



**PERSONAL INFORMATION BANKS
ST. JOSEPH'S CARE GROUP**

ADMINISTRATION & MEDICAL STAFF

Types of Information	Description	Format	Retention Information	How information is used	Type of Personal Information
Board & committee membership	List of names, personal addresses, phone numbers and email addresses of members of the various committees	Electronic & hard copy	10 years	Communication with committees	Name of individual, address, telephone number
Physician credentials files	Copies of original application for hospital credentials, yearly reappointment forms, credentials certificate and board approval forms	Hard copy	10 years then microfilmed	Stored securely and referred to when needed to verify credentials	Name of individual, address, telephone number, education history, an identifying number
Signature sheets	Copies of signature samples of all credentialed physicians	Hard copy	10 years	Referred to when needing to verify signatures.	Name of individual
Medical student rotations	Copies of medical student/resident rotation schedules	Hard copy	10 years	Referred to when needing to verify dates/details of various rotations.	Name of individual
Physician files	Copies of physician contracts, travel expenses, vacation requests, etc.	Hard copy	10 years	Referred to when needing to verify/follow-up on expense accounts.	Name of individual, address, telephone number, education history, financial history, an identifying number or symbol of the individual
Physician advisor personal files	Copies of expenses, copies of medical licences/ registrations and other personal documents related to the Physician Advisor, Mental Health & Addictions Services	Hard copy	10 years	Referred to when needed for personal use and/or verification of information	Name of individual, address, telephone number, education history, financial history, an identifying number or symbol of the individual
Medical advisory committee distribution lists	Mailing list of members of medical advisory committee.	Electronic copy	10 years	Used for distribution of meeting packages or notices pertaining to committee matters	Name of individual, address, telephone number
Professional staff attending distribution lists	Mailing list of all attending physicians for SJCG	Electronic copy	10 years	Used for distribution of information, policies, procedures for all attending physicians of SJCG	Name of individual, address, telephone number
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Investigations of client feedback	Documentation supporting client complaints	Electronic & hard copy	1 year	Reference for future correspondence related to complaint matters	Name of individual, address, telephone number, family status, sex, age
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, address, telephone number, financial history, views or opinions about the individual

Finance Services

Types of Information	Description	Format	Retention Information	How information is used	Type of Personal Information
Accounts receivable - clients, employees:					
Accounts receivable - batch lists - receipts, charges & adjustments	Details client names and charges, adjustments and receipts to client receivable accounts.	Electronic & hard copy	7 years	Reconcile account payments and charges	Name of individual
Accounts receivable - aged trial balance reports	Details client names and aged receivable balance.	Electronic & hard copy	7 years	Monitor balances owing	Name of individual
Accounts receivable - computer loans receivable report	Details employee names and computer loans receivable balances.	Electronic & hard copy	7 years	Monitor balances owing	Name of individual
Accounts receivable invoices	Invoices sent to clients detailing name, address, and amount owing.	Electronic & hard copy		Monitor balances owing	Name of individual, address, phone number
Cash receipt slips and receipt books	Copies of cash receipt slips and duplicate receipt books detailing name and amount received.	Electronic & hard copy	7 years	Reconcile account payments	Name of individual
Accounts receivable supporting documents	Includes insurance statements, co-payment files, ambulance transfer slips, petty cash cheque stubs, and parking pass forms detailing name, and address in some cases.	Hard copy	7 years	Reconcile account payments and charges	Name of individual, address, phone number
Insurance statements	Details client names and amount received.	Hard copy	7 years	Reconcile account payments	Name of individual
Client co-payment files	Details client name, address and personal financial information.	Hard copy		Bill clients for payments	Name of individual, address, phone number
Patient trust account records	Records detail each client's name and all deposits to and withdrawals from the client's trust account.	Electronic & hard copy	7 years	Confirm Patient Trust balances	Name of individual, address, phone number
Accounts receivable bad debts records	Details the dismissal of unpaid debts owed that are considered uncollectible. Details debtors name and amount. Documents may include invoices and correspondence.	Electronic & hard copy	7 years	Confirm balances sent to bad debts	Name of individual, address, phone number
Accounts payable:					
Account payable cheque register reports	Details vendors paid, cheque amount and date.	Electronic & hard copy	7 years	Confirm payments	Name of individual, address, phone number
Accounts payable invoices, cheque requisitions	Invoices and cheque requisitions received from vendors and employees approved for payment. Details name and address.	Hard copy	7 years	Document expenses	Name of individual, address, phone number
Purchase order accrual reports	Details vendor name and amount of accrued payable for goods and services received.	Electronic & hard copy	7 years	Determine receipt of goods	Name of individual

