

Our Commitment to your Privacy and Confidentiality

This brochure describes CMHA Toronto's information and privacy practices. It is your right to know how we collect, use and share your personal health information.

We Require Your Consent

We need your permission to collect, use or share your personal health information.

Unspoken Permission (Implied consent)

When you request and accept admission to our programs you are giving your permission to CMHA Toronto to properly use your personal health information.

But it is our practice to ask you for your *verbal or written permission* to collect, use and share your personal health information.

Verbal or Written Permission (Express Consent)

For purposes other than providing your health care (e.g., research or insurance companies) we must get your verbal or written permission.

Protecting Your Privacy

We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal. And we conduct audits of our procedures to ensure that your personal health information remains protected.

Collecting Information

The personal health information we collect may include, for example, your name, date of birth, address, health card number, mental health history, health history and records of your health care at CMHA Toronto.

We also collect personal health information about you from other sources, such as hospitals, where you have received health care. There may be video surveillance in some of the housing programs for safety purposes.

Using Your Information

Your information may be used for the following purposes:

Your Health Care:

Your information is recorded in a health record, and staff members of CMHA Toronto who are involved in your health care are required to read it to provide you with the best possible service. We also use your information to communicate and consult with other health care providers involved with you.

Reviewing our Programs and Services:

Your records may be reviewed to evaluate the quality of programs and services offered at CMHA Toronto, but you will remain anonymous in all our reports. We use statistics to help us plan, evaluate and manage our services, and to report to our funders about our operations, but you will remain anonymous in all of our statistical reports. We may contact you for your opinion when we do satisfaction surveys.

Administration of Rents:

CMHA administrative staff may have access to your contact information to process rent (if you live in CMHA housing).

Your information may be used for other purposes as permitted or required by law, e.g., to take part in a court proceeding, or a tribunal like the Ontario Review Board or the Landlord and Tenant Board.

Disclosing your Personal Health Information

Your information may be shared with the following persons or agencies:

You or anyone you have authorized to have access to your information, including the professionals and other health agencies involved in your health care

A health regulatory agency, like the Ministry of Health and Long-Term Care, if health regulations or laws require personal information

A public authority, another service provider or family member where it is reasonably judged that there is an urgent threat to your safety or the safety of another person(s) or for purposes of legal or anticipated legal proceedings in relation to a CMHA Toronto program

Other persons, if you agree, or when the law requires it, e.g., a Medical Officer of Health to diagnose, investigate, prevent, treat or contain communicable diseases.

Your Choices

You have the right to

- See and ask for a copy of your personal health information
- Ask us to make corrections to your personal health records if they are in error (subject to some legal restrictions)
- Withdraw a consent previously given to us to use or share your personal health information

How to Contact Us

If you have questions or concerns about our information and privacy practices, or if you want to find out how to look at your record, please contact

Laura Monastero
Privacy Officer, CMHA Toronto
Tel: 416-289-6285 ext. 240
Fax: 416-789-9079
Email: privacy@cmha-toronto.net

If you have concerns about our information and privacy practices you have the right to contact the Ontario Commissioner at

Information and Privacy Commissioner/ Ontario

2 Bloor St. E., Suite 1400
Toronto, Ontario M4W 1A8
Tel: 416-326-3333
Web: www.ipc.on.ca

Canadian Mental Health Association, Toronto Branch/ www.toronto.cmha.ca

Lawrence Avenue Site
700 Lawrence Avenue West, Suite 480
Toronto, Ontario M6A 3B4
Tel: 416-789-7957
Fax: 416-789-9079
Email: cmha.toronto@sympatico.ca

Markham Road Site
1200 Markham Road, Suite 500
Scarborough, Ontario M1H 3C3
Tel: 416-289-6285
Fax: 416-289-6843
Email: cmha.scar@bellnet.ca



CANADIAN MENTAL
HEALTH ASSOCIATION
L'ASSOCIATION CANADIENNE
POUR LA SANTÉ MENTALE
Toronto Branch

Our Mission Statement

At the Canadian Mental Health Association, Toronto Branch we work with people who have experienced mental illness or psychiatric disabilities, their families and other members of our diverse community to:

Develop and provide community based support services that help people who have psychiatric disabilities improve the quality of their lives in accordance with their defined needs.

Provide information and education to increase knowledge and understanding of mental health and mental illness and services that promote mental health.

Advocate for public policies that lead to improved quality of life for people with psychiatric disabilities, their families and our community.

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POUR LA SANTÉ MENTALE
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Our Commitment to Your Privacy



*Ontario's
Personal Health Information
Protection Act*