

Access to documents

and the protection of personal information



What does your file include?

Access to information service

Le Centre de protection de l'enfance et de la jeunesse du Saguenay–Lac-Saint-Jean (CPEJ) — the Child and Youth Protection Center of Saguenay–Lac-Saint-Jean is required to create a file containing all the information collected during follow-ups.

This file includes:

- Your personal information (name, address, date of birth, etc.)
- Your follow-up with the stakeholders (reasons for which you receive services, evaluation reports, intervention plans, follow-up activities, etc.)
- Legal follow-up if applicable (ex.: Court order).

How to apply for access?

You must make your request for access in writing to the address below, only written requests to the Access to Information Commission (CAI) are subject to revision.

Service des Archives médicales

1109 rue Bégin
Chicoutimi (QC)
G7H 4P1

Records on file

To access your file, it is important to apply for it taking into consideration the following:

- **Youth Criminal Justice Act (YCJA) or Health and social Services Act (LSSSS)**
The file is kept for five years after the end of the follow-up.
- The Centre de protection de l'enfance et de la jeunesse du Saguenay–Lac-Saint-Jean (CPEJ), retains the file for five years after the end of the follow-up or until the young person has reached the age of 19 years (the shortest period).
- In all cases, the file is destroyed when the young person reaches the age of 19. However, for exceptional reasons, the court may extend the time and keep the file for an undetermined period.

Do you know your rights?

You are entitled to the respect of privacy and confidentiality on the information stored in your file.

The personnel of the Centre de protection de l'enfance et de la jeunesse du Saguenay–Lac-Saint-Jean (CPEJ), must ensure the confidentiality of the information contained in your file, which is accessible only to authorized personnel of the (CPEJ) such as counsellors, educators, psychologists or other professionals involved.

Access procedures

Who can access your file and under what conditions?

Requested by	Youth under the age of 14 years	Youth 14 years and over
The youth	No access except through a lawyer.	Access is permitted unless in the opinion of a physician or the Director of Youth Protection indicates that the information could temporarily affect the physical or mental health of the youth.
The parents	Authorized access unless the youth is or has been supervised under the Youth Protection Act and the Centre de protection de l'enfance et de la jeunesse du Saguenay–Lac-Saint-Jean (CPEJ) or after having consulted with the Director of Youth Protection, and is of the opinion that the information could be detrimental to the young person's physical or mental health.	Authorized access on information concerning them. However, in order to have access to the information, the young person must give written permission. Access may be denied if the Centre de protection de l'enfance et de la jeunesse du Saguenay–Lac-Saint-Jean (CPEJ) believes that information could affect the young person's physical or mental health.

Following your request for access:

If you find that information on file is inaccurate, you can make a written correction (rectification) request to the Centre de protection de l'enfance et de la jeunesse du Saguenay–Lac-Saint-Jean (CPEJ) Access to Information Officer. Lac-Saint-Jean (Medical Archives Service)

If you are not satisfied with the decision, you can request a review within 30 days of the decision date, or after the response period expires. You will then have to write to the Access to Information Commission.

For any request on information about your rights, or to make a request for a review, contact the:

Commission d'accès à l'information

Bureau 2.36

525, boulevard René-Lévesque Est
Québec (Québec) G1R 5S9

Telephone: 418-528-7741

Toll free: 1 888-528-7741

Fax: 418-529-3102

Email: cai.communications@cai.gouv.qc.ca

Examples of access or review request letters are available at www.cai.gouv.qc.ca.

Questions

If you need help in filing a request for access to your file, please contact the Medical Archives Department of the Centre de protection de l'enfance et de la jeunesse du Saguenay–Lac-Saint-Jean (CPEJ) at 418-549-4853, extension 2021.

The documents sent to you will be copies of the originals contained in the file. The Centre de protection de l'enfance et de la jeunesse du Saguenay–Lac-Saint-Jean (CPEJ) may charge a fee for copying or transcribing documents.

ATTENTION!

People, such as police officers or other partners, may have access to your file under specific conditions set out in certain laws.