

Privacy Policy & Statement of Information Practices

Mountain Speech Language Services

Last Updated: August 31, 2026

Mountain Speech Language Services is committed to protecting the privacy, confidentiality, and security of the personal information and personal health information entrusted to us.

As a healthcare provider in Ontario, we collect, use, disclose, retain, and protect personal health information in accordance with applicable privacy legislation, including Ontario's **Personal Health Information Protection Act, 2004 (PHIPA)**, as well as applicable professional and regulatory requirements.

This Privacy Policy and Statement of Information Practices explains how we handle information about our clients, families, caregivers, website visitors, and individuals who contact our practice.

1. Who We Are

Mountain Speech Language Services provides speech-language pathology, swallowing, literacy, rehabilitation, consultation, education, and related services to children, adolescents, adults, families, and community partners.

Services may be provided:

- In our Hamilton/Stoney Creek clinic
- In our Fonthill/Niagara clinic
- Virtually
- In clients' homes or community settings
- In schools, healthcare facilities, retirement residences, or other settings where services have been arranged
- Through contracted or funded programs

Our regulated Speech-Language Pathologists are registered with the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO).

2. Our Privacy Officer

Mountain Speech Language Services has designated a Privacy Officer who is responsible for overseeing our privacy practices and responding to questions, concerns, requests, and complaints regarding personal health information.

Privacy Officer:

Melissa Mascio, Speech-Language Pathologist
Owner & Clinical Director
Mountain Speech Language Services

Email: admin@mountain-speech.ca

Phone: 289-212-6099

Please indicate “**Privacy**” in the subject line of an email or ask to have your inquiry directed to the Privacy Officer.

Hamilton Office

16 Harlowe Rd., Unit 1
Hamilton, ON L8W 3R6

Niagara Office

1440 Pelham St.
Fonthill, ON L0S 0B4

3. What Information We Collect

Depending on the services requested or provided, we may collect personal information and personal health information including:

- Name
- Date of birth and age
- Address
- Telephone number and email address
- Parent, caregiver, substitute decision-maker, or emergency contact information
- Preferred language and communication needs
- Medical and developmental history
- Diagnoses and relevant medical conditions
- Medication or health information relevant to care
- Hearing, vision, feeding, swallowing, speech, language, communication, cognitive, literacy, behavioural, or developmental information
- Assessment results
- Clinical observations
- Treatment plans and goals
- Progress notes
- Reports and recommendations

- Audio, video, photographs, or recordings where appropriate consent has been obtained
- Information provided by physicians, schools, healthcare professionals, rehabilitation providers, insurers, case managers, caregivers, or other third parties
- Funding and insurance information
- Referral information
- Attendance and appointment information
- Billing, payment, invoicing, and financial information
- Correspondence, emails, telephone communications, and other communications related to services
- Information submitted through our website, online booking system, intake forms, or contact forms

We collect only information that is reasonably necessary for the provision and administration of our services or for another purpose permitted or required by law.

4. Why We Collect and Use Information

We may collect and use personal and personal health information to:

- Determine whether our services may be appropriate for you or your child
- Respond to inquiries and referrals
- Schedule and manage appointments
- Complete intake and case history processes
- Provide assessment, treatment, consultation, rehabilitation, education, and related services
- Develop treatment plans and recommendations
- Monitor progress and outcomes
- Coordinate care with other professionals or organizations
- Communicate with clients, parents, caregivers, substitute decision-makers, referral sources, and other authorized individuals
- Prepare clinical reports, letters, recommendations, and other documentation
- Facilitate referrals to other professionals or services
- Process payments, invoices, insurance documentation, and funding requests
- Meet documentation and record-keeping obligations
- Support quality assurance, supervision, training, risk management, and practice administration
- Meet professional, regulatory, contractual, insurance, funding, or legal obligations
- Protect the health and safety of clients, staff, and others
- Investigate and respond to privacy, safety, or service concerns

- Operate and improve our services and business systems
- Carry out other purposes for which consent has been obtained or that are permitted or required by law

5. Consent

Whenever required, Mountain Speech Language Services obtains consent before collecting, using, or disclosing personal health information.

Consent may be:

- Written
- Verbal
- Electronic
- Express
- Implied, where permitted by law

Consent must relate to the information being collected, used, or disclosed and the purpose for which it is being handled.

For children, individuals who do not have capacity to provide consent for a particular decision, or other circumstances requiring a substitute decision-maker, consent will be obtained from the person legally authorized to make the applicable decision.

Capacity and consent are determined in accordance with applicable Ontario law and are not based solely on a person's age, diagnosis, or disability.

Where permitted under PHIPA, healthcare providers involved in an individual's care may rely on implied consent to collect, use, or disclose relevant personal health information for the purpose of providing or assisting in providing healthcare.

Individuals may withdraw or place conditions on their consent, subject to legal, professional, contractual, and clinical limitations. Withdrawal of consent does not apply retroactively to information that has already been appropriately collected, used, or disclosed.

