



Ontario Health
Cancer Care Ontario

Ontario Health (Cancer Care Ontario)

2020 Prescribed Entity & Prescribed Person Review

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Introduction

Ontario Health (Cancer Care Ontario) (**OH (CCO)**) has prepared this report to support its request for continued approval of the Information and Privacy Commissioner of Ontario (**IPC**) under section 45(3) of Ontario's *Personal Health Information Protection Act (PHIPA)* and section 13(2) of Ontario Regulation 329/04 of PHIPA (the **Regulation**).

On November 13, 2019, the Ministry of Health (**MOH**) made a transfer order under section 40 of the *Connecting Care Act, 2019* which transferred the assets, liabilities, rights and obligations, and all records relating to Cancer Care Ontario (**CCO**) to Ontario Health (**OH**), effective December 2, 2019. As a result of the transfer, OH was prescribed as a Prescribed Entity (**PE**) under section 18(1) and a Prescribed Person (**PP**) under section 13(1) of the Regulation.

The *Cancer Act* was repealed on April 1, 2020 and the *Connecting Care Act* and the *Corporations Act* now govern OH. On October 1st, 2020 a new integrated organization structure was put into place at OH and the CCO business unit was formally dissolved. While the CCO business unit no longer exists under the realigned OH, the operations of the former CCO are being carried out by those former CCO employees and those information practices and procedures comply with the *IPC Manual for the Review and Approval of Prescribed Persons and Prescribed Entities* (the **Manual**). Those operations are referred to throughout this report as OH (CCO) for ease of reference.

Accountability for OH (CCO)'s compliance with applicable privacy legislation rests with the OH Chief Executive Officer (**CEO**), who delegates accountability for compliance to the OH Chief Privacy Officer (**CPO**). The OH CPO oversees the day-to-day responsibilities of the privacy program, together with OH (CCO) Privacy Managers and Privacy Specialists. The OH CPO is responsible for updating OH (CCO) senior leadership and the OH CEO on material privacy matters.

Pending full integration, many of the policies, practices, and procedures remain unchanged. Minor changes have occurred due to the transition to an OH Board of Directors and the reporting requirements of the OH (CCO) Privacy Office to the OH CEO. These changes have been reflected as necessary throughout the report and in particular in Part 4 – Organizational and Other Documentation.

Throughout this report, an OH (CCO) agent is any employee, whether full or part-time, temporary or permanent; and any individual paid by, or under contract with OH (CCO), including but not limited to consultants and independent contractors, and any individual working for or on behalf of OH (CCO) on an unpaid basis or for nominal consideration that are permitted to access and use PHI or PI on behalf of CCO and not for their own purpose. This may include Electronic Service Providers (**ESP**) when handling PHI or PI in the course of providing services as an ESP.

Required Documentation

Part 1 – Privacy Documentation

1. Privacy Policy in Respect of its Status as a Prescribed Person or Prescribed Entity

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Annual Privacy Report
	CCO Privacy Policy
	Data Asset & Statements of Purpose List
	Data Request Procedure
	Data Use & Disclosure Policy
	Enterprise Data Destruction Practice
	OH Privacy Policy
	Personal Health Information Handling Standard
	Privacy Governance Framework
	Privacy Impact Assessment Standard
Privacy Inquiries & Complaints Procedure	
DESCRIPTION	
<p>The <i>CCO Privacy Policy</i> establishes an overarching framework for OH (CCO)'s collection, use and disclosure of PHI, and OH (CCO)'s approach to its privacy protection.</p> <p><u>Status under the Act</u> The <i>CCO Privacy Policy</i> describes OH (CCO)'s status as a PE under s. 45 and as a PP under section 39(1) (c) of PHIPA. The policy sets out OH (CCO)'s commitment to protect PHI in accordance with PHIPA. In addition, the policy confirms that OH (CCO) implements the required privacy and security policies and procedures and that these are subject to review and approval by the IPC every three years. The policy also acknowledges OH (CCO)'s responsibility for the handling of PHI by its agents and requires OH (CCO) to provide training to its agents to enable their compliance.</p> <p><u>Privacy Governance Framework</u> OH is governed in accordance with the <i>Connecting Care Act</i>, the MOH Mandate Letter, and all applicable Treasury Board/Management Board of Cabinet directives, legislation, and regulation.</p> <p>The <i>OH Privacy Policy</i> states that the OH CEO has ultimate responsibility for ensuring compliance with PHIPA and OH (CCO)'s privacy policies and procedures as a PE and a PP. The OH CEO has delegated accountability for the OH (CCO) privacy program to the OH CPO, who oversees the day-to-day responsibilities of the privacy program, together with OH (CCO) Privacy Managers and Privacy Specialists.</p> <p>The OH CPO provides OH (CCO) senior leadership, the OH CEO, and the OH Board with relevant information on material privacy matters, including updates on the status of the OH (CCO) privacy program; privacy breaches; privacy audit reports; new privacy legislative, regulatory and industry developments of note; the status of the IPC's triennial review; and any recommendations arising therefrom. These updates may be ad hoc or occur through formal governance committees, such as the Executive Team (ET) meeting and OH Board and Committee meetings.</p> <p>The <i>Privacy Governance Framework</i> is a core element of OH (CCO)'s privacy program. The Framework is designed to give effect to the <i>CCO Privacy Policy</i> and, more generally, to its commitment to privacy. The Framework enables the effective integration and coordination of the OH (CCO) Legal & Privacy Office (LPO) with OH (CCO) portfolios.</p> <p>The LPO is comprised of Privacy Managers and Privacy Specialists (collectively referred to as "Privacy Specialists"); Legal Counsel; and a Group Manager Enterprise Risk. The LPO was designed to enable the establishment, maintenance, and monitoring of a privacy program that meets PHIPA requirements, accords with best practices, and implements key privacy drivers through collaboration with portfolios at OH (CCO).</p> <p><u>OH (CCO) Executive Team</u> The OH (CCO) ET is the executive decision-making body for OH (CCO) that is responsible for providing effective leadership, and ensuring the achievement of OH (CCO)'s strategic priorities. The OH (CCO) ET supports and champions the privacy program at OH (CCO), actively advocating a privacy-by-design business-operating model. The OH (CCO) ET is briefed on privacy matters by the OH CPO and through the <i>Annual Privacy Report</i>.</p> <p><u>Collection of PHI</u> The <i>CCO Privacy Policy</i> identifies the purposes for which PHI is collected, the types of PHI collected, and the sources of PHI. The policy also articulates OH (CCO)'s commitment to ensuring collection is in accordance with</p>	

PHIPA, limited to that which is reasonably necessary to fulfill the purpose, and avoided where other information will serve the purpose. The *Privacy Impact Assessment (PIA) Standard* stipulates that an OH (CCO) Privacy Specialist must conduct a PIA prior to any collection of PHI. An assessment of the amount and type of PHI collected and the purpose for the collection is outlined in templates used to conduct PIAs under the *PIA Standard*. The *CCO Privacy Policy* requires OH (CCO) to publish the *OH (CCO) Data Asset and Statements of Purpose List (Data Asset List)* on OH (CCO)'s public website, together with a mechanism to allow individuals to request more detailed information.

Use of PHI

The *CCO Privacy Policy* states that OH (CCO) remains responsible for the PHI used by OH (CCO) agents and identifies the purposes for which PHI is used. PHI may be used by OH (CCO) for purposes, including:

- as a PE for the purposes of health system analysis or compiling statistical information with respect to the management of, evaluation or monitoring of, the allocation of resources to, or planning for all or part of the health system, including the delivery of services;
- as a PP with respect to OH (CCO)'s role in compiling and maintaining screening information for colorectal, cervical, and breast cancer as part of the Ontario Cancer Screening Registry (**OCSR**) for the purpose of facilitating or improving the provision of healthcare with respect to colorectal, cervical and breast cancer; and,
- as a researcher for the purposes of developing new knowledge through epidemiological, intervention, health services, surveillance, and policy research, as well as knowledge synthesis and dissemination.

The *CCO Privacy Policy* further articulates OH (CCO)'s commitment not to use PHI if aggregate or de-identified information will serve the purpose. If PHI is required, the OH (CCO) agent requesting access to the data must specify in the Data Engagement Request Form (**DERF**) submitted to the Privacy Office and to Enterprise Data & Analytics Services (**EDAS**) why the project requires PHI. The OH (CCO) agent's rationale for accessing PHI is reviewed and if applicable, confirmed by the Privacy Office as part of their PIA of an initiative.

If PHI is not required, OH (CCO) agents must use de-identified and/or aggregate data. OH (CCO) considers de-identified data to be data that does not include elements that may constitute identifying information for which there may be reasonably foreseeable circumstances in which the data could be utilized, alone or with other information, to identify an individual and defines aggregate data as summarized and/or categorized data that is analyzed and placed in a format that precludes further analysis to prevent the chance of revealing an individual's identity. Aggregate data does not include PHI.

In all cases, the use of PHI must be in accordance with PHIPA and, where applicable, research ethic board (**REB**) approvals. The *Data Use & Disclosure Policy* clearly states that data users are only provided access to OH (CCO) data holdings containing PHI as required to fulfill the purpose for which the PHI was accessed. The Data Steward responsible for the requested data asset must approve all requests by OH (CCO) agents for access to the OH (CCO) data asset.

Disclosure of PHI

The *CCO Privacy Policy* only permits OH (CCO) to disclose PHI as authorized by law, to organizations such as other prescribed entities, other prescribed persons, Statistics Canada, health information custodians (**HICs**), and to researchers who comply with research requirements set out in PHIPA. The *CCO Privacy Policy* also references the *Data Use & Disclosure Policy*, which requires that each disclosure authorized by OH (CCO) be permitted by PHIPA and the Regulation.

Each disclosure is assessed using various PIA templates to ensure: that OH (CCO) has met all of its requirements imposed through data sharing agreements (**DSA**); that the disclosure is permitted by PHIPA and the Regulation; that OH (CCO) is only disclosing PHI where other information will not serve the purpose; and, that OH (CCO) is not disclosing more PHI than is reasonably necessary.

The *Data Use and Disclosure Policy* distinguishes between the circumstances in which PHI is disclosed and the circumstances in which de-identified and/or aggregate data is disclosed. Specifically, it requires that all disclosures be approved by the Privacy Office and it does not permit OH (CCO) agents to disclose PHI if aggregate or de-identified data will fulfill the purpose. It also references the *Data Request Procedure*, which further indicates that OH (CCO) agents, with guidance from the Privacy Office, will review all de-identified and aggregate data prior to its disclosure in order to ensure that it is not reasonably foreseeable in the circumstances that the information could be utilized, either alone or with other information, to identify an individual.

