

Privacy & Confidentiality Policies

Commonly Asked Questions:

- ◆ ***When would my information be shared?***

Mostly this would **not** happen without your consent. The exceptions are legal &/or moral circumstances like:

- when there is abuse of children
- when there is risk of suicide or homicide

- ◆ ***What are my rights?***

Upon giving reasonable notice, you can:

- Request to see your personal information that we have collected
- Request to have the information changed/corrected to make it accurate or complete
- Refuse or withdraw your consent to us collecting, using or disclosing your information.

- ◆ ***What if I have a complaint about the privacy of my information at the Centre?***

All individuals are entitled to challenge SWC's compliance with the principles set out in our Privacy & Confidentiality policies. Any such challenge must be put in writing and directed to the Executive Director. Our staff can assist you in this regard.

09/05

Scarborough Women's Centre Programs & Services

Case Management:

Offers goal clarification, planning and support for women who want assistance in overcoming barriers to economic and emotional independence.

Economic Self Sufficiency Program

In a intensive program, women who have left abusive situations are assisted in the move to economic and emotional independence.

Educational Workshops:

Courses and workshops on topics of concern to women presented in small groups (15-20) with a trained facilitator.

Topics include:

Assertiveness, Self-esteem,
Anger management, Legal Issues and
Women's Health.

VOLUNTEER OPPORTUNITIES:

Board and Committee Members:

Responsible for the overall direction of the agency and ensuring adequate resources are available.

Resource Information Volunteer:

Provide referrals in our anonymous, confidential phone service.

One -to-One Mentoring Program:

Trained mentors/tutors provide mentoring and support in a non-judgmental way to an individual woman going through a transition in her life.



**Scarborough
Women's
Centre**

PRIVACY & CONFIDENTIALITY

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TDD: (416) 439-7321

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ed@scarboroughwomenscentre.ca

Website:
www.scarboroughwomenscentre.ca

Mission Statement:

Scarborough Women's Centre facilitates the empowerment of any woman who wants to leave an abusive or isolating situation, so that she can implement long term positive changes with confidence

**Scarborough Women's Centre
recognizes that ...**

- All the information you have provided to us is private and has to be kept in the strictest of confidence and disclosed only on a need-to-know basis with your permission.
- All personal information collected, used and disclosed by the Centre should be treated in a manner that complies with the new *Personal Information Protection and Electronic Documents Act (PIPEDA)*, and the *Personal Health Information Protection Act (PHIPA)*.
- While by definition the new legislation does not apply to the Centre, it is important to take a proactive approach to ensure that your personal information in its Custody or control is protected.

**Scarborough Women's Centre
has systems and practices
that support and are in accordance
with the 10 principles of PIPEDA:**

- Accountability
- Identifying Purposes
- Consent
- Limiting Collection
- Limiting Use, Disclosure & Retention
- Accuracy
- Safeguards
- Openness
- Individual Access
- Challenging Compliance

You can access our Privacy & Confidentiality

Policies at

www.scarboroughwomenscentre.ca

or you can call us at (416)439-7111

to request a copy of this policy.

**Scarborough Women's
Centre collects, uses and discloses
information about you for the
following purposes:**

- To deliver continuous high quality service, including assessing your needs and advising you of options
- To enable us to contact you and maintain communication with you.
- To distribute information to you e.g. Newsletter, fundraising events/initiatives
- To communicate with other service providers at your request, to work together to support you
- For teaching and demonstrating purposes on an anonymous basis
- To comply with legal and regulatory requirements