

## Terms of Service

**The Alzheimer Society Waterloo Wellington (ASWW)** role is to support persons living with dementia and their care partners, in living well with a dementia diagnosis. Our programs and services include: support and education groups, counselling, care coordination, and social/recreational opportunities. These programs are designed to help people remain supported and engaged throughout the dementia journey. Some French language services are available upon request.

**All personal information is protected by confidentiality.** A confidential file will be created during your initial intake appointment by a Registered Social Worker (RSW) or a supervised Social Work intern. Your file will be securely kept in our electronic database in accordance with the Personal Health Information Protection Act, 2004 (PHIPA). All paper records will be kept for a minimum of 7 years for staff to refer to. Information we keep on file may include:

- The services you receive from us and the dates they were provided to you
- Demographic and statistical data
- Information related to you and your situation which is necessary to understand your service needs

The ASWW operates as a team where all staff and student interns are ethically bound by confidentiality. Information will only be shared where it is found to be clinically necessary and helpful in providing service to you.

**Your personal health information may be shared with or collected from your ‘circle of care’.**

The circle of care refers to individuals and organizations who provide services to you. This may include: doctors, hospitals, Local Health Integration Network’s (LHIN) Home and Community Care, day program providers and community support services. You can tell us if you do not want us to share information with certain members of your circle. You may also give us permission, verbally or in writing, to share your personal information with any individual or organization outside of your circle of care.

**Exceptions to confidentiality** in which staff members have a duty to report or are required to share your personal health information without your permission include some of the following examples:

- a) Medical emergencies
- b) Court-order
- c) If we believe you or someone you know is at risk of, or experiencing harm to self or others
- d) If a child under the age of 16 could be at risk
- e) Professional misconduct in the form of abuse or behaviours that have placed you or someone you know at risk

**Questions or concerns about our terms of service** can be discussed with an ASWW staff member. Alternatively, you may contact our office and request to speak with the ASWW’s Privacy Officer for more information or to make a complaint.

You may also forward complaints about ASWW’s handling of your information to the Information and Privacy Commissioner of Ontario: by phone (1-800-387-0073); or by mail (1400-2 Bloor Street East, Toronto, Ontario, M4W 1A8).