Secure Retention, Transfer & Disposal of Records of PHI

The *CCO Privacy Policy* addresses the secure retention, transfer and disposal of PHI in both paper and electronic format. PHI is stored in secure network folders or locked cabinets and only retained for as long as necessary to fulfill its purpose.

The *PHI Handling Standard* addresses the manner in which records of PHI in both electronic and paper format will be securely transferred and disposed of. Specifically, the Standard identifies the common methods of transfer that have

been approved by OH (CCO)'s Enterprise Information Security Office (EISO), and the procedure for evaluating a new method of transfer not previously approved by EISO. The *Enterprise Data Destruction Practice* addresses the manner in which records of PHI in both paper and electronic format will be securely disposed of, including a process flow map, which outlines the OH (CCO) agents responsible for approving the disposal of the PHI and the OH (CCO) agents responsible for the actual disposal of the records.

Generally, given OH (CCO)'s role as a PE and PP, PHI will be retained long term to support retrospective analysis for the purposes of planning and management of the provincial healthcare system and to support the OCSR. Once the PHI is no longer required, it is destroyed in accordance with CCO's data destruction policies, procedures, standards and guidelines.

Implementation of Administrative, Technical & Physical Safeguards

The *CCO Privacy Policy* outlines some of the administrative, technical, and physical safeguards that OH (CCO) implements to protect PHI against theft, loss, and unauthorized use and disclosure. The safeguards outlined include: controlled access to the OH (CCO) premises; the use of confidentiality agreements to reinforce employee and third-party understanding of their responsibilities to protect PHI and create a culture of privacy at OH (CCO); and the adoption of industry standards and system testing to ensure PHI in its custody and the equipment and communication systems utilized by OH (CCO) are secure.

Inquiries, Concerns & Complaints Related to Information Practices

The *CCO Privacy Policy* requires OH (CCO) to establish processes to allow individuals to submit inquiries, concerns, or complaints regarding OH (CCO)'s information practices, its privacy policies and procedures, its compliance with PHIPA, or the purposes for which it collects PHI. The contact information for the OH (CCO) Privacy Office is published on OH (CCO)'s public website under the Privacy tab, with instructions that inquiries, concerns, and complaints about OH (CCO)'s privacy practices may be addressed to the CPO directly, either verbally or in writing. The website also includes the IPC's mailing address and contact information so that individuals may direct complaints regarding OH (CCO)'s compliance with its obligations as a PE and a PP to the IPC. This is further elaborated on in the *Privacy Inquiries and Complaints Procedure*.

Transparency of Practices in Respect of PHI

The *CCO Privacy Policy* requires OH (CCO) to make information about its privacy practices and the contact information where individuals may obtain further information available in paper and/or electronic form to primary data collectors, the public, and other stakeholders.

2. Policy & Procedures for Ongoing Review of Privacy Policies, Procedures & Practice

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	CCO Privacy Policy
	Privacy Audit & Compliance Policy
	Privacy Breach Management Procedure
	Policy on Frameworks
	Privacy Audit Schedule
DESCRIPTION	
<p>The <i>Privacy Audit and Compliance Policy</i> requires OH (CCO) agents to conduct ongoing reviews of its privacy policies, procedures and practices to determine whether amendments are needed. These reviews are conducted on a rotating schedule, in accordance with the <i>Privacy Audit Schedule</i>, to ensure all documents are reviewed at least once every three years.</p> <p>When determining whether a privacy policy, procedure, or practice requires an amendment or whether a new policy should be created, the Privacy Office takes into account:</p> <ul style="list-style-type: none"> • orders, guidelines, fact sheets, and best practices issued by the IPC; • evolving industry privacy standards and best practices; • new or amending legislation, including PHIPA and the Regulation; • recommendations arising from privacy audits, security audits where a privacy component has been identified, privacy assessments, privacy complaints, privacy breaches, information security breaches and/or privacy risks; • whether the privacy policy documents continue to be consistent with OH (CCO)'s actual practices; and, • consistency between OH (CCO) privacy policy documents and OH (CCO) security policy documents. <p>The <i>Policy on Frameworks</i> implements a tiered approach to OH (CCO)'s privacy program management practices, with enterprise policies at the top, followed by mandatory conformance standards, step-by-step procedures, and finally recommendation and best practice guidelines. The policies communicate, at a high level, the goals and directions set by the Board and the ET and the general means by which these goals and directions will be achieved. The privacy policies are an extension of OH (CCO)'s privacy governance structure, which sets out the overall accountability for privacy. Certain policies, standards, procedures, and guidelines also set the controls and specific means by which OH (CCO) will meet; (i) the commitments set out in the <i>CCO Privacy Policy</i>; (ii) privacy legislative and regulatory requirements; and (iii) other goals in relations to the protection of PHI and personal information (PI).</p> <p>The Data & Analytics Steering Committee (DASC) provides strategic leadership, input, and decision support to develop and recommend data and analytics strategic direction that align with corporate strategy and systems plans. This Committee also reviews and provides input into data and analytics policies, procedures and standards to ensure applicability across the data and analytics community and provides recommendations on approval of these policies or revisions to the appropriate Executive Committee.</p> <p>The <i>Privacy Audit and Compliance Policy</i> also identifies the OH (CCO) agent(s) responsible and the procedure to be followed in communicating the amended or newly developed privacy policies, procedures and practices, including the method and nature of the communication. It also identifies the OH (CCO) agent(s) responsible for and the procedure to be followed in reviewing and amending the communication materials available to the public and other stakeholders as a result of the amended or newly developed privacy policies, procedures and practices.</p> <p>Compliance with the above policies and procedures is mandatory for all OH (CCO) agents. In accordance with the <i>Privacy Breach Management Procedure</i>, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach, of OH (CCO)'s policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule established under the <i>Privacy Audit & Compliance Policy</i>.</p>	

3. Policy on the Transparency of Privacy Policies, Procedures & Practices

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Annual Privacy Report
	CCO Privacy Policy
	Contact Centre Frequently Asked Questions
	Contact Centre Standard Operating Procedure
	Data Use & Disclosure Policy
	Privacy Inquiries & Complaints Procedure
	Statement of Information Practices

DESCRIPTION

The *CCO Privacy Policy* and *Privacy Inquiries & Complaints Procedure* requires OH (CCO) to publish information about its data assets and certain policies on its public website. Information that is published on OH (CCO)'s public website includes:

- the *CCO Privacy Policy*;
- the *Data Use & Disclosure Policy*;
- the *Annual Privacy Report*;
- OH (CCO)'s most recent approval letter from the IPC confirming its status as a PE and a PP for an additional three-year term;
- an overview of key administrative, technical, and physical safeguards to protect privacy and prevent privacy breaches;
- the Data Asset List; and
- instructions, including the title, mailing address, and contact information, for submitting inquiries and complaints about OH (CCO)'s privacy policies, procedures, and practices and OH (CCO)'s compliance with PHIPA and the Regulation.

OH (CCO) no longer produces brochures for general distribution to the public. Instead, it provides comprehensive information about all of its programs and authorities through its Privacy Page, Statement of Information Practices, and Data Asset List available on its public facing website. The public facing website also outlines:

- OH (CCO)'s status under PHIPA and the duties and responsibilities arising from each designation;
- the types of PHI collected and the persons or organizations from which this PHI is typically collected;
- the purposes for which PHI is collected;
- the purposes for which PHI is used; and,
- the circumstances in which and the purposes for which PHI is disclosed and the persons or organizations to which it is typically disclosed.

OH (CCO) updates its public website as necessary, each time it initiates a new collection, use, or disclosure of PHI. OH (CCO) external website address is included on public communications for individuals wishing to obtain additional information.

The Statement of Information Practices explain how OH (CCO) protects its information and identifies the administrative, technical and physical safeguards implemented to protect the privacy of individuals whose PHI is received and to maintain the confidentiality of that information, including the steps taken to protect PHI against theft, loss and unauthorized use or disclosure; and, unauthorized copying, modification, or disposal.

OH (CCO)'s Ontario Cancer Screening Program (**OCSP**) sends a Privacy Notice to all participants once they become eligible for screening. The Privacy Notice is the first piece of correspondence sent to a participant and explains:

- OH (CCO)'s purpose for sending the correspondence;
- the eligibility criteria for the specific screening program the participant is eligible for;
- the purpose for receiving the correspondence;
- the types of PHI collected and the purpose for the collection with respect to the OCSP;
- that the participant has the option to withdraw if they are not interested in receiving correspondence; and,
- provides contact information for the OH (CCO) contact centre where the participant can direct any questions or concerns they might have.

Information about the OCSP is also available to the OH (CCO)'s public website.

OH (CCO) Contact Centre agents are provided with Frequently Asked Questions (**FAQs**), developed by the Privacy Office, to assist them when handling inquiries and complaints received over the phone. These FAQs include information about OH (CCO)'s authority as a PP to collect, use, and disclose PHI without patient consent for the purposes of facilitating or improving the provision of health care through the OCSP. The FAQs also outline OH (CCO)'s authority as a PE to allow Contact Centre agents to provide responses to any inquiries received regarding OH (CCO)'s PE authority.

The information on OH (CCO)'s public website and the FAQs provide a high-level explanation of OH (CCO)'s authorities under PHIPA. Visitors to the website are provided with the Privacy Office contact information if they would like to receive more information. Contact Centre Agents are also encouraged to provide callers with the Privacy Office contact information whenever inquiries are received with respect to OH (CCO)'s PHIPA designations.

