

## Appealing the Results of FOI Requests

Any decision we issue related to Freedom of Information requests under The *Freedom of Information and Protection of Privacy Act* (FIPPA), including the decision to charge a fee, may be appealed to the Information and Privacy Commissioner within 30 days from date of receipt of the letter denying your request.

### How to Submit an Appeal

Send the following to the Information and Privacy Commissioner/Ontario:

- A copy of your original request;
- A copy of Waypoint's response;
- An appeal fee of \$10 for personal information requests and \$25 for general information requests.

### Information and Privacy Commissioner/ Ontario



Suite 1400, 2 Bloor Street East  
Toronto, ON, M4W 1A8  
Tel: 416-326-3333  
Toll-free (Ontario only): 1-800-387-0073

## What is FIPPA?

The *Freedom of Information and Protection of Privacy Act* (FIPPA) regulates the collection, use and disclosure of personal information, and the retention, destruction, security and accuracy of personal information; it requires hospitals to maintain certain data banks; it applies to all existing corporate records. The Act applies to all records that come into the custody or control of the hospital on or after January 1, 2007. Upon request, certain records must be made available in accordance with the Act.

FIPPA has two main purposes:

1. To provide the public a right of access to Waypoint information subject to limited exemptions; and
2. To protect the privacy of individuals with respect to personal information about themselves held by Waypoint and to provide individuals with a right of access to that information.

### Does FIPPA Provide Access to Personal Health Information (PHI)?

No, personal health information is subject to the *Personal Health Information Protection Act* (PHIPA). If you are seeking access or correction to your health records, please contact our Clinical Information Services department at 705-549-3181 Ext. 2597.



500 Church Street  
Penetanguishene, Ontario, L9M 1G3

Access & Privacy Officer  
Tel: 705-549-3181 Ext. 2258  
Fax: 705-549-3778  
e-mail: [bquesnelle@waypointcentre.ca](mailto:bquesnelle@waypointcentre.ca)



CENTRE for MENTAL HEALTH CARE  
CENTRE de SOINS de SANTÉ MENTALE

## Protecting Your Privacy and Accessing Information

A guide to the Freedom of  
Information and Protection of  
Privacy Act (FIPPA)

Read the full  
[Freedom of Information and Protection of Privacy Act](#)  
on Ontario's e-Laws Site.

Waypoint Centre for Mental Health Care has established a Freedom of Information & Privacy Office to handle matters related to the *Freedom of Information and Protection of Privacy Act* (FIPPA). The office oversees the implementation and administration of access and protection of privacy at the hospital. For more information visit [www.accessandprivacy.gov.on.ca](http://www.accessandprivacy.gov.on.ca).

## What is Personal Information?

The definition of “personal information” as provided by FIPPA is recorded information about an identifiable individual, including:

- Information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual;
- Information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved;
- Any identifying number, symbol or other particular assigned to the individual;
- The address, telephone number, fingerprints or blood type of the individual;
- The personal opinions or views of the individual except where they relate to another individual;
- Correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence;

- The views or opinions of another individual about the individual; and
- The individual’s name where it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.

## Making a Freedom of Information (FOI) Request

If you are making a formal request for access to general information or access to personal information or to have your personal information corrected, please follow these steps:

1. Check the Directory of Records located on our website at [www.waypointcentre.ca](http://www.waypointcentre.ca) to make sure Waypoint maintains the information you need;
2. Download and complete the [Access to Information Request](#). You must clearly identify the records you are seeking. Be sure to include your contact information;
3. Prepare a cheque or money order for \$5.00 payable to “Waypoint Centre for Mental Health Care”;
4. Submit your request form, together with the non-refundable \$5.00 to:

**Freedom of Information Office**  
**Waypoint Centre for Mental Health Care**  
500 Church Street  
Penetanguishene, ON, L9M 1G3

Once we receive your application, we will send you written acknowledgement of your request. If you have any questions call 705-549-3181 Ext. 2258.

**Note that the formal process is not always required.** In fact, as much as possible, Waypoint is proactively posting information on its public website to make accessing information convenient. The information that you are seeking may be readily available here. When it is not available on the public website, a formal request is made.

## FOI Request Fees and Costs

The \$5.00 application fee is mandatory and non-refundable. Under FIPPA, Waypoint may charge additional fees to process your request. These may include:

- A search fee of \$7.50 per quarter hour (\$30.00 per hour) for searching for and preparing a record for disclosure;
- Photocopying charges or computer printouts of \$0.20 per page and \$10.00 per CD;
- Other charges, if incurred, will be provided in an invoice.

Additional fees may apply relevant to the cost of searching, gathering and sending the information requested. For further information on fees and costs please refer to our website at [www.waypointcentre.ca](http://www.waypointcentre.ca) and/or [FIPPA](#).

You will be advised if the processing fees will exceed \$25.00 and you will be asked to provide a deposit of 50% if the estimated processing cost exceeds \$100.00. We will notify you if any exemptions under FIPPA apply to the records you are requesting so that you can make an informed decision on whether or not to pay the deposit and proceed with the request.

Decisions related to Freedom of Information requests may be appealed to the Information and Privacy Commissioner.