Restricting certain information may affect our ability to provide particular services.

6. Disclosure of Personal Health Information

Mountain Speech Language Services does not sell personal or personal health information.

We may disclose relevant information, with consent or as otherwise permitted or required by law, to individuals or organizations such as:

- Physicians
- Nurse practitioners
- Occupational therapists
- Physiotherapists
- Psychologists
- Social workers
- Audiologists
- Other Speech-Language Pathologists
- Communication Disorders Assistants working under appropriate supervision
- Rehabilitation professionals
- Schools and educational professionals
- Hospitals and healthcare facilities
- Case managers
- Insurers and benefit providers
- Government or community funding programs
- Lawyers or legal representatives when appropriately authorized
- Parents, caregivers, family members, or substitute decision-makers where authorized
- Other individuals or organizations involved in the client's care

Only information reasonably necessary for the intended purpose will be disclosed.

We may also disclose information without consent when permitted or required by law. Examples can include circumstances involving statutory reporting obligations, legal proceedings, regulatory requirements, or situations involving certain significant risks to health or safety.

7. Our Team and Agents

Employees, clinicians, contractors, students, administrative staff, Communication Disorders Assistants, and other authorized individuals who provide services on behalf of Mountain Speech Language Services may have access to personal health information when access is reasonably necessary for their work.

These individuals are expected to:

- Protect confidentiality
- Access only information required for their role
- Follow Mountain Speech Language Services' privacy and security policies

- Comply with applicable privacy legislation
- Complete privacy and confidentiality training where applicable
- Report suspected privacy or security incidents promptly

Access to client information for personal curiosity or for purposes unrelated to an individual's role is prohibited.

8. Service Providers and Technology

Mountain Speech Language Services uses technology and third-party service providers to support the operation of our practice.

Depending on the service, these may include:

- Electronic medical record systems
- Practice management and scheduling systems
- Secure electronic forms
- Email and communication platforms
- Virtual care platforms
- Payment processing systems
- Accounting and billing systems
- Website hosting and website management services
- Data storage and backup services
- Electronic fax or document transmission services
- Analytics or other website technologies

We take reasonable steps to select service providers that have appropriate privacy and security safeguards and to limit access to information to what is reasonably necessary to provide the applicable service.

Where personal information is processed or stored by a service provider, it may be subject to the laws applicable in the jurisdiction where that information is processed or stored.

9. Electronic Communication

With appropriate consent, Mountain Speech Language Services may communicate with clients and families by telephone, email, text message, electronic forms, virtual care platforms, or other electronic means.

Electronic communication carries privacy and security risks. For example, ordinary email or text messages can potentially be intercepted, misdirected, accessed on an unlocked device, or viewed by another person.

Clients may discuss communication preferences with their clinician or our administrative team.

We encourage clients not to send highly sensitive or urgent health information through unsecured communication methods.

Electronic communication should not be used for emergencies.

10. Virtual Care

When services are provided virtually, Mountain Speech Language Services takes reasonable steps to protect confidentiality and privacy.

Clients are also encouraged to participate from a private location and to use a secure internet connection whenever possible.

Virtual services may involve technology providers that process information electronically. Appropriate privacy and security considerations are incorporated into our virtual care practices.

11. How We Protect Information

Mountain Speech Language Services uses reasonable administrative, technical, and physical safeguards to protect personal and personal health information from unauthorized access, use, disclosure, alteration, loss, theft, or disposal.

Safeguards may include:

- Password-protected systems and devices
- Individual user accounts
- Access controls based on job responsibilities
- Electronic health record systems
- Secure storage and backup procedures
- Device security
- Privacy and confidentiality policies
- Staff training
- Secure document transmission procedures
- Confidentiality agreements
- Secure disposal practices

- Procedures for identifying and responding to privacy incidents

No electronic system can be guaranteed to be completely secure. We continually review our practices and take reasonable measures to reduce privacy and security risks.

12. Privacy Breaches

A privacy breach may include the loss, theft, unauthorized access, unauthorized use, or unauthorized disclosure of personal health information.

If Mountain Speech Language Services becomes aware of a privacy breach, we will take reasonable steps to:

- Contain the breach
- Investigate what occurred
- Assess the potential impact
- Correct identified problems
- Reduce the likelihood of recurrence
- Notify affected individuals where required
- Notify regulatory or governmental authorities where required by law

Privacy concerns or suspected privacy breaches should be reported promptly to our Privacy Officer.

13. Retention and Secure Disposal of Records

Mountain Speech Language Services retains clinical, health, financial, and related records for the periods required by applicable legislation, regulatory requirements, professional standards, contractual obligations, and legitimate clinical or business needs.

Records may be retained electronically.

Once information is no longer required to be retained, it will be securely destroyed, deleted, or anonymized in a manner appropriate to the format in which it is stored.

