Counselling Services

Algonquin College Health Service Provider Privacy Notice

Who We Are & What We Do

Counselling Services provides confidential, professional mental health support to learners at no cost, including short- term therapeutic support and group counselling sessions. The Welcome Centre provides administrative support to Counselling Services for the Ottawa campus. Click for more information.

How We Handle Your Personal Health Information

Counselling Services collects, uses, and shares your personal health information (PHI) following the *Personal Health Information Protection Act (PHIPA)*. Counselling Services may also collect, use, and share other non-health related personal information under the *Freedom of Information and Protection of Privacy Act (FIPPA)*.

Access & Use

Access to your PHI is restricted to Counselling Services employees, and Welcome Centre employees if you are accessing Counselling Services at the Ottawa campus. Your PHI will only be accessed or used without your consent when required by law or as necessary to provide services to you. When required by law, the reason must fall within at least one of the following circumstances:

Limits to Confidentiality

- There are reasonable grounds to believe you are likely to harm yourself or another person
- There are reasonable grounds to believe a child under 16 or a resident in a long-term care or retirement home is, or is at risk of, being abused or neglected
    - For children between the ages of 16 and 17, the College may exercise its judgement in reporting
- Your file has been subpoenaed or ordered produced by a court of law or other body with similar power
- You report sexual abuse by a regulated health professional

Consultation

There might be times when Counselling Services may want to ask other people for advice about your care or support if we think they can help you. If we do need to involve others, in most cases we will ask for your permission first before sharing any of your PHI.

Retention & Storage

The PHI you provide will be kept strictly confidential and stored at all times in a secure manner for a minimum of 10 years from the last date of action on your file. Please note that email communications are excluded from the 10 year retention period and can only be saved for two years.

Termination

Access to Counselling Services will stop when you finish your academic program, or when you are no longer enrolled in a program of study. If you experience a change in your student status for any reason, reach out to Counselling Services for guidance about access to service.

These standards apply to all Algonquin College health service providers, whether you access them online or in-person at a physical campus.

Contact

If you have any questions or concerns about this form or our practices, please reach out to the Ottawa campus Student Counselling and Wellness Supports & Welcome Centre Manager by phone at 613.727.4723 ext. 7200, or by email at welcomecentre@algonquincollege.com. Pembroke Counselling Services can be reached at sevigns@algonquincollege.com.

General inquiries about the handling of your PHI should be directed to the College's Privacy Office which can be reached by email at privacy@algonquincollege.com.

Acknowledgement

Your signature on this form acknowledges that you have read and understood the terms and conditions of this notice as they relate to your access of Counselling Services. You may remove your consent at any time by writing to the appropriate email for your campus noted above.

_____	_____	_____
Printed Name (Student)	**Signature**	**Date**
_____	_____	_____
Printed Name (Witness)	**Signature**	**Date**

Student Number: _____