



NURSING & HOMEMAKERS INC.

www.nhihealthcare.com 416-754-0700 1-800-567-6877

NHI PRIVACY POLICY

Nursing & Homemakers (NHI) Privacy Management Program is governed by the information handling practices of the ***Personal Information Protection and Electronic Documents Act (PIPEDA)*** and applicable professional standards and provincial law. PIPEDA is a Canadian law relating to data privacy. It governs how private sector organizations collect, use and disclose personal information in the course of doing business. The Act also allows for the provision of the use of electronic commerce

Privacy Commitment

Nursing & Homemakers Inc. ("NHI") is committed to ensuring the confidentiality and protection of personal information in its possession. At NHI we have developed the following Personal/Health Information Privacy Commitment document. This is NHI's commitment to you, as a valued client, that we will protect your personal /health information by us adhering to the following principles:

- At NHI we identify the purpose for the collection of information and we will safeguard, according to the strict standards of security and confidentiality, any information that you share with us.
- NHI will limit the collection, use and disclosure of client information in order for us to deliver safe client focused services/care. NHI will require you to sign a Client Consent



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which gives us permission to provide service to you. Our employee will need to collect certain information in order to provide you with the different aspects of care/service.

- NHI will require your consent for the collection use and disclosure of information and will only permit authorized employees such as those providing direct care to the client, or those needing information for administrative support to have access to client information. This applies to information in all forms – electronically based information, paper/hard copy.
- All NHI employees will sign an individual confidentiality and privacy commitment upon employment and this commitment is reviewed on a regular basis. All of our employees will be given thorough privacy education and these privacy policies and procedures will be regularly reviewed. Employees who are in violation of this Privacy Commitment will be subject to our performance management process of discipline including termination.
- NHI will seek your consent to disclose personal information outside of the multidisciplinary team providing you with care when access requests are received. We will not reveal your information to any external organization, unless we are required by law to do so.
- NHI will aim to make sure that your personal information on file is accurate and we will from time to time confirm that accuracy.



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- NHI considers your health information extremely confidential and after you have discontinued service with NHI we will continue to have access to your information for up to 10 years or longer (if required by provincial regulation). These records are safe guarded and are stored under locked facilities after regular business hours. Should the need arise to use offsite storage; the facility will be required to sign a confidentiality agreement for safe -keeping. This information is stored electronically and has protected passwords and computer firewalls and limited user access authorized levels, in paper/hard copies with limited staff access by those who are authorized. All fax cover letters are sent with a “Confidentiality Statement” that tells the receiver what to do if they receive something in error. The same standard will apply to emails that are sent in error that has what to do in case of misdirected fax or email.
- NHI assumes no responsibility for those organizations that have links to our website.
- The openness of our personal information practices requires that if you would like to see your personal information at any time, you may do so by putting your request in writing and forwarding it to our Privacy Officer. NHI could charge you a reasonable fee for retrieving and copying the information depending upon the request. All requests for personal information will be processed in 30 days. Some requests for access to information may be subject to limitations or refusal such as reason for the refusal could be



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the proprietary nature of the information requested, the information may infringe on the privacy of another individual; the law prohibits its release; and/or if we exercise our discretion to withhold or limit the information because we believe harm may result from the disclosure.

- When information is refused you will be notified of the reasons and what recourses are available to you.
- NHI has appointed a Privacy Officer to oversee, monitor and report all client privacy issues and concerns. You may contact the privacy officer at:

Privacy Officer

NHI-Nursing & Homemakers Inc.

2347 Kennedy Road, Suite 204

Toronto, Ontario M1T 3T8

Ph. 416.754.0700 Fax.416-754-4014

Email: lawrence@nhihealthcare.com



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