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## **Privacy Policy of Elizabeth Stoakley, M.A., R.P., Registered Psychotherapist**

**Date of Privacy Policy:** October 1, 2019; Last Revised October 1, 2019

**Name of Organization:** Elizabeth Stoakley, R.P.

Elizabeth Stoakley, R.P. is a sole proprietor who is licensed through the College of Registered Psychotherapists of Ontario to provide counselling and psychotherapy services in Ontario.

The mandate of Elizabeth Stoakley, R.P., is to provide professional psychotherapy services for the purpose of the betterment of mental health. She provides services to adults in a private practice setting. Elizabeth is a member in good standing since 2016 of The Ontario Association of Mental Health Professionals (OAMHP), formerly the Ontario Association of Consultants, Counsellors, Psychometrists and Psychotherapists (OACCPP).

The collection and use of personal information by Elizabeth Stoakley, R.P. is conducted only in the course of providing counselling and psychotherapy services to clients.

**Name of the Privacy Officer:** Elizabeth Stoakley

Elizabeth Stoakley is accountable to orient clients and any staff to the Privacy Plan and to maintain and/or amend its contents as appropriate. Elizabeth Stoakley is responsible for responding to any complaints reading any aspect of the Privacy Plan.

**Commercial Activities:** The commercial activities undertaken by Elizabeth Stoakley, R.P., are consultation, assessment, and provision of counselling and psychotherapy services. Fees for services are applicable and collected in accordance with agreements made with each client.

### **Inventory of Personal Information Collected**

In the course of commercial activities, Elizabeth Stoakley, R.P., collects the following information:

- Client demographic and contact information, including birth date, address, e-mail address, phone number, emergency contact information;
- Client health history information provided by the client;
- Documentation related to the client's health or current stressors provided by the client or by a third party (i.e., physician or other health practitioner) with the explicit consent of the client;
- Clinical notes and records.

### **Purpose of Collecting Personal Information**

Personal information is collected for the sole purpose of providing counselling and psychotherapy services, including invoicing.

## **Storage of Personal Information**

All personal information is held in secured electronic files or secure paper files under the supervision of Elizabeth Stoakley, R.P. at 365 Vine Street, St. Catharines, Ontario.

## **Protection of Personal Information**

The Privacy Policy pertains to client files maintained by Elizabeth Stoakley, R.P. Office space is used exclusively by Elizabeth Stoakley. File cabinets are kept locked and all computers are protected by a password and commercial security and anti-virus software. Voicemail is protected by a confidential access code.

All faxes and e-mails will identify the recipient and include a privacy clause that reads: "The information contained in this document is confidential and privileged and is intended only for the use of the addressee. Any use by another person is improper. If you have received this information in error, please contact Elizabeth Stoakley at [elizabeth.stoakley@gmail.com](mailto:elizabeth.stoakley@gmail.com), or 289-686-1496.

Please note that Elizabeth Stoakley, R.P. will not disclose personal information, including contact information for any individual, unless in accordance with the confidentiality agreement included in the treatment consent form, as documented below:

Confidentiality is respected at all times. No information will be communicated, directly or indirectly, to a third party without your informed and written consent. Exceptions to confidentiality include the legal and/or ethical obligations to:

- Inform a potential victim of violence of a client's intention to harm
- Inform an appropriate family member, health care professional, or police if necessary, of a client's intention to end his or her life
- Release a client's file if there is a court order to do so
- Inform the Children's Aid Society if there is suspicion of a child being at risk or in need of protection due to neglect, or physical, sexual, or emotional abuse
- Report a health professional who has sexually abused a client
- Share information with the College of Registered Psychotherapists of Ontario for supervision or auditing purposes.

Elizabeth Stoakley, R.P. acts in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA) Fair Information Principles as outlined below.

1. Accountability – Elizabeth Stoakley, R.P. is responsible for any personal information under her control. She is accountable for being in compliance with these fair information principles.
2. Identifying Purposes – The purpose for which personal information is collected will be provided clearly at the time of collection.
3. Consent – Knowledge and consent are required for the collection, use, or disclosure of personal information. There are exceptions to this principle, such as specific circumstances related to disclosure of information related to contravention of law or detection/prevention/suppression of fraud. Limitations to confidentiality are detailed in the treatment consent form, including duty to report intention to engage in self-harm or intention to harm others.

4. Limiting Collection – The collection of personal information must be limited to that needed for the provision of psychotherapy services by Elizabeth Stoakley, R.P. Information will always be collected by fair and lawful means.
5. Limiting Use, Disclosure, and Retention – Information can only be used for the purposes for which it was collected. Personal information will be retained for the duration of the services being provided, and thereafter held in accordance with the guidelines for health records, that is records are kept for 10 years for the last interaction with the client or from the client's 18<sup>th</sup> birthday, whichever is later. After the record keeping period has passed, all client records will be destroyed. The Information and Privacy Commissioner of Ontario <https://www.ipc.on.ca> has information about confidentiality and health records in Ontario.
6. Accuracy – Personal information collected must be accurate, complete, and as current as possible in line with the purpose for which the information was collected.
7. Safeguards – Personal information is protected by appropriate security, taking into consideration the sensitivity of the information.
8. Openness - Elizabeth Stoakley, R.P. has detailed information about her policies and practices relating to the management of personal information publicly and readily available.
9. Individual Access – Upon request a client will be informed of the existence, use, and disclose of personal information and be given access to that information. A client has the ability to challenge the accuracy and completeness of information and have amendments added as appropriate.
10. Challenging Compliance – Concerns about Elizabeth Stoakley, R.P.'s compliance with these principals should be addressed to Elizabeth Stoakley who is the Chief Privacy Officer. If there continue to be concerns, a complainant may contact:

The Privacy Commissioner of Canada  
30 Victoria Street  
Gatineau, Quebec K1A 1H3

Any questions or concerns regarding this privacy policy may be directed to Elizabeth Stoakley.