Payroll:					
Payroll registers	Report details employees gross pay, deductions, benefits, and net pay for each pay period.	Electronic & hard copy	7 years	Confirm payroll expenses	Name of individual
Benefits accrual reports	Report details employee name and payroll benefits accrued for the period.		7 years	Confirm vacation liability	Name of individual
Payroll time sheets	Bi-weekly timesheets that detail employee hours worked.	Electronic	7 years	Cost payroll expenses and pay employees	Name of individual
Payroll Records of employment	Copies of employee Records of Employment forms submitted to Human Resources Development Canada and Service Canada information requests. Disclosed to Payroll.	Electronic (2011) & hard copy (all previous years)	7 years	Submit for EI benefits	Name of individual, address, phone number
Payroll support to adjustments, corrections, retro pay, benefits during leave	Supporting documents to payroll adjustments, corrections, retro pay, and benefits during leave.	Hard copy	7 years	Support corrections	Name of individual
Payroll returns to government agencies	Copies of year end T4 slips, T4A slips and T4 Summary returns to Canada Revenue Agency	Electronic copy	7 years	Submitted to Canada Revenue Agency	Name of individual
Payroll remittances	Supporting information for payroll deductions and benefits remittances to Canada Revenue Agency, insurance companies, unions, pension plans, RRSPs, Canada Savings Bonds, charitable foundation, garnishments, etc. Disclosed to Payroll.	Electronic & hard copy	7 years	Pay remittances	Name of individual
Payroll Healthcare of Ontario Pension Plan (HOOPP) MDC report	HOOPP MDC report details earnings, and pension contributions.	Electronic & hard copy	7 years	Information is used to pay remittance	Name of individual, address, phone number
General:					
Bank statements, cashed cheques, and bank reconciliations	Bank statements detail deposits to and withdrawals from bank accounts, and bank balances on a monthly basis. Cheques received from financial institution after they have been cashed or dishonoured detail name and address. Bank reconciliations compare the balance per the bank and the balance per accounting records and explain any discrepancies.	Electronic & hard copy	7 years	Reconcile bank account	Name of individual
Customer billings	Invoices for various sites.	Hard copy	6 years	Confirm receivable	Name of individual, address, phone number
Cash receipts	Receipts for payments received.	Hard copy	6 years	Confirm payments	Name of individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, views or opinions about the individual

Human Resources

Types of Information	Description	Format	Retention Information	How information is used	Type of Personal Information
Personnel files for active staff	Includes all or some of following: name, date of birth, employment history, education, references, performance reviews, discipline information, criminal reference check	Electronic & hard copy	Duration of employment plus 5 years	Maintain record of employment-related information for staff.	Name of individual, address, telephone number, age, sex, marital or family status, education history, financial history, an identifying number or symbol of the individual, views or opinions of the individual
Personnel files for terminated staff	Basic employee information related to pension and benefits	Hard copy	Full file 5 years from termination. Reduced file until employee death. After death - 2 years	Maintain record of employment for staff who no longer work for the corporation. Information is stored securely, referred to and revised as needed	Name of individual, address, telephone number, age, sex, marital or family status, education history, financial history, an identifying number or symbol of the individual, views or opinions of the individual
Recruitment & hiring records	Applications, resumes, references, competition information	Hard copy	1 year post recruitment process	Information used for selection and hiring process	Name of individual, address, telephone number, age, sex, marital or family status, education history, financial history, an identifying number or symbol of the individual, views or opinions of the individual
Investigation & complaint records	Details of issue and related documents, including employment information	Hard copy	Duration of employment plus 5 years	Information used to investigate and resolve employee complaints or misconduct	Name of individual, address, telephone number, age, sex, marital or family status, education history, financial history, an identifying number or symbol of the individual, views or opinions of the individual
Grievance records	Details of issue and related documents, including employment information	Hard copy	Duration of employment plus 5 years	Information used to investigate, resolve and manage labour relations and administer the grievance and arbitration process	Name of individual, address, telephone number, sex, education history, financial history, an identifying number or symbol of the individual, views or opinions of the individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, address, telephone number, education history, an identifying number or symbol of the individual, views or opinions of the individual