4. Policy & Procedures for the Collection of PHI**EXISTENCE & IMPLEMENTATION**

OH (CCO) vehicle(s)	Name
	CCO Privacy Policy

EXISTENCE & IMPLEMENTATION	
	Data Destruction Policy
	Data Engagement Request Form
	Data Sharing Agreement Initiation Procedure
	Personal Health Information Handling Standard
	Preliminary Privacy Legal Assessment
	Privacy Audit & Compliance Policy
	Privacy Breach Management Procedure
DESCRIPTION	
<p>The <i>CCO Privacy Policy</i> identifies the purposes for which OH (CCO) collects PHI, the nature of the PHI, and from whom the PHI is collected. Key collection purposes identified in the policy include health system analysis and evaluation, facilitating or improving the provision of healthcare, and research. HICs such as hospitals and laboratories, other PEs and PPs, and researchers are identified as potential stakeholders who may disclose PHI to CCO.</p> <p>The <i>CCO Privacy Policy</i> states CCO's commitment to collect PHI only in accordance with PHIPA, where other information will not serve the purpose, and not to collect more PHI than is reasonably necessary to meet the purpose. The <i>PHI Handling Standard</i> prescribes a limited set of approved methods for transfer of PHI, restricting the methods of electronic transfer to those cited in the Standard, and evaluating all other methods of transfer on a case-by-case basis.</p> <p>Compliance with the <i>CCO Privacy Policy</i> is mandatory for all OH (CCO) agents. In accordance with the <i>Privacy Breach Management Procedure</i>, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is breach, or a suspected breach, of OH (CCO)'s policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule is established under the <i>Privacy Audit & Compliance Policy</i>.</p> <p><u>Review & Approval Process</u></p> <p>The <i>DSA Initiation Procedure</i> states that OH (CCO) agents who wish to collect PHI must complete a DERF to initiate a review of the collection by the Privacy Office and EDAS. A member of the Privacy Office must complete a short form PIA, also known as Preliminary Privacy Legal Assessment (PPLA), before the collection is authorized. Through the PPLA, the Privacy Office assesses whether:</p> <ul style="list-style-type: none"> the collection is permitted by PHIPA and the Regulation; all conditions or restrictions in PHIPA and the Regulation are satisfied; other information, such as de-identified or aggregate data, will not serve the purpose; and, no more PHI is collected than is reasonably necessary for the identified purpose. <p><u>Conditions or Restrictions on Approval</u></p> <p>PIA templates are used to address and document each of the requirements listed above, and communicate the results of the assessment. Requestors receive a copy of the completed document, which includes a decision to approve or deny the collection, as well as any conditions that must be met. In order for OH (CCO) to collect PHI, a DSA must be executed prior to the collection, in accordance with the <i>DSA Initiation Procedure</i>. OH (CCO)'s legal team is responsible for establishing DSAs, consulting with a Privacy Specialist as necessary, and for keeping EDAS informed when agreements are in place and the collection may proceed.</p> <p><u>Secure Retention, Transfer & Return or Disposal</u></p> <p>EDAS, in consultation with the Privacy Office, is responsible for ensuring that the records of PHI that have been collected are either securely returned or securely disposed of, following the retention period or the date of termination set out in any agreements executed prior to the collection of PHI. If records of PHI are to be returned to the person or organization from which they were collected, the <i>PHI Handling Standard</i> requires the records to be transferred in a secure manner. If records are to be disposed of, the <i>Data Destruction Policy</i> requires the records to be disposed of in a secure manner.</p>	

5. List of Data Holdings Containing PHI

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	OH (CCO) Data Assets & Statements of Purpose List
DESCRIPTION	
OH (CCO) has developed and maintains an up-to-date list and brief description of OH (CCO)'s data assets and publishes this list on OH (CCO)'s public website.	

6. Policy & Procedures for Statements of Purpose for Data Holdings Containing PHI

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Privacy Breach Management Procedure
	Privacy Audit & Compliance Policy
	Statements of Purpose for Data Assets Containing Personal Health Information Procedure
DESCRIPTION	
<p>The <i>Statements of Purpose for Data Assets Containing PHI Procedure</i> sets out the requirements for generating, reviewing, amending, and approving statements of purpose for data assets containing PHI. The Procedure requires OH (CCO) to generate a Statement of Purpose each time it collects PHI for inclusion as a new or existing OH (CCO) data asset. Statements of Purpose must identify the purpose of the collection, the types of PHI that OH (CCO) is collecting, the data provider, and the need for the PHI.</p> <p>The <i>Statements of Purpose for Data Assets Containing PHI Procedure</i> delegates day-to-day authority to manage the privacy program in respect of the Statements of Purpose to the Privacy Office, with support from EDAS. When a Statement of Purpose is required or needs to be amended, EDAS in consultation with the Privacy Office, will draft a Statement of Purpose that aligns with the terms of the corresponding DSA. For all new statements of purpose, this must be in place prior to collection. Under the Procedure, the Statement of Purpose must be amended prior to undertaking any activity that is inconsistent with the Statement of Purpose, as approved by the Privacy Office.</p> <p>It further requires that the statements of purpose be reviewed on an ongoing basis and at least once every three years to ensure that the PHI collected for purposes of the data asset is still necessary for the identified purposes. The frequency with which and circumstances in which the Statements of Purpose are required to be reviewed are identified.</p> <p>The accuracy and currency of Statements of Purpose are verified on an ongoing basis. Permission to use any data asset is subject to review and approval by a Privacy Specialist. The review must confirm that the proposed use is in accordance with the Statement of Purpose. Where inaccuracies are discovered, these must be corrected by following the procedures for amendment described in the Procedure.</p> <p>The <i>Statements of Purpose for Data Assets Containing PHI Procedure</i> requires that, once amended, the Statement of Purpose be shared with the data partner from whom the data asset was collected and is posted on OH (CCO)'s public facing website.</p> <p>Compliance with the above policies and procedures is mandatory for all OH (CCO) agents. In accordance with OH the <i>Privacy Breach Management Procedure</i>, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach, of OH (CCO)'s policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule is established under the <i>Privacy Audit & Compliance Policy</i>.</p>	

7. Statements of Purpose for Data Holdings Containing PHI

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Statements of Purpose for Data Assets Containing Personal Health Information Procedure
DESCRIPTION	
<p>OH (CCO) generates a Statement of Purpose each time it collects PHI for inclusion as an OH (CCO) data asset. The Statement of Purpose for each data asset:</p> <ul style="list-style-type: none"> • identifies the purpose of the data asset; • PHI contained within the data asset; • the source of the data asset; and, • the need for the PHI in relation to the identified purpose. 	

8. Policy & Procedures for Limiting Agent Access to & Use of PHI

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Data Use & Disclosure Policy

	Internal Data Access Request Log
	Internal Data Asset Request Procedure
	OH (CCO) Privacy Policy
	Privacy Audit & Compliance Policy
	Privacy Breach Management Procedure
	Privacy & Security Acknowledgement Form
	Privacy & Security Training eLearning Curriculum
DESCRIPTION	
<p>The <i>Data Use & Disclosure Policy</i> limits access to PHI by OH (CCO) agents to a “need to know” basis and ensures that OH (CCO) agents access and use the least identifiable information required to fulfill the purpose. It further outlines that:</p> <ul style="list-style-type: none"> • OH (CCO) agents are granted access to only as much identifiable record-level data as is reasonably necessary to meet the identified purpose; • OH (CCO) expressly forbids users from attempting to decrypt information provided in an encrypted form. • OH (CCO) agents granted access privileges to record-level data are responsible for their actions while carrying out these privileges; and • requests by OH (CCO) agents for access to record-level data are approved by the Data Steward for the data asset. <p>The <i>CCO Privacy Policy</i> stipulates that OH (CCO) agents will not use PHI if other information, namely de-identified or aggregate data, will serve the purpose. The <i>Data Use and Disclosure Policy</i> and <i>Data De-identification Guideline</i> prohibits OH (CCO) agents from; i) accessing and/or using PHI if other information, such as de-identified or aggregate data, will serve the purpose; ii) accessing and/or using more PHI than is necessary for the purpose, and, iii) accessing and/or using aggregate or de-identified data either alone or in combination with other data, to identify an individual. This includes attempting to decrypt information that is encrypted, attempting to identify an individual based on unencrypted information, and attempting to identify an individual based on prior knowledge. OH (CCO) communicates these prohibitions through its policies and privacy training.</p> <p>The <i>Internal Data Access Request (IDAR) Procedure</i> requires all OH (CCO) agents wishing to access PHI to submit an IDAR before they are permitted access to use PHI. The <i>IDAR Procedure</i>, described under the Review and Approval Process section below, implements processes designed to limit the number of OH (CCO) agents with direct access to Identifiable Record-Level Data to only those who require access to perform their official job function or services under contract to OH (CCO). This ensures that the duties of OH (CCO) agents with access to PHI are segregated in order to avoid a concentration of privileges that would enable a single agent to compromise PHI.</p> <p><u>Review and Approval Process</u></p> <p>Under the <i>IDAR Procedure</i>, permission to access and use PHI is subject to IDAR approval. Submitted IDAR requests must be reviewed and approved in stages by three levels of approvers: (i) the OH (CCO) agent’s direct supervisor; (ii) the Data Steward of the requested data asset; and, (iii) the Privacy Office.</p> <p>In order for an IDAR request to be approved, the approvers must be satisfied that:</p> <ul style="list-style-type: none"> • The OH (CCO) agent making the request requires access to and use of PHI on either: a) an ongoing basis; or, b) for a specified period for his or her employment, contractual or other responsibility; • the request to access and use PHI is permitted by PHIPA; • the project objectives cannot reasonably be accomplished without the PHI; • the project objectives cannot be accomplished with de-identified and/or aggregate data; and, • no more PHI will be accessed and used than is necessary to achieve the objectives of the project. <p>If at any stage of the approval process the approver does not believe that the conditions stipulated above have been met, they will follow up with the requestor to obtain more information. Each approver must grant permission to the data asset before the request will move forward to the next approver in the approval process. Approval by each approver is tracked in the <i>IDAR Log</i>. Once the third approval is received, an email is automatically sent to Information Technology (IT) Operations indicating that the request has been approved and that access should be provisioned. IT Operations configures the appropriate access to the data asset based on the parameters of the IDAR request and updates the request status to “Granted”. Once the request is granted an email is automatically generated and sent to the requestor to advise that they now have access to the PHI.</p> <p><u>Conditions & Restrictions on Approval</u></p> <p>The <i>IDAR Procedure</i> establishes conditions under which each OH (CCO) agent is permitted to access and use PHI. Under this Procedure, permission to access and use PHI is for the purpose provided by the requestor.</p> <p>The <i>Privacy & Security Training eLearning Curriculum</i> informs staff that they are only permitted to access and use PHI:</p> <ul style="list-style-type: none"> • as necessary for their role; • if other information will not serve the purpose; and, 	

- to the extent reasonably necessary for the purpose.

