



## **We are collecting socio-demographic information to help ensure quality care!**

All hospitals and community health centres in Ontario collect socio-demographic information. This information is used to help understand who our clients are along with any unique needs that they may have.

The information you share will help us ensure that your unique needs are addressed, that your experiences at the health centre are positive, that you get the care you need, and that you have positive health outcomes.

Socio-demographic information includes:

- Language
- Were you born in Canada?
- Length of time in Canada
- Indigenous identity
- Gender Identity
- Sexual orientation
- Ethnic or cultural background
- Racial group
- Disability
- Income

## **Are these questions legal?**

Yes, The Ontario Human Rights Commission strongly encourages organizations to collect and use demographic information to keep track of outcomes and promote equity. Also, Ontario's Excellent Care for All Act, 2010 is a law that holds hospitals responsible for delivering quality health care. This law has health care organizations collect information from clients about their experience.

Using demographic information greatly impacts patient and client experiences and decisions about whether to use health care or not. It also helps us provide programs and services to our distinctive clients. To fully understand patients' and clients' health care experiences and unique needs, it is helpful to know more about who you are.



## How is the information used?

- This information helps us develop programs and do service training.
- Compass Community Health has collected and used this information to develop programs to ensure our clients have access to services that are important to them. For example: seniors cooking and fitness classes, exercise and socialization activities, transgender support groups, income tax support for low-income individuals, cultural kitchen and education activities in various languages.
- We will identify factors such as language, disability, gender and how long you have been in Canada. This information is linked to health outcomes.
- Members of your health care team (or “circle of care”) may refer you to services, give you helpful information, or identify unique needs such as:
  - interpretation services
  - health information
  - treatment programs
  - accommodation for disabilities
  - specific care information

## Who can see my information?

Any information you provide is visible only to your health care team and is protected like all your other health information. We take the protection of your personal information very seriously.

If the information is used for research, the information from all clients is combined and researchers are not able to identify who any of the individuals are.

## What if I do not want to answer some of the questions?

You can answer “prefer not to answer” to any or all questions. This will not impact the care you receive at Compass Community Health. However, this information helps us ensure our programs and services are catered for our clients and their unique needs.

*Connected to Community - Committed to Health*