

Operation Family Doc Full Privacy Notice

Operation Family Doc is committed to protecting your personal information and privacy as it works to connect military families with medical service providers in the National Capital Region.

Our information and privacy practices comply with the standards set out in the *Personal Information Protection and Electronic Documents Act* and with the Quebec Privacy Legislation (*An Act Respecting the Protection of Personal Information in the Private Sector*).

Operation Family Doc is presented in partnership with the Academy of Medicine Ottawa which assists with physician recruitment and retention. No personal information is collected from or shared with the Academy of Medicine Ottawa.

Purpose

Operation Family Doc collects, uses, and discloses personal information provided to it by military families to match them with medical service providers in the National Capital Region (the “Program”). *Operation Family Doc* also uses personal information to improve the functioning of the Program and to confirm participant’s eligibility.

Operation Family Doc only discloses participants’ personal information to the medical service providers they have been matched with in order to complete the referral process.

Consent

Operation Family Doc seeks to only collect, use, and disclose personal information with the consent of participants in the Program.

Participation in *Operation Family Doc* is elective and requires the completion and submission of the *Operation Family Doc* Family Referral Form. Participants may submit the *Operation Family Doc* Family Referral Form in person at the Military Family Resource Centre, or via email, facsimile, or telephone directly to the Operations Coordinator. Participants may also provide the Family Referral Form to authorized Case Management Personnel within the Department of National Defence or Veterans Affairs Canada who will provide it to *Operation Family Doc* on their behalf.

The Family Referral Form collects the minimum amount of information required to place patients with medical service providers as well as process review towards program enhancement.

All participants are informed that by submitting the completed *Operation Family Doc* Family Referral Form or providing information via telephone, they consent to the collection, use and disclosure of their personal information by the Military Family

Resource Centre – National Capital Region *Operation Family Doc* for the purpose of determining their eligibility for the program, obtaining a referral to a physician, and managing the *Operation Family Doc* program. Participants also consent to the disclosure of this information to physicians in the National Capital Region in Ontario and Quebec for the purpose of obtaining a referral.

Participants may revoke their consent to participate in the Program at any time by submitting a request in writing to the Operations Coordinator or via telephone.

Eligibility for Operation Family Doc

Current and former Canadian Armed Forces Members and their families are eligible to participate in the Program. *Operation Family Doc* may contact the identified Canadian Armed Forces member to confirm eligibility for the Program.

Collection and Use

The personal information provided by participants in the Program is collected and used only by the *Operation Family Doc* Operations Coordinator.

All referrals in the *Operation Family Doc* Program are coordinated by the Operations Coordinator who must successfully attain and maintain Reliability Status as determined by Department of National Defence security clearance office. All information is stored as *Confidential* as determined by Department of National Defence security clearance.

Limited Collection

Operation Family Doc seeks to collect the minimum amount of information required to ensure effective, efficient physician referral and process review towards program enhancement.

Operation Family Doc does not request nor require any personal health information.

Disclosure

Disclosure of personal information is restricted to the provision of the *Operation Family Doc* Family Referral Form to the medical service provider with whom the participants are matched.

Safeguards and information storage

All *Operation Family Doc* referrals and program documents are treated as *Confidential*. Electronic documents are stored and processed in a restricted access office and restricted access office systems which are accessible only by the Operations Coordinator at a designated work station.

Operation Family Doc referrals are only completed at the designated Operations Coordinator work station

Confidential printed documents are stored in a DASCO secure cabinet.

Access to the *Operation Family Doc* office is restricted to *Operation Family Doc* personnel unless individuals are accompanied by *Operation Family Doc* personnel or a member of the Military Family Resource Centre Management team, CEO or a Director.

Electronic databases are stored on the Department Wide Area Network server with Public Key Infrastructure encryption and/or on an external iron key drive which is encrypted and password protected with Secret status as determined by Department of National Defence security clearance. All database back-up storage devices are stored in a secure cabinet with Class B status as determined by Department of National Defence security clearance.

Electronic correspondence is processed and stored on Office 365 encryption software.

Facsimiles are sent and received on facsimiles with confidential and/or restricted access.

Retention

Operation Family Doc Family Referral Forms are retained for the longer of 3 years or the completion of the physician referral process.

Confidential documents in print form are destroyed under contract by a third party confidential shredding company in accordance with Military Family Resource Centre National Capital Region policy

Operation Family Doc maintains a record of which Family Referral Forms have been destroyed which includes the *Operation Family Doc* Referral Number, CAF Member's Name, Date received and date destroyed. This record is maintained and stored as *Confidential* as determined by Department of National Defence security clearance.

Individual access

All participants in the program have a right to access the personal information collected, processed and stored by *Operation Family Doc*. Requests should be directed to the Operations Coordinator.

Participants will also have an opportunity to request a correction or amendment of their personal information, request a copy of their personal information, or request the destruction of their personal information.

Access, Questions, Complaints, Concerns

The Operations Coordinator is responsible for overseeing *Operation Family Doc's* privacy program and to act as a resource for participants in the Program.

Any questions, complaints, or concerns about the program should be directed to the **Operation Family Doc Coordinator** of the Military Family Resource Centre - National Capital Region by telephone at 613.993.8671, via email to ofd@mfrc-ncr.ca or in writing to the:

Operation Family Doc Coordinator or Executive Director
Military Family Resource Centre National Capital Region
330 Croil Private, Building 471
Ottawa, ON K1V 1J1

Information about *Operation Family Doc* is available at www.cafconnection.ca.