OH (CCO) agents are required to electronically sign the *Privacy & Security Acknowledgement Form* once the training is completed. The *Privacy & Security Acknowledgement Form* includes a number of statements that the OH (CCO) agents must agree to, including that they understand that they are not permitted to access and use more PHI than is required to fulfill the purpose for which access was granted.

The *Data Use and Disclosure Policy* imposes conditions or restrictions on the purposes for and the circumstances in which an OH (CCO) agent granted approval to access and use PHI is permitted to disclose that PHI. The Policy requires OH (CCO) to ensure that any such disclosures are permitted by PHIPA and the Regulation and outlines the permitted disclosures under OH (CCO)'s PE and PP authorities.

Notification & Termination of Access & Use

The *IDAR Procedure* requires OH (CCO) agents to notify their supervisor immediately if they change roles or no longer require access to the PHI so that their access permissions can be revised or de-activated.

When an OH (CCO) agent no longer requires access to PHI, the *IDAR Procedure* outlines the OH (CCO) agent who must be notified and the time frame within which this notification must be provided. The supervisor of the OH (CCO) agent who no longer requires access is responsible for notifying IT Operations by email or through the IT Service Management (**ITSM**) solution to provide details of the changes to access that must be implemented. Once notified, IT Operations is responsible for terminating access permissions to PHI immediately as stated in the *IDAR Procedure*.

In March 2020, OH (CCO) implemented a file management application that is able to: (1) generate reports identifying staff granted access to PHI who have not accessed the PHI in a specified amount of time; and (2) generates alerts whenever there is suspicious activity in one of the data assets that may require further investigation.

Tracking Approved Access to & Use of PHI

OH (CCO) tracks approved OH (CCO) agents that have been granted approval to access and use PHI through its *IDAR Log*. This log is maintained by EDAS and includes the names of all OH (CCO) agents authorized to access and use PHI.

Compliance, Audit & Enforcement

In accordance with the OH (CCO) *Privacy Audit and Compliance Policy* and the audit schedule, EDAS and the Privacy Office conduct an annual audit of OH (CCO) agents granted approval to access and use PHI. The purpose of this audit is to ensure agents granted approval continue to be employed or retained by OH (CCO) and continue to require access to the same amount and type of PHI. Any access and use of PHI that is no longer required is immediately revoked by IT Operations upon conclusion of the audit.

Compliance with the above policies and procedures is mandatory for all OH (CCO) agents. In accordance with the *Privacy Breach Management Procedure*, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach of OH (CCO)'s privacy policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule established under the *Privacy Audit & Compliance Policy*.

9. Log of Agents Granted Approval to Access & Use PHI

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name Internal Data Access Request Log
DESCRIPTION	
CCO maintains an <i>IDAR Log</i> of OH (CCO) agents granted approval to access PHI. This log captures: <ul style="list-style-type: none"> • the name of the OH (CCO) agents granted approval to access and use of PHI; • the data assets to which the OH (CCO) agents has been granted approval to access and use; • the level or type of access granted; • the date that access was granted; and, • the termination date or the date of next audit of OH (CCO) agents' access to the data asset. 	

10. Policy & Procedures for the Use of PHI for Research

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name Data De-Identification Guidelines Data Destruction Policy

	Data Request Procedure
	Data Sharing Agreement Initiation Procedure
	Preliminary Privacy Legal Assessment
	Privacy Audit & Compliance Policy
	Privacy Breach Management Procedure
	Privacy Impact Assessment Log
	Research Privacy Standard
	Uses of Personal Health Information for Research Log
DESCRIPTION	
<p>The <i>Research Privacy Standard</i> identifies the scenarios in which PHI may be used for research purposes. PHI may be used for the purposes of research when: the research is conducted by an OH (CCO) agent; supports OH (CCO)'s mandate and mission; and, has an OH (CCO) agent named as the Principal Investigator on the approved REB application. In all cases, this is subject to the general principle, also articulated in the Standard, that OH (CCO) does not use PHI if other information will serve the research purpose or use more PHI than is necessary for the research purpose.</p> <p>The Standard identifies the OH (CCO) agent(s) responsible for ensuring that any conditions or restrictions imposed on the use of PHI for research purposes are being satisfied. Compliance with the Standard is mandatory for all OH (CCO) agents. In accordance with the <i>Privacy Breach Management Procedure</i>, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach, of OH (CCO)'s privacy policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule is established under the <i>Privacy Audit & Compliance Policy</i>.</p> <p>OH (CCO) Privacy Specialists complete privacy assessments on all OH (CCO) research that involves PHI. Re-engagement with the Privacy Office is required whenever a research plan is amended.</p> <p><u>Circumstances in which use of PHI is Permitted</u></p> <p>OH (CCO)'s <i>Research Privacy Standard</i> stipulates that OH (CCO) agents must obtain approval from a REB prior to commencing any OH (CCO) internal research. Before OH (CCO) agents are provisioned access to the PHI required for their research project, they are required to submit a DERF and receive back the completed PPLA approved by a Privacy Manager. Access to the PHI is granted through the IDAR process.</p> <p><u>Distinction between the Use of PHI for Research and Other Purposes</u></p> <p>Schedule A of the <i>Research Privacy Standard</i> includes a Research vs. Prescribed Entity Decision Criteria Checklist. In order to be considered OH (CCO) internal research, the project must meet the criteria outlined in Column A of the checklist. If the project contributes to a generalized body of knowledge; answer a clear hypothesis and objective; recommend a research method be applied to the study; or contribute the results to academic literature through a peer-reviewed publication that focuses on publishing research studies, then the project would be considered research.</p> <p><u>Review and Approval Process</u></p> <p>Under the <i>Research Privacy Standard</i>, OH (CCO) agents looking for permission to access PHI for research purposes are required to complete a DERF to initiate a review by EDAS and the Privacy Office. Once engaged, a Privacy Specialist will complete a PPLA to assess the use of PHI for the research project. The PPLA takes into consideration whether:</p> <ul style="list-style-type: none"> • the use of PHI is permitted by PHIPA and the Regulation; • the proposed use of PHI is reflected in a written research plan, which has been approved by a REB in accordance with PHIPA; • a copy of the REB approval is appended to the DERF; • the PHI to be used is consistent with what has been approved by the REB; • the research objectives cannot be accomplished with de-identified and/or aggregate data; and, • no more PHI will be access than is necessary to achieve the research objectives. <p>OH (CCO) agents receive a copy of the completed PPLA, which includes a decision to approve or deny the use of PHI for research purposes, as well as any conditions that must be met. OH (CCO) agents are required to sign off on the PPLA to acknowledge their understanding of the requirements before their project can move forward. EDAS is kept informed throughout the PPLA process and informed when the project has been approved and access to the PHI may be provisioned.</p> <p><u>Conditions or Restrictions on the Approval</u></p> <p>The Privacy Office will only approve a request to use PHI for the purposes of research if the REB application includes all of the requirements set out in section 44(6) (a) through (f) of PHIPA. This assessment is documented in the PPLA, along with any conditions specified in the written research plan and any restrictions found in the DSAs governing the PHI that will be used by the OH (CCO) agents for the research.</p>	

OH (CCO) agents receive a copy of the completed PPLA, which includes a decision to approve or deny the use of PHI for research purposes, as well as any conditions that must be met. OH (CCO) agents are required to sign off on the PPLA to acknowledge their understanding of the requirements before their project can move forward.

Secure Retention

The *Research Privacy Standard* requires OH (CCO) agents, who have been granted approval to use PHI for research purposes, to retain the records of PHI in accordance with the REB approved written research plan and in accordance with the *PHI Handling Standard*.

Return or Disposal

When research involves OH (CCO)'s collection of PHI the *DSA Initiation Procedure* will apply. This procedure requires the establishment of a DSA. All DSAs include a clause that OH (CCO) is required to either return or securely destroy the PHI it has collected once it is no longer required for the permitted purpose. EDAS, in consultation with the Privacy Office, will work with the OH (CCO) agent to return any records of PHI used as soon as possible following the retention period set out in the written research plan and in accordance with the *PHI Handling Standard*.

The *Data Destruction Policy* requires records of PHI to be disposed of in a secure manner. The *Research Privacy Standard* states that records of PHI must be disposed of, as soon as possible, following the retention period in the written research plan. Confirmation must be sent to Records and Information Management (**RIM**) within 5 days of destruction listing the records of PHI securely disposed of, as well as the date, time, and method of secure disposal employed. The OH (CCO) agent who performed the secure disposal must send this confirmation. EDAS, in consultation with the Privacy Office, is responsible for following up with the OH (CCO) agent performing the research in the event that the records are not securely returned or confirmation of destruction is not received following the expiry of the retention period outlined in the written research plan.

Any OH (CCO) agent wishing to de-identify and retain records following the expiry of the retention period must contact the Privacy Office to ensure that the data is de-identified to an appropriate threshold as outlined in the *Data De-Identification Guidelines*. If approved, de-identification must occur as soon as possible following the retention period identified in the written research plan.

Tracking Approved Uses of PHI for Research

OH (CCO) uses the *PPLA Log* and the *Uses of PHI for Research Log* to track uses of PHI for internal OH (CCO) Research. The Privacy Office maintains both logs. EDAS is responsible for working with the OH (CCO) agents to create and maintain a file on the OH (CCO) network for every project, including research projects. The OH (CCO) agents requesting use of the PHI are required to save a copy of the approved PPLA for their records. OH (CCO)'s IT Operations team, who is responsible for all data destruction at OH (CCO), maintains a record of completed certificates of destruction.

Where the Use of Personal Health Information is not Permitted for Research

The *Research Privacy Standard* expressly prohibits the use of PHI for research purposes if de-identified and/or aggregate data may be used for research purposes. OH (CCO) considers all data that does not meet the high threshold outlined in the *Data De-Identification Guidelines* to be considered PHI and would follow the review and approval process and the conditions and restrictions on approval, outlined above. Aggregate data and data that meets the high de-identification threshold are no longer considered PHI and would not be subject to the requirements of PHIPA or the Regulation. Any request for de-identified data that has met the high de-identification threshold or aggregate data to support a research project would be made using OH (CCO)'s request process for aggregate data, outlined in the *Data Requests Procedure*.

