

# Yes! You Can!

## Dispelling the Myths about Sharing Information Relating to Children and Youth Who Receive Government Services

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OFFICE OF THE INFORMATION  
AND PRIVACY COMMISSIONER  
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# Why is this Booklet Necessary?

The Office of the Information and Privacy Commissioner and Office of the Child and Youth Advocate have worked together to develop this resource to clarify some common misunderstandings about privacy relating to child protection. In order to reduce barriers to information sharing, the Child and Youth Advocate and the Information and Privacy Commissioner hope this guide will provide a quick-reference resource that can be relied on whenever questions arise about the disclosure of information in matters involving children's rights. We thank the Office of Information and Privacy Commissioner in Ontario and the former Ontario Advocate for Children and Youth for giving us permission to borrow their concept and quote from their **Yes, You Can** publication.

Professionals may become aware of a risk of harm to a child, but may not report that suspicion to the Department of Children, Seniors, and Social Development (the "Department") based on the belief that privacy prevents them from doing so. Similarly, professionals may be requested to provide information relating to a child in need of protective intervention, but hesitate or refuse to provide the information based on the belief that disclosure of the information may result in personal liability. **ATIPPA, 2015** provides the legal authorities to share information.

The Department operates under the authority of the **Children, Youth and Families Act (CYF Act)** and its regulations. The Department has a broad range of duties including the investigation of allegations that a child is or may be in need of protective intervention. As part of these investigations, the Department has the authority to request and receive information. In conjunction with or leading up to these investigations, there is also a need for information sharing between healthcare custodians, law enforcement, teachers, government departments and social workers. The sharing of information between these professionals in cases of child protection is essential and legally authorized for the wellbeing of the child. Roadblocks, delays and refusals in the name of privacy do not respect a child's rights and may leave a child at risk or may perpetuate risks to the child.

Please take a few minutes to review this important information. We encourage you to share it with your colleagues and save it for future reference. However, we note that this document is not meant to give situational directives, but rather, it is a guidance tool to give stakeholders the confidence to make decisions and the knowledge of the legislation which empowers them to do so.

**Note:** This booklet does not cover access requests for information by the individual to whom the information relates or their parent/guardian/caregiver.

# Who Did We Consult With?

To complete this project, we met with individuals representing the following stakeholders:

- Department of Children, Seniors and Social Development (CSSD);
- Department of Education;
- Department of Health and Community Services;
- Department of Justice and Public Safety;
- Eastern Health;
- Central Health;
- Western Health;
- Labrador-Grenfell Health;
- Newfoundland and Labrador English School District;
- Royal Canadian Mounted Police; and
- Royal Newfoundland Constabulary.

We thank these organizations for their time and the valuable insight they provided.

## Common Concerns and Responses

In our discussions with stakeholders, common themes emerged. Below we have outlined those themes and provided clarity, assurances and guidance to alleviate the apprehensions and allow for the disclosure and collection of information.

### Privacy Paralysis

Rather than acting as the counterbalance to access, privacy is commonly held paramount, overriding or stalling legitimate requests for information. The reliance on privacy appears to be rooted in an underlying fear of personal responsibility or liability for releasing personal information. Similarly, concerns over privacy are preventing individuals from complying with the Duty to Report contained in section 11 of the **CYF Act**. Individuals are fearful of the repercussions of releasing personal information and are therefore reluctant to provide the amount of information necessary.

## Response

Sections 90 to 96 of the **CYF Act** prevail over the **Access to Information and Protection of Privacy Act, 2015 (ATIPPA, 2015)**. Consequently, any offence provisions outlined in **ATIPPA, 2015** do not apply to the disclosure of information sought under the **CYF Act**.

Section 94 permits the disclosure of information with respect to a child or a youth by a social work manager where the information is necessary to enable the manager, social worker, or designated other to function. Section 96 clarifies a social worker or manager has a right to this information.

The only exceptions to this are:

- (1) where the information is protected by solicitor-client privilege or
- (2) where the disclosure would be an offence; or
- (3) would be harmful to law enforcement or could reasonably be expected to interfere with public safety.

Outside of these circumstances individuals should not refuse to disclose information sought under section 96.

Where information is sought outside of the scope of the **CYF Act**, section 114 of **ATIPPA, 2015** specifically provides that there will be no liability, personal or otherwise, to government public bodies or elected and appointed officials, where a disclosure of information is carried out in good faith or for a consequence of that disclosure.

