



Children's
Treatment Network
Réseau de traitement
des enfants

Your Privacy and Consent



At Children's Treatment Network (CTN) our commitment is to ensuring confidentiality and protecting your privacy. Our partners from healthcare, education, recreation, social and community services have joined this commitment and take a team approach to benefit your child's care — at home, at school and in the community.

A coordinated team approach

It's all about providing a dedicated team to ensure your child and your family's needs are met. CTN links schools, healthcare organizations and community agencies to develop a personalized **coordinated plan of care** to best assist your child with what he or she needs to thrive. Services are provided by professionals and staff who work for CTN and for our partner agencies, organizations and school boards.



We have developed processes and tools, such as our **shared electronic record** and common assessments, to enable professionals to share information, coordinate services and work together to monitor your child's progress through all stages of development.

Information sharing and the shared electronic record

Our goal is to develop your child's coordinated plan and provide your family with the services that best meet your needs. To do this, CTN staff, as well as staff from our partners, will ask for information about your child and record this information and his or her treatment and progress in CTN's shared electronic record. This shared record enables all team members providing services to your child and family to share current information and communicate in a secure and confidential way. The information in the shared record stays **confidential**; only those involved in supporting your child and family will view and document information about your child.

Know that **your child's record is secure** — we use the same technology that financial institutions use for online banking. The service providers who use your child's shared record are trained on the system, as well as CTN's privacy policies and guidelines, to keep your information secure and confidential. Everyone who uses the shared record must adhere to Ontario's privacy laws.

Information recorded in the shared electronic record

The professionals working with your child and family will have access to both contact and demographic information; birth and developmental history; interview and assessment records; documents such as diagnostic, school, lab and transition reports; service plans; and progress notes and reports. We only collect the information we need to provide the best care and service for your family, and we strive to ensure all records are accurate and complete.

"CTN's shared electronic record allows our family's team members to be updated prior to appointments so we can focus on my daughter, instead of having to update everyone on everything that has occurred since our last visit."

– Pamela, CTN Parent



Better Together: A vibrant community where all kids, youth and families belong.



Working with youth

Service providers will determine if teens understand the implications of sharing and not sharing information. If he or she understands, the provider will ask the youth to provide consent to collect, use and share their information rather than asking the teen's parents or guardians.



Your right to privacy

You always have the right to consent to how your child and family's information is used and the professionals it is shared with. In order to make the best decisions regarding consent, you will be given as much information as possible. We encourage you to ask questions about how your child's providers will use and protect your family's information.

It's important to remember that you can request access to view your child's shared electronic record, or request that corrections be made to the record, at any time. Contact CTN's Privacy Officer at privacy@ctnsy.ca if you have questions about your child's record or are concerned information has been accessed inappropriately. You also have the right to withhold or withdraw consent for information sharing, except in certain circumstances where disclosure is legally required under the Child & Family Services Act or ordered by a court. All service providers have a duty to report any concerns related to a child's safety under the Child & Family Services Act. Providers do not need consent to share information in these circumstances.

CTN's commitment to you

CTN and our partner organizations are required by law to protect any information you share. We will always make sure you know why and with whom your information is being shared. If you do not consent to sharing information, we will respect your decision. Staff documenting or reviewing the shared electronic record will ensure information is kept as accurate and as current as possible. At your request, we will always provide you with access to the information in your record.

Information is collected pursuant to the Child & Family Services Act, R.S.O.1990, c.C1, the Municipal Freedom of Information and Protection of Privacy Act and the Personal Health Information Protection Act, 2004, and will be retained, used, disclosed and disposed of in accordance with the legislation and the nature of the information collected.

How to provide consent for information sharing

There are **two ways** you can provide consent.

- ① **Verbally** Speak with either a service provider working with your child or to CTN's intake staff when you request services.
- ② **Written** Complete the Consent to Share Information form available on our website www.ctnsy.ca and fax to CTN Intake at **705-792-2775**.

Your consent — verbal or written — will be documented in the shared electronic record. What is most important to us is that you understand what you are consenting to and why your information will be shared.

Questions or concerns?

We're always happy to answer any questions you have about the collection, use or sharing of personal and health information, or to discuss any concerns you have. Please contact CTN's Privacy Officer at **1-866-377-0286 ext. 2252** or email privacy@ctnsy.ca.

You may also contact the Information and Privacy Commissioner of Ontario at **1-800-387-0073** or www.ipc.on.ca.



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For more information visit
www.ctnsy.ca.