

Collingwood General and Marine Hospital Inventory of Records and Health Information Banks

Table of Contents

Administration and Governance	3
Board Membership	3
Business Office	4
Patient Ledger Card	4
Customer and Billing Invoices	4
Parking	5
Corporate Communication	6
Images	6
General Administration	7
Departmental Contact Lists and Scheduling	7
Health Records	8
Records under the Personal Health Information Protection Act	8
Request for PHI files	8
Master Patient Index	9
Patient Chart – Health Record	9
Patient Diagnostic Images (excluding Mammograms)	9
Patient Diagnostic Images (Mammograms)	10
Patient Registration	10
Human Resources	11
Personnel Records	11
Employee Competition & Recruitment	11
Grievances and Arbitrations	11
Human Rights Complaints and Investigations	12
Learning Plans	12
Leave Management	13
Police Reference Check Program	13
Investigation and Complaint Record	13
Record of Training	14
Workplace Compensation and Disability Management	14
Information Technology	15
Systems and Accounts Administration Records	15
Occupational Health and Safety and Infection Control	16
Occupational Health and Safety Records	16
Infection Control Records	16

Patient Relations	17
Patient Relations Files	17
Payroll	18
Employee Payroll Files	18
Benefits Records	18
Pension Records	19
Payroll Register/Pay Period Processing	19
Pay Deductions Authorizations	19
T4/T4A Reports & Canada Pension Plan Contributions	20
Pharmacy	21
Pharmacy: Inpatient and Outpatient Prescriptions	21
Protection Services	22
Security Reports	22
Video Surveillance Records	22
I.D. Card and Key Access Records	23
Research	24
Human Research Ethics Clearance	24
Organizational Learning	25
Equipment Loans Records	25
Learning Program Attendance Records	25
Quality and Risk	26
Freedom of Information Requests	26
Incident Reports	26
Volunteer Services	27
Volunteers	27
Volunteer Applications	27

Administration and Governance

Name:	Board Membership
Location:	Executive Office
Legal Authority:	Corporations Act (Ontario), s.300
Information maintained:	<u>Direct Personal Information</u> Some or all of name, email, assistant's name, assistant's telephone, assistant's email, home address, home address, home telephone
Uses:	To document the membership of the hospital's governing bodies and to produce mailing labels
Users:	Corporate Assistants
Individual's in Bank:	Directors comprised of staff and the public
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Business Office

Name: Patient Ledger Card	
Location:	Electronic Record, Manager Business Office
Legal Authority:	Income Tax Act s. 230 (1)
Information maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, gender, marital/family status, address, telephone number, OHIP number, medical information
Uses:	For administration purposes; Maintain files
Users:	Business Office Staff
Individual's in Bank:	Patients
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Customer and Billing Invoices	
Location:	Electronic Record, Manager Business Office
Legal Authority:	Income Tax Act s. 230 (1)
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, record of payment (may include debit, bank, credit card, cheque or other payment type information), services received, vehicle information, related correspondence
Uses:	To administer monies receivable or received by the hospital from individuals
Users:	Business office staff
Individual's in Bank:	Patients
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Parking

Location: Business Office

Legal Authority:

Information maintained: Direct Personal Information
Some or all of name, home contact information, employee number, vehicle information

Uses: Information is used to administer parking services

Users: Business Office staff

Individual's in Bank: Current and former students, staff, midwives, physicians

Retention and Disposal: Refer to OHA Record Retention Guidelines

Corporate Communication

Name:	Images
Location:	Corporate Communications
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	Photographic images of people and events at or associated with the hospital, personal stories, facts
Uses:	Used to promote the Hospital in internal and external publications
Users:	Corporate Communications staff
Individual's in Bank:	Staff, volunteers, students, midwives, physicians and members of the public who attend CGMH events
Retention and Disposal:	Refer to OHA Record Retention Guidelines

General Administration

Name:	Departmental Contact Lists and Scheduling
Location:	List available in most departments
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, employee number
Uses:	To administer employment relationship
Users:	Managers
Individual's in Bank:	Staff
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Health Records

