



The Year-End Statistical Report  
for the  
Information and Privacy Commissioner of Ontario

**Statistical Report of  
St. Joseph's Health Care London  
for the Reporting Year 2024  
for  
*Freedom of Information and Protection of Privacy Act***

---

## Section 1: Identification

<b>1.1</b> Organization Name	St. Joseph's Health Care London
Head of Institution Name & Title	Ruth Bullas, Chief Privacy and Risk Officer
Head of Institution E-mail Address	ruth.bullas@sjhc.london.on.ca
Management Contact Name & Title	Ruth Bullas, Chief Privacy and Risk Officer
Management Contact E-mail Address	ruth.bullas@sjhc.london.on.ca
Primary Contact Name & Title	Danica Low, Manager, Patient Relations, Privacy and Risk
Primary Contact Email Address	danica.low@sjhc.london.on.ca
Primary Contact Phone Number	5196466100 ext. 64972
Primary Contact Fax Number	5196466132
Primary Contact Mailing Address 1	St. Joseph's Health Care London
Primary Contact Mailing Address 2	PO Box 5777 Stn B
Primary Contact Mailing Address 3	WB-31
Primary Contact City	London, ON
Primary Contact Postal Code	N6A 4V2
<b>1.2</b> Your institution is:	Hospital under the Public Hospitals Act

## Section 2: Inconsistent Use of Personal Information

<b>2.1</b> Whenever your institution uses or discloses personal information in a way that differs from the way the information is normally used or disclosed (an inconsistent use), you must attach a record or notice of the inconsistent use to the affected information.	0
---	---

### Your institution received:

- No formal written requests for access or correction
- Formal written requests for access to records
- Requests for correction of records of personal information only

## Section 2: Inconsistent Use of Personal Information

### Section 3: Number of Requests Received and Completed

Enter the number of requests that fall into each category.

- 3.1** New Requests received during the reporting year
- 3.2** Total number of requests completed during the reporting year

	<b>Personal Information</b>	<b>General Records</b>
	1	1
	1	1

### Section 4: Source of Requests

Enter the number of requests you completed from each source.

- 4.1** Individual/Public
- 4.2** Individual by Agent
- 4.3** Business
- 4.4** Academic/Researcher
- 4.5** Association/Group
- 4.6** Media
- 4.7** Government (all levels)
- 4.8** Other
- 4.9** Total requests (Add Boxes 4.1 to 4.8 = 4.9)

	<b>Personal Information</b>	<b>General Records</b>
	1	1
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	1	1

BOX 4.9 must equal BOX 3.2

### Section 5: Time to Completion

How long did your institution take to complete all requests for information? Enter the number of requests into the appropriate category. How many requests were completed in:

- 5.1** 30 days or less
- 5.2** 31 - 60 days
- 5.3** 61 - 90 days
- 5.4** 91 days or longer
- 5.5** Total requests (Add Boxes 5.1 to 5.4 = 5.5)

	<b>Personal Information</b>	<b>General Records</b>
	1	1
	0	0
	0	0
	0	0
	1	1

BOX 5.5 must equal BOX 3.2

### Section 6: Compliance with the Act

In the following charts, please indicate the number of requests completed, within the statutory time limit and in excess of the statutory time limit, under each of the four different situations:

Section 6: Compliance with the Act

- NO notices issued;
- BOTH a Notice of Extension (s.27(1)) and a Notice to Affected Person (s.28(1)) issued;
- ONLY a Notice of Extension (s.27(1)) issued;
- ONLY a Notice to Affected Person (s.28(1)) issued.

Please note that the four different situations are mutually exclusive and the number of requests completed in each situation should add up to the total number of requests completed in Section 3.2.(Add Boxes 6.3 + 6.6 + 6.9 + 6.12 = BOX 6.13 and BOX 6.13 must equal BOX 3.2)

**A. No Notices Issued**

	<b>Personal Information</b>	<b>General Records</b>
<b>6.1</b> Number of requests completed within the statutory time limit (30 days) where neither a Notice of Extension (s.20(1)) nor a Notice to Affected Person (s.21(1)) were issued.	1	1
<b>6.2</b> Number of requests completed in excess of the statutory time limit (30 days) where neither a Notice of Extension (s.20(1)) nor a Notice to Affected Person (s.21(1)) were issued.	0	0
<b>6.3</b> Total requests (Add Boxes 6.1 + 6.2 = 6.3)	1	1