Volunteer Services

Types of Information	Description	Format	Retention Information	How information is used	Type of Personal Information
Personnel files for volunteers and students	Details volunteer names, dates of birth, home numbers, employment and education history, evaluations, interview forms	Electronic copy	7 years	Volunteer management records.	Name of individual, address, phone number, month of birth date, emergency contact information, education history, employment history, identifying number or symbol, email address
Appreciation & recognition	List of volunteers attending appreciation events or volunteers receiving awards	Electronic & hard copy	7 years	Recognize volunteers for their contributions	Name of individual, telephone number, views or opinions about the individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Investigations of volunteer feedback	Documentation supporting client complaints	Electronic & hard copy	1 year	Reference for future correspondence related to complaint matters	Name of individual, address, telephone number, email address, views or opinions of the individual
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, address, telephone number, email address

Material Management

Types of Information	Description	Format	Retention Information	How information is used	Type of Personal Information
Procurement	Records relating to procurement including requests for proposals, quotation requests, requests for expressions of interest, vendor proposals, tenders and evaluations. Records may include specifications, schedules of work and delivery time frames.	Electronic & hard copy	7 years	To ensure acquisition of goods and services is appropriate and procured at the best possible cost to meet the needs of quality and quantity, time, and location	Name of individual, address, telephone number, identifying symbol, employment information, financial information, opinions about a vendor
Purchasing of goods and services	Records relating to purchasing of goods and services. Records may include requisitions, copies of purchase orders and packing slips.	Electronic & hard copy	7 years	Purchase of good and services for all areas of the corporation.	Name of individual, financial information, identifying symbol
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, views or opinions of or about the individual

Communications Office

Types of Information	Description	Format	Retention Information	How information is used	Type of Personal Information
Communications consent forms	Consent forms signed by anyone participating in SICG events where their voice, image may be recorded for future use.	Hard copy	Permanent	Stored securely and referred to when needed	Name of individual
Photo Archive	Digital images	Electronic	Permanent	Promotional material, recognition	Name of individual, image
United Way campaign donor lists	Staff names, staff numbers, donation amounts and designation	Electronic copy	7 years	To maintain list of ongoing donors to the SICG United Way Campaign	Name of individual, address, telephone number, an identifying number of the individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, views or opinions about the individual

Health, Safety & Risk Services

Types of Information	Description	Format	Retention Information	How information is used	Type of Personal Information
Client incident reports	Details personal information and incident information	Electronic copy	10 years	Maintain records related to client incidents to investigate and respond to incident.	Name of individual, age, personal health information, nature of incident and follow up actions, contributing medical factors
Disability management records	Personal employee health information, includes third party information	Electronic & hard copy	10 years	Stored securely and used as needed for accommodation and disability management	Name of individual, address, telephone number, age, sex, an identifying number or symbol, objective medical views or opinions of the individual, objective medical views or opinions about the individual
Employee and volunteer health files	Personal employee health surveillance information	Electronic & hard copy	Duration of employment/volunteerism plus 10 years	Stored securely and used as needed for health surveillance	Name of individual, address, telephone number, age, sex, an identifying number or symbol, immunization records
Infection control & client safety	Surveillance documents, staff infection control, client safety concerns	Electronic & hard copy	2 years	Daily work sheet and surveillance documentation	Name of individual, an identifying number or symbol, views or opinions of the individual, views or opinions about the individual
Workplace Safety Insurance Board (WSIB) files	Correspondence, Return to Work files, meeting minutes, incident reports, Employee Accident Investigation, functional abilities forms.	Electronic & hard copy	40 years	Maintain records to investigate incidents and support decision making	Name of individual, address, telephone number, race or ethnic origin, religion, age, an identifying number or symbol, views or opinions of the individual, views or opinions about the individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, address, telephone number, views or opinions of the individual, views or opinions about the individual

