

For More Information or to File Complaints

If you would like more information, have concerns or have a complaint about CMHA Nipissing's privacy and information practices, please contact the Privacy Officer. A copy of CMHA Nipissing's Statement of Information Practices is available upon request from your service worker or CMHA Nipissing's Privacy Officer.

You may also make a complaint about our information and privacy practices directly to the Information and Privacy Commissioner at:

Information and Privacy Commissioner/Ontario

2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8

Tel: 416-326-3333

Toll-free: 1-800-387-0073



Our Mission

The Canadian Mental Health Association Nipissing Regional Branch (CMHA Nipissing) is a non-profit charitable agency dedicated to building a community which accepts people with mental illness and promotes mental health.

Our History

Established in 1977, CMHA Nipissing is governed by an independent local board of directors. The board includes members who are consumers and is supported by a general membership and volunteers. CMHA has strong links to local community partners as well as other CMHA branches in Ontario.

Our Belief

CMHA Nipissing believes that all citizens should have timely access to needed mental health services and be free of discrimination. CMHA takes an innovative approach to involve the entire community in the generation of an informed and coordinated response to the mental health needs of the region's population.



Supported by



Canadian Mental
Health Association
Nipissing
Mental health for all



Protecting Your Personal Health Information

Canadian Mental Health Association
Nipissing Regional Branch
156 McIntyre Street West, North Bay, ON P1B 2Y6
Tel: 705-474-1299 | 1-888-474-1299
Fax: 705-474-5325

✉ info@cmhanipissing.on.ca

📘 @cmha.nipissing | 🐦 @cmhaNipissing

www.cmhanipissing.on.ca

Collection of Personal Health Information

Canadian Mental Health Association (CMHA) Nipissing provides you with mental health services by itself and often in collaboration with other health care service providers in the community. To do this, CMHA, with your consent, collects, uses and discloses your personal health information (PHI).

CMHA takes steps to ensure that the privacy and accuracy of your PHI is protected as required by the Personal Health Information Protection Act (PHIPA). For example, within CMHA, only authorized staff are permitted to handle your PHI and only for the purposes outlined below.

Consent

Generally you have the right at any time to give, stop, change or place limits on the consent you give CMHA Nipissing regarding your PHI. There are two kinds of consent. **Implied consent** occurs when you ask for service and freely participate in the gathering of PHI. You give **express consent** when you give specific permission, sometimes verbally but more often by signing printed consent forms with space available to confirm specific instructions. In unusual circumstances, CMHA may use and/or disclose your PHI without your consent to protect individuals from serious bodily harm or to comply with other laws and regulations.



Collecting PHI

CMHA collects your PHI directly from you, other health care providers, or from someone legally authorized to act on your behalf, for example a substitute decision-maker.

Use and Disclosure of PHI

CMHA may collect, use or disclose your PHI for the purpose to:

- communicate within CMHA and with external health service providers to acquire treatment, support and care (unless you tell us otherwise);
- plan and manage our internal operations, and conduct risk-management activities;
- conduct quality improvement activities;
- teach or train authorized CMHA staff;
- conduct research (under strict rules) and compile program statistics;
- comply with and fulfill other purposes required or permitted by law.

To Access or Correct Your PHI

You have the right to view CMHA's record of your PHI. Also, if you believe that CMHA's record of your PHI is inaccurate, you may request that a correction be made. All requests should be forwarded preferably in writing to the Privacy Officer as listed below. Access and/or correction of your record of PHI will be limited by the conditions outlined in the Personal Health Information Protection Act (PHIPA) and other relevant legislation.



Privacy Officer
Jenny Leblond

Canadian Mental Health Association
Nipissing Regional Branch

156 McIntyre Street West, North Bay, ON P1B 2Y6
705-474-1299



Canadian Mental
Health Association
Nipissing
Mental health for all