**B. Both a Notice of Extension (s.27(1)) and a Notice to Affected Person (s.28(1)) Issued**

	<b>Personal Information</b>	<b>General Records</b>
<b>6.4</b> Number of requests completed within the time limits permitted under both the Notice of Extension (s.27(1)) and a Notice to Affected Person (s.28(1)).	0	0
<b>6.5</b> Number of requests completed in excess of the time limit permitted by the Notice of Extension (s.27(1)) and the time limit permitted by the Notice to Affected Person (s.28(1)).	0	0
<b>6.6</b> Total requests (Add Boxes 6.4 + 6.5 = 6.6)	0	0

**C. Only a Notice of Extension (s.27(1)) Issued**

	<b>Personal Information</b>	<b>General Records</b>
<b>6.7</b> Number of requests completed within the time limits permitted under both the Notice of Extension (s.27(1)).	0	0
<b>6.8</b> Number of requests completed in excess of the time limit permitted by the Notice of Extension (s.27(1)).	0	0
<b>6.9</b> Total requests (Add Boxes 6.7 + 6.8 = 6.9)	0	0

**D. Only a Notice to Affected Person (s.28(1)) Issued**

	<b>Personal Information</b>	<b>General Records</b>
<b>6.10</b> Number of requests completed within the time limits permitted under both the Notice to Affected Person (s.28(1)).	0	0
<b>6.11</b> Number of requests completed in excess of the time limit permitted by the Notice to Affected Person (s.28(1)).	0	0
<b>6.12</b> Total requests (Add Boxes 6.10 + 6.11 = 6.12)	0	0

**E. Total Completed Requests (sections A to D)**

	<b>Personal Information</b>	<b>General Records</b>
<b>6.13</b> Total requests (Add Boxes 6.3 + 6.6 + 6.9 + 6.12 = 6.13)	1	1

BOX 6.13 must equal BOX 3.2

## Section 6a: Contributing Factors

Please outline any factors which may have contributed to your institution not meeting the statutory time limit. If you anticipate circumstances that will improve your ability to comply with the Act in the future, please provide details in the space below.

## Section 7: Disposition of Requests

What course of action was taken with each of the completed requests? Enter the number of requests into the appropriate category.

	<b>Personal Information</b>	<b>General Records</b>
<b>7.1</b> All information disclosed	0	1
<b>7.2</b> Information disclosed in part	0	0
<b>7.3</b> No information disclosed	0	0
<b>7.4</b> No responsive records exists	1	0
<b>7.5</b> Request withdrawn, abandoned or non-jurisdictional	0	0
<b>7.6</b> Total requests (Add Boxes 7.1 to 7.5 = 7.6)	1	1

BOX 7.6 must be greater than or equal to BOX 3.2

## Section 8: Exemptions & Exclusions Applied

For the Total Requests with Exemptions/Exclusions/Frivolous or Vexatious Requests, how many times did your institution apply each of the following? (More than one exemption may be applied to each request)

	<b>Personal Information</b>	<b>General Records</b>
<b>8.1</b> Section 12 - Cabinet Records	0	0
<b>8.2</b> Section 13 - Advice to Government	0	0
<b>8.3</b> Section 14 - Law Enforcement <sup>1</sup>	0	0
<b>8.4</b> Section 14(3) - Refusal to Confirm or Deny	0	0
<b>8.5</b> Section 14.1 - Civil Remedies Act, 2001	0	0
<b>8.6</b> Section 14.2 - Prohibiting Profiting from Recounting Crimes Act, 2002	0	0
<b>8.7</b> Section 15 - Relations with Other Governments	0	0
<b>8.8</b> Section 16 - Defence	0	0
<b>8.9</b> Section 17 - Third Party Information	0	0
<b>8.10</b> Section 18 - Economic and Other Interests of Ontario	0	0
<b>8.11</b> Section 18.1 - Information with Respect to Closed Meetings	0	0
<b>8.12</b> Section 19 - Solicitor-Client Privilege	0	0
<b>8.13</b> Section 20 - Danger to Safety or Health	0	0
<b>8.14</b> Section 21 - Personal Privacy(Third Party) <sup>2</sup>	0	0
<b>8.15</b> Section 21(5) - Refusal to Confirm or Deny	0	0
<b>8.16</b> Section 21.1 - Species at risk	0	0

