

## POLICY & PROCEDURES: PRIVACY POLICY

Date Approved: January 30, 2017	Approved by: HBH Board
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### 1. Policy:

1.1 **Hazel Burns Hospice** is committed to respecting the privacy of all individuals that interact with the Hospice.

1.2 The policy applies to the Board of Directors, Staff and Volunteers.

### 2. Purpose:

To provide a framework for **Hazel Burns Hospice** to comply with appropriate legislative requirements and standards for the protection of personal and personal health information.

### 3. Definitions:

Personal information – information in any form that identifies an individual.

Personal Health Information – means identifying information about an individual in oral or recorded form, if the information,

(a) relates to the physical or mental health of the individual, including information that consists of the health history of the individual's family,

(b) relates to the providing of health care to the individual, including the identification of a person as a Provider of health care to the individual....

(See section 4 of the *Personal Health Information Protection Act* for the complete definition.)

### 4. References:

*Personal Health Information Protection Act*

### 5. Procedure:

5.1 **Hazel Burns Hospice** maintains records which contain personal information on Staff, Volunteers and Board Members and personal health information on Clients. This information is used:

(a) to ensure that Clients receive appropriate care and/or service from Staff and Volunteers.

(b) to manage Staff, Volunteers and Board Members consistent with relevant legislation and employment contracts.

5.2 **Hazel Burns Hospice** collects uses and discloses personal information and personal health information with the consent of the individual, unless required by law to do otherwise. Consent may be explicit or implicit.

- 5.3 **Hazel Burns Hospice** informs Clients, Staff, Volunteers and Board Members before or at the time of collecting personal information and personal health information, of the purposes for which it is collecting the information. The only time the Hospice does not provide this notification is when individuals provide information for an obvious purpose.
- 5.4 All Staff, Board Members and Volunteers are required to sign a Confidentiality Agreement on hiring or appointment.
- 5.5 Personal information and personal health information will be kept up to date and accurate. The individual will be relied upon to inform **Hazel Burns Hospice** of any changes to their personal information.
- 5.6 Personal information will be stored in a secure location and destroyed in a secure manner.
- 5.7 Complaints on the handling of personal information or personal health information may be directed to the Executive Director, **Hazel Burns Hospice**. The Executive Director will review the complaint with the President of the Board of Directors prior to making a decision and informing the individual of that decision.
- 5.8 Breaches of Personal Health Information will be reported to the Information and Privacy Commissioner/Ontario.

**Attachments:**

None