

Some of the main purposes that we collect, use and disclose personal information are to:

1. determine eligibility for LCCC services;
2. place, advocate for, or refer you to other community services;
3. coordinate the provision of service with other community services;
4. assess or review your abilities and your support needs;
5. enable the government, when legislation permits, to plan and forecast the need for services and supports and to evaluate the services and supports that they fund;
6. maintain a record of volunteers, donors, and other supporters of the LCCC;
7. communicate with and keep informed LCCC Stakeholders about our services, activities, and opportunities to support the organization;
8. meet legal and regulatory requirements.

The personal information typically collected and maintained by the LCCC includes an individual's:

1. Name
2. mailing address
3. e-mail address
4. telephone number
5. date of birth
6. next of kin
7. emergency contact person

8. social history
9. education
10. health information
11. assessments
12. place of employment/occupation
13. photographs
14. interests and abilities
15. financial support given to LCCC
16. involvement with the LCCC
17. source of income

**Not all of the information listed above is collected on each individual. The information collected is limited to the service, activity or purpose disclosed at the time of collection.**

Your knowledge and consent are required when we collect, use or disclose your personal information. You have the right to withhold consent and to withdraw consent at a later time.

We will protect personal information through the use of security safeguards. Only those staff and other individuals associated with the LCCC with a need to know shall have access to your personal information.

Upon written request to the LCCC Privacy Officer an individual will be informed of the existence, use and disclosure of his or her personal information and will be given access to that information. An individual will be able to challenge the accuracy and completeness of the information and

request to have it amended as appropriate.

For more information or to complain about our Privacy Policy and procedures contact the LCCC Privacy Officer by:

Telephone: (807) 345-6062  
Toll-Free: 1-855-376-6673  
TTY: 1-866-752-5427

Mail: Lutheran Community Care Centre  
245B Bay Street  
Thunder Bay ON P7B 6P2

E-mail: [privacy@lccctbay.org](mailto:privacy@lccctbay.org)

Fax: (807) 343-7954

To contact the Privacy Commissioner of Canada call 1 800 282 1376 or visit the web site [www.priv.gc.ca](http://www.priv.gc.ca)

To contact Ontario's Information and Privacy Commissioner call 1 800 387 0073 or visit the web site [www.ipc.on.ca](http://www.ipc.on.ca)

To contact the Ontario College of Social Workers and Social Service Workers call 1 877 828 9380 or visit the web site [www.ocswssw.org](http://www.ocswssw.org)

## Questions and Answers

**Q:** If I decide to make a donation to the Lutheran Community Care Centre, what personal information is collected?

**A:** In order to issue a receipt for income tax purposes we need your name and address. We may ask for your phone number and email address so that we can thank you for your gift, tell you about how your money is being put to work and describe other opportunities to support the Care Centre.

**Q:** If I want to volunteer, what information do I need to give?

**A:** In order to provide a fulfilling volunteer experience we will ask about your interests, education, vocation and special abilities. This all helps us to provide a rewarding match between you and the volunteer opportunity. We will ask for an emergency contact person and if there are any health issues we need to be aware of to keep you safe. To keep the people we support safe, we will ask for personal references and a criminal records check.

**Q:** If I want to receive service from the LCCC, what information will I have to provide?

**A:** In order to adequately support you or make suggestions about other services in the community that can help you, more detailed personal information is needed. As we ask for this information staff will explain why it is needed. Staff will discuss with you the reasons for sharing information with another agency and get your consent to do this.

[www.lccctbay.org](http://www.lccctbay.org)

November 26, 2015

Ce document est également disponible  
en français



## Privacy Statement

The privacy and confidentiality of personal information is of the highest importance to the Lutheran Community Care Centre (LCCC). Our staff is trained in privacy and security policies and procedures. Staff is bound by statements respecting confidentiality.

Our objectives are to:

- Safeguard the confidential nature of the service relationship between the LCCC and individuals and families.
- Promote responsible and transparent personal information management practices.

Legislation that guides our Privacy Policy includes Ontario's *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act (SIPDDA)*, Ontario's *Personal Health Information Protection Act (PHIPA)* and Canada's *Personal Information Protection and Electronic Documents Act (PIPEDA)*