

## **NOTICE OF INFORMATION PRACTICES MARCH 12, 2018**

The following describes how Highland Shores Children's Aid Society collects, uses, discloses and retains personal information in the Child Protection Information Network (CPIN), the provincial information management system.

### **CHILD WELFARE MANDATE**

Children's aid societies (CASs) have the exclusive mandate to provide child protection services in Ontario. CASs work to promote the best interests, protection and well-being of children. Every CAS in the province is responsible for a specific jurisdiction and, at times, CASs work together to fulfill their mandate.

**Protect. Care. Empower.** These are the words that embody the philosophy and goals of Highland Shores Children's Aid. First and foremost, we will protect and care for children and youth in need in the counties of Hastings, Northumberland and Prince Edward, while at the same time empowering children and families to be all they can be through various means of educational support.

### **WHAT IS CPIN?**

CPIN is a provincial information management system used by CASs. CPIN is the primary tool for storing information needed to provide children's aid society services.

CPIN contains information about families and children who receive child protection services. It also contains information about caregivers and those who seek to provide care to children in need, such as foster parents, adoptive parents and members of a child's extended family.

### **INFORMATION WE COLLECT & HOW WE USE IT**

In general, CASs use the information we collect to carry out our functions under the *Child and Family Services Act* including:

- investigating allegations that children may be in need of protection and, where necessary, protecting children;
- providing services to families to protect children or for the prevention of circumstances requiring the protection of children;
- providing care for children in CAS care or supervising families and children assigned to CAS supervision;
- assessing and approving homes for children who can't remain with their families; and,
- placing children for adoption.

In child protection cases we collect information about children who may be at risk of harm or in need of our services. This includes the personal information of the child and

important people in the child's life. We collect this information directly from our clients or indirectly from members of the community or other service providers.

We also collect personal information about caregivers and those who seek to provide care to children in need, including members of a child's extended family, foster parents and adoptive parents. We collect most of this information directly from those individuals, where possible and appropriate.

## **WHO WE DISCLOSE INFORMATION TO**

### **Other CASs**

CASs share information with each other to better protect children. Information given to one CAS may be provided to other CASs when the other CAS needs to know the information to provide child protection services under section 15(3) of the *Child and Family Services Act*.

CPIN is designed to permit access to information between CASs. CPIN-using CASs disclose information to one another within the CPIN application. CAS-users access information based on their CAS location and the duties they perform for that CAS.

### **Service Providers**

Service providers are persons or organizations who help CASs deliver services to children and families. We share only the information that is necessary for service providers to deliver and administer these assistive services.

### **Other Third Parties**

Sometimes we get requests for information from third parties, such as police, government agencies and people involved in court cases with our clients. We only give information to third parties if:

- we have the client's consent;
- there is a court order or search warrant requiring disclosure; or,
- we are legally permitted or required to provide the information.

## **HOW WE RETAIN AND DISPOSE OF INFORMATION**

In CPIN information is stored in person, case and provider records that are designed to hold the unique information for each service. Person, case and provider records are linked when appropriate, thereby creating an overall picture of a client's or caregiver's child protection services.

We keep information collected because it may be necessary for future cases. We also keep the information because clients or providers may ask to see their records.

The records electronically are stored in a safe, provincially-operated and maintained computer system. The records are kept indefinitely.

### **ACCESS AND CORRECTION**

Clients and caregivers can access their information stored in CPIN by going to any CPIN-using CAS from which they have received service. That CAS will coordinate the response to the request for all CPIN-using CASs. If the client or caregiver was served by a CAS that does not use CPIN, the client will be given directions on how to separately request access to those records.

They can also request that information be corrected if it is inaccurate or can indicate a disagreement with information. Requests for correction of records or disagreement with information are documented, for both open and closed cases.

Clients and caregivers who believe information in our records is incorrect or incomplete may request in writing that the record be corrected or added to. The CAS must provide a written response to the request.

In the event the client or caregiver is not satisfied with the CAS's response, she/he can complain to the Information and Privacy Commissioner of Ontario. There are time limits on when a complaint can be made to the Information and Privacy Commissioner and the client or caregiver should consult the Commissioner's office as soon as possible at 1-800-387-0073 or [info@ipc.on.ca](mailto:info@ipc.on.ca). The Commissioner's website can be found at [www.ipc.on.ca](http://www.ipc.on.ca).

### **DISCLOSURE TO THIRD PARTIES**

A CPIN-using agency is responsible for the disclosure of records that it owns. The requestor needs to contact each CPIN using CAS directly to request disclosure of the information owned by the CAS.

### **ACCOUNTABILITY**

Each CPIN-using CAS has a Local CPIN Information Officer. If you have any questions or concerns about information collection, access or disclosure, please contact your worker. You can also contact our Local CPIN Information Officer.

<b>LOCAL CPIN INFORMATION OFFICER</b>
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