Learning & Professional Practice

Types of Information	Description	Format	Retention Information	How information is used	Type of Personal Information
Advanced Academic Qualifications Assistance Program	Details a Memorandum of Agreement, education plan, invoices, information from the educational institution.	Electronic & hard copy	3 years following completion of program	Used to monitor/manage the corporations support for individuals pursuing advanced qualifications.	Name of individual, education history
Tuition Loan Program	Copies of application forms and education plan.	Hard copy	3 years following loan repayment	Used to direct Finance to set up a loan with a repayment schedule	Name of individual, address, telephone number, education history
Preceptored nursing student & nursing instructor swipe cards	Details individual students/instructors who have been loaned a swipe card.	Electronic copy	1 year	Used to track the issuance and return of swipe cards.	Name of individual
Student laptops	Details individual students/preceptors who have been loaned a laptop. A Letter of Understanding - Preceptor is kept on file until it is returned.	Electronic & hard copy	1 year	Used to track the issuance and return of the laptops.	Name of individual
Ontario Telemedicine Network-Patient Referrals	Referral with confirmation sheet is stored until consult is over.	Hard copy	1 year	Stored securely and referred to when needed	Name of individual, address, telephone number, age, sex, an identifying number or symbol of the individual, views or opinions of the individual, views or opinions about the individual
Learning plans	Details personal information about staff performance, and educational needs. A learning plan is developed and implemented.	Electronic & hard copy	Duration of employment plus 5 years	Stored securely and referred to when needed	Name of individual, education history, views or opinions of the individual, views or opinions about the individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 years	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, views or opinions of or about the individual

Research Department

Types of Information	Description	Format	Retention Information	How information is used	Type of Personal Information
Study consent forms	Signed consent forms whereby participants agree to take part in a study	Hard copy	25 years	Stored securely and referred to when needed	Name of individual
Answer key	A list of participant names matched to participant unique identification codes	Hard copy	5 years	Stored securely and referred to when needed	Name of individual, an identifying number or symbol of the individual
Participant contact information	Contact information for study participants (e.g., name, phone number)	Electronic & hard copy	25 years	To contact study participants to arrange assessments, etc.	Name of individual, address, telephone number
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, address, views or opinions of or about an individual

Research Services

Types of Information	Description	Format	Retention Information	How information is used	Type of Personal Information
Research/Best Practice Dissemination Fund Applications	Details name, professional address & phone number, email, request for conference travel	Electronic & hard copy	10 years	Determine research opportunities	Name of individual
Research/Best Practice Dissemination Fund Award Letter	Details name, professional address, email, notification of Research Best Practice Dissemination Award amount	Electronic & hard copy	10 years	Inform successful candidates about funding decisions	Name of individual
Research/Best Practice Dissemination Fund Reimbursement Information	Details name, personal address, email, reimbursement receipts for Research Best Practice Dissemination Award	Electronic & hard copy	10 years	Maintain records of reimbursement receipts	Name of individual, address
Research Ethics Board Applications	Details name, professional address, phone, email as contact information for REB application	Electronic & hard copy	25 years	Maintain records of all applications	Name of individual
Research Ethics Board communications per application review	Name, professional address, phone, email as contact information for REB application	Electronic & hard copy	25 years	Document correspondence regarding application	Name of individual
Research Ethics Board decision letters	Details name, professional address, phone, email as contact information for REB application	Electronic & hard copy	25 years	Communication with applicants	Name of individual
Research Ethics Board Membership	List of members	Electronic & hard copy	10 years	Communication with committee	Name of individual, address, phone number, emails, Canadian citizenship, resume, appointment letters, certificates
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, views or opinions of or about an individual

Library Services

Types of Information	Description	Format	Retention Information	How information is used	Type of Personal Information
User Registration Information	A collection of signed forms, mailing labels and library catalogue patron information that may contain home phone, address and fax coordinates	Electronic & hard copy	2 years	Used to contact individuals regarding their library borrowing and Current Awareness Service activities	Name of individual, address, telephone number, an identifying number or symbol of the individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, address, telephone number, views or opinions of or about the individual