Name:	Records under the Personal Health Information Protection Act
Location:	Health Records Office
Legal Authority:	Personal Health Information Protection Act
Information maintained:	<p><u>Direct Personal Information</u> Some of all of name, address, telephone number, email address, date of birth, gender</p> <p><u>Direct Personal Health Information</u> Some of all of name, address, telephone number, email address, date of birth, OHIP number, date of birth, gender, health insurance information, health history, health measurements and examination results, health conditions, assessment results and diagnoses, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual</p>
Uses:	Information is used to maintain records of patients treated at the hospital
Users:	Health records department
Individual's in Bank:	Patients
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name:	Request for PHI files
Location:	Health Records Office
Legal Authority:	Personal Health Information Protection Act
Information maintained:	<p><u>Direct Personal Information</u> Some of all of name, address, telephone number, email address, date of birth, gender</p> <p><u>Direct Personal Health Information</u> Some of all of name, address, telephone number, email address, date of birth, OHIP number, date of birth, gender, health insurance information, health history, health measurements and examination results, health conditions, assessment results and diagnoses, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual</p>
Uses:	To process requests for personal health information
Users:	Health records department
Individual's in Bank:	Patients, midwives, physicians, lawyers and others authorized to request personal health information of another individual
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Master Patient Index

Location:	Health Records, Electronic Database
Legal Authority:	Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004
Information maintained:	<u>Personal Health Information</u> Some or all of name, date of birth, gender, marital/family status, address, telephone number, OHIP number, medical information
Uses:	Information is used to facilitate health care, maintain patient records, and for contact/reporting purposes
Users:	Authorized individuals
Individual's in Bank:	Patients
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Patient Chart – Health Record

Location:	Health Records, Electronic Database
Legal Authority:	Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004
Information maintained:	<u>Direct Personal Information</u> Name, address, telephone number, physician personal information <u>Personal Health Information</u>
Uses:	For administration purposes; Maintain files
Users:	Staff, midwives, physicians
Individual's in Bank:	Patients
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Patient Diagnostic Images (excluding Mammograms)

Location:	Diagnostic Imaging Department-PACS
Legal Authority:	Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004
Information	<u>Personal Health Information</u>

Name: Patient Diagnostic Images (Mammograms)

Location:	Diagnostic Imaging-Film
Legal Authority:	Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004
Information maintained:	<u>Personal Health Information</u> Some or all of names, mammogram images
Uses:	Information is used to make medical recommendations regarding medical care
Users:	Authorized Diagnostic Imaging staff and physicians
Individual's in Bank:	Patients
Retention and Disposal:	Refer to OHA Record Retention Guidelines
maintained:	Some or all of names, images in a variety of formats
Uses:	Information is used to make medical recommendations regarding medical care
Users:	Authorized Diagnostic Imaging staff and physicians
Individual's in Bank:	Patients
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Patient Registration

Location:	All Patient Registration locations
Legal Authority:	Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004
Information maintained:	<u>Personal Health Information</u> Some or all of name, date of birth, gender, marital/family status, address, telephone number, OHIP number, medical information
Uses:	Information is used administration purposes; Maintain files
Users:	Authorized staff
Individual's in Bank:	Patients
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Human Resources

Name: Personnel Records	
Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990; Toronto East General Hospital By-Law, May 2011
Information maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, home/emergency contact information, marital/family status and information, next-of-kin, beneficiary information, citizenship/immigration status, SIN, employee/student number, education information, research information, employment information, performance evaluations, discipline information, grievance information, criminal record check, attendance, financial information, disability and/or medical information, photographs, physical description, reference letters, comments and opinions
Uses:	Information is used to administer the employment relationship from the point of hiring to termination in accordance with established policies, collective agreements, and legislative requirements, and for contact/reporting purposes
Users:	Authorized Human Resources staff
Individual's in Bank:	Employees, emergency contacts
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Employee Competition & Recruitment	
Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, gender, marital/family status, eligibility to work in Canada, employee/student number, education information, employment information, offers of employment, designated group status, contract status, union affiliation, student evaluation results, reference letters, comments and opinions.
Uses:	To administer the hiring process; Maintain files
Users:	Human Resources staff
Individual's in Bank:	Prospective employees, employees
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Grievances and Arbitrations	
Location:	Human Resources

Legal Authority:	Labour Relations Act, 1995, c. 1, s. 48.
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, gender, marital/family status, eligibility to work in Canada, employee/student number, education information, employment information, offers union affiliation, comments and opinions.
Uses:	Information is used to respond to employee grievances.
Users:	Human Resources and Labour Relations staff
Individual's in Bank:	Employees with grievances.
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Human Rights Complaints and Investigations

