

Who Are We?

We operate mental health and addiction programs:

- Community Connections: Housing and Support
- CHOICES: Drug and Alcohol Counselling for Youth
- New Directions for Alcohol, Drug and Gambling Problems
- Community Network Support Team
- Consumer/Survivor Development Project
- Family Support Initiative
- Central Grey-Bruce Mental Health Team
- South Grey Mental Health Team
- Telemedicine Program

Our Privacy Commitment to You

When you come to our programs for assistance, they will need to collect, use and share your personal health information in order to provide you with care.

Protecting Your Privacy is Important to Us

- Our programs and staff will respect and protect the privacy of your personal health information.
- You have a right to know what we do with your personal health information.
- Access to your personal health information is limited to staff and associates who need the information to provide/assist with your care or for administrative purposes.
- You can ask to see your personal health information and ask for it to be corrected if you think there is an error in the record.
- You have the right to refuse or withdraw consent to our collection, use and disclosure of your personal health information unless the law permits otherwise.
- If you want to withdraw your consent or limit how we gather, use or share your personal health information, please talk to your worker

Collecting and Using Your Personal Health Information

Collecting Your Health Information

- We only collect information we need to provide/assist with your health care or for administrative purposes.
- Most of the time, we will collect your personal health information directly from you or from a person who is acting on your behalf.
- We may also collect information from other sources if we have your consent or if the law allows it (for example, if there is an emergency). These could include family members or care providers, who can help us to understand your needs.
- Unless you tell us not to, we will collect information from your other health care providers.

How Do We Use Your Health Information?

- To provide you with health care
- To meet legal and reporting and administration requirements
- To make our services better, through teaching, research, evaluation and collecting and analyzing statistics

Sharing Your Personal Health Information With Others

Who Do We Share Your Personal Information With?

- People you choose, such as family member, next-of-kin or your legal representative
- People who work for our organization or on its behalf and who provide or support your care
- Health regulatory agencies (for example, health profession colleges)
- Public authorities as allowed or required by law (for example, if there is a concern about your safety or the safety of others)
- **In order to provide you with effective, coordinated services, we may need to consult your other health care providers.** Unless you tell us not to, we will share your personal health information with other health care providers who are providing/assisting in your care.

For Further Information:

If you would like more information about our privacy policy:

1. **Contact the Director of the program that is serving you, or**
2. **Contact our Privacy Officer:**
Sarah Cowley, Interim Executive Director
HopeGreyBruce Mental Health and Addictions Services
206-1101 2nd Ave. East, Owen Sound ON N4K 2J1
Phone: (519) 371-4120

Questions or concerns about privacy may also be directed to:

The Information and Privacy
Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Phone: 1-800-387-0073