In relation to personal health information, custodians and their employees have an obligation under section 42 of the **Personal Health Information Act (PHIA)** to disclose necessary personal health information to a person who is carrying out an inspection, investigation or similar legislative procedure. Consent is not required, providing the requester has presented a reasonable basis for the discloser to believe an investigation is ongoing, the information must be shared. Section 87 of **PHIA** specifically provides that there will be no liability, personal or otherwise, where a disclosure of information is carried out in good faith or for a consequence of that disclosure.

In relation to the Duty to Report, Section 11 of the **CYF Act** requires a person who has information that a child may be in need of protective intervention to immediately report all the information necessary to a manager or manager employed by CSSD or a peace officer. Section 11 also provides that the Duty applies notwithstanding that the information is confidential or privileged, and removes the person from liability, unless the report is done maliciously or without reasonable cause.

## Compartmentalization and Opening Doors

There is a lack of clear understanding of what information is collected, used, and legislatively protected by each public body. This lack of clarity leads to fishing expeditions, overreaching, and non-specific requests by those seeking information, which, in turn, leads to resistance and ultimately delaying timely disclosure. There is a general understanding and clear indication that all stakeholders have a vested interest in the child, but rather than using the appropriate legislative provisions, public bodies are operating in silos.

Instead, existing Memoranda of Understanding or internal protocols should be revisited and revitalized and, where none exist, new ones should be created. This would offer structure and assurances in the disclosure of information process. In conjunction with this, all public bodies should commence vigorous education initiatives to ensure that the intention of those agreements is clearly communicated and that all employees are fully aware of their legislative obligations in relation to the disclosure of information. Staff training should be a continuously ongoing process so that patterns of reluctance do not return.

Additionally, public bodies should mandate that the legislative authority for collection be cited when requesting information. Citing these authorities at the time of a request is a simple measure that will likely lead to more confidence in the ability of a stakeholder to disclose information.

## Multiple Authorities

The **CYF Act**, **ATIPPA, 2015**, **PHIA** and the **Child and Youth Advocate Act** each provide authority for various officials to collect information in the conduct of their respective mandates. Those legislative authorities compel information sharing and the production of evidence, yet many individuals are unclear about responding to such information requests. Clear communication of policies, procedures, and authorities to frontline workers, who are often the individuals receiving these requests is necessary and should form part of the privacy training offered by public bodies to all employees.

## Reciprocity & Standardization

During consultations, stakeholders generally acknowledged the lack of reciprocity when information sharing. Some readily make information available, while others require unnecessary steps to be taken in order to access information. Developing and maintaining consistent standards amongst stakeholders, given the vast amount of information held by certain stakeholders, could assist in providing services and ensuring the proper care for the child.

Where a child may be in need of protection, the legislation clearly allows for information sharing amongst stakeholders.



Consent should not be sought where it is not required. Unnecessary forms and the involvement and authorization of other individuals should be eliminated. These processes should be replaced with additional education and training for frontline employees who most frequently receive these requests in order to provide comfort, assurance and understanding of proper disclosures. Any existing processes which do not delay or hamper disclosure should remain, providing that all employees are aware of these processes and requestors do not encounter a different process depending on who receives the request.

## Minimum Amount Necessary

Normally, any information sharing between public bodies or custodians, whether personal information or personal health information, should be kept to the minimum amount of information necessary to fulfil the purpose. A stakeholder obliged to report should not disclose an entire case file, for example, if less information will suffice.

### How do I know what the minimum amount necessary is?

The OIPC has set out guidelines regarding the collection, use, and disclosure of the minimum amount of information necessary in “Minimum Amount Necessary Requirement.” In simple terms, the minimum amount necessary refers to the least amount of personal information to accomplish the purpose of collecting, use, and disclosure or a “less is best” approach. For example, where name and birth date will suffice, it is not necessary to collect, use, or disclose information related to social insurance, medical care plans, etc.

To determine the minimum amount of information, individuals should analyze each situation and ask themselves the following questions:

- What is the purpose of the use or disclosure?
- Is that purpose authorized under **CYF Act, ATIPPA, 2015** or another piece of legislation; and
- How is the use or disclosure limited to the minimum amount of information necessary to accomplish the authorized purpose under **CYF Act, ATIPPA, 2015**, or another Act.

Individuals should also ensure that any disclosures should be documented, including who made the disclosure, to whom the disclosure was made, when the information was disclosed and for what purpose the information was disclosed.

