

Client Rights

In accordance with the Ministry of Health and Long Term Care Act of 1994, St. Paul's upholds the rights of clients receiving community health care services. These rights advocate respect and dignity of clients, promote client participation, maintain client's right to be informed and the right to be treated fairly.

For a full list of client rights, please consult the Client Bill of Rights that has been posted in English and Chinese throughout St. Paul's Centre.

St. Paul's L'Amoreaux Centre

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Mission Statement

We are a caring, client-focused not for profit organization, dedicated to improving the quality of life of seniors in the communities we serve, by providing services and housing in an accessible, professional and progressive manner.

St. Paul's Vision

To provide a services and housing environment for seniors that allows them to live independently in their community with wellness and dignity. To provide this environment regardless of language, culture or ability to pay.



Community Services
and Housing

Client Information:

***Personal Privacy,
Right to Appeal
and
Client Rights***

Client Privacy

Your privacy is very important to St. Paul's. It is your right to have all your personal and health information kept confidential. To do this, we maintain a Privacy Policy that sets the following standards:

Collection

St. Paul's collects clients' personal information in order to carry out its programs and services. We will only collect your personal information with your **informed consent**. When you first begin service with us, you may be asked to sign a consent form.

Use

Personal information is used for the following purposes:

- Providing services
- Assessing applications for housing or services
- Meeting legal tenancy requirements
- Calculating rent payment
- Calling emergency contacts
- Maintaining records for financial audits
- Fulfilling funders' requirements

Retention

Personal information will be stored in either paper format in locked cabinets or electronic format that is password protected. Access is restricted to only staff that need the information.

Disclosure

St. Paul's staff are required by our policies and their professional associations' codes of ethics to maintain client confidentiality.

St. Paul's will only release your information to the following with your **consent**:

- Circle of Care (case manager, nurse or other care provider relating to services you are receiving)
- Primary contact or emergency contacts provided by you
- St. Paul's funders or auditors when required by provincial legislation.

Destruction

When we no longer need personal information, St. Paul's follows stringent practices in destroying information in both paper or electronic format.

Breach of Privacy

If you believe that your personal information has been disclosed without your consent or used improperly, you should notify: your Case Manager, Customer Service or St. Paul's Privacy Officer. St. Paul's Privacy Officer is the Human Resources Manager.

For more information, see our brochure on **Privacy of Information**.

Client Right to Appeal

If you are unsatisfied with a complaint resolution, you have the right to appeal the decision. Appeals must be in writing and received within 30 days of closing of original complaint. All appeals are coordinated by the Director of Quality and Customer Service who reviews and forwards supporting documentation to the Executive Director.

Appeals Committee

The Executive Director appoints an Appeals Committee to hear client dissatisfaction of complaint resolution. The committee will not consist of a staff person who was directly involved in resolving original complaint.

Appeals Decisions

The decision of the Appeals Committee is final and will be confirmed in writing within 30 days of the appeal being lodged.

At any time, you have the right to address the Health Services Appeal and Review Board of the Ministry of Health and/or our Board of Directors.