11. Log of Approved Uses of PHI for Research

EXISTENCE & IMPLEMENTATION

OH (CCO) vehicle(s)	Name
	Data Sharing Agreements Log
	Uses of PHI for Research Log

DESCRIPTION

OH (CCO) maintains a *Uses of PHI for Research Log* to track uses of PHI for internal OH (CCO) research. The log is maintained by the Privacy Office and updated once the OH (CCO) agent requesting to use the PHI has signed off on the PPLA. The log includes:

- the name of the research study;
- the name of the OH (CCO) agent(s) to whom the approval was granted;
- the date of the decision of the REB approving the written research plan;
- the date that the approval to use PHI for research purposes was granted by OH (CCO);
- the date that the PHI was provided to the OH (CCO) agent(s);
- the nature of the PHI provided to OH (CCO) agent(s);

- the retention period for the records of PHI identified in the written research plan, approved by the REB;
- whether the records of PHI will be securely returned, securely disposed of or de-identified and retained following the retention period; and,
- the date the records of PHI were securely returned, or a certificate of destruction was received, or the date by which they must be returned or disposed of, if applicable.

12. Policy & Procedures for Disclosure of PHI for Purposes Other Than Research

EXISTENCE & IMPLEMENTATION

OH (CCO) vehicle(s)	Name
	Data De-Identification Guidelines
	Data Engagement Request Form
	Data Request Procedure
	Data Sharing Agreement Initiation Procedure
	Data Use & Disclosure Policy
	Information Classification and Handling Guidelines
	Personal Health Information Handling Standard
	Preliminary Privacy Legal Assessment
	Privacy Audit & Compliance Policy
	Privacy Breach Management Procedure
	Privacy Impact Assessment Standard
	Small Cell Disclosure Guidelines

DESCRIPTION

The *Data Use & Disclosure Policy* addresses the disclosure of PHI by OH (CCO). This includes disclosures permitted pursuant to OH (CCO)'s authority as a PP; more specifically, OH (CCO) can disclose PHI collected as a PP to HICs to (i) inform the HIC of their patient's screening information and results; and/or (2) to refer a participant for further screening or care. It also includes disclosures permitted pursuant to OH (CCO)'s authority as a PE. Pursuant to this Policy, disclosures of PHI are only permitted if in accordance with PHIPA and the relevant DSA; where other information will not serve the purpose; and only to the extent reasonably necessary to meet the purpose.

Review & Approval Process

The *Data Request Procedure* stipulates that disclosures must be approved through OH (CCO)'s privacy assessment process. Assessments are conducted by an OH (CCO) Privacy Specialist in accordance with the *PIA Standard*. The *Data Request Procedure* requires OH (CCO) agents to submit a DERF to initiate a formal privacy review. Once the Privacy Specialist has completed the PPLA approving the disclosure and outlining any additional conditions that must be met, the process for establishing a DSA under the *DSA Initiation Procedure* may begin.

Requirements for disclosure that are enforced through OH (CCO)'s PPLA form, include:

- the disclosure is permitted by PHIPA and the Regulation;
- all conditions and restrictions under PHIPA and the Regulation are satisfied;
- other information, such as de-identified or aggregate data, will not serve the purpose; and,
- no more PHI will be disclosed than is reasonably necessary for the identified purpose.

Conditions & Restrictions on the Approval

Where disclosure is authorized, the PPLA stipulates that a DSA is required and indicates that the Legal Office will be engaged in accordance with the *DSA Initiation Procedure*. The Privacy Specialist reviewing the request will forward the PPLA to lawyer who supports the OH (CCO) portfolio who submitted the request to assist then when drafting the DSA. EDAS is responsible for ensuring a DSA is put in place prior to the disclosure of PHI.

Secure Transfer

All records of PHI must be transferred in accordance with the *PHI Handling Standard*. Recommendations from this Standard are stated in the PPLA. OH (CCO)'s portfolios are responsible for ensuring the disclosure of PHI is done in accordance with all recommendations by the Privacy Office and EISO, as identified in the PPLA.

Secure Return or Disposal

The PPLA will include recommendations for how secure return and/or disposal must be addressed. The *DSA Initiation Procedure* requires the DSA to address the process to be followed. The approach recommended must comply with the *PHI Handling Standard* and the *Information Classification and Handling Guidelines*. EDAS, in consultation with the Privacy Office is responsible for ensuring that the records of PHI that have been disclosed are either securely returned or securely disposed of following the retention period or date of termination set out in the DSA. EDAS is also responsible for following up with the recipient of the disclosure if notification has not been received confirming that records of PHI have been securely returned or disposed of in accordance with the timeframe specified in the DSA.

Where the Use of Personal Health Information is not Permitted

OH (CCO) discloses aggregate data to requestors in accordance with the *Data Use and Disclosure Policy* and *Data Request Procedure* and *Data De-Identification Guidelines*.

OH (CCO) considers all de-identified data that does not meet the high threshold outlined in the *Data De-Identification Guidelines* to be PHI and would follow the review and approval process and the conditions and restrictions on approval, outlined above. Aggregate data and data that meets the high de-identification threshold is no longer considered PHI and would not be subject to the requirements of PHIPA or the Regulation. These requests would be made through OH (CCO)'s *Data Request Procedure* for aggregate data.

OH (CCO) will not provide aggregate data with cell sizes less than or equal to five. However, an exception can be granted for disclosures that have been reviewed by the Privacy Office against criteria outlined in the *Small Cell Disclosure Guideline* and if a determination has been made that, there is no reasonably foreseeable risk of identifying an individual.

Compliance

Compliance with the above policies and procedures is mandatory for all OH (CCO) agents. In accordance with the *Privacy Breach Management Procedure*, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach, of OH (CCO)'s privacy policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule is established under the *Privacy Audit & Compliance Policy*.

13. Policy & Procedures for Disclosure of PHI for Research Purposes & the Execution of Research Agreements

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Data De-Identification Guidelines
	Data Request Procedure
	Data Request Log
	Dataset Creation Plan
	Data Use & Disclosure Policy
	Decision Criteria Evaluation Form
	Information Classification and Handling Guidelines
	Personal Health Information Handling Standard
	Privacy Audit & Compliance Policy
	Privacy Breach Management Procedure
	Research Data Disclosure Agreement
	Research Data Request Form
DESCRIPTION	
<p>The <i>Data Use & Disclosure Policy</i> permits disclosure of PHI to external researchers. The <i>Data Request Procedure</i> outlines the process for external research requests.</p> <p>OH (CCO) considers all data that does not meet the high threshold outlined in the <i>Data De-Identification Guidelines</i> to be PHI and is subject to approval by the Data Disclosure Subcommittee (DDSC) prior to disclosure for research purposes. Aggregate data and data that meets the high de-identification threshold set out in the <i>Data De-identification Standard</i> are no longer considered PHI and would not be subject to the requirements of PHIPA or the Regulation. These requests would be made using OH (CCO)'s request process for aggregate data, outlined in the <i>Data Requests Procedure</i>.</p> <p>Any disclosure of PHI to an external researcher must be permitted by PHIPA and the Regulation. The DDSC, which is comprised of OH (CCO) leadership from the Research Office, EDAS, Privacy Office and analytics portfolios, are responsible for ensuring that: the PHI requested by the researcher is relevant for the research purpose; that OH (CCO) only discloses PHI where other information will not serve the research purpose; and that OH (CCO) discloses no more PHI than is reasonably necessary. Once the DDSC has approved the request for PHI, the Procedure requires that an OH (CCO) data disclosure analyst establish a dataset creation plan (DCP).</p> <p>Compliance with the <i>Data Use & Disclosure Policy</i> and the <i>Data Request Procedure</i> is mandatory for all OH (CCO) agents. In accordance with the <i>Privacy Breach Management Procedure</i>, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach, of OH (CCO)'s privacy policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule is established under the <i>Privacy Audit & Compliance Policy</i>.</p>	
<u>Review & Approval Process</u>	

All requests for OH (CCO) data must be approved by the DDSC, as outlined in the *Data Requests Procedure*. The review and approval process is initiated once an external researcher submits a *Research Data Request Form*, available on OH (CCO)'s public website, together with a copy of their REB Application, written research plan, and REB approval letter to the OH (CCO)'s data request mailbox. Once received, a data disclosure coordinator logs the request in the *Data Request Log* and distributes the request and all supporting documentation to the data disclosure team. The data disclosure team performs an intake evaluation of the request and outlines any additional information that may be required. Once the data disclosure team is satisfied that the materials submitted by the external researcher are complete, the request is forwarded to the Data Disclosure Working Group (**DDWG**), comprised of members from the Privacy Office, EDAS, the Research Office, and relevant Data Stewards. The DDWG reviews the request in accordance with the *Decision Criteria Evaluation Form*. After the DDWG review is complete, the request is forwarded to the DDSC for final approval.

Once a determination has been made by the DDSC to either approve or deny the external research request, a Data Disclosure Analyst will advise the researcher of the decision, via email, and provide next steps. If the external research request was approved, the next steps will include the execution of a *Research Data Disclosure Agreement (RDDA)*. If the external research request was denied, the researcher will be provided with reasons for why the request was denied. All external research requests and the decision made by the DDSC are documented in the *Decision Criteria Evaluation Form*.

Conditions or Restrictions on Approval

Under the *Data Request Procedure*, approval is subject to two conditions. First, the external researcher must supply a copy of the research plan that complies with the requirements of PHIPA and the Regulation, and evidence of its approval by a REB. Second, the external researcher must enter into an RDDA and each member of the research team must complete the *Form of Acknowledgement and Undertaking* found at Schedule B of the RDDA. Under the Procedure, the DDSC must be satisfied the research plan is consistent with the requested disclosure and has the required REB approval. Once the DDSC has approved the request, the data disclosure analyst prepares and oversees the execution of the RDDA, with input from the Privacy Office and Legal Office, as required.

Secure Transfer

All records of PHI must be transferred in accordance with the *PHI Handling Standard*. Recommendations from this Standard are stated in the *Decision Criteria Evaluation Form*. The DDSC is responsible for ensuring the disclosure of PHI is done in accordance with all recommendations by the Privacy Office, as identified in the *Decision Criteria Evaluation Form*.

Secure Return or Disposal

The *Data Request Procedure* outlines the OH (CCO) agents responsible for ensuring that records of PHI disclosed to the researcher are either securely returned or securely disposed of following the retention period set out in the REB approved written research plan. EDAS is responsible for following up with the researcher who executed the RDDA whenever notification has not been received that the records of PHI were securely returned or securely disposed of following the timeline set out in the RDDA.

