

TO: All Staff, Faculty of Health Sciences  
 FROM: Corporate Services, Faculty of Health Sciences  
 on behalf of Hamilton Health Sciences Customer Support Services  
 RE: **Introducing Cintas - New Service Provider for Confidential Waste Secure Shredding**

Hamilton Health Sciences/Faculty of Health Sciences has entered into a new business partnership for secure confidential shredding services with **Cintas** (has replaced Iron Mountain).

Secured containers will be serviced by Cintas on the established regular schedule. All Cintas employees will wear uniforms with visible logos and personal identification badges. Cintas also offers cardboard desk-side containers which can sit on or under desks and be decanted daily into the locked container in your area.

Employees are reminded to properly segregate the confidential waste stream from the recycling stream in order to take the appropriate steps to protect the privacy of our employees and patients.

This partnership with Cintas acknowledges our continued responsibility in preserving the integrity of private and confidential information for the corporation, employees and patients as required by federal privacy legislation, the Personal Information Protection and Electronic Documents Act (PIPEDA) and the Personal Health Information Protection Act, 2004 (PHIPA) when dealing with personal health information.

**Some FAQ's:**

**What goes in the consoles?**

Container Type	What Goes In?	What Does NOT Go In?
<b>Console or Bin - Confidential Paper</b>	<b>Confidential Paper including:</b> <ul style="list-style-type: none"> <li>• Personal Health Information</li> <li>• Human Resources and personnel information</li> <li>• Financial information</li> <li>• Other documentation which because of corporate interest is considered confidential</li> <li>• Labels with confidential patient information</li> </ul> <p>NOTE: Staples, rubber bands, folders, paper clips etc do not need to be removed.</p>	<ul style="list-style-type: none"> <li>• Non-confidential documents</li> <li>• Cardboard</li> <li>• Books and binders</li> <li>• Newspaper</li> <li>• Plastic</li> <li>• General waste</li> <li>• Hazardous materials</li> <li>• Metal</li> <li>• Hardware (Computer, printer and photocopier parts, hard drives)</li> </ul>
<b>Mini-Console - Confidential Plastics</b>	Bradma cards, computer discs, CDs, DVDs, VCR tapes, transparencies, ID badges, microfiche, microfilm, or x-rays)	All of the above including confidential paper

### **Why is this program necessary?**

The Personal Health Information Protection Act requires health information custodians to ensure personal health information in their custody or control is protected against theft, loss and unauthorized use or disclosure and records containing the information are protected against unauthorized copying, modification or disposal. Additionally, it is a convenient way to dispose of confidential proprietary corporate information in a manner that provides added security.

### **What are the penalties for committing an offence under the Personal Health Information Protection Act?**

PHIPA treats violations related to personal health information seriously. Under the Act, those convicted and found guilty of such offences are liable to significant fines up to \$50,000 for individuals and \$250,000 for corporations.

### **Can I retrieve documentation placed in the bins?**

The secure shredding bins and consoles will be locked at all times. Unless you are absolutely certain a document is no longer needed, do not place it into the container. Once it has been inserted, authorized personnel can only retrieve it.

### **What if I am purging large amounts of documentation?**

Contact the Service Response Centre at extension 77744 for a delivery of a locked bin on wheels for temporary use. If the purge is more than approximately 10 banker boxes of materials, contact the Waste Management Coordinator for a special pickup by Cintas.

### **Who do I contact for more information?**

**Contact Rosemary Van Oostrom - Waste Management Coordinator at extension 73491**

**OR**

**Customer Support Service Response Center at extension 77744**

Front load leaves entire top surface available to place office items, creating an efficient space

Paper slides into top of container

Secure, locked container

Professional informative label



Secure, locked container

Holds 75 lbs. of paper  
40" h x 19" w x 19" d

Holds 300-350 lbs. of paper  
46.5" h x 28.38" w x 33.62" d

**Executive Container**      **Large Wheeled Container**

SECURE. CONFIDENTIAL. RELIABLE SERVICE

   
www.cintas.com

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