



**FISHER BLOOM PSYCHOLOGICAL SERVICE**



**Dr. Eva Fisher Ed.D., C. Psych.**

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## **PRIVACY POLICY**

At Fisher Bloom Psychological Services, we consider the privacy of personal information a fundamental operating principle. Our commitment is to collect, use and disclose personal information respectfully and only as necessary for providing services to our clients. We believe you have the right to know how we handle your personal information. Our privacy policy is outlined here.

### **WHAT IS PERSONAL INFORMATION?**

Personal information is information that identifies a person. Personal information is any information that establishes: your personal characteristics (e.g., age, gender, home address or telephone number, education and training, family situation); health information (e.g., health history, health conditions, health treatments); or activities and opinions (e.g., occupation or profession, ideas and opinions expressed by a person). Personal information is separate from business information (e.g. a person's business address and telephone number), which are not protected by privacy legislation.

### **ABOUT US**

Dr. Eva Fisher is the founder and clinical director of Fisher Bloom Psychological Services. Our network may at times include psychologists in Supervised Practice and psychology students working under the supervision of a licensed psychologist.

### **WHY WE COLLECT PERSONAL INFORMATION**

#### **About Clients**

We collect, use and communicate personal information exclusively to provide psychological services to our clients. We collect information about your health history, including family history, physical condition, functioning and social situation in order to help us assess your mental health needs, to advise you of your options and to provide you with the psychological services you opt for. A second purpose is to compare your condition at the beginning of treatment to the ongoing record of psychological functioning so that we can measure progress and make adjustments to treatment over time.

In some circumstances, personal information would be used when a client requests an assessment to obtain a professional opinion about a person's psychological functioning. When we have received the client's consent in writing, the opinion is reported to the identified person or agency. Some examples of these circumstances include: an Insurance company, Workplace Safety and

Insurance Board, psychological/legal reports, no-fault automobile insurance, rehabilitation companies and The Children's Aid Society.

Some exceptional situations may occur. In an emergency, we may collect or disclose personal information without the client's express consent. In this case the client would be informed in writing as quickly as possible. Another exceptional situation may involve a family member passing a message on from our client. When we have no reason to believe that the message is false, and we believe the client would consent if asked, it may be impractical to obtain consent.

### **Information requests about our services to Members of the General Public**

Our primary purposes for collecting personal information (e.g. contact numbers) is to inform members of the general public about the range of psychological services available in our clinic and to provide a referral to a psychologist appropriate to their needs.

### **SOME ADDITIONAL REASONS WHY WE COLLECT PERSONAL INFORMATION**

We also collect, use and disclose information for purposes secondary to a primary purpose, in the same way as most professional organizations. The most common examples of our related and secondary purposes are:

- To provide invoices for unpaid services, to process credit card payments or to collect unpaid accounts
- The College of Psychologists of Ontario may inspect our records and interview our psychologists as a part of their regulatory activities in the public interest. Our psychologists in supervised or autonomous practice are regulated by the College of Psychologists of Ontario. The College of Psychologists of Ontario maintains its own strict privacy standards.
- Some costs of services are paid for by third parties (e.g. private insurance, WSIB, automobile insurance, First Nations and Inuit Health Branch, Canadian Forces, CUPE). Third-party payers must have your consent or legislative authority to request our office to collect and disclose to them personal information that confirms client entitlement to these cost overages (e.g. Canadian Forces identification, First Nations identification).

### **PROTECTING YOUR PERSONAL INFORMATION**

We appreciate the responsibilities of protecting personal information. These are some measures we have implemented to protect your rights:

- Paper information is kept in secured, restricted or locked area
- Electronic hardware is secured in a locked or restricted area at all times. Encryption and passwords are used on computers.
- Paper information is transported in sealed, addressed envelopes or boxes by reputable courier services
- Electronic information is transmitted through secured computer software only to people and agencies that have a privacy policy

- All associates of Fisher-Bloom Psychological Services are trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with our privacy policy

## **LIMITATIONS TO PROTECTION OF PRIVATE INFORMATION**

Limitations to the protection of private information involve: legally mandated disclosure to The Children's Aid Society, The College of Psychologists of Ontario and Court orders to release information, subpoenas, and search warrants for a file in a criminal or a legal case.

## **RETAINING AND DESTROYING PERSONAL INFORMATION**

We must retain personal information for a specified time to assure that we can respond to questions you may have about the services you received, and for our own responsibility to regulatory bodies.

- You may have questions about our services after your file has been closed. You may want your file to remain open for ongoing services over a period of months or years for which our previous records are helpful. We retain client information for a minimum of ten years after the last contact to enable us to respond to those questions and provide these services. The College of Psychologists of Ontario also requires us to retain our client records. For clients who are seen before the age of 18, records are retained for ten years following their 18<sup>th</sup> birthday.
- If Fisher Bloom Psychological Services were sold none of the client records would be transferred to or accessed by the new owners.
- Electronic information is destroyed by deleting it. Should the hardware be replaced or discarded, we verify that the hard drive is physically destroyed. As appropriate, we may send some or the entire client file to our client. Personal information that is not part of the permanent clinical file is shredded.

## **YOU MAY VIEW YOUR INFORMATION**

You have the right to see what personal information we hold about you (there are a few exceptions). Usually, all you have to do is ask. We can help you find out what information we might have about you. We will also help you understand the information you may not comprehend (e.g. abbreviations, technical language, etc.). We may need proof of identity, if we do not know you, before providing you with this information. There may be a fee charged for such requests. Your request is best addressed in writing. If we cannot provide access, you will be notified within 30 days if at all possible with the reason(s) as to why we cannot give you access.

When you access your personal information, you may disagree or find an error in the information. You have the right to ask for a correction. The correction applies to factual information and not to any professional opinions that may be stated. You may be asked to provide documentation that our files are mistaken. When we validate a mistake, we will correct it and notify anyone to whom we sent this information. When we do not agree that we have made a mistake, we will include in our

file a brief statement from you on the point and we will forward that statement to anyone recipient of the earlier information.

### **DO YOU HAVE ANY QUESTIONS?**

Dr. Eva Fisher will be pleased to answer any of your questions. You may contact her at:

Fisher Bloom Psychological Services  
(613) 830-5830

Should you wish to file a formal complaint about our privacy practices, you may do so in writing to Dr. Fisher. She will acknowledge receipt of your complaint; ensure that it is investigated promptly and follow through with a formal written decision with reasons.

This policy is made under the Personal Information Protection and Electronic Documents Act.

For more general inquiries, you may contact the Information and Privacy Commissioner of Canada, who supervises the administration of the privacy legislation in the private sector. The Commissioner also acts as a kind of mediator for privacy disputes. The Information and Privacy Commissioner can be reached at:

112 Kent Street  
Ottawa, Ontario K1A 1H3  
Phone (613) 995-8210 FAX (613) 947-6850 TTY (613) 992-9190  
[www.privcom.gc.ca](http://www.privcom.gc.ca)