

YOUR PERSONAL INFORMATION

CLH Developmental Support Services provides specialized services to children, youth and adults who have developmental support needs. We respect the importance of maintaining privacy & confidentiality of your personal information.

COLLECTING YOUR PERSONAL INFORMATION

We will ask you to tell us about you, your child(ren) and your family and what has been happening in your life. We will ask you how we can help so that we can plan together for the support you need. The things you tell us about your health, finances, family, friends, services and supports are called “personal information”. With your consent, we collect personal information from others who are working with your child and family, such as your family physician, a member of your child’s Early Intervention team, or an educator from your child’s licensed childcare. We keep your information in a secured shared electronic record provided by Children’s Treatment Network.



SHARING YOUR PERSONAL INFORMATION

The law says that we must keep your personal information PRIVATE. This means that we will not share your information outside the agency, except where you have provided us with your consent to do so. For example, with your consent, we may talk to someone helping your child or family (such as a therapist), so that we can plan together to provide better service. However, there are times when we may have to tell other people your information. Only legally authorized people (such as the police, Child protection agencies, and ministry officials) may have access to a person’s records as required by law. If you tell us your child has been abused, the law (Child, Youth and Family Services Act, 2017) says we have a Duty to Report to a Child Protection agency and/or the police.

HOW DO WE USE YOUR PERSONAL INFORMATION	CONFIDENTIALITY AND SECURITY OF PERSONAL INFORMATION
<ul style="list-style-type: none"> • To identify the best way for us to provide service and support to your family. • To help build your Individual Family Service Plan. • To work collaboratively with other services and supports you are connected to. • The amount and type of information we keep will depend on the program(s) you receive services from. • Sometimes at CLH Developmental Support Services, we need to share your information with other Early Intervention Programs and Team Members • To teach students that may be working with us. 	<ul style="list-style-type: none"> • We will take all reasonable steps to ensure that the personal information we collect and keep is protected against theft, loss and unauthorized use or disclosure. • In the unfortunate event that personal information is stolen, lost or accessed by someone outside of our agency, we will inform you at the first reasonable opportunity. • The amount and type of information kept will depend on the services you receive.

YOUR ACCESS TO INFORMATION

You may request to view your child’s record during business hours at one of our six office sites. If you have any concerns with the way your information is collected, documented or shared, please talk to your Resource Consultant or the Resource Consultant Supervisor in your area.