Location:	Human Resources
Legal Authority:	Human Rights Code, R.S.O. 1990, c. H. 19, s. 5,6,23
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, gender, marital/family status, eligibility to work in Canada, employee/student number, education information, employment information, offers of employment, designated group status, contract status, union affiliation, student evaluation results, reference letters, comments and opinions
Uses:	Information is used to investigate and resolve complaints
Users:	Human Resources, Labour Relations
Individual's in Bank:	Employees who have filed a complaint of being discriminated against and/or harassed. Hospital employees involved in a complaint regarding discrimination or harassment as a complainant, respondent, witness or responsible manager
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Learning Plans

Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, educational history, employment history
Uses:	For administration purposes; Maintain files
Users:	Human Resources
Individual's in Bank:	Employees
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Leave Management

Location: Human Resources
Legal Authority: Public Hospitals Act, R.S.O., 1990
Information maintained: Direct Personal Information
Name, address, telephone number, email address, employee number
Uses: For administration purposes; Maintain files
Users: Human Resources
Individual's in Bank: Employees
Retention and Disposal: Refer to OHA Record Retention Guidelines

Name: Police Reference Check Program

Location: Human Resources
Legal Authority: Developmental Services Act - R.R.O. 1990, Reg. 272, 13(1) K, Report No. 8 of the Economic Development Committee (Clause 6) {Police Reference Checks and the Hiring Process}.
Information maintained: Direct Personal Information
Some or all of name, date of birth, gender, address, telephone number, email address.
Uses: Information is used to assist in determining the suitability of successful candidates for positions with the hospital.
Users: Human Resources staff
Individual's in Bank: Employees, Students, Volunteers
Retention and Disposal: Refer to OHA Record Retention Guidelines

Name: Investigation and Complaint Record

Location: Human Resources
Legal Authority: Public Hospitals Act, R.S.O., 1990; Labour Relations Act, 1995
Information maintained: Direct Personal Information
Some or all of name, date of birth, gender, employee/student number, employment information, financial information, details of issue and related documents
Uses: Information is used to investigate and resolve employee complaints, employee misconduct, manage labour relations, and administer the grievance and arbitration process

Users:	Human Resources and Labour Relations
Individual's in Bank:	Employees, students, external individuals involved in investigations/complaints
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Record of Training

Location:	Human Resources
Legal Authority:	Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s 25.
Information maintained:	<u>Direct Personal Information</u> Some or all of name, gender, date of birth, address, telephone number, employment history, training history including certificates, test and result information, employee sign off sheet.
Uses:	Information is used for administration purposes; maintain record of employee training on technical and hard skills
Users:	Human Resources staff
Individual's in Bank:	Employees, Students, Volunteers
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Workplace Compensation and Disability Management

Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990; Labour Relations Act, 1995
Information maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, home contact information, marital/family status and information, SIN, employee number, employment information, long term disability claim information, Workplace Safety and Insurance Board claim information, financial information.
Uses:	Information is used to administer claims and benefits, monitor accommodation and for return to work planning
Users:	Human Resources and other authorized individuals
Individual's in Bank:	Employees, dependents and beneficiaries
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Information Technology

Name:	Systems and Accounts Administration Records
Location:	ITS
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, username, password, home contact information, employee number
Uses:	Information is used to create telephone, Internet and e-mail accounts for students, staff, midwives, physicians, administer access permissions, respond to user inquiries, investigate incidents, produce long-distance reports and for contact purposes
Users:	ITS staff
Individual's in Bank:	Current and former students, volunteers, staff, midwives, physicians
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Occupational Health and Safety and Infection Control

Name: Occupational Health and Safety Records	
Location:	Occupational Health and Safety Department
Legal Authority:	Occupational Health and Safety Act/ Workplace Safety and Insurance Act
Information maintained:	<p><u>Direct Personal Information</u> Some or all of name, date of birth, home contact information, marital/family status and information, employee number, employment information, medical information</p> <p><u>Other</u> Correspondence</p>
Uses:	Information is used to uphold the Hospital's responsibility to provide a safe and healthy workplace and to respond to occupational health and safety issues
Users:	Occupational Health and Safety staff and physicians
Individual's in Bank:	Staff, students, volunteers, midwives, physicians
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Infection Control Records	
Location:	Infection Control Department
Legal Authority:	Health Protection and Promotion Act, R.S.O. 1990, c. H.7, s. 5, 25
Information maintained:	<p><u>Personal Health Information</u> Some or all of name, hospital number, medical information including lab results</p>
Uses:	Information is used for reporting, diagnosis, treatment, isolation status, follow up and referral for each patient
Users:	Infection control staff and physicians, Public Health
Individual's in Bank:	Individuals who have a positive lab result for microorganisms
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Patient Relations

