

Consent to Share Personal Information with Hamilton's Homeless Serving System

Who Are We?

Hamilton's Homeless Serving System is a group of organizations within the community that work together to help individuals and families end their experience of homelessness. We connect individuals and families with supports to help find and maintain a place to live. The City of Hamilton and partners within the Homeless Serving System that will have access to your information include providers of the following program areas:

- Outreach;
- Prevention;
- Diversion;
- Drop-ins;
- Emergency Shelters;
- Rapid Rehousing;
- Intensive Case Management;
- Health System Navigation and Referrals;
- Income Support Programs;
- Transitional Housing;
- Social Housing; and
- Permanent Housing with Supports.

What Information Do We Collect?

We collect information about you (collectively referred to as 'personal information') such as your name, age, gender identification, income, health related information, housing history, housing plans, and participation in housing support programs.

Under What Authority Do We Collect Information?

We collect your Personal Information as defined by the *Municipal Freedom of Information and Protection of Privacy Act*, under the authority of the *Housing Services Act*, 2011 (sections 12, 13.1 and 19.1) and the *Municipal Act*, 2011 (sections 2, 4, 8, 9, 10) and in accordance with the provisions of MFIPPA as amended, for the purpose of delivering and evaluating homelessness programs and services.

For information about the collection of your personal information contact the Manager of Homelessness Policy and Programs, Housing Services Division, Healthy and Safe Communities Department, at 350 King Street East, Suite 110, Hamilton ON, L8N 3Y3 T: 905-546-2424 ext 2548, or by email: homeless.policy@hamilton.ca.

Who Do We Share Your Information With?

With your documented consent, your personal information will be stored on the HIFIS (Homeless Individual and Family Information System) database and will be included on the By-Name List (BNL) for the purposes of connecting you with supports to help you find and keep a place to live. HIFIS is a secure database hosted by the City of Hamilton that allows relevant information to be shared between the City and participating service providers. The By-Name List (BNL) is an up-to-date list of all individuals and families experiencing homelessness in the City who have provided their consent to share information.

Through HIFIS and the BNL your personal information will be shared with relevant programs within Hamilton's Homeless Serving System that have entered into agreement with the City of Hamilton to share and protect data collected within the Homeless Serving System. All activity of program staff using HIFIS is logged, monitored, and audited. This is to make sure nobody accesses your information unless they confirm that they are working with you and will use your information solely to help connect you with housing and related supports. Detailed case notes written by one service provider will not be visible to other service providers.

The personal information collected will support a Coordinated Access System, so that services and supports can be right matched to your needs. This information also helps us to better understand and respond to homelessness in our community and provides insight into where future service improvements are needed.

Your information will also be shared with the Government of Canada (Ministry Employment and Social Development), without your name or other personally identifying information attached, for the purposes of policy analysis, research, and evaluation of policies and programs respecting homelessness in Canada.

At any time, if you would like to have access to a list of community partners that administer the specified program areas with whom your information may be shared, you can contact the City of Hamilton's Manager of Homelessness Policy and Programs, Housing Services Division, Healthy and Safe Communities Department, at 350 King Street East, Suite 110, Hamilton ON, L8N 3Y3 T: 905-546-2424 ext. 2548, or by email: homeless.policy@hamilton.ca.

What Do We Do With Your Personal Information?

- Your personal information will be shared on the BNL and HIFIS with other organizations in Hamilton's Homeless Serving System.
- Your personal information will be used and shared by the organizations in Hamilton's Homeless Serving System to provide you with services and supports.
- The Hamilton's Homeless Serving System will also use your personal information for statistical, evaluation, and research purposes, where the information collected will

not indicate who you are or that the information belongs to you. Your name will not be shared.

- Aggregate (combined) and anonymous information may be provided to the City of Hamilton, the Province of Ontario, the Government of Canada (in addition to the Ministry of Employment and Social Development), and/or Community Partners to support policy analysis, research and evaluation of existing policies and programs related to homelessness.
- Your name and identifying information may be viewable by City of Hamilton staff for the purposes of billing, reporting, evaluation, and/or technical support with the BNL and HIFIS databases. Information within these databases are secure and will not be shared or used for any other purpose than to help secure you with appropriate supports and housing. Information will not be shared without your consent, unless required by law.

