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## 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 Administrative Assistants, Director, Governance and Special Projects
Individual's in Bank:	Members of the Board
Retention and Disposal:	Varied, see RVH record retention index

## Finance

Name:	Patient Ledger Card
Location:	Meditech
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:	Finance Staff
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see RVH record retention index

Name:	Customer and Billing Invoices
Location:	Meditech
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:	Finance staff
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see RVH record retention index

Name:	Parking
Location:	Telus Sourcing Solutions (TSSI), Parking Office
Legal Authority:	N/A
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home and hospital contact information, employee number, vehicle information
Uses:	Information is used to administer parking services
Users:	TSSI, Parking Office Staff, Business Development Staff
Individual's in Bank:	Current and former students, staff, midwives, physicians, volunteers and community partners
Retention and Disposal:	Varied, see RVH record retention index

## 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, patients (with permission) and members of the public who attend RVH events
Retention and Disposal:	Varied, see RVH record retention index

## 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:	Varied, see RVH record retention index

## Health Records

Name:	Health Records
Location:	Health Records Office, Meditech, Rehabilitation Services, Outpatient Clinics, Dialysis Unit, Addiction Services, Offsite Storage
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, staff, physicians, midwives, clinical support staff
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see RVH record retention index

Name:	Request for PHI files
Location:	Health Records Office, Meditech
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, Diagnostic imaging staff
Individual's in Bank:	Patients, midwives, physicians, lawyers and others authorized to request personal health information of another individual
Retention and Disposal:	Varied, see RVH record retention index



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:	Varied, see RVH record retention index

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:	Varied, see RVH record retention index

<b>Name:</b>	<b>Patient Diagnostic Images (Mammograms)</b>
Location:	PACS
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:	Varied, see RVH record retention index

<b>Name:</b>	<b>Patient Diagnostic Images (excluding Mammograms)</b>
Location:	Diagnostic Imaging Department
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, 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:	Varied, see RVH record retention index

Name:	Patient Registration
Location:	Emergency, In Patient, Out Patient, Surgical Day Care, Mental Health Program, Dialysis Unit, Addiction Services
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:	Varied, see RVH record retention index

## Human Resources

Name:	Personnel Records
Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990
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, employment information, performance evaluations, discipline information, grievance information, leave information, criminal record check, attendance, financial information, disability and/or medical information, photographs, physical description, reference letters, learning plans, 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:	Varied, see RVH record retention index

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:	Varied, see RVH record retention index

<b>Name:</b>	<b>Grievances and Arbitrations</b>
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, 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:	Varied, see RVH record retention index

<b>Name:</b>	<b>Human Rights Complaints and Investigations</b>
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:	Varied, see RVH record retention index

Name:	Investigation and Complaint Record
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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, 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:	Varied, see RVH record retention index

Name:	Record of Training
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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, Occupational Health Safety Staff, Organizational Development Staff
Individual's in Bank:	Employees
Retention and Disposal:	Varied, see RVH record retention index

Name:	Workplace Compensation and Disability Management
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Location:	Occupational Health and Safety
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 staff and Occupational Health and Safety staff
Individual's in Bank:	Employees, dependents and beneficiaries
Retention and Disposal:	Varied, see RVH record retention index

## Information Technology and Clinical Informatics

Name:	Systems and Accounts Administration Records
Location:	Data Centre
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, username, password, 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:	IT staff and clinical informatics staff
Individual's in Bank:	Current and former students, volunteers, staff, midwives, physicians
Retention and Disposal:	Varied, see RVH record retention index



## 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, health card number</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:	Varied, see RVH record retention index

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
Individual's in Bank:	Individuals who have a positive lab result for microorganisms
Retention and Disposal:	Varied, see RVH record retention index

## Patient Relations

Name:	Patient Representative Files
Location:	Patient Representative Office
Legal Authority:	Public Hospitals Act, R.S.O., 1990; Excellent Care for All Act (Bill 128)
Information maintained:	<p><u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, references to hospital policy and procedures</p>
	<p><u>Other</u> Correspondence and other supporting documentation</p>
Uses:	Information is used to investigate and resolve complaints, requests and inquiries
Users:	Patient Representatives and Directors or management involved in the investigation
Individual's in Bank:	Patients or other complainant, staff, students, volunteers, midwives, physicians, contractors, vendors and affiliates
Retention and Disposal:	Varied, see RVH record retention index

## Payroll

Name:	Employee Payroll Files
Location:	Telus Sourcing Solution Inc. (TSSI), Finance Office, Staffing Office
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:	<p>Records relating to individual employees' pay history profiles. Includes information on rates of pay, garnishments, pay rate changes, and both elected and mandatory payroll deductions for each employee</p> <p><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 related to absences</p> <p><u>Other</u> Correspondence</p>
Uses:	Information is used for administration purposes; calculate and administer payroll.
Users:	Payroll staff
Individual's in Bank:	Staff, students
Retention and Disposal:	Varied, see RVH record retention index