Name:	Patient Relations Files
Location:	Patient Relations Office
Legal Authority:	Public Hospitals Act, R.S.O., 1990; Excellent Care for All Act (Bill 128)
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, opinions <u>Other</u> Correspondence and other supporting documentation
Uses:	Information is used to investigate and resolve complaints
Users:	Patient Relations Consultant and Directors or Managers involved in the investigation
Individual's in Bank:	Patients or other complainant, staff, students, volunteers, midwives, physicians
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Payroll

Name:	Employee Payroll Files
Location:	Manager, Payroll
Legal Authority:	Employment Standards Act, 2000, c. 41, s. 15; Insurance Act, R.S.O. 1990, c. I.8, s. 300; Canada Pension Plan, R.S., 1985, c. C-8, s.
Information maintained:	Records relating to individual employees' pay history profiles. Includes information on rates of pay, hours of work, reported absences, garnishments, pay rate changes, and both elected and mandatory payroll deductions for each employee <u>Direct Personal Information</u> Some or all of name, address, gender, social insurance number, date of birth, telephone number, email address, employee number, employment history, tax exemptions, bank account number, medical history <u>Other</u> Correspondence
Uses:	Information is used for administration purposes; calculate and administer payroll.
Users:	Payroll staff
Individual's in Bank:	Staff, students
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name:	Benefits Records
Location:	Manager, Payroll
Legal Authority:	Employment Standards Act, 2000, c. 41, s. 15; Insurance Act, R.S.O. 1990, c. I.8, s. 300; Canada Pension Plan, R.S., 1985, c. C-8, s.
Information maintained:	<u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, employment history, medical history <u>Other</u> Correspondence, contract, record of payment
Uses:	Information is used for administration purposes; Maintain files
Users:	Payroll Office, Human Resources
Individual's in Bank:	Staff
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Pension Records

Location:	Payroll Office
Legal Authority:	Employment Insurance Act, 1996
Information maintained:	<u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, SIN, benefit information, financial history, employment history, tax information
Uses:	Information is used to administer pension entitlements and provide financial planning
Users:	Payroll Office, Human Resources
Individual's in Bank:	Staff
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Payroll Register/Pay Period Processing

Location:	Payroll Office
Legal Authority:	Employer Health Tax Act, R.S.O. 1990, c. E.11, s. 12; Canada Pension Plan, R.S., 1985, c. C-8, s. 24; Employment Insurance Act, 1996, c. 23, s. 87; Income Tax Act, S.C. 1970-71-72, c. 63, s. 230.
Information maintained:	Records relating to the administration and processing of employee salary and expense payments during regularly-scheduled pay periods. <u>Direct Personal Information</u> Some or all of name, address, gender, gross pay, net pay, deductions, details of hours worked and hours paid, social insurance number, date of birth, telephone number, email address, employee number, employment history, tax exemptions, bank account number, medical history
Uses:	Information is used for administration purposes; Provide payroll information for Canada Customs and Revenue Agency and Audit requirements.
Users:	Payroll staff, Human Resources
Individual's in Bank:	Staff
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Pay Deductions Authorizations

Location:	Hard Copy, Manager, Payroll
Legal Authority:	Corporations Act (Ontario), s.300; Employment Standards Act, 2000
Information maintained:	<u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, financial history, employment history

Uses: Information is used for administration purposes; Maintain files
Users: Payroll Office
Individual's in Bank: Staff
Retention and Disposal: 7 years

Name: T4/T4A Reports & Canada Pension Plan Contributions

Location: Hard copy, Manager, Payroll
Legal Authority: Income Tax Act s. 230 (1), Income Tax Act Regulations s. 5800
Information maintained: Direct Personal Information
Name, address, telephone number, email address, employee number, financial history, employment history
Uses: Information is used for administration purposes; Maintain files
Users: Payroll Office
Individual's in Bank: Staff
Retention and Disposal: Refer to OHA Record Retention Guidelines

Pharmacy

Name:	Pharmacy: Inpatient and Outpatient Prescriptions
Location:	Pharmacy Department
Legal Authority:	Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004
Information maintained:	<p data-bbox="469 489 803 520"><u>Direct Personal Information</u> Some of all of name, address, telephone number, email address, date of birth, gender</p> <p data-bbox="469 604 1373 804"><u>Direct Personal Health Information</u> Some of all of name, address, telephone number, email address, date of birth, OHIP number, date of birth, gender, health insurance information, health history, health measurements and examination results, health conditions, assessment results and diagnoses, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual</p>
Uses:	Information is used for administration purposes; Maintain files
Users:	Staff, students, midwives, physicians
Individual's in Bank:	Patients
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Protection Services

