

## How does BGCFS manage its information:

- We answer to you.
- We tell you why we collect the information.
- We need your permission.
- We only ask for what we need.
- We only share when we have to and do not keep it for longer than we have to.
- We want your information to be correct.
- We protect your information.
- We are honest about where we use the information.
- You can see your file if you want.
- We have procedures to receive and respond to complaints and enquiries.

Your worker will be able to answer most of your questions and concerns around information practices at Bruce Grey Child and Family Services. If you would like further help however, you can contact our Senior Legal Counsel or Director of Quality Improvement who act as our Privacy Officers.

**For Complaints and Corrections,  
contact the Office of the Director**

### **Bruce Grey Child and Family Services**

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*Making a  
Difference  
in the  
Lives of Children!*



# Your PRIVACY is Our Commitment

### *Our Values*

- Caring
- Respect
- Integrity
- Collaboration
- Accountability



BRUCE GREY  
CHILD &  
FAMILY  
SERVICES



# Notice of Information Practice at BGCFS

We collect and use your information to do our work under the law, including:

- To investigate a claim of abuse or neglect;
- To determine the needs of children and families;
- To make temporary plans for the care of children and/or to arrange suitable long-term placements for them.

When we investigate, we collect information about children who may be at risk or in need of our services. This includes the personal information of the child and of any other important person in the child's life. Under the law, we are permitted to collect this information from the child and from others who know of the situation we are investigating. We do not need to have your approval to do this.

## *Who do we share information with?*

We share information with each other to better protect children. Information given to one children's aid society will be available to other children's aid societies (CAS), but only when they need to know the information for safety reasons.

We share information with service providers who help CASs deliver services to children and families. We share only the information that is necessary for them to deliver these services. We also require them to protect this information and keep it confidential.

Sometimes, we are asked to share information with others such as police, government agencies, and people

involved in court cases with our clients. We only give information to them, if:

- we have the client's permission;
- there is a court order, a search warrant or another legal obligation to share the information.

## *How do we keep and destroy information?*

Most of the information we collect is kept forever. We do this because we might need it in the future. Former clients may also ask to see their files. According to the law, there are some records that must be destroyed after a certain period of time. When we destroy these records, we do it securely.

## *How can you see your file and ask for something to be corrected?*

Service users have the right to see the information that we have about them. They also have the right to ask that the information be corrected if it is not true. Bruce Grey Child and Family Services has procedures in place to deal with this when it is necessary.

## *What can I do to make sure that my information is correct?*

The collection of correct information is difficult for workers. They have to make sure that all of your information, such as your name and date of birth,

is correct and true. You share this responsibility with your worker. By giving them your official full name and correct date of birth, it will be noted in our system to make certain that your record remains uniquely your own. This will prevent any confusion with someone who may have a name or date of birth that is similar to yours.

**Help Us Get Your Name and Date of Birth Right the First Time** by showing one of the following official pieces of identification to your worker:

- Driver's License
- Passport
- Health Card
- Birth Certificate
- School Record

## *What if your privacy is breached?*

If we discover that your personal information was given to someone who should not have it, we will conduct a full investigation to determine if and how this happened. If it is true, we will contact everyone who was affected. We will then take the appropriate steps to correct the error and make sure that it does not happen again.

If you believe that we shared your personal information improperly, please contact your worker or their supervisor in order for us to confirm if this did happen.