Public bodies should also have or create policies and procedures to assist individuals when disclosing information, such as information sharing agreements or guidance, “need to know” policies (limiting access to only those individuals who require the personal information to fulfill their job duties), and other procedures regarding the disclosure of information.

# Protection from Liability

Public bodies, custodians, and their employees are legislatively protected from liability if they act reasonably and in good faith in disclosing and sharing personal or personal health information amongst themselves.

## What Does Access and Privacy Legislation Say?

### Access to Information and Protection of Privacy Act, 2015

#### Disclosure of personal information

68. (1) A public body may disclose personal information only

(c) for the purpose for which it was obtained or compiled or for a use consistent with that purpose as described in section 69;

(d) for the purpose of complying with an Act or regulation of, or with a treaty, arrangement or agreement made under an Act or regulation of the province or Canada;

(e) for the purpose of complying with a subpoena, warrant or order issued or made by a court, person or body with jurisdiction to compel the production of information;

(f) to an officer or employee of the public body or to a minister, where the information is necessary for the performance of the duties of [...] the officer, employee or minister;  
[...]

(n) to a public body or a law enforcement agency in Canada to assist in an investigation  
(i) undertaken with a view to a law enforcement proceeding, or  
(ii) from which a law enforcement proceeding is likely to result;

(o) where the public body is a law enforcement agency and the information is disclosed  
(i) to another law enforcement agency in Canada , or  
(ii) to a law enforcement agency in a foreign country under an arrangement, written agreement, treaty or legislative authority;

(p) where the head of the public body determines that compelling circumstances exist that affect a person's health or safety and where notice of disclosure is given in the form appropriate in the circumstances to the individual the information is about;  
[...]

(r) in accordance with an Act of the province or Canada that authorizes or requires the disclosure;  
[...]

(t) where the disclosure would not be an unreasonable invasion of a third party's personal privacy under section 40;

(u) to an officer or employee of a public body or to a minister, where the information is necessary for the delivery of a common or integrated program or service and for the performance of the duties of the officer or employee or minister to whom the information is disclosed; or  
[...]

### To Summarize:

Where information is requested by a stakeholder in relation to a child or youth in need of or possibly in need to protection, **ATIPPA, 2015** does not act as a barrier to such a disclosure. **ATIPPA, 2015** provides numerous circumstances which would capture and allow for the disclosure of such information.

## Limitation of liability

114. (1) An action does not lie against the government of the province, a public body, the head of a public body, an elected or appointed official of a local public body or a person acting for or under the direction of the head of a public body for damages resulting from

(a) disclosure of or a failure to disclose, in good faith, a record or part of a record or information under this Act or a consequence of that disclosure or failure to disclose; [...]

### To Summarize:

Where information is disclosed in good faith, there is no liability for the disclosure or for any consequence that may arise from the disclosure.

# What Does Child Protection Legislation Say?

## Children, Youth and Families Act

### Duty to report

11. (1) Where a person has information that a child is or may be in need of protective intervention, the person shall immediately report the information to a manager, social worker or a peace officer.

(2) For the purposes of this section, a youth is in need of protective intervention if the youth meets one or more of the criteria set out in section 10.

(3) Where a person makes a report under subsection (1), the person shall report all the information of which he or she has knowledge.

(4) Where a report is made to a peace officer under subsection (1), the peace officer shall, as soon as possible after receiving the report, inform a manager or social worker.

(5) This section applies, notwithstanding the provisions of another Act, to a person referred to in subsection (6) who, in the course of his or her professional duties, has information that a child is or may be in need of protective intervention.

(6) Subsection (5) applies to every person who performs professional or official duties with respect to a child, including

- (a) a health care professional;
- (b) a teacher, educational psychologist, guidance counsellor, school principal, social worker, family counsellor, member of the clergy or religious leader, persons involved in operating or providing a child care service or agency, a youth worker and a recreation worker;
- (c) a peace officer; and
- (d) a solicitor.

(7) This section applies notwithstanding that the information is confidential or privileged, and an action does not lie against the informant unless the making of the report is done maliciously or without reasonable cause.

(8) A person shall not interfere with or harass a person who gives information under this section.

(9) A person who contravenes this section is guilty of an offence and is liable on summary conviction to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 6 months, or to both a fine and imprisonment.

(10) Notwithstanding section 7 of the **Provincial Offences Act**, an information or complaint under this section may be laid or made within 3 years from the day when the matter of the information or complaint arose.