Name: Security Reports	
Location:	Secure Software, Memo Books, Use of Force Forms
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some of all of name, address, telephone number, date of birth, gender, employee number, known aliases, driver's license number, financial information, health information, employment history, legal information, criminal history, nature of incident/complaint, incident summary, dispatch number, incident number, case number, police case number, images, audio recordings, name of officer, witness statements, case notes
Uses:	Information is used to investigate security incidents and maintain a safe environment
Users:	Security guards, security coordinators, alternate coordinators and managers
Individual's in Bank:	Public, patients, staff, volunteers, students, midwives, physicians
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Video Surveillance Records	
Location:	Protection Services Office
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Video images of people entering or using hospital facilities
Uses:	Information is used to investigate incidents relating to safety or security
Users:	Protection service, authorized individuals involved in investigations
Individual's in Bank:	Public, patients, staff, volunteers, students, midwives, physicians
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: I.D. Card and Key Access Records

Location:	Protection Services Office
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some of all of name, home contact information, employee number and photographs.
Uses:	Information is used to administer and maintain access control.
Users:	Protection Services staff
Individual's in Bank:	Staff, volunteers, students, midwives, physicians
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Research

Name:	Human Research Ethics Clearance
Location:	Office of Research Ethics, Researchers
Legal Authority:	Medical Devices Regulations (SOR/98-282), Health Canada Guidance for Records Related to Clinical Trails (Guide 0068), 2006
Information maintained:	<u>Direct Personal Information</u> Some or all of names of researchers, contact information, third party opinions about individuals involved in project, individual's own views or opinions
Uses:	Information is used to determine the granting of ethics clearance to research involving human participants, including clinical trials
Users:	Office of Research Ethics, members of relevant research ethics committee
Individual's in Bank:	Staff, students, midwives, physicians and potentially research participants
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Organizational Learning

Name: Equipment Loans Records

Location:	Organizational Learning
Legal Authority:	
Information maintained:	<u>Direct Personal Information</u> Some or all of name, contact information, employee number and employment information
Uses:	Information is used to administer equipment loans
Users:	Organizational Learning staff
Individual's in Bank:	Staff, students, volunteers, midwives, physicians
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Learning Program Attendance Records

Location:	Organizational Learning
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, contact information, employee number, educational history and employment information
Uses:	Information is used to manage staff learning
Users:	Organizational Learning staff
Individual's in Bank:	Staff, students, volunteers, midwives, physicians
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Quality and Risk

Name: Freedom of Information Requests	
Location:	Freedom of Information Office
Legal Authority:	Freedom of Information and Protection of Privacy Act
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, record of payment, subject of request, various types of personal information depending upon records requested
Uses:	Information is used to process access requests and corrections to personal information requests or investigate privacy complaints under FIPPA
Users:	Information and Privacy Officer, Freedom of Information Coordinator
Individual's in Bank:	Individuals making requests
Retention and Disposal:	

Name: Incident Reports	
Location:	Electronic, Risk and Protection Services
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, employee number, nature of conflict, witness statements,, interview notes, meeting notes, supporting documents, opinions <u>Other</u> Correspondence
Uses:	Information is used to respond to incidents; For administration purposes; Maintain files
Users:	Manager, Quality and Risk; Manager, Protection Services
Individual's in Bank:	Staff, students, volunteers, midwives, physicians and the public
Retention and Disposal:	

Volunteer Services

Name: Volunteers	
Location:	Volunteer Services
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, gender, age, employment history, languages spoken, references, education history, criminal reference checks, training, awards, emergency contact information, shifts, positions held, performance notes, interview notes, reference letters, TB tests
Uses:	Information is used for administration purposes; Maintain files
Users:	Manager, Volunteer Services, Administrative Assistants including office volunteer
Individual's in Bank:	Volunteers
Retention and Disposal:	Refer to OHA Record Retention Guidelines

Name: Volunteer Applications	
Location:	Volunteer Services
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, gender, age, employment history, languages spoken, references
Uses:	Information is used for administration purposes; Maintain files
Users:	Manager, Volunteer Services Coordinators, Administrative Assistants including office volunteer
Individual's in Bank:	Volunteers
Retention and Disposal:	Refer to OHA Record Retention Guidelines