Documentation Related to Approved Disclosures of PHI

Under the *Data Request Procedure*, the data disclosure analyst is responsible for updating the DCP to indicate the request has been approved and documents the time spent on the request for workload management purposes. The DCP, *Decision Criteria Evaluation Form* and other documentation provided by the researcher is stored in a request specific folder on OH (CCO)'s secure network drive. Once the disclosure has occurred, the data disclosure analyst updates the data request log and closes the request.

Where Disclosure of PHI is not Permitted for Research

OH (CCO) does not permit PHI to be disclosed for research purposes if de-identified or aggregate data will serve the external researcher's purpose, as outlined in their REB documentation. As part of their review, the DDSC will determine whether PHI is required. This determination may require follow up with the researcher to determine the method for their research analysis and input from OH (CCO) portfolios familiar with the data and/or the research question being posed. If the determination is made that the researcher requires de-identified and/or aggregate data, they will be directed to follow OH (CCO)'s request process for aggregate data, outlined in the *Data Requests Procedure*.

14. Template Research Agreement

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Form of Acknowledgement and Undertaking
	Information Classification and Handling Guidelines
	Personal Health Information Standard
	Research Data Disclosure Agreement
	Research Data Request Form
DESCRIPTION	
<p>External researchers to whom PHI will be disclosed for the purposes of research must execute a RDDA. The RDDA must be completed prior to the disclosure. OH (CCO) has established a template RDDA for use whenever an external research request is approved by the DDSC. The template addresses the matters set out below.</p> <p><u>General Provisions</u> The RDDA describes OH (CCO)'s status as a PE and as a PP under PHIPA and the duties and responsibilities arising from this status. The RDDA also specifies: the precise nature of the PHI that OH (CCO) will disclose for the research; the statutory authority which permits the researcher to collect the PHI; and, provides a definition of PHI that is consistent with PHIPA.</p> <p><u>Purposes of Collection, Use & Disclosure</u> The RDDA identifies the research purpose for which OH (CCO) is disclosing the PHI, as well as the purpose for which the researcher may subsequently use or disclose the PHI. The RDDA also identifies the statutory authority for any use and disclosure.</p> <p>The RDDA permits the researcher to use the PHI only for the purposes set out in the written research plan approved by the REB and prohibits the use of PHI for any other purpose. The RDDA also prohibits the researcher from permitting persons to access and use the PHI except those individuals listed in the written research plan approved by the REB.</p> <p>The RDDA explicitly states whether the PHI may be linked to other information. When linkage of PHI is permitted, the RDDA only allows the linkage to be performed in accordance with the written research plan approved by the REB.</p> <p>The RDDA requires the researcher to acknowledge that the PHI being disclosed to them is necessary for the identified research purpose, and that other information, namely de-identified and/or aggregate data, will not serve the research purpose. In addition, the researcher is required to acknowledge that no more PHI is being requested than is reasonably necessary to meet the research purpose.</p> <p>The RDDA requires the researcher to acknowledge and agree not to disclose the PHI except as authorized by law and subject to the exceptions and additional requirements prescribed in the Regulation. The researcher must also agree not to publish the PHI in a form that could reasonably enable identification of, or make or attempt to make contact, directly or indirectly, with, any individuals to whom the PHI relates.</p> <p><u>Compliance with the Statutory Requirements for Research Purposes</u> The RDDA is entered into only once the researcher has obtained REB approval of a written research plan that meets the requirements of PHIPA, and the research request has been approved by the DDSC. Copies of the <i>Decision Criteria Evaluation Form</i>, and the approved REB materials, are incorporated into the RDDA as appendices. The researcher is required to agree to comply with the terms of the RDDA and the written research plan, including any conditions.</p> <p><u>Secure Transfer</u> All records of PHI must be transferred in accordance with the <i>PHI Handling Standard</i>. Recommendations from this Standard are stated in the <i>Decision Criteria Evaluation Form</i>. The DDSC is responsible for ensuring the disclosure of PHI is done in accordance with all recommendations by the Privacy Office, as identified in the <i>Decision Criteria Evaluation Form</i>.</p> <p><u>Secure Retention</u> The <i>Decision Criteria Evaluation Form</i> outlines the retention period for records of PHI as outlined in the REB approved written research agreement. This retention period is also outlined in the RDDA.</p> <p>The RDDA requires the researcher to ensure the records of PHI are retained in a secure manner. The <i>Decision Criteria Evaluation Form</i>, which attaches to the RDDA, identifies the manner in which the records of PHI will be retained. Any retention procedures outlined in the form must comply with the <i>PHI Handling Standard</i> and the contents of the written research plan approved by the REB.</p>	

The RDDA outlines the steps the researcher must take to ensure that PHI subject to the research agreement is protected against theft, loss, and unauthorized use or disclosure, and to ensure that the records of PHI are protected against unauthorized copying, modification, or disposal. These steps will include those set out in the REB approved written research plan.

Secure Return or Disposal

The *Decision Criterial Evaluation*, which is appended to the RDDA, addresses whether the records of PHI will be returned or disposed of in a secure manner. These criteria must be consistent with the provisions of the REB approved written research plan.

If records of PHI are required to be securely returned, the RDDA stipulates the timeframe and manner in which the records of PHI must be securely returned and who at OH (CCO) will receive the returned records. The manner in which the records are returned must comply with the *PHI Handling Standard*.

If records are to be securely disposed of, the RDDA will include:

- a definition of secure disposal consistent with PHIPA;
- an outline of how the disposal must occur;
- the timeframe following the retention period set out in the RDDA for when the records must be disposed;
- the time frame following secure disposal within which the certificate of destruction must be provided;
- the content of the certificate of destruction; and,
- the OH (CCO) agent to whom the certificate of destruction must be provided.

The Certificate of Destruction provided must include a list of the records of PHI securely disposed of: the date, time, location, and method of secure disposal; and, the signature of the person who performed the secure disposal.

The manner of secure disposal must comply with: the *Data Destruction Policy*; PHIPA and the Regulation; orders issued by the IPC including HO-001 and HO-006; and with guidelines, fact sheets and best practices issued by the IPC, including *Fact Sheet 10: Secure Destruction of PI*.

De-identification occurs on a spectrum and in many cases; even though de-identification techniques have been applied to the data there is still a reasonable risk of re-identification. Because of this re-identification risk, often times OH (CCO) still considers the data to be PHI and classifies it as "Data Minimized PHI". Since OH (CCO) has no mechanism to ensure that the researcher has de-identified the data to a threshold where OH (CCO) would no longer consider it PHI, OH (CCO) does not permit researchers to retain this data. As such, all RDDAs require the PHI that is disclosed to the researcher to either be securely returned or securely disposed of.

Notification

The RDDA requires the researcher to notify OH (CCO) immediately, in writing if they become aware of a breach or suspected breach of the RDDA, further to subsection 44(6) of PHIPA, or if PHI subject to the RDDA is or is believed to have been lost, stolen, or accessed by unauthorized persons. The RDDA provides the name of the OH (CCO) agent to whom notification must be provided and requires the researcher to take steps that are reasonable in the circumstances to contain the breach and to contain the theft, loss, or access by unauthorized persons.

Consequences of Breach and Monitoring Compliance

The RDDA outlines the consequences of a breach. The researcher must ensure that all persons who will have access to the PHI identified in the REB approved written research plan are aware of and agree to comply with the terms and conditions of the RDDA prior to being given access to the PHI. The RDDA includes a *Form of Acknowledgement and Undertaking* that each person with access to the PHI must sign prior to being granted access, indicating that they are aware of and agree to comply with the terms of the RDDA.

15. Log of Research Agreements

EXISTENCE & IMPLEMENTATION			
OH (CCO) vehicle(s)	<table border="1" style="width: 100%;"> <thead> <tr> <th style="background-color: #00a0e3; color: white;">Name</th> </tr> </thead> <tbody> <tr> <td>Data Request Log</td> </tr> </tbody> </table>	Name	Data Request Log
Name			
Data Request Log			
DESCRIPTION			
<p>OH (CCO) maintains a <i>Data Request Log</i>, which is a log of all research agreements. The <i>Data Request Log</i> captures the following information:</p> <ul style="list-style-type: none"> • the name of the research study; • the name of the principal investigator to whom the PHI was disclosed pursuant to the research agreement; • the date of receipt of the written application, the written research plan, and the written decision of the REB approving the research plan; • the date that the approval to disclose the PHI for research purposes was granted by OH (CCO); 			

- the date that the research agreement was executed;
- the date that the PHI was disclosed;
- the nature of the PHI disclosed;
- the retention period for the records of PHI set out in the RDDA;
- whether the records of PHI will be securely returned or securely disposed of following the retention period set out in the RDDA;
- the date by which the records of PHI must be returned or disposed of; and,
- the date the records of PHI were securely returned or a certificate of destruction was received.

