

## How your information is kept confidential?

The personal health information collected in your assessment belongs to you. The privacy and protection of your personal health information is essential. In the assessment process, we collect only the health information that we need in order to determine your service and support needs. This information cannot be used for any other purposes without your permission.

- Your health information is kept in a secure place.
- Your health information will be viewed only by authorized people who deliver services to you.
- All health services providers have signed contracts to keep your information confidential.
- When an authorized person views your information, it is recorded in a log. This log is reviewed regularly to make sure that there has been no unauthorized access to your information.
- Information is stored and/or disposed of according to the law.
- We will thoroughly investigate any suspected breach or unauthorized access to your personal health information.

## What are your privacy choices?

- You can request a copy of your assessment at any time by contacting your CHIRS staff person.
- You can ask to have information in your assessment corrected or updated.
- You can choose not to share your assessment information with your other health service providers. Should you do this, the assessment may have to be redone by the other health service providers.
- You may choose to have your basic personal information blocked from healthcare workers who view the IAR OR you may change your mind about sharing your assessment or basic identifying information. To do so, you must call the **Consent Call Centre at 1-855-585-5279**; we will assist you.

To find out more about how your personal health information is handled with our partner organizations, or to file a complaint, contact our Privacy Officer, who will work with you to address your concern. If your concern remains unresolved, you may contact the Information and Privacy Commissioner of Ontario.

### CHIRS PRIVACY OFFICER

MICHELE GRAHAM  
62 FINCH AVENUE WEST  
TORONTO, ON M2N 7G1  
416-240-8000 | [MicheleG@chirs.com](mailto:MicheleG@chirs.com)

### INFORMATION AND PRIVACY COMMISSIONER OF ONTARIO

2 BLOOR STREET EAST, SUITE 1400  
TORONTO, ON M4W 1A8  
TEL: 416-326-3333 OR 1-800-387-0073  
WEB: [WWW.IPC.ON.CA](http://WWW.IPC.ON.CA)



# CHIRS' NEW COMMON ASSESSMENT TOOL FOR ADULTS LIVING IN THE COMMUNITY AND RESIDENTIAL CARE SETTINGS

## INTER RAI COMMUNITY HEALTH ASSESSMENT (CHA)

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The goal of CHIRS has always been to offer you the highest standard of care and ensure that you receive the right services at the right time to support your ability to live independently in your community.

Many new tools have become available that enable CHIRS and other health service providers to consistently deliver quality care. One of those tools is the InterRAI Community Health Assessment (CHA).

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### What is the InterRAI CHA?

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The InterRAI CHA (or RAI CHA) is a comprehensive and standardized assessment that helps to identify your support needs.



With the information provided, together we are able to better understand your current status in order to determine which services could enhance your ability to live as independently as possible.

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### What are the benefits?

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With the RAI CHA, you have direct input into addressing your needs and concerns so that we can get a clearer picture of your specific support needs.

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### What can you expect?

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The RAI CHA will be completed once a year by a CHIRS staff person. The assessment will be planned with you around the time of your annual service plan. With your consent, you (along with your caregiver) will be asked a series of questions about your functional abilities, social activities and overall health status.



The RAI CHA information will be entered into a computer and will assist us in developing the appropriate service plan. You will also be asked if you agree to have CHIRS share your assessment with other health service providers that are working with you.

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### Why would you want to share your assessment?

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We use a secure electronic system when we share your RAI CHA information with other health service providers who are working with you. They will then be able to view the information that they need to provide you with the services that you need.

If you agree to share your assessment, the information will be used to:

- Make sure that your service providers have the most up-to-date and complete record of your health history and needs;
- Help your service providers see where there might be gaps or overlaps so that we can provide the services that are most needed;
- Make sure that you are getting the right support and services.

