

Our Privacy Statement

Mitchell & Area Community Outreach collects personal information in order to:

- Inform clients about programs and services
- Identify the most appropriate service(s) for a client
- Deliver service(s) specific to individual client's needs and eligibility
- Maintain billing and accounting information related to services provided to the client



Contact Information

Office Hours

Monday - Friday
8:30am - 4:00pm

Phone: 519•348•9765

Fax: 519•348•4420

Website

www.ritzlutheranvilla.com

E-mail

maco@ritzlutheranvilla.com

Address

Mitchell & Area Community Outreach
4118A Road 164
R.R.5 Mitchell, ON
N0K 1N0
(located in the Ritz Lutheran Villa)

Mitchell & Area Community Outreach acknowledges the individual's right to privacy and is committed to protecting the confidentiality of its client's personal information

Client Privacy Information

Mitchell & Area Community Outreach



Helping people live at home with a network of support in a caring community since 1987



Privacy and You

In 2004, a new provincial law was passed called the *Personal Health Information Protection Act*. This law was put into place to offer protection for personal health information gathered by health care agencies and professionals.

These include:

- Hospitals
- Doctors
- Nurses
- Medical Clinics
- Community Care Access Centres
- Community Support Agencies

And any other health care professional who has personal health information on file.

This brochure is to inform you of our Privacy Policy and how it affects you as a client.

Client Bill of Rights

Clients have the right to...

- Be dealt with in a courteous and respectful manner, and to be free from mental, physical and financial abuse by the service provided
- Be dealt with respect for their dignity, privacy and in a way that promotes their autonomy

Client Bill of Rights (con't.)

- Be recognized for their individuality, needs and preferences, including ethnic, spiritual, linguistic, familial and cultural factors
- Receive information about the community services to be provided for them and who will provide it
- Participate in the service provider's assessment of their needs, the development of the plan of service, and in the service provider's subsequent evaluations and revisions
- Consent or refuse a community service
- Voice concerns or recommended changes about their community services, without fear of interference, coercion, discrimination or reprisal
- Be informed of the policies and procedures affecting service provider operations and to receive written information on the procedures for initiating complaints about the service provider
- Have their records kept confidential in accordance with the law



Confidentiality

Mitchell & Area Community Outreach staff and volunteers strive to ensure that your information is kept confidential. They sign confidentiality agreements to guarantee the safety of your personal information

Consent

We require your consent to collect, use and share information needed to provide the services that you request. Your information is only shared with individuals and/or providers directly involved in your healthcare. You have the right to withdraw your consent at any time

Client Access

You have the right to view your information on file and to request changes. Communication between clients and staff ensures that information is kept up-to-date

Security

Your information is kept secure and can be accessed only by agency staff

Filing a Complaint

If you have a concern related to the handling of your information contact;

Jean Grasby - Finance Director
Ritz Lutheran Villa

Phone: 519 • 348 • 8612 - ext. 221
E-mail: jgrasby@ritzlutheranvilla.com