

Documented Institutional Ethics Requirements

Guelph Community Health Centre

Scope

Guelph Community Health Centre provides comprehensive, interprofessional primary health care and community health services to individuals and populations facing the greatest barriers to care in Guelph. Its scope includes:

- Primary care
- Mental health and addiction services
- Health promotion
- Early childhood and family programs
- HIV and gender affirming care
- Community midwifery
- Social prescribing
- Harm reduction
- Housing and treatment supports (e.g., HART Hub)

The centre serves diverse populations, including those who are unhoused, low-income, racialized, 2SLGBTQIA+, newcomers to Canada, individuals with disabilities, and Indigenous peoples.

Missions and Values

Mission: To reduce health inequities and improve the well-being of those facing systemic barriers by providing accessible, person-centred care and community-driven programs.

Vision: *A community without barriers to health and wellbeing.*

Core Values:

- Innovation – Embracing creative, client-responsive solutions.
- Accountability – Transparent and responsible service delivery.
- Accessibility – Removing barriers to health services.
- Person-Centred Care – Tailoring care to meet each client’s unique context.
- Health Promotion – Empowering clients to lead healthier lives.
- Excellence and Sustainability – Delivering high-quality care with long-term impact.
- Equity, Justice, and Reconciliation – Actively addressing racism, oppression, and systemic inequities.

Privacy Considerations

Guelph CHC is committed to maintaining a high standard of privacy and confidentiality in accordance with Ontario’s Personal Health Information Protection Act (PHIPA). The organization has implemented detailed policies and procedures to ensure that personal health information (PHI)—whether verbal, written, or electronic—is protected, while supporting the effective delivery of health care services.

All staff, learners, and volunteers receive training on PHIPA legislation, Guelph CHC’s privacy policy, and appropriate practices for the collection, use, storage, and disclosure of PHI. Any incident involving the mishandling of PHI is reviewed through a formal incident reporting process and overseen by leadership and the Joint Health and Safety Committee.

Staff are expected to:

- Only access PHI on a need-to-know basis
- Use secure systems for electronic communication and documentation (e.g., EMR with role-based access)

- Minimize printing of PHI and ensure proper disposal when printing is necessary
- Adhere to client safety and welcoming plans, ensuring they are shared only with appropriate team members and with proper consent

A public-facing version of our privacy policy is available to clients upon request and at point of care.

Informed Consent Form Requirements

Guelph CHC is committed to ensuring that all clients provide informed, voluntary, and capable consent when it comes to the collection, use, or disclosure of their personal health information (PHI), in accordance with Ontario's Personal Health Information Protection Act (PHIPA).

To provide valid consent, a client must be able to:

- Understand the purpose and scope of how their PHI will be collected, used, or shared; and
- Understand the consequences of giving, refusing, or withdrawing that consent.

Access to Medical Records and Obtaining Consent

Guelph CHC uses a secure electronic medical record (EMR) system to maintain and protect clients' personal health information. PHI is only collected, used, and disclosed for purposes related to the delivery of care or as otherwise required or permitted by law (e.g., mandatory reporting, court orders).

Clients have the right to:

- Access and request copies of their medical records
- Request corrections to their information
- Withdraw or place conditions on their consent (within legal limits)

SRERS Administration Guelph Community Health Centre

Reminder: Institutional Research Administration Requirements

The CTO Streamlined System provides a streamlined approach to research ethics review. Each participating site must ensure that all necessary institutional authorizations and contracts/agreements are in place prior to beginning the research.

CTO Stream

Collaborators:

The following collaborators must be given a role on the initial study-wide application, called the Clinical Trial Initial Application (CTIA), or Observational Study Initial Application (OSIA) and the Participating Site Initial Application (PSIA):

Email: ypavlyuk@guelphchc.ca

Role: Institutional Representative

This access is automatically granted when the Participating Site Initial Application is created. When the **Guelph Community Health Centre is the Lead Applicant site the research team should immediately create the PSIA for Guelph Community Health Centre (right after creating the new study)**. This will ensure that access is automatically granted as required above, otherwise the research team will need to manually add these roles to the CTIA/OSIA prior to submission.

Institution Representative in application forms

The Primary Institution Representative must be indicated as follows in the applications within CTO Stream:

Title: Mr.
First Name: Yulian
Surname: Pavlyuk
Organization: Guelph Community Health Centre
Address: 176 Wyndham Street North
City: Guelph
Province/State: Ontario
Postcode/Zip: N1H 3V3
Telephone: 226-203-2258
Fax: N/A
Email: ypavlyuk@guelphchc.ca

The Secondary Institution Representative must be indicated as follows in the applications within CTO Stream:

Title: Dr.
First Name: Lori
Surname: Hasulo
Organization: Guelph Community Health Centre
Address: 176 Wyndham Street North
City: Guelph
Province/State: Ontario
Postcode/Zip: N1H 3V3



Telephone: 519-821-6638
Fax: N/A
Email: lhasulo@guelphchc.ca

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