### To Summarize:

Every person has an obligation to report suspected abuse against children and youth. If you have information that a child is or may be in need of protective intervention you must immediately provide all of that information to a social worker or police officer, regardless of whether that information is confidential or privileged. If you are a law enforcement official who receives such information you must immediately report it to a CSSD social worker. There is no personal liability for making these reports provided the report is not done maliciously or in bad faith; however, failing to report the information you have is an offence.

### Disclosure without consent

94. A provincial director or a manager may, without the consent of another person, authorize the disclosure of information obtained under this Act or the regulations where the disclosure is

- (a) in the best interests of a child or youth;
- (b) provided to persons with whom a child or youth has been placed for care;
- (c) for case planning or integrated service delivery purposes, including disclosure for these purposes to Indigenous representatives;
- (d) for research or evaluation purposes and the person to whom that information is disclosed has signed an agreement to comply with conditions set by the minister;
- (e) for a criminal proceeding or an investigation by the Chief Medical Examiner or the Child Death Review Committee under the Fatalities Investigations Act;
- (f) for a review or investigation of a matter relating to a child or youth by the Child and Youth Advocate under the Child and Youth Advocate Act;
- (f.1) for an investigation or a hearing relating to an allegation, complaint or concern under the Social Workers Act and the person to whom that information is disclosed has signed an agreement to comply with conditions set by the minister; or
- (g) necessary for the administration of this Act.

### To Summarize:

Where information is required to ensure the safety, health or well-being of a child, the Department is entitled to disclose that information.

## Right to information

96. (1) A manager or social worker has the right to information where that information
- (a) relates to
    - (i) a child
    - (ii) a youth, or
    - (iii) a parent;
  - (b) is necessary to enable the manager or social worker to exercise his or her powers or perform his or her duties or functions under this Act or the regulations, including powers, duties or functions relating to investigations, assessments or determining whether a child is or remains in need of protective intervention; and
  - (c) is in the custody or control of
    - (i) a person, or
    - (ii) a public body
- (2) A public body or a person referred to in subsection (1) that has custody or control of information to which a manager or social worker is entitled under subsection (1) shall disclose that information to the manager or social worker.
- (3) Notwithstanding subsections (1) and (2), information that is subject to solicitor-client privilege is not required to be disclosed unless the information is required to be disclosed under section 11.
- (4) Notwithstanding subsections (1) and (2), a peace officer may refuse to disclose information where
- (a) the disclosure would be an offence under an Act of Parliament; or
  - (b) the disclosure would be harmful to law enforcement or could reasonably be expected to interfere with public safety, unless the information is required to be disclosed under section 11.

### To Summarize:

CSSD social workers have a right to all information with respect to a child, youth or other person, if that information is in the custody or control of a public body and necessary for that social worker to carry out duties under the **CYF Act**. Anyone with such information who receives a request by a CSSD social worker for the information must provide the information. Only two exceptions to this requirement exist: i) the information is protected by solicitor-client privilege and is not captured by the Duty to Report; or ii) you are a law enforcement official and the disclosure of the requested information would be an offence; would be harmful to law enforcement; or could reasonably be expected to interfere with public safety, and is not captured by the Duty to Report.

# What Does Child and Youth Advocacy Legislation Say?

## Child and Youth Advocate Act

### Evidence

21. (1) The advocate may require a person who, in his or her opinion, is able to give information relating to a matter being investigated by him or her

- (a) to furnish the information to him or her; and
- (b) to produce a document, paper or thing that in his or her opinion relates to the matter being investigated and that may be in the possession or under the control of the person,

whether or not the person is an officer, employee or member of a department or an agency of the government and whether or not the document, paper or thing is in the custody or under the control of the department or agency of the government.

(1.2) The advocate may summon before him or her and examine on oath or affirmation a person who in the opinion of the advocate is able to give information relating to a matter being investigated by him or her.

(1.3) The advocate has the right to information respecting children and youth except

- (a) information that could reasonably be expected to reveal the identity of a person who has made a report under section 11 of the **Children, Youth and Families Act**; and
- (b) information that is not permitted to be made public by section 37 of the **Adoption Act, 2013**.

(2) A person who has custody or control of information to which the advocate is entitled under subsection (1) shall disclose the information to the advocate.

(3) This section applies despite another act or a claim of privilege, except a claim based on a solicitor-client relationship.

