



Your privacy is important to us!

Chatham-Kent Children's 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 the personal information of our clients or their families with anyone without obtaining written consent from the individual to whom the information pertains or from who is lawfully entitled to give, withhold, or withdraw consent on the person's behalf (e.g. custodial parent or guardian). Exception occur only as required or permitted by law and ethical standards such as:

- i. In situations of suspected child abuse or neglect;
- ii. 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)
- iii. Mandatory reporting by a regulated health professional of another regulated health professional who has sexually assaulted a client;
- iv. Fair Notice when a client's behaviours pose a potential threat to safety or serious harm under the Community Violence Risk Assessment Protocol;
- v. In the context of legal proceedings to comply with a summons or subpoena;
- vi. To comply with the requirements of accreditation and professional regulatory bodies;
- vii. To researchers where legislative and specific policies have been met (and where non-identifying information is typically 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.

Chatham-Kent Children's Services invites clients to communicate electronically (e-mail and/or text messaging) where it is appropriate and meets the family's needs. Although CKCS takes measures to protect the security of client information in all forms, please understand that electronic communication may pose a minimal amount of reasonable risk to client privacy.

In regards to social media and the Internet, please understand that anything you choose (or agree) to record, post, or otherwise share poses a threat to the privacy and confidentiality of you and your family. 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 Rights? Please speak to your Worker or contact CKCS' Privacy Officer for more information: Director of Quality Assurance

495 Grand Avenue West Chatham, Ontario N7L 1C5
(519) 352-0440

For further questions or concerns about your privacy rights or a privacy issue you have not been able to resolve directly with us, you may also contact: The Information and Privacy Commissioner of Ontario

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