Name:	Benefits Records
Location:	Telus Sourcing Solution Inc. (TSSI), Finance Office, Staffing Office
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:	<p><u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, employment history, medical history related to absences</p> <p><u>Other</u> Correspondence, contract, record of payment</p>
Uses:	Information is used for administration purposes; Maintain files
Users:	Payroll Office staff, Human Resources staff, Occupational Health and Safety staff
Individual's in Bank:	Staff
Retention and Disposal:	Varied, see RVH record retention index

<b>Name:</b>	<b>Pension Records</b>
Location:	Telus Sourcing Solutions Inc. (TSSI)
Legal Authority:	Employment Insurance Act, 1996
Information maintained:	<u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, SIN, benefit information, employment history, tax information
Uses:	Information is used to administer pension entitlements and provide financial planning
Users:	Payroll Office, Human Resources, TSSI
Individual's in Bank:	Staff
Retention and Disposal:	Varied, see RVH records retention index

<b>Name:</b>	<b>Payroll Register/Pay Period Processing</b>
Location:	Payroll Office, Telus Sourcing Solutions Inc.
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
Uses:	Information is used for administration purposes; Provide payroll information for Canada Customs and Revenue Agency and Audit requirements.
Users:	Payroll staff, Human Resources staff, TSSI
Individual's in Bank:	Staff
Retention and Disposal:	Varied, see RVH records retention index

<b>Name:</b>	<b>Pay Deductions Authorizations</b>
Location:	Finance Office and Human Resources
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

<b>Name:</b>	<b>T4/T4A Reports &amp; Canada Pension Plan Contributions</b>
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Location: Electronic at RVH, Paper at Telus Sourcing Solutions  
 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, social insurance number  
 Uses: Information is used for administration purposes; Maintain files  
 Users: Payroll Office  
 Individual's in Bank: Staff  
 Retention and Disposal: Varied, see RVH records retention index

## 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><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 for administration purposes; Maintain files
Users:	Staff, students, midwives, physicians
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see RVH record retention index

## Security Services

Name:	Security Reports
Location:	Server, hard copy in security office
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 officers, Security System Coordinator, Director of Security
Individual's in Bank:	Public, patients, staff, volunteers, students, midwives, physicians, contractors, vendors and affiliates
Retention and Disposal:	Varied, see RVH record retention index

Name:	Video Surveillance Records
Location:	Server, Control Room
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Video images of all person entering or using hospital facilities/property
Uses:	Information is used to investigate incidents relating to safety, security, monitoring daily activities
Users:	Security services, authorized individuals involved in investigations and monitoring daily activities
Individual's in Bank:	Public, patients, staff, volunteers, students, midwives, physicians, contractors, vendors and affiliates
Retention and Disposal:	Varied, see RVH record retention index

<b>Name:</b>	<b>I.D. Card and Key Access Records</b>
Location:	Control Room, Facilities Room and Pharmacy Department
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, fingerprint image
Uses:	Information is used to administer, maintain, monitor and investigate access control
Users:	Security staff, pharmacy staff, facilities staff and staff assigned to investigate
Individual's in Bank:	Staff, volunteers, students, midwives, physicians, contractors, vendors and affiliates
Retention and Disposal:	Varied, see RVH record retention index



## Research

Name:	Research Study Files
Location:	Office of Research Ethics
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, researcher CV
Uses:	Information is used to determine the granting of ethics approval for research involving human participants, including clinical trials
Users:	Office of Research Ethics, members of relevant research ethics committee
Individual's in Bank:	Researchers
Retention and Disposal:	Varied, see RVH record retention index

## Organizational Learning

Name:	Learning Management System
Location:	Learning Management System
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:	Varied, see RVH record retention index

## Patient Safety, Quality and Risk Management

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:	Director of Patient Safety Quality and Risk Management, FIPPA Risk Management Specialist and administrative support staff
Individual's in Bank:	Individuals making requests
Retention and Disposal:	Varied, see RVH record retention index

Name:	Incident Reports
Location:	Patient Safety, Quality and Risk Management Department
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, employee number, nature of conflict, interview notes, meeting notes, supporting documents, opinions  <u>Other</u> Correspondence
Uses:	Information is used to respond to incidents; For administration purposes; Maintain files; Support quality improvement initiatives
Users:	Manager, Quality and Risk; Manager, Protection Services
Individual's in Bank:	Director of Patient Safety, Quality and Risk Management; Patient Safety and Accreditation Specialist; Administrative Assistant
Retention and Disposal:	Varied, see RVH record retention index

## Volunteer Services

Name:	Volunteers
Location:	Electronic, 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:	Director, Volunteer Services Coordinators, Administrative Assistants including office volunteer
Individual's in Bank:	Volunteers
Retention and Disposal:	Varied, see RVH record retention index

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:	Director, Volunteer Services Coordinators, Administrative Assistants including office volunteer
Individual's in Bank:	Volunteers
Retention and Disposal:	Varied, see RVH record retention index