Quality & Performance

Types of Information	Description	Format	Retention Information	How information is used	Type of Personal Information
Alternative Level of Care (ALC) - St. Joseph's Hospital and Lakehead Psychiatric Hospital	Inpatient personal information regarding ALC status and details submitted to Wait Time Information System (WTIS), an Ontario Provincial Database for ALC Data Collection. The WTIS is managed by Cancer Care Ontario	Electronic copy	Cancer Care Ontario and Ministry of Health & Long Term Care	Regular Monitoring of ALC by management and reporting to NW Local Health Integration Network.	Name of individual, address, telephone number, race or ethnic origin, religion, age, sex, marital or family status, education history, financial history, an identifying number or symbol of the individual
Continuing Care Reporting System (CCRS) - Complex Care at St. Joseph's Hospital	CCRS Clinical Assessment information for complex care service inpatients. Information reported to Canadian Institute of Health Information (CIHI) and to clinical teams	Electronic copy	CIHI guidelines	Clinical care planning, quality improvement and resource utilization measurement.	Name of individual, address, telephone number, race or ethnic origin, religion, age, sex, marital or family status, education history, financial history, an identifying number or symbol of the individual
Continuing Care Reporting System - Long-Term Care- Bethammi Nursing Home & Hogarth Riverview Manor	CCRS Clinical Assessment information for long-term care home residents. Information reported to Canadian Institute of Health Information (CIHI) and to clinical teams	Electronic copy	CIHI guidelines	Clinical care planning, quality improvement and resource utilization measurement.	Name of individual, address, telephone number, race or ethnic origin, religion, age, sex, marital or family status, education history, financial history, an identifying number or symbol of the individual
Medical Trainee Data	Individual medical student and resident days reported to Ministry of Health & Long-Term Care	Electronic copy	1 year	Required annual reporting to MOHLTC.	Name of individual, an identifying number or symbol of the individual
National Rehabilitation Reporting System (NRS)- St. Joseph's Hospital	NRS Clinical Assessment and follow-up data for physical rehabilitation service inpatients. Information reported to CIHI and clinical teams	Electronic copy	CIHI guidelines	Clinical care planning, quality improvement and resource utilization measurement.	Name of individual, address, telephone number, race or ethnic origin, religion, age, sex, marital or family status, education history, financial history, an identifying number or symbol of the individual
Ontario Mental Health Reporting System (OMHRS) - Lakehead Psychiatric Hospital	OHMRS Clinical Assessment information for mental health service inpatients. Information reported to Canadian Institute of Health Information (CIHI) and to clinical teams	Electronic copy	CIHI guidelines	Clinical care planning, quality improvement and resource utilization measurement.	Name of individual, address, telephone number, race or ethnic origin, religion, age, sex, marital or family status, education history, financial history, an identifying number or symbol of the individual
Wait Lists - Inpatient Services at St. Joseph's Hospital and Lakehead Psychiatric Hospital	Internally used Excel spreadsheet to track client admissions to hospital inpatient services. Reported to management.	Electronic copy	1 year	Monitoring Utilization of inpatient resources and for quality improvement.	Name of individual, an identifying number or symbol of the individual
Investigations of client feedback	Documentation supporting client complaints and compliments	Electronic & hard copy	1 year	Reference for future correspondence related to complaint matters	Name of individual, views or opinions of the individual, views or opinions about the individual
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, views or opinions about the individual

Building & Environmental Services

Types of Information	Description	Format	Retention Information	How information is used	Type of Personal Information
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, views or opinions about the individual

Health Records

Types of Information	Description	Format	Retention Information	How information is used	Type of Personal Information
Privacy files	Investigations of potential privacy breaches	Hard copy	Minimum 10 years to maximum 15 years after the day the client turns or would have turned 18. Minimum 10 years to maximum 15 years after the day the client turns or would have turned 18	Support investigation of a potential privacy breach	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information (clinical findings and observations, visit history)
Freedom of information (FOI) requests	Personal contact information is provided to request information under the Freedom of Information & Protection of Privacy Act	Electronic & hard copy	1 year	Support FOI access request processes	Name of individual, address, telephone number, views or opinions of the individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, views or opinions about the individual

CLINICAL SERVICES

Complex Care & Physical Rehabilitation, Mental Health & Addiction Long-Term Care Services & Community Support Services