## Restrictions on disclosure

21.1 Where the Minister of Justice and Public Safety certifies that the giving of information or the answering of a question or the production of a document, paper or thing might involve the disclosure of

- (a) the deliberations of the Executive Council or a committee of the Executive Council;
- (b) proceedings of the Executive Council, or a committee of the Executive Council, relating to matters of a secret or confidential nature and would be injurious to the public interest; or
- (c) interfere with or impede the investigation or detection of an offence,

the advocate shall not require the information or answer to be given or the document, paper or thing to be produced, but shall report the giving of the certificate to the House of Assembly.

## Admissibility of evidence

21.3. Except on the trial of a person for perjury, a statement made or answer or evidence given by that or another person in the course of an investigation by the advocate is not admissible in evidence against the person in a court or at an inquiry or in another proceeding.

### To Summarize:

The Child and Youth Advocate has a right to all information related to any matter being they are investigating. Anyone with such information who receives a request by the Advocate or OCYA employees designated by the Advocate to carry out his or her functions under the **CYA Act** must provide the information. The only exceptions are information protected by solicitor-client relationship; information that could reasonably be expected to reveal the identity of a person who exercised their Duty to Report; information not permitted to be made public by section 37 of the **Adoption Act, 2013**; or information prohibited from disclosure under section 21.1. of the **CYA Act**. There is no personal liability for disclosing this information provided the disclosure is made in good faith.

A person who obstructs, hinders or resists the Advocate or another person exercising the Advocate's functions under the **CYA Act**, refuses to comply with a lawful requirement of the Advocate, or makes a false statement or misleads the Advocate is guilty of an offense under section 31 of the **CYA Act**.



# What Does Personal Health Information Legislation Say?

## Personal Health Information Act

### Disclosure generally

36. (1) A custodian shall not disclose personal health information that is in its custody or control unless

- (a) it has the individual's consent under this Act and the disclosure is necessary for a lawful purpose; or
- (b) the disclosure is permitted or required by this Act.

(2) A custodian shall not disclose personal health information if other information will serve the purpose of the disclosure.

### To Summarize:

Where a custodian or its employees are presented with a request for personal health information by a stakeholder that is accompanied by a statement of the authority for that disclosure, the information may be disclosed even if consent is not provided. Stakeholders seeking such information should always state their authority for the collection.

### Disclosure related to health and safety

40.(1) A custodian may disclose personal health information without the consent of the individual who is the subject of the information where the custodian reasonably believes that disclosure is required

- (a) to prevent or reduce a risk of serious harm to the mental or physical health or safety of the individual the information is about or another individual; or
- (b) for public health or public safety.

(2) A custodian may disclose personal health information without the consent of the individual who is the subject of the information to the superintendent of a correctional facility in which the individual is lawfully detained or to the administrator of a psychiatric unit in which the individual is detained to assist the facility or unit in making a decision respecting

(a) arrangements for the provision of health care to the individual who is the subject of the information; or

(b) the placement of the individual into custody, detention, release, conditional release, discharge or conditional discharge under the **Mental Health Care and Treatment Act**, the **Prisons Act**, the **Young Persons Offences Act** regulations under that Act, Part XX.1 of the **Criminal Code**, the **Prisons and Reformatories Act** (Canada) and the **Youth Criminal Justice Act** (Canada).

### To Summarize:

Consent of the individual is not required to disclose personal health information where the information is needed to prevent harm or ensure an individual's or the public's safety.

Where a child or youth is detained at a correctional facility or psychiatric unit and a decision is being made regarding the child or youth's health care or placement, the personal health information of the child or youth can be disclosed without consent to the superintendent or administrator of the facility or unit.

### Disclosure related to proceedings

41. (1) A custodian shall disclose personal health information without the consent of the individual who is the subject of the information

(a) to a body with statutory responsibility for the discipline of a health care professional or for the quality or standards of professional services provided by a health care professional, including an investigation by that body; or

(b) for the purpose of complying with a summons, subpoena, warrant, demand, order or similar requirement issued by a court, person or entity, including the commissioner, with jurisdiction to compel the production of personal health information or with a rule of court concerning the production of personal health information in a proceeding. [...]

(2) A custodian may disclose personal health information without the consent of the individual who is the subject of the information

(a) for the purpose of a proceeding or contemplated proceeding in which the custodian is or is expected to be a party or a witness where the information relates to or is a matter in issue in the proceeding or contemplated proceeding;

## Disclosure for enforcement purposes

42. (1) A custodian shall disclose personal health information, including information relating to a person providing health care, without the consent of the individual who is the subject of the information a person carrying out an inspection, investigation or similar procedure that is authorized by or under this Act, the **Children, Youth and Families Act**, another Act or an Act of Canada for the purpose of facilitating the inspection, investigation or similar procedure.