## Section 8: Exemptions & Exclusions Applied

<b>8.17</b>	Section 22 - Information soon to be published	0	0
<b>8.18</b>	Section 27.1 - Frivolous or Vexatious	0	0
<b>8.19</b>	Section 49 - Personal Information(Requester)	0	0
<b>8.20</b>	Section 65 - Act Does Not Apply <sup>3</sup>	0	0
<b>8.21</b>	Section 65(6) - Labour Relations & Employment Related Records and Appointment and Placement Related Records	0	0
<b>8.22</b>	Section 67 - Other Acts	0	0
<b>8.23</b>	PHIPA Section 8(1) Applies	0	0
<b>8.24</b>	Total Exemptions & Exclusions Add Boxes 8.1 to 8.23 = 8.24	0	0

0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0

<sup>1</sup> not including Section 14(3)

<sup>2</sup> not including Section 21(5)

<sup>3</sup> not including Section 65(6)

## Section 9: Fees

Did your institution collect fees related to request for access to records?

<b>9.1</b>	Number of REQUESTS where fees other than application fees were collected	0	0	0
<b>9.2.1</b>	Total dollar amount of application fees collected	\$5.00	\$5.00	\$10.00
<b>9.2.2</b>	Total dollar amount of additional fees collected	\$0.00	\$0.00	\$0.00
<b>9.2.3</b>	Total dollar amount of fees collected (Add Boxes 9.2.1 + 9.2.2 = 9.2.3)	\$5.00	\$5.00	\$10.00
<b>9.3</b>	Total dollar amount of fees waived	\$0.00	\$0.00	\$0.00

Personal Information	General Records	Total
0	0	0
\$5.00	\$5.00	\$10.00
\$0.00	\$0.00	\$0.00
\$5.00	\$5.00	\$10.00
\$0.00	\$0.00	\$0.00

## Section 10: Reasons for Additional Fee Collection

Enter the number of REQUESTS for which your institution collected fees other than application fees that apply to each category.

<b>10.1</b>	Search time	0	0	0
<b>10.2</b>	Reproduction	0	0	0
<b>10.3</b>	Preparation	0	0	0
<b>10.4</b>	Shipping	0	0	0
<b>10.5</b>	Computer costs	0	0	0
<b>10.6</b>	Invoice costs(and other as permitted by regulation)	0	0	0
<b>10.7</b>	Total (Add Boxes 10.1 to 10.6 = 10.7)	0	0	0

Personal Information	General Records	Total
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0

## Section 11: Correction and Statements of Disagreement

Did your institution receive any requests to correct personal information?

**Personal Information**

Section 11: Correction and Statements of Disagreement

<b>11.1</b> Number of correction requests received	0
<b>11.2</b> Correction requests carried forward from the previous year	0
<b>11.3</b> Correction requests carried over to next year	0
<b>11.4</b> Total Corrections Completed [(11.1 + 11.2) - 11.3 = 11.4]	0

BOX 11.4 must equal BOX 11.9

What course of action did your institution take regarding the requests that were received to correct personal information?

	<b>Personal Information</b>
<b>11.5</b> Correction(s) made in whole	0
<b>11.6</b> Correction(s) made in part	0
<b>11.7</b> Correction refused	0
<b>11.8</b> Correction requests withdrawn by requester	0
<b>11.9</b> Total requests (Add Boxes 11.5 to 11.8 = 11.9)	0

BOX 11.9 must equal BOX 11.4

In cases where correction requests were denied, in part or in full, were any statements of disagreement attached to the affected personal information?

	<b>Personal Information</b>
<b>11.10</b> Number of statements of disagreement attached:	0

If your institution received any requests to correct personal information, the Act requires that you send any person(s) or body who had access to the information in the previous year notification of either the correction or the statement of disagreement. Enter the number of notifications sent, if applicable.

	<b>Personal Information</b>
<b>11.11</b> Number of notifications sent:	0

**Note:**

This report is for your records only and should not be faxed or mailed to the Information and Privacy Commissioner of Ontario in lieu of online submission. Faxed or mailed copies of this report will NOT be accepted. Please submit your report online at: <https://statistics.ipc.on.ca>.

**Thank You for your cooperation!**

**Declaration:**

I, Ruth Bullas, Chief Privacy and Risk Officer, confirm that all the information provided in this report, furnished by me to the Information and Privacy Commissioner of Ontario, is true, accurate and complete in all respects.

Ruth Bullas, Director, Patient Relations , Security Service and Chief Privacy & Risk Officer

March 18, 2025

*Signature*

*Date*