14. Accessing Your Personal Health Information

Subject to limited exceptions permitted by law, individuals have the right to request access to personal health information about themselves that is under the custody or control of Mountain Speech Language Services.

A parent, guardian, substitute decision-maker, representative, or other individual may also have authority to request information in certain circumstances.

Requests for access should be submitted to our Privacy Officer.

We may ask that a formal request be made in writing and that sufficient information be provided to allow us to identify the requested record.

We may also need to verify the identity and authority of the person making the request before releasing information.

We will respond to formal access requests within the time periods required by PHIPA.

Where permitted by law, a reasonable fee may be charged for providing access to or copies of records. If a fee will apply, information about the anticipated fee will be provided in accordance with applicable requirements.

15. Correcting Your Personal Health Information

Individuals may request correction of personal health information where they believe a record is inaccurate or incomplete.

Correction requests should be submitted to our Privacy Officer and should clearly identify:

- The information believed to be inaccurate or incomplete
- The requested correction
- Any information supporting the requested correction

Requests will be considered in accordance with PHIPA.

There are circumstances in which Mountain Speech Language Services may not be required or permitted to change a record, including certain professional opinions or observations made in good faith.

Where applicable, individuals may have the right to have a statement of disagreement associated with the record.

16. Website Privacy

When you visit our website, certain technical information may be collected automatically, such as:

- Internet Protocol (IP) address
- Browser type
- Device information
- Pages visited
- Referring website
- Date and time of visits
- General website usage information

Our website may use cookies or similar technologies to support website functionality, understand how visitors use the website, and improve the user experience.

You may be able to restrict cookies through your browser settings; however, doing so may affect some website functionality.

Information submitted through our contact, booking, or inquiry forms is used to respond to your request and, where applicable, to facilitate the provision of services.

Please provide only information reasonably necessary for your inquiry.

17. Children and Families

Mountain Speech Language Services provides services to children as well as adults.

We recognize the importance of protecting children's personal health information and of appropriately involving children, adolescents, parents, guardians, and substitute decision-makers in decisions regarding consent and information sharing.

Privacy and consent decisions are made according to applicable law, including consideration of the individual's capacity to understand the information relevant to the decision and the reasonably foreseeable consequences of that decision.

18. Funding, Insurance and Third-Party Payers

Where services are funded or reimbursed by an insurer, government program, employer, school, legal representative, rehabilitation organization, or other third-party payer, certain information may need to be shared for purposes such as:

- Confirming eligibility
- Obtaining authorization
- Preparing treatment plans
- Providing progress information

- Submitting invoices
- Supporting reimbursement
- Meeting contractual reporting requirements

We will obtain consent where required and will limit information disclosed to what is reasonably necessary or authorized.

Clients should be aware that third-party payers may have their own privacy policies and information requirements.

19. Research, Education and Quality Improvement

De-identified or aggregated information may be used for administrative planning, quality improvement, program evaluation, statistical analysis, or service development where permitted by law.

Identifiable client information will not be used for external marketing, public education, teaching materials, testimonials, social media, or promotional purposes without appropriate authorization where consent is required.

Participation in photographs, videos, testimonials, social media, or promotional activities is voluntary and is not a condition of receiving clinical services.

20. Marketing Communications

Mountain Speech Language Services may provide information about programs, services, educational events, groups, workshops, or other practice updates in accordance with applicable consent and electronic communication requirements.

Individuals may unsubscribe from optional promotional electronic communications at any time.

Clinical, administrative, appointment, billing, safety, or service-related communications may still be sent where necessary.

21. Questions or Privacy Complaints

We encourage anyone with a question or concern about how their personal or personal health information has been handled to contact our Privacy Officer.

Privacy Officer

Melissa Mascio, Speech-Language Pathologist

Owner & Clinical Director
Mountain Speech Language Services

Email: admin@mountain-speech.ca

Phone: 289-212-6099

Hamilton Office

16 Harlowe Rd., Unit 1
Stoney Creek, ON L8W 3R6

Niagara Office

1440 Pelham St.
Fonthill, ON L0S 0B4

We will review privacy complaints and respond appropriately.

Individuals also have the right to make a complaint to the **Information and Privacy Commissioner of Ontario (IPC)** regarding privacy matters governed by PHIPA.

Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8
Telephone: 416-326-3333
Toll-Free: 1-800-387-0073

Information about privacy rights and the IPC's complaint process is available through the Information and Privacy Commissioner of Ontario.

22. Changes to This Policy

Mountain Speech Language Services may update this Privacy Policy and Statement of Information Practices from time to time to reflect changes in our services, technology, privacy practices, professional requirements, or applicable law.

The current version will be posted on our website with the date it was last updated.

Our Commitment

At Mountain Speech Language Services, protecting our clients' privacy is part of providing respectful, ethical, and person-centred care.

We are committed to ensuring that personal and personal health information is collected, used, disclosed, retained, and protected responsibly and in accordance with our legal and professional obligations.