



# Brain Injury Community Re-entry (NIAGARA) INC.

*Turning the Key to Opportunity in Niagara since 1988*

## STATEMENT OF PRIVACY PRACTICES

### How we protect your Privacy

At Brain Injury Community Re-Entry (Niagara) Inc. (BICR), we treat your personal health information with respect and sensitivity in accordance with the Ontario *Personal Health Information Protection Act, 2004* (PHIPA) and any other laws that we are required to follow. We take steps to safeguard your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal. We perform audits to monitor and manage our privacy compliance. We take steps to ensure that our staff and everyone who performs services for us protects your privacy.

### Collection of personal health information

We collect personal health information about you directly from you or the person acting on your behalf. The personal health information that we collect may include your name, date of birth, address, health history, medication history, allergies, and other information necessary for your care.

Occasionally we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

### Use and disclosures of personal health information

We use and disclose your personal health information, to:

- Support your health care when we are providing health care services, such as rehabilitation support and counselling
- Communicate or consult about your health care with other health care providers when we are providing health care services to you, which could include for example: assessments, counsellor notes, medications, allergies, etc., including from electronic medical information systems. (If you would like more information about the electronic medical information systems, please speak with a staff member or our Privacy Officer.)
- Update you of upcoming events, activities and programs
- Deliver and evaluate our programs and compile statistics
- Plan, administer and manage our internal operations
- Be paid or process, monitor, verify or reimburse claims for payment including from OHIP and WSIB
- Conduct risk management, error management and quality improvement activities
- Educate our staff and students
- Do fundraising
- Conduct research (subject to certain rules)
- Comply with legal and regulatory requirements
- Fulfill other purposes permitted or required by law

### Your choices

You may access and/or request that correction be made to your records of personal health information, or withdraw your consent for some of the above uses and disclosures (subject to certain legal obligations) by contacting our Privacy Officer.

### For more information or to raise a concern, please contact our Privacy Officer:

Heather Olszewski, Privacy Officer  
Brain Injury Community Re-entry (Niagara) Inc.  
3340 Schmon Parkway, Unit 2, Thorold, ON L2V 4Y6  
905-687-6788 or 800-996-8796  
[holszewski@bicr.org](mailto:holszewski@bicr.org)

### For more information about your privacy rights, or if you are unable to resolve a problem directly with our Privacy Contact:

Information and Privacy Commissioner of Ontario  
2 Bloor Street East, Suite 1400, Toronto, ON M4W 1A8  
416-326-3333 or 800-387-0073  
[info@ipc.on.ca](mailto:info@ipc.on.ca)