

## How to Submit a Freedom Of Information (FOI) request

The Freedom of Information and Protection of Privacy Act (FIPPA) regulates the collection, use and disclosure of personal information, and the retention, destruction, security and accuracy of personal information.

The Act is comprised of two principals of equal weight:

1. **Freedom of Information**, the public has the right of access to all recorded administrative, financial and general information in the custody and control of Riverside Health Care dating from January 1, 2007, subject to exclusions and specific and limited exemptions.
2. **The Protection of Privacy** provisions of the Act regulate the collection, use, disclosure, security and retention of personal information held by Riverside Health Care and provides individuals with the right of access to that information.

### Formal Freedom of Information (FOI) Request Process

1. Provide a formal request for information, in writing, with the following required information:
  - a. Name, address, phone number and email address of the requester
  - b. A detailed description of requested records. Additional fees may apply to requests involving large volumes of records or record searches
  - c. The requesters signature and date of request
2. Prepare a cheque or money order for \$5.00 payable to Riverside Health Care
3. Submit the request, together with the non-refundable \$5.00 payment to Riverside Health Care  
ATTN: Privacy Officer 110 Victoria Ave, Fort Frances Ontario P9A 2B7
4. Riverside must make every reasonable effort to respond to the request within 30 calendar days from the date the request is received. However, there are circumstances under the Act where the Riverside is permitted to extend the time limit beyond the 30 days.
5. Riverside will, within the applicable time limit, issue a decision letter regarding whether or not the request will be granted to the individual making the request.

**For Personal Health Information, please contact Health Records Directly**

Phone 807-274-4809

<https://www.riversidehealthcare.ca/programs-services/health-records>