What Information Can Be Shared Without your Consent?

Your personal information may be shared without your consent if there is a legal requirement to do so, or a serious concern about your health and safety or the health and safety of others.

What Won't We Do With Your Information?

Organizations in Hamilton's Homeless Serving System will not release your personal information without your consent except for the purposes listed above.

What If You Change Your Mind About Your Personal Information Being Shared?

You can change your mind and remove your consent to share your personal information at any time, by contacting any organization of the Hamilton's Homeless Serving System. You should let them know that you want to stop sharing personal information.

If you withdraw your consent, staff can no longer make updates to your file but the personal information you have already shared will still be viewable by staff at the City of Hamilton who administer the HIFIS database. You can, at any time, sign a new consent agreement with any one of the organizations in Hamilton's Homeless Serving System to receive supports and services.

If you have a complaint or question, you understand that you may contact the City of Hamilton's Manager of Homelessness Policy and Programs, Housing Services Division, Healthy and Safe Communities Department, at 350 King Street East, Suite 110, Hamilton ON, L8N 3Y3. T: 905-546-2424 ext. 2548, or by email: homeless.policy@hamilton.ca.



Hamilton

Consent to Share Personal Information with the Hamilton's Homeless Serving System

Location of Signing: _____
Agency/Institution/ Organization

Date: _____

Participant(s):

I/We

(Print Name of Participant – 16 years or older)

(Print Name of Co-Participant, if applicable)

(Print Name of Co-Participant, if applicable)

(Print Name of Co-Participant, if applicable)

(Print Name of Co-Participant, if applicable)

I consent to share my personal information within Hamilton's Homeless Serving System. My personal information may be used:

- to help me and/or my family find and keep a home; and
- to inform future service improvements.

My personal information will be recorded on the By Name List and the Homeless Individuals and Families Information System. This database is used by all program areas defined under Hamilton’s Homeless Serving System to collect, store, and share my information.

I understand that if I would like to have access to a list of community partners that administer the specified program areas for whom my information will be shared with, I can contact the City of Hamilton’s Manager of Homelessness Policy and Programs, Manager of Homelessness Policy and Programs, Housing Services Division, Healthy and Safe Communities Department, at 350 King Street East, Suite 110, Hamilton ON, L8N 3Y3. T: 905-546-2424 ext. 2548, or by email: homeless.policy@hamilton.ca.

I understand that I may withdraw or limit my consent at any time. I confirm that I have reviewed the attachment titled “Important information - Consent to Share Personal Information with Hamilton’s Homeless Serving System.”

I understand the consent set out above.

Signature (Participant)	Date of Birth	Date Signed
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Signature (Participant)	Date of Birth	Date Signed
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- I understand all the parts of this consent form
- Where applicable, I understand that any consent given also extends to my dependents. Please list any dependents below:

Name of Dependent	Date of Birth for Dependent:

Witness:

Print Name of Staff Witness: _____

Signed by Staff Witness: _____

Date: _____

USE ONLY if the applicant is REMOVING CONSENT.

By signing below, I understand that I have requested to remove consent.

Signature – Person 16+

Date of Birth

Date Signed

Notice of Collection:

Personal Information as defined by the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56*, as amended (MFIPPA) will be collected under the legal authority of the *Housing Services Act, 2011* sections 12, 13.1 and 19.1 and the *Municipal Act, 2011* sections 2, 4, 8, 9, 10.

Your personal information will be used to connect you with social services and support as well as to help evaluate and improve housing support programs. For More information contact the Manager of Homelessness Policy and Programs, Housing Services Division, Healthy and Safe Communities Department, at 350 King Street East, Suite 110, Hamilton ON, L8N 3Y3. T: 905-546-2424 ext 2548, or by email: homeless.policy@hamilton.ca.