



Your Privacy is Important to us

Chatham-Kent Children's Mental Health services respects and protects the privacy of those involved with our services, employees, and other shareholders. We ensure our policies meet or exceed the privacy standards established by the relevant legislation, standards and guidelines (Ontario's Personal Health Information Protection Act, 2004 and The Child and Family Services Act 1990: as amended).

Confidentiality and Consent

With very few exceptions we do not share personal information of our clients or their families with anyone without obtaining the consent from the individual to whom the information pertains to or who is lawfully entitled to give withhold or withdraw consent on the person's behalf (e.g. custodial parent, guardian)

Exceptions occur only as required or permitted by law and ethical standards such as:

In situations of suspected child abuse or neglect,

In situations of imminent harm (where there is a clear and imminent risk of serious bodily harm to someone or the possibility of self harm)

Mandatory reporting by regulated health professionals of another regulated health professional who has sexually assaulted a client

Fair Notice when a client's behaviours pose a potential threat to safety or serious harm, under the Community Violence Risk Assessment Protocol

In the context of legal proceedings (to comply with a summons or subpoena)

To comply with the requirements of accreditation and professional regulatory bodies

To researchers where legislative and specific policies have been met (typically non identifying information is provided)

The above exceptions are called limits of confidentiality and if there are other limits of confidentiality that are identified in a particular situation they would be discussed with you as they arise.

Please understand that with today's technology, specifically social media (Facebook, YouTube, Twitter), anything you choose to (or agree to) videotape, record or post or otherwise share poses a threat to the privacy and confidentiality of you and your children. Chatham-Kent Children's Services does not consent to the use of audio or visual recording during interviews with staff.

Questions or Concerns about your Privacy

Please speak to the staff member with whom you are involved or contact our Privacy Officer who can provide further information about our practices:

Manager of Quality Assurance
Chatham Kent Children's Services 495 Grand Ave., West,
Chatham, Ontario N7L 1C5
519 352-0440

You can also contact the Information and Privacy Commissioner of Ontario regarding your privacy rights or a privacy issue that you have not been able to resolve directly with us at:

Information and Privacy Commission of Ontario
2 Bloor Street East, Suite 1400
Toronto, Ontario
N4W 1A8
1-800-387-0037
www.icp.on.ca