



POLICY #	POLICY	SECTION	SUB-SECTION	APPROVAL DATE	REVIEW DATE	REVIEW FREQUENCY
IM-PC-PL-002	Public Access and Disclosure Policy	Information Management & Privacy	Privacy & Confidentiality	October 2021	January 2025	Annual

### 1. Purpose

To ensure that members of the public, including clients, caregivers, and external stakeholders, have timely and equitable access to CareHop's publicly available policies, service information, and rights-based documentation in a clear and accessible manner.

### 2. Scope

This policy applies to all CareHop departments and staff involved in developing, approving, publishing, or responding to requests for information intended for public access. It governs documents made available through digital and physical formats.

### 3. Policy Statement

CareHop is committed to organizational transparency and accountability. The public will have access to relevant, non-confidential documents that describe client rights, services, service expectations, and complaint procedures.

CareHop ensures that documents intended for public access:

- Are written in plain language
- Are available in accessible formats upon request
- Are maintained in up-to-date, reviewed versions
- Are distributed through multiple formats including digital, print, and verbal explanation

### 4. Types of Publicly Available Information

The following may be made available to clients and members of the public:

- Client Rights and Responsibilities
- The Ontario Patient Bill of Rights
- Description of available services
- Eligibility (if applicable) and payment options (e.g., private pay, Ontario Health atHome referral)
- Complaint Handling and Feedback Policy
- Privacy, Confidentiality, and PHIPA Compliance Policy
- Accessible Customer Service and Communication Policies
- How to request service information in an alternate format
- Summary of incident reporting and risk management practices (non-identifiable and aggregate)
- Accreditation status (if applicable)



## 5. Channels of Access

Public access may be provided via:

- **CareHop website**
- **Family Portal** (for current clients and caregivers)
- **Printed brochures or handouts**
- **In-person explanation by staff upon request**
- **Verbal or written requests by phone, email, or in office**

Information will be provided within **5 business days** of the request, unless otherwise specified.

## 6. Limitations and Exclusions

This policy does not apply to:

- Client-specific personal health records (see PHIPA access procedures)
- Confidential internal processes (e.g., HR, legal, or financial operations)
- Draft policies or documents pending approval
- Any content deemed sensitive or proprietary, unless required by law

Requests falling outside of standard disclosure may be reviewed by the CEO for case-by-case determination.

## 7. Responsibilities

- **Administrative Assistant:** Maintains updated versions of public-facing policies and coordinates delivery of requested documents.
- **HR Coordinator:** Ensures staff are trained to refer and respond to requests properly.
- **CEO:** Reviews unusual or escalated requests and ensures organizational compliance.

## 8. Related Policies

- Accessible Formats and Information Compliance Policy
- Client Rights and Responsibilities Policy
- Complaint Handling and Feedback Policy
- Website Accessibility and Digital Content Policy
- Client Access to Health Records Procedure

## Policy Approval

Approved by: \_\_\_\_\_

**Chief Executive Officer**