

**Ray of Hope Youth Addiction Services
Privacy Notice**

Collection of Personal Health Information

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history, record of your visits to Ray of Hope Youth Addiction Services and the support you received during those visits.

Use and Disclosure of Personal Health Information

We may use or disclose your personal health to:

- Communicate with your various health care providers including your family physician and/or other health care institutions for continuity of care, in order to treat/support and care for you;
- Plan, administer and manage our internal operations, and conduct risk-management activities;
- Conduct quality improvement activities (such as sending client satisfaction surveys);
- Teach, compile statistics, and conduct research (research is only done with your consent & may be reviewed by an ethics board);
- Comply with legal and regulatory requirements; and
- Fulfill other purposes permitted or required by law.

We can assure you that only staff who need your personal health information for direct care or administrative purposes are authorized to access your record of personal health information.

To Access or Correct Your Information

If you wish to access your health record, or if you believe a record of personal health information held by Ray of Hope Youth Addiction Services is inaccurate or

incomplete, you may make a written request for access or correction. To do so, please contact:

Glynis Burkhalter
Program Director
Ray of Hope Youth Addiction Services
270-659 King St. E
Kitchener, ON N2G 2M4
gburkhalter@rayofhope.net

For More Information, Comments or Complaints

If you would like more information or have questions or concerns about our privacy and information practices, please contact:

Glynis Burkhalter
Program Director
Ray of Hope Youth Addiction Services
270-659 King St. E
Kitchener, ON N2G 2M4
gburkhalter@rayofhope.net

You may also make a complaint about our information and privacy practices to the Information and Privacy Commissioner at:

Information and Privacy Commissioner/Ontario
2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8
Tel: (416) 326-3333 Toll-free: 1-800-387-0073