## Disclosure required by law

43. A custodian shall disclose personal health information without the consent of the individual who is the subject of the information where the disclosure is required by another Act or an Act of Canada or by a treaty, agreement or arrangement made under another Act or an Act of Canada.

### To Summarize:

Personal health information must be disclosed

i) where a subpoena or other similar document is produced; ii) to any person carrying out an inspection, investigation or similar legislatively authorized procedure to facilitate the inspection, investigation or similar procedure; or iii) where the disclosure is required by law.

No consent is required for these disclosures.

# Glossary of Terms

The purpose of this glossary is to clarify and condense the terms widely used in this guide.

**Custodian(s):** Under section 4 of the **Personal Health Information Act**, custodian is defined.

A custodian is a person who has custody or control of personal health information as a result of or in connection with the performance of the person's powers or duties.

Examples of custodians include regional health authorities; a department when engaged in a function related to the delivery or administration of health care in the province; a health care professional, when providing health care to an individual; a health care provider; a person who operates a health care facility, a licensed pharmacy; an ambulance service, or a centre, program or service for community health mental health, the primary purpose of which is the provision of health care by a health care professional or health care provider; and individuals or organizations designated within **PHIA** or the regulations.

**Law Enforcement:** Law enforcement is defined within the meaning of **Access to Information and Protection of Privacy Act, 2015 (ATIPPA, 2015)** under section 2(n).

However, within the context of this guide, law enforcement is limited to police officers with the Royal Newfoundland Constabulary and the Royal Canadian Mounted Police.

**Public Bodies:** Section 2(x) of **ATIPPA, 2015** provides a definition for the term "public bodies."

However, despite the definition under **ATIPPA, 2015**, public bodies within the context of this guide means a department created under the **Executive Council Act**, or a branch of the executive government of the province; a corporation, the ownership of which, or a majority of the shares of which is vested in the Crown; a corporation, commission or body, the majority of the members of which, or the majority of members of the board of directors of which are appointed by an Act, the Lieutenant-Governor in Council or a minister; or a local public body, such as an educational body or a health care body.

# Resources

## **Office of the Child and Youth Advocate**

<https://www.childandyouthadvocate.nl.ca/>  
1 (877)753-3888

## **Office of the Information and Privacy Commissioner**

<https://www.oipc.nl.ca/>  
1 (877)729-6309

## **Department of Children, Seniors and Social Development**

Child Protection and In Care Division  
<https://www.gov.nl.ca/cssd/childprotection/>  
1(709)729-2668

## **Eastern Health - Information Security and Privacy Office**

Email: [privacy@easternhealth.ca](mailto:privacy@easternhealth.ca)  
1 (709) 777-8025

## **Central Health – Privacy Office**

Email: [privacy@centralhealth.nl.ca](mailto:privacy@centralhealth.nl.ca)  
1 (709) 256-5452

## **Western Health - Regional Manager Information Access & Privacy**

Email: [sherritiller@westernhealth.nl.ca](mailto:sherritiller@westernhealth.nl.ca)  
1 (709) 784-5248

## **Labrador-Grenfell Health - Privacy Office**

Email: [privacy@lghealth.ca](mailto:privacy@lghealth.ca)  
1 (709) 454-0243

## **Department of Education**

<https://www.gov.nl.ca/education/>  
1 (709) 729-5097

## **NL English School District (NLESD)**

<https://www.nlesd.ca/>  
1 (709) 758-2372

## **Conseil scolaire francophone provincial de Terre-Neuve-et-Labrador**

<https://csfp.nl.ca/>  
1 (888) 794-6324

**Department of Health and Community Services**

<https://www.gov.nl.ca/hcs/>

1 (709) 729-4984

**Department of Justice and Public Safety**

<https://www.gov.nl.ca/jps/>

1 (709) 729-5902

**Royal Canadian Mounted Police**

<https://www.rcmp-grc.gc.ca/en/nl/home>

1 (800) 709-7267

**Royal Newfoundland Constabulary**

<https://www.rnc.gov.nl.ca/>

Northeast Avalon: 709-729-8000

Corner Brook: 709-637-4100

Labrador City: 709-944-7602

Churchill Falls: 709-925-3524

Deaf/Hard of Hearing TTY: 1-800-363-4334



## Office of the Information and Privacy Commissioner

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