

## NAN Hope Connections Privacy

### Policy and Procedure

The Nishnawbe Aski Mental Health and Addictions Support Access Program's NAN Hope Connections project was developed to increase individuals access to technology in the 49 First Nation communities in Nishnawbe Aski Nation. Through NAN Hope Connections, individuals will have access to devices, such as cell phones and tablets, to increase their access to the virtual mental health and addictions support services offered by NAN Hope.

We have developed strict policies to ensure clients are receiving services in a manner that protects their privacy, as well as their personal health information. Specifically, the NAN Hope Program Tech to the North policies incorporate all relevant privacy legislation set forth by Canada's federal government, namely the Privacy Act and the Personal Information Protection and Electronic Documents Act (PIPEDA), as well as Ontario's Personal Health Information Protection Act (PHIPA).

Privacy of personal information obtained through the use of the provided pre-programmed devices is a critically important principle to everyone at NAN Hope. We are committed to maintaining every individual's privacy while they access mental health and addiction services from NAN Hope.

For information on NAN Hope's Privacy Policy [click here](#).

To view our Live Chat, SMS, and Email privacy policy, [click here](#).

### Tracking the Utilization and Return of Devices

Each community will receive 10 devices. The devices will be housed in the nursing station or health centre in each community. Five (5) phones and five (5) tablets, which are preprogrammed with NANHOPE.ca, have been provided. The devices will be required to be tracked in the community. For communities that have a Community Telemedicine Coordinator (CTC), this individual will be responsible for the tracking of the devices. The communities that do not have a CTC will rely on another individual who will be appointed by the Health Director in that community.

The CTC or other designate, will keep a tracking sheet to identify the individual who has signed out a device. The tracking sheet will contain the date, name and email or phone number and what device was signed out. This tracking sheet will be kept confidential and only used by the CTC or designated person responsible. To maintain confidentiality, the tracking sheet will be required to be kept in a

locked cabinet only accessible by the CTC or designated person responsible.

There is no limit to the amount of time the individual can have the device to access NAN Hope. When the individual is done accessing the support, they need they will return the device back to the CTC or designate. The device can also be used to access NAN Hope's Healing Circle "Hope through Connection" which occurs weekly.

\*See the confidential tracking sheet attached.

## Destruction of Personal Information

Personal information collected during the course of service with devices from the NAN Hope Tech to the North Program will be required to be deleted prior to the device being stored or utilized by another individual. The device can be deleted by the individual themselves or by the CTC or designate in the community. The instructions to delete the devices are below.

### Clearing the web browser history on the Samsung Galaxy Tab A7 – Tablet

1. Navigate to Internet Browser
2. On the top right click the three lines, click settings
3. Scroll down Under advance
4. Click "privacy and security "
5. Scroll down to "Delete Browser data"
6. Select everything Cookies, cache, etc. and click "delete" 7. Done.

### Clearing the history on the Motorola One Fusion – Cell phone

#### Clearing text history

1. Open text feature
2. Select and hold on text message
3. Top menu will appear with a trash bin, select that.
4. Text change will be gone
5. Done

#### Clearing call history

1. Open call feature
2. Select and hold on text message
3. Top menu will appear with a trash bin, select that.
4. Text change will be gone
5. Done

## Privacy Breach Policy

If there is a suspected or actual breach of a client's private and confidential information, the CTC or designate must adhere to the NAN Hope's Privacy Breach Policy. See below.

1. Implement the privacy breach protocol; [click here](#)
2. Contain the breach;
3. Notify the clients affected by the breach;
4. Investigate and remediate the breach; and,
5. If applicable, report the breach to the Information and Privacy Commissioner of Ontario (IPC) and/or the appropriate regulatory/governing