16. Policy & Procedures for the Execution of Data Sharing Agreements

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	CCO Privacy Policy
	Data Engagement Request Form
	Data Sharing Agreement Initiation Procedure
	Data Use & Disclosure Policy
	Preliminary Privacy Legal Assessment
	Privacy Audit & Compliance Policy
	Privacy Breach Management Procedure
Privacy Impact Assessment Standard	
DESCRIPTION	
<p>OH (CCO) has developed standards and procedures to identify the circumstances under which a DSA will be required, as well as the processes to be followed when dealing with DSAs.</p> <p>The <i>DSA Initiation Procedure</i> requires OH (CCO) portfolios to submit a DERF for all new collections or disclosures of PHI, or any amendment to previously reviewed requests for collection or disclosure of PHI. The Privacy Office will review the DERF and complete a PPLA outlining OH (CCO)'s legislative authority for the proposed collection or disclosure. The PPLA ensures compliance with the <i>CCO Privacy Policy</i> and the <i>Data Use & Disclosure Policy</i> to ensure that:</p> <ul style="list-style-type: none"> • the collection and/or disclosure of PHI is permitted by PHIPA; • other information, namely de-identified and/or aggregate data, will not serve the identified purpose; • only the minimum amount of PHI required to fulfill the purpose is being collected and/or disclosed; and, • any conditions or restrictions set out in PHIPA and the Regulation have been satisfied. <p>Once the Privacy Office has completed its review, the PPLA is forwarded to the Legal Office with the recommendation that a DSA is required. When the DSA is for a large acquisition of data, and significant resources are required, the Portfolio requesting the collection and/or disclosure will be asked to collaborate with EDAS, EISO, Architecture, and other internal stakeholders as required to initiate a formal project. In these situations, the <i>PIA Standard</i> may require a long form PIA to be completed and a business case be prepared.</p> <p>The <i>DSA Initiation Procedure</i> requires EDAS, in collaboration with the OH (CCO) portfolio, to reach out to the external party to determine their preferred approach for the DSA. Once the external party's preferences have been received, the Legal Office drafts the DSA or DSA amendment, as required. The draft DSA is circulated by EDAS to the Portfolio for their review. EDAS also acts as a liaison between OH (CCO) and the external party during the DSA negotiation process. The draft DSA is considered final after the affected OH (CCO) portfolio, relevant external party, and Legal Office have all agreed on its content. It is the Legal Office's responsibility to ensure the final draft DSA complies with all applicable laws and OH (CCO) policies before it is provided to the OH CPO for final approval and execution.</p> <p>The <i>DSA Initiation Procedure</i> applies to any OH (CCO) agent looking to enter into a DSA to permit the collection or disclosure of PHI. Compliance with this Procedure is audited each time a new DSA is required, and is carried out: (1) by EDAS through its DERF engagement; (2) by the Privacy Specialist reviewing the request through its PPLA process; and (3) by the Lawyer drafting the DSA. The consequences of a breach of the <i>DSA Initiation Procedure</i> must be consistent with OH (CCO)'s disciplinary policies and procedures, including OH (CCO)'s <i>Progressive Discipline Policy</i>. The contents of the <i>DSA Initiation Procedure</i> are reviewed by the Privacy Office once every three years to ensure that the contents of the Procedure are still relevant and accurately reflect OH (CCO) current practices.</p> <p>Compliance with the above policies and procedures is mandatory for all OH (CCO) agents. In accordance with the <i>Privacy Breach Management Procedure</i>, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach, of OH (CCO)'s privacy policies, standards or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule is established under the <i>Privacy Audit & Compliance Policy</i>.</p>	

17. Template Data Sharing Agreement

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Data Destruction Policy
	Data Sharing Agreement
	Information Classification and Handling Guidelines
	Personal Health Information Handling Standard
DESCRIPTION	
<p>A DSA must be executed prior to the collection or disclosure of PHI for purposes other than research. OH (CCO) has established a template DSA for use when a DSA is required under its policies and procedures. The template addresses the matters set out below.</p> <p><u>General Provisions</u> The DSA template describes OH (CCO)'s status as a PE and a PP under PHIPA and the duties and responsibilities arising from those designations. The template specifies the precise nature of any PHI subject to the agreement and provides a definition of PHI that is consistent with PHIPA. The template also identifies the party that is collecting, and the party that is disclosing, under the agreement.</p> <p><u>Purposes of Collection, Use & Disclosure</u> The DSA template requires the drafter to identify: the PHI that will be collected and/or disclosed; the purpose for collection and/or disclosure; how the PHI will be used; and, whether data linkages will be conducted.</p> <p>If linkages will be conducted, the DSA template includes a Schedule template which details:</p> <ul style="list-style-type: none"> • the nature of the information to which the PHI will be linked; • the source of the information to which the PHI will be linked; • how the linkage will be conducted; and, • why the linkage is required for the identified purpose. <p>The template also contains an acknowledgement that any PHI being collected: is reasonably necessary for the purpose; that other information, such as de-identified or aggregate data, will not serve the purpose; and, that no more PHI is being collected and will be used than is reasonably necessary. The DSA template stipulates that all collection, use or disclosure of any PHI that is subject to an agreement must comply with PHIPA, and calls for the drafter to set out the authority for each collection, use, and disclosure contemplated.</p> <p><u>Secure Transfer</u> The DSA template sets out the secure manner in which records of PHI will be transferred, including under what conditions and to whom the records will be transferred, and the procedure that must be followed in ensuring that the records are transferred in a secure manner. Any transfer method identified in the DSA template must comply with the <i>PHI Handling Standard</i>.</p> <p><u>Secure Retention</u> All PHI is retained to accordance with the <i>PHI Handling Standard</i> and the <i>Information Classification and Handling Guidelines</i>. The DSA template specifies the retention period for all records of PHI. When determining the retention period it is ensured that records of PHI are only retained for as long as necessary to fulfill the purposes for which the records of PHI were collected.</p> <p>All records of PHI must be retained in a secure manner. Any manner identified in the DSA template for secure retention must comply with the <i>PHI Handling Standard</i>. Regardless of the method of retention, the DSA template requires that reasonable steps be taken to ensure that the PHI subject to the DSA is protected against theft, loss and unauthorized copying modification or disposal and that these steps are detailed in the DSA.</p> <p><u>Secure Return of Disposal</u> Once the PHI is no longer required to fulfill the permitted purpose defined in the DSA, the recipient must either securely return or securely destroy the records of PHI.</p> <p>If records of PHI are required to be returned in a secure manner, the DSA stipulates the manner and time frame following the retention period or following the date of termination of the DSA within which the records of PHI must be securely returned. The manner in which the records of PHI are securely returned must comply with the <i>PHI Handling Standard</i>.</p> <p>If records of PHI are required to be disposed of in a secure manner, the DSA provides a definition of disposal that is consistent with PHIPA and identifies the precise manner through which the records of PHI must be disposed of. The manner of secure disposal must be consistent with: the <i>Data Destruction Policy</i>; PHIPA; any orders issued by the</p>	

IPC including HO-001 and HO-006; and, with guidelines, fact sheets and best practices issued by the IPC, including *Fact Sheet 10: Secure Destruction of PI*. The template includes a clause that specifies that destruction must be carried out within 30 days after the PHI is no longer required and that a Certificate of Destruction must be provided. The Certificate of Destruction must include a list of the records of PHI securely disposed of; the date, time, location, and method of secure disposal; and the signature of the person who performed the secure disposal.

Notification

The DSA template contains a clause stating that notification must be provided, in writing, at the first reasonable opportunity if the DSA has been breached, or is suspected to have been breached, or if PHI subject to the agreement has, or is suspected to have, been stolen, lost or accessed by unauthorized persons. The DSA template identifies to whom at OH (CCO) notification must be provided and requires that reasonable steps be taken to contain the breach.

Consequences of Breach & Monitoring Compliance

The DSA template requires all persons who will have access to PHI to be aware of and agree to comply with the terms and conditions of the DSA prior to being given access to the PHI and sets out the method by which this is ensured.

The DSA template includes the consequences of breach of the agreement, which includes a right to terminate the agreement immediately in the event of a privacy breach. To support compliance, the DSA template allows any data partner with concerns about OH (CCO)'s compliance with provisions of the agreement, to provide written notice of such concerns. OH (CCO) will investigate the concerns and provide the partner with a report stating the cause of the deficiency, if any, and the steps taken to prevent a recurrence, if required.

Data Sharing Agreements with Other Prescribed Entities and Prescribed Persons

The DSA template is also used for data sharing with other PEs and PPs. Currently, CCO has DSAs in place with the Institute for Clinical Evaluative Sciences (ICES), Canadian Institute for Health Information (CIHI), Pediatric Oncology Group of Ontario (POGO), and INSCYTE Corporation in respect of Cytobase.

18. Log of Data Sharing Agreements

EXISTENCE & IMPLEMENTATION			
OH (CCO) vehicle(s)	<table border="1"> <thead> <tr> <th>Name</th> </tr> </thead> <tbody> <tr> <td>Data Sharing Agreement Log</td> </tr> </tbody> </table>	Name	Data Sharing Agreement Log
Name			
Data Sharing Agreement Log			
DESCRIPTION			
<p>OH (CCO) maintains a <i>DSA Log</i> of all executed DSAs which includes the:</p> <ul style="list-style-type: none"> • name of the person or organization from whom the PHI was collected or to whom the PHI was disclosed; • date that the collection or disclosure of PHI was approved; • date the DSA was executed; • date the PHI was collected or disclosed; • nature of the PHI subject to the DSA; • retention period for the records of PHI set out in the DSA; • date of termination set out in the DSA; • whether records of PHI will be securely returned or securely disposed of following the retention period set out in the DSA or the termination of the DSA; • date by which records of PHI must be either securely returned or securely disposed of; and, • date on which PHI was securely returned or a certificate of destruction was provided. 			

19. Policy & Procedures for Executing Agreements with Third-Party Service Providers in Respect of PHI

EXISTENCE & IMPLEMENTATION									
OH (CCO) vehicle(s)	<table border="1"> <thead> <tr> <th>Name</th> </tr> </thead> <tbody> <tr> <td>Data Engagement Request Form</td> </tr> <tr> <td>Preliminary Privacy Legal Assessment</td> </tr> <tr> <td>Privacy Audit & Compliance Policy</td> </tr> <tr> <td>Privacy Breach Management Procedure</td> </tr> <tr> <td>Privacy Impact Assessment Standard</td> </tr> <tr> <td>Procurement Privacy Impact Assessment Template</td> </tr> <tr> <td>Procurement Policy</td> </tr> </tbody> </table>	Name	Data Engagement Request Form	Preliminary Privacy Legal Assessment	Privacy Audit & Compliance Policy	Privacy Breach Management Procedure	Privacy Impact Assessment Standard	Procurement Privacy Impact Assessment Template	Procurement Policy
Name									
Data Engagement Request Form									
Preliminary Privacy Legal Assessment									
Privacy Audit & Compliance Policy									
Privacy Breach Management Procedure									
Privacy Impact Assessment Standard									
Procurement Privacy Impact Assessment Template									
Procurement Policy									
DESCRIPTION									
<p>The <i>Procurement Policy</i> states that an agreement must be signed before the provision of goods and services by any third-party service provider commences, including engagements involving PHI. OH (CCO) has a template services agreement for third-party service providers that includes terms applicable to engagements involving access to PHI.</p>									

EXISTENCE & IMPLEMENTATION

The *Procurement Policy* requires that a service agreement must be executed and a privacy assessment be completed before any third-party service provider can receive access to PHI. The *PIA Standard* requires the OH (CCO) portfolio retaining the third-party service provider to submit a DERF to formally engage the Privacy Office for the privacy review. The Privacy Specialist uses the *Procurement PIA Template* or *PPLA* when conducting the assessment. These templates ensure that the following criteria are addressed during the privacy review:

- whether the third-party service provider requires access to PHI or whether de-identified or aggregate data would serve the purpose;
- if access to PHI is required, the method by which the PHI will be accessed and the process for terminating access at the end of the service agreement;
- if PHI will be transferred outside of OH (CCO), the process for ensuring the PHI is securely returned to OH (CCO) or securely destroyed, as the case may be, following the termination of the services agreement;
- the process that must be followed where records of PHI are not securely returned or a Certificate of Destruction is not received following the termination of the services agreement, including the time frame following termination within which this process must be implemented;
- that a Data Steward has been identified to ensure that the PHI is securely returned or destroyed following the termination of the services agreement; and
- if PHI will be disclosed to a subcontractor, the privacy and security controls that must govern this disclosure.

