients being served by the Roberts/Smart Centre have the right to access their own personal files, upon request. This request should be made to the Program Coordinator or the client's Clinician. There may be exceptions to disclosing the records and these staff will assist the client when accessing the records.

Past clients of the Centre may also request access and copies of their files. This request should be directed to [info@rsc-crs.com](mailto:info@rsc-crs.com) and the appropriate Manager in the Centre will be notified and assist in ensuring that the file is complete and that the appropriate consents are in place, prior to disclosure.

**For more information on the Centre's Privacy and Confidentiality policy and procedures, please contact the Centre's Privacy Officer at:**

**Roberts/Smart Centre**

104-1737 Woodward Dr., Ottawa, ON, K2C 0P9 (addressed to the Privacy Officer)

Phone: 613-728-1946

Toll-free: 1-800-279-9941

Email: [info@rsc-crs.com](mailto:info@rsc-crs.com)

**You may also contact:**

**Information and Privacy Commissioner of Ontario**

2 Bloor Street East, Suite 1400 Toronto, ON M4W 1A8

Toronto Area: 416-326-3333

Toll-free: 1-800-387-0073

TDD/TTY: 416-325-7539

Email: [info@ipc.on.ca](mailto:info@ipc.on.ca)

**Office of the Privacy Commissioner of Canada**

30, Victoria Street, Gatineau, Quebec, K1A 1H3

<https://www.priv.gc.ca/en/contact-the-opc/contact-the-information-centre/>

Phone: (819) 994-5444

Toll-free: 1-800-282-1376

TTY: (819) 994-6591