



Privacy Statement

When you begin your work with Roots & Wings Psychology, it will be necessary for us to collect certain personal health information. Privacy and confidentiality of your personal health information is an important principle in the work we do. We are committed to safeguarding and protecting all written and electronic information in compliance with the Personal Health Information Protection Act (PHIPA), 2004.

What is Personal Health Information and why is it needed for my service?

Personal Health Information is any health information that could be used to identify an individual. This may include, but is not limited to, an individual's current and historical physical or mental health (including family health history), service history, as well as identifying demographic information (i.e., gender, date of birth, home address, etc.).

It is important for us to collect Personal Health Information in order to properly inform and direct the service you have chosen. Examples of why Personal Health Information might be collected include:

- To inform your child/youth's psychological assessment. Personal Health Information is used in formulating a possible diagnosis as well as to make appropriate recommendations.
- To help guide treatment recommendations and to support the monitoring of progress in treatment.

In collecting Personal Health Information, we ensure that we do not collect more information than is necessary to meet the goal of the chosen service.

How is Personal Health Information collected and stored securely?

Personal Health Information can be collected directly through interviews with you, your child/youth, or through forms you may be asked to fill out. When given consent to do so, Personal Health Information may also be collected indirectly through third parties such as from your child/youth's school, daycare, or other service providers.

Roots & Wings Psychology has both paper and electronic records. All paper records that contain Personal Health Information are maintained in locked filing cabinets. Should these records be taken off site (such as when interviewing a third party), they are secured in a locked briefcase and returned to their original locked cabinet as soon as possible. All electronic records that contain Personal Health Information require unique and individual passwords in order to access them. Individual records are maintained for 10 years past your child/youth's 18th birthday.

Who is my Personal Health Information disclosed to?

Personal Health Information can be disclosed, to professionals in your child/youth's Circle of Care, or with your consent, to appropriate community agencies or professionals. The Circle of Care includes regulated health care providers you are involved with and have a "need to know" about your Personal Health Information in order for them to properly provide you with appropriate services. For those outside of the Circle of Care, Roots & Wings Psychology will obtain your permission prior to releasing any Personal Health Information.

Please note, there are circumstances under which Personal Health Information may be disclosed without your consent. These circumstances include but are not limited to the following:

- when there is abuse/neglect or concern/risk of
- when there is an imminent risk of harm to self or others
- should we receive a subpoena or court order for the file information
- should we learn of abuse by a healthcare professional, we are required to inform their appropriate regulatory body

Can I change my mind with whom Personal Health Information is shared?

It is your right to withdraw consent to share Personal Health Information with anyone or any service you previously consented to share information. Please connect with your main contact person at Roots & Wings Psychology in order to make this change.

Can I access or correct the Personal Health Information in my record?

It is your right to access your Personal Health Information and you can do so by contacting your regulated Psychologist/Psychological Associate at Roots & Wings Psychology.

It is also your right to request a correction or amendment to your record should it contain incorrect Personal Health Information. Corrections can be made to factual information (e.g., date of birth, incorrect spelling of a name), inaccurate or incomplete information. To make a correction please contact your main contact person at Roots & Wings Psychology. ****Please note that there may be circumstances where you may not be able to change information. Should this circumstance arise, reasons why this cannot occur will be provided.**

What do I do if I have a concern/complaint about privacy?

Any member of the Roots & Wings Psychology team is committed to resolving any concern or complaint you may have related to your or your child/youth's Personal Health Information. Should you have any concerns regarding your personal health information or that of your child/youth, please bring these concerns directly to your regulated Psychologist/Psychological Associate at Roots & Wings Psychology.