



RESOURCES FOR EXCEPTIONAL CHILDREN AND YOUTH - Durham Region

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The Privacy Act and Resources for Exceptional Children and Youth – Durham Region

In keeping with privacy laws, Resources for Exceptional Children and Youth – Durham Region is committed to protecting personal information by following responsible information handling practices.

For children under 16 years of age, we will obtain permission from parent(s) or legal guardian(s) to collect and use personally identifiable information about a child. We begin collecting personal data when you contact our Agency requesting service and continue collection of information to support us in our work with you. This information is used to meet your program, service and information needs and to provide a record of the services provided by Resources for Exceptional Children and Youth – Durham Region. We may also collect personal information in order to satisfy legal, government or regulatory obligations.

Clients over 16 years of age have the legal right to refuse involvement in any voluntary service. If you child/youth is over 16 years of age and able to demonstrate an understanding of “informed consent”, they will be asked to sign all consents related to the service being provided to them. In addition to their signature, parent(s) or legal guardian(s) will also be requested to sign all forms.

The Agency observes a strict policy on confidentiality and requires that all staff, volunteers and students sign a Statement of Confidentiality. This statement identifies the person’s understanding of the confidential nature of the information shared and their commitment to handle it responsibly both during and following their tenure with the Agency.

All files and records maintained by Resources for Exceptional Children and Youth – Durham Region are deemed confidential in nature and are contained in a secured system. Our Agency uses modern information and communication technologies to support our work with clients including using electronic records of their service notes to families and child care staff. The computers are configured and maintained with a high level of security, so that confidential information is secure. Resources for Exceptional Children and Youth – Durham Region maintains physical, electronic and administrative safeguards that are appropriate to the type of personal information we obtain from you.

We will not disclose your personal information to anyone else without your written consent, except when required by a government body or agency or as permitted by law. This may include receipt of a subpoena or order issued by the court, or in an emergency situation that “threatens the life, health or security of an individual” in which case information would be shared with the local Children’s Aid Society. We may use and disclose data, which does not identify individuals, for statistical purposes.

If you are aware of any inaccuracy or changes in the personal information that we hold about you, please contact your Primary Staff Person or the office personnel. If you have a question about the privacy practices of Resources for Exceptional Children and Youth – Durham Region or have a complaint or concern about our information handling practices, please contact the Supervisor of the appropriate program. If your concern is not resolved to your satisfaction, please follow the steps provided in the accompanying *Conflict Resolution* process. Families have the right to access the records and documents generated by Resources for Exceptional Children and Youth – Durham Region. At any time a family may request copies of service notes or to view their child’s file by making a request to their Primary Staff Person. Information generated by another Agency must be released to the parent / guardian by that Agency. Information that could “reasonably threaten the life or security of another individual or that would compromise the availability or accuracy of the information” as defined by the Privacy Act would also not be released.

Proudly Supporting Children and Youth with Special Needs