

RE: RECORDS ACCESS AND DISCLOSURE

You have recently contacted the Children's Aid Society of Ottawa to request information from our records.

The Society gathers information on individuals and families in accordance with its mandate under the Child and Family Services Act of Ontario for the purpose of investigating child protection matters, and delivering child protection services to families as well as children in its care. This information is held in confidence. The provisions which regulate our records disclosure practices are based on the assumption that all personal information contained in CAS records should be private and confidential, including information related to person other than the primary client named in the records.

Children's Aid Societies are specifically exempt from the Freedom of Information and Protection of Privacy Act (FIPPA) and, therefore, we are not in a position to respond to records disclosure requests which would be based on FIPPA.

Access to information contained in our records must be based on a formal consent or request by an adult client, and only in regard to the person giving consent and the minor children in his or her lawful custody. We do not disclose or provide copies of any reports or documents originating from a registered professional, or a community or governmental agency (e.g. psychological assessments or police reports). We will provide, on request, copies of documents on file which would normally be seen as belonging to the person such as school report cards or immunization records. We also provide non-identifying information regarding other persons where appropriate and useful to understand the context of particular circumstances.

Please complete and return the attached form to the undersigned and include a clear photocopy of your government-issued photo identification. The documentation enables the Society to verify your identity to authorize the release of the information. Upon receipt of this information, we will contact you.

We understand that requests for information are important. However, the Society does not have the resources to respond immediately to records disclosure requests. Please be advised that there will be a waiting period. We regret the inconvenience this delay may cause you. Exceptions to the waiting period are made only for urgent medical reasons. If this is your case, please ensure your specific request is supported in writing by your physician.

If you have any questions or concerns, please feel free to contact me at 613-747-7800 x 2642 You are welcome to email your request to diane.pelletier@casott.on.ca or send it by fax to my attention, c/o the Disclosure Unit at 613-747-4456. Please make sure that the photocopy of your government-issued photo identification is as clear as possible.

Sincerely,

Diane Pelletier
Disclosure Unit Assistant