



Privacy Issues and Release of Information

General

The Ontario Works Act expressly forbids the disclosure or making public of the identity of persons on Social Assistance. In addition, the Freedom of Information and Protection of Privacy Act provides further privacy protection and financial penalties for disclosure of information. The following policy will be followed.

The release of information about clients will be according to the "Case Information Disclosure Policy Guidelines" of the Ministry of Community and Social Services. A copy of those guidelines is at Head Office. Decisions related to disclosure will be made by the Manager of Coordinated Client and Program Services by reference to those guidelines. Any request for any information from any person who is not an employee of another agency (municipal or provincial) should be referred to the Manager of Coordinated Client and Program Services. The Manager of Coordinated Client and Program Services will respond using the "Case Information Disclosure Guidelines".

Special Requests

Requests from clients for discretionary programming not covered by existing guidelines may come before the Board for consideration. Cases which come before the Board will be identified by their Social Insurance Number only. No mention will be made to the residence of the client unless that information is essential to the decision to be made.