Types of Information	Description	Format	Retention Information	How information is used	Type of Personal Information
Clinical records	Documentation related to the care of clients. Includes personal health information, clinical findings and observations, visit history.	Electronic (Meditech, Catalyst,), hard copy	Adult (18 years and older) - minimum 10 years. Children (less than 18 years) - minimum 10 years after the client's 18th birthday	To maintain updated records of client care and progress. Used for clinical management and decision making	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information (clinical findings and observations, visit history)
Resident charts, care plans, etc.	Documentation related to the care of residents (Long-Term Care)	Resident charts - hard copy, Care Plans - electronic	CL 3-10: Documentation CL 3-30: Release of Client Information - policy CL 3-31: Release of Client Information - procedure	To maintain updated records of resident care and progress.	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information (clinical findings and observations, visit history)
Diagnostic images	Includes personal health information, images, history of studies, reports.	Electronic & hard copy	Permanent	Data is stored securely. Clinical management and decision making	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information (clinical findings and observations, visit history)
Safety reporting system	Includes personal health information, patient incidents, follow-up	Electronic & hard copy	Permanent	Data store securely. Risk management	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information
Audit system	Includes personal health information, audit trails	Electronic & hard copy	1 year	Data stored securely. Privacy management.	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information
Workload measurement systems	Includes personal health information, work time associated with providing care	Electronic & hard copy	10 years	Data is stored securely. Clinical management and decision making	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information
Assessment systems	Includes personal health information, patient/resident care needs (OCAN, IAR, NRRHS, RAI-MH)	Electronic & hard copy	10 years	Data is stored securely. Clinical management and decision making	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information (clinical findings and observations, visit history)
Departmental information systems	Includes personal health information and personal information used for departmental processes (Dietary, e-referral, etc.)	Electronic & hard copy	10 years	Used in departmental processes and decision making	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information
Committee and advisory memberships lists	Personal information identifying contact information	Electronic & hard copy	3 years	Communication with committee members	Name of individual, address

Investigations of client feedback	Documentation supporting client complaints and compliments	Electronic & hard copy	1 year	Reference for future correspondence related to complaint matters	Name of individual, address, telephone number, age, sex, views of opinions of the individual, views or opinions about the individual
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, address, telephone number, views or opinions of the individual, views or opinions about the individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Pharmacy dispensing records	Records of inpatient and outpatient drug prescriptions	Electronic & hard copy	3 years	Dispensing of prescribed drugs to patient	May contain some or all of the following: name, address, telephone number, race, age, sex, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information

Behavioural Sciences Centre

Types of Information	Description	Format	Retention Information	How information is used	Personal Information
Consultant contracts	Service contracts with all consultants outlining fees	Electronic & hard copy	7 years	Used to ensure correct payment to consultants	Name of individual, address
Consultant logs	Original logs submitted by consultants for payment of services provided	Hard copy	7 years	Used to ensure correct payment to consultants	Name of individual, address
Consultant invoices	Invoices signed by manager and submitted to President & CEO for signing	Electronic & hard copy	7 years	Used to ensure correct payment to consultants	Name of individual
Employee Assistance Program database	Details client demographics, progress notes, visits history, problem types	Electronic copy	7 years	For treatment and statistical reporting.	Name of individual, address, telephone number, age, sex, marital or family status, an identifying number or symbol of the individual
Employee Assistance Program client files	Hard copy of client intake information and counselling progress notes	Hard copy	10 years	For treatment and statistical reporting.	Name of individual, address, telephone number, age, sex, marital or family status, an identifying number or symbol of the individual, views of opinions of the individual, views or opinions about the individual
Employee Assistance Program /Psychotherapy customer lists	Web-based database containing identities of eligible clients	Electronic copy	7 years	For invoicing and tracking purposes.	Name of individual, an identifying number or symbol of the individual
Consultant resumes	Updated annually and provided to customers of the insurance industry	Electronic & hard copy	7 years	Information provided to customer upon request	Name of individual, address, employment history, educational summary
Assessment client files	Files pertinent to assessment services provided through the BSC	Electronic & hard copy	10 years	Used to perform assessments only	Name of individual, address, telephone number, race or ethnic origin, religion, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views of opinions of the individual, views or opinions about the individual
Assessment tracking	Spread sheet tracking assessments provided through assessment services	Electronic copy	7 years	Determine referral trends and part of QA process	Name of individual, address, telephone number, race or ethnic origin, religion, age, sex, marital or family status, education history, financial history, an identifying number or symbol of the individual, views of opinions of the individual, views or opinions about the individual
Tracking reports	Tracking of health assessment performed for the WSIB	Electronic copy	7 years	Submitted to WSIB monthly as per our contract as REC	Name of individual, address, telephone number, age, an identifying number or symbol of the individual
Employee Assistance Program contracts	Agreement of service provision between customer and Behavioural Sciences Centre	Electronic & hard copy	7 years	Renewal of annual agreements	Name of individual, address, telephone number, race or ethnic origin, religion, age, sex, marital or family status, education history, financial history, an identifying number or symbol of the individual, views of opinions of the individual, views or opinions about the individual
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	3 years	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, address, telephone number, race or ethnic origin, religion, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views of opinions of the individual, views or opinions about the individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, phone number