



COUNSELLING AND SUPPORT SERVICES of S.D. & G.
SERVICES DE COUNSELLING ET DE SOUTIEN de S.D. & G.

PROTECTING YOUR PRIVACY IS IMPORTANT TO US

Counselling and Support Services of S.D. & G. (CSS) is committed to protecting your personal information.

1. We have responsibility for personal information.

Counselling and Support Services (CSS) is responsible for the information it holds about you and has policies about the confidentiality of this information.

2. We are clear about why we collect information from you.

CSS collects information about you so that we can provide you with quality support and services as well as meet our reporting and legal obligations.

3. We work in a team model where Directors, Social Workers, Case Managers/Planners and a variety of skilled staff are part of providing high quality services to you and to the community.

Your information may be shared among staff of our Agency who are involved in services provided to you, in order to be able to help you most effectively.

4. We ask for your consent (agreement) to collect, use and share your personal information.

Every client (or his/her legally authorized representative) will sign a consent about how we can use your personal information. This may include for service planning purposes, for routine management and professional supervision, for quality assurance purposes, including accreditation.

5. We will limit the collection of personal information.

CSS will only collect information that is necessary to provide good service to you and to our community and to meet our legal and funding obligations.

6. We use personal information only for the purposes you have agreed to unless the use or sharing is permitted or required by law.

CSS will not use your personal information for purposes other than services to you, evaluation, or managing and planning of services unless you agree or unless we are required by law.

7. We take steps to safeguard your personal information.

CSS will protect your information and ensure its privacy.

8. You can ask about our privacy policies and practices.

A staff person can provide you with information about our policies and practices related to the management of personal information if you ask (and we will respond within a reasonable period of time).

9. You have a right to know what personal information we hold about you and you can ask to see your records.

You have the right to request access to the information we have about you. You can request access to your information by simply writing us a note and signing it. The Agency will follow-up on your request.

10. We respond to concerns and questions.

If you have questions or concerns about the way CSS is carrying out these principles or if you believe there has been a violation of your privacy, please contact our Privacy Officer at 613-932-4610 or 1-855-647-8483.