Once the *Procurement PIA* or *PPLA* is complete, it is provided to the applicable OH (CCO) portfolio. If approved, the Privacy Specialist logs the approval in the *PIA Log*. The Strategic Sourcing Office is responsible for retaining the executed service agreement and tracking the services agreement under the contract management function in OH's enterprise resource planning system, *Workday*.

Compliance with the above policies and procedures is mandatory for all OH (CCO) agents. In accordance with the *Privacy Breach Management Procedure*, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach, of OH (CCO)'s privacy policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule is established under the *Privacy Audit & Compliance Policy*.

20. Template Agreement for All Third-Party Service Providers**EXISTENCE & IMPLEMENTATION**

OH (CCO) vehicle(s)	Name
	Services Agreement
	Principles and Procedures for the Provision and Use of Personal Information and Personal Health Information Schedule

DESCRIPTION

A *Services Agreement* must be executed prior to a third-party service provider being provided access to PHI, or providing services to enable OH (CCO) to collect, use, or disclose PHI, including those that are contracted to retain, transfer or dispose of records of PHI and those that are contracted to provide services for the purpose of enabling OH (CCO) to use electronic means to collect, use, modify, disclose, retain, or dispose of PHI. OH (CCO) has created the *Principles and Procedures for the Provision and Use of Personal Information and Personal Health Information Schedule*, which is appended to all of these services agreements.

General Provisions

The Schedule describes OH (CCO)'s status as a PE and a PP under PHIPA and the duties and responsibilities arising from those designations. The Schedule also states that a third-party service provider shall act solely as an independent contractor. All independent contractors who are authorized to access or manage PHI on behalf of OH (CCO) are considered OH (CCO) agents. All services provided by a third-party service provider pursuant to the services agreement must be performed in a professional manner, in accordance with PHIPA, OH (CCO)'s privacy and security policies and procedures, and industry standards and practices. Prior to being granted access to OH (CCO) information, the third-party service provider shall receive privacy training. The third-party service provider will review all applicable privacy and security requirements and sign a *Privacy & Security Training Acknowledgement Form*.

Obligations with Respect to Access and Use

The schedule identifies the purpose for which the third-party service provider is permitted to access and use PHI and limits the access to PHI to only that which is required to fulfill that purpose. The Schedule also prohibits third-party service providers and ESPs, who are not OH (CCO) agents, from: using PHI if other information will serve the purpose; using PHI except as necessary in the course of providing services pursuant to the services agreement; and, using PHI except as permitted in the services agreement or as required by law.

Obligations with Respect to Disclosure

A third-party service provider or ESP, who is not an OH (CCO) agent, shall not disclose any PHI, unless: the disclosure is required for the provision of the services; is expressly permitted in writing by OH (CCO); or, is required by law. If disclosure is permitted, the Schedule will identify the purpose for the disclosure and any limitations, conditions, or restrictions imposed thereon. The Schedule ensures that the disclosures identified are consistent with the disclosures permitted under PHIPA, prohibits the third-party service provider from disclosing PHI if other information will serve the purpose, and prohibits the third-party service provider from disclosing more PHI than is necessary to meet the purpose.

Secure Transfer

A third-party service provider shall not remove, transfer or transmit PHI from OH (CCO) or access PHI from outside OH (CCO) without the prior written approval of OH (CCO). When it is necessary to transfer records of PHI to or from OH (CCO), the transfer must be conducted in a secure manner in accordance with CCO privacy and security requirements and following the procedure set out in the services agreement. All transfers must comply with the *PHI Handling Standard*.

Where retention of records of PHI outside the OH (CCO) premises is the primary service provided to OH (CCO), the services agreement requires the third-party service provider to provide documentation to OH (CCO) setting out the date, time and mode of transfer of the records of PHI and confirming receipt of the records of PHI by the third-party service provider. The third-party service provider is also required to maintain a detailed inventory of the records of PHI transferred.

Secure Retention and Disposal

The Schedule requires third-party service providers to retain the records of PHI in a secure manner and to identify the manner in which the records will be securely retained, including records of PHI on various media. The manner must comply with the *PHI Handling Standard* and outline the reasonable steps required by the third-party service provider to ensure that records of PHI are protected against: theft, loss, unauthorized collection, use, and disclosure; and, unauthorized copying, modification and disposal. Where retention of records of PHI is the primary service provided to OH (CCO), the third-party service provider must maintain a detailed inventory and have the ability to track all records of PHI being retained on behalf of OH (CCO).

Secure Return or Disposal Following Termination of the Services Agreement

Once the PHI is no longer required to fulfill the purpose defined in the services agreement, the third-party service provider must either return or destroy the PHI in a secure manner. A Certificate of Destruction must identify: the records of PHI securely disposed of; the date, time, and method of secure disposal employed; and, include the name and signature of the person who performed the secure disposal.

Where the retention or disposal of PHI outside OH (CCO) is the primary service provided to OH (CCO), the third-party service provider shall document the date, time, and mode of transfer of the records and provide such documentation to OH (CCO) upon request.

Training of Agents of Third-party Service Providers

Prior to being granted access to PHI, the third-party service provider shall receive privacy and security training. As part of this training, the third-party service provider will review applicable privacy and security requirements. All third-party service provider agents are required to execute and deliver to OH (CCO) an acknowledgement form evidencing they have completed and understand the privacy and security training.

Subcontracting of the Services

The third-party service provider shall not subcontract the performance of any services under the services agreement without the express prior written consent of OH (CCO).

In the event that the third-party service provider is permitted to subcontract any of the services under the services agreement, the third-party service provider must require the subcontractor to comply with the applicable terms and conditions of the services agreement, in writing. A copy of the written agreement between the third-party service provider and its subcontractor must be provided to OH (CCO), upon request.

Implementation of Safeguards

All third-party service providers are required to take steps that are reasonable in the circumstances to ensure that PHI accessed and used in the course of providing services pursuant to the services agreement are protected against theft, loss, unauthorized use or disclosure, and unauthorized copying, modification, or disposal.

Training of Agents of the Third-party Service Provider

Prior to being granted access to OH (CCO) PHI, the third-party service provider shall receive privacy and security training. The training content includes review of applicable privacy and security requirements. The third-party service provider shall execute and deliver to OH (CCO) an acknowledgement evidencing completion and understanding of the training. Access to OH (CCO) PHI will be administered by the applicable OH (CCO) Project Manager as stipulated in the services agreement. The type, scope, and timing of any access shall be set out in

writing and attached to the services agreement.

Notification

The third-party service provider must immediately notify the OH (CCO) Project Manager in writing of any breach or suspected breach of the services agreement or if PHI handled by the third-party service provider or on behalf of the third-party service provider has been, or is believed to have been, stolen, lost, or accessed by an unauthorized person. The third-party service provider must take steps that are reasonable in the circumstance to contain any breach or violation of the services agreement.

Consequences of Breach and Monitoring Compliance

OH (CCO) reserves the right to audit compliance with the services agreement by the third-party service provider and the third-party service provider must cooperate with any such compliance audits. OH (CCO) may, during normal business hours, at any time during the term of the services agreement, and with five (5) days prior written notice, request and gain access to the third-party service provider's premises for the purpose of conducting an audit.

OH (CCO) retains the right to terminate the services agreement immediately in the event of a breach. OH (CCO) reserves the right to audit compliance with the services agreement to confirm: 1) that the third-party service provider complies with the terms and conditions of the services agreement; or 2) to examine the measures taken by the third-party service provider to safeguard the technology infrastructure.

OH (CCO) terminates access to PHI by a third-party service provider upon expiration or early termination of the services agreement. OH (CCO) reserves the right to terminate a services agreement for any reason as long as the third-party service provider is given sufficient notice (e.g. 10 days). Reasons for termination include if the funds allocated to the project have been terminated by the funding provider, in the case of a breach, or in the case of a conflict of interest.

21. Log of Agreements with Third-Party Service Providers

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name Log of Agreements with Third-Party Service Providers
DESCRIPTION	
OH (CCO) maintains a log of agreements with all third-party service providers who have access to PHI. Information captured in the log includes:	
<ul style="list-style-type: none"> • service provider name; • service description; • date that the agreement with the third-party service provider was executed; • date the PHI was transferred/provided; • nature of the PHI provided/accessed; • termination date; • whether the PHI will be returned or destroyed; • the date by which the PHI must be returned, disposed of, or access to PHI must be terminated; and • date the PHI was securely returned, a Certificate of Destruction was provided, or access to PHI was terminated. 	

22. Policy & Procedures for the Linkage of Records of PHI

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Data De-Identification Guidelines
	Data Engagement Request Form
	Data Linkage Log
	Data Linkage Procedure
	Dataset Creation Plan
	Data Use & Disclosure Policy
	Decision Criteria Evaluation Form
	Preliminary Privacy Legal Assessment
	Privacy Audit & Compliance Policy
	Privacy Breach Management Procedure
	Privacy Impact Assessment Log
	Privacy Impact Assessment Standard
	Research Data Disclosure Agreement
	Research Data Request Form

DESCRIPTION

The *Data Linkage Procedure* permits linkages of PHI and identifies the purposes for, and circumstances under, which OH (CCO) permits data linkages. OH (CCO) permits linkages of PHI for the purposes of creating project datasets to support projects and research that have been reviewed and approved in accordance with OH (CCO)'s policies and procedure.

In identifying the purposes for which and the circumstances in which the linkage of PHI is permitted, the *Data Linkage Procedure*, requires the Privacy Specialist approving the linkage to consider the sources of the PHI that are requested to be linked and the identity of the person or organization that will ultimately make use of the linked records of PHI including:

- the linkage of records of PHI solely in the custody of OH (CCO) for the exclusive use by OH (CCO);
- the linkage of records of PHI in the custody of OH (CCO) with the records of PHI to be collected from another person or organization for the exclusive use by OH (CCO);
- the linkage of records of PHI solely in the custody of OH (CCO) for purposes of disclosure to another person or organization; and
- the linkage of records of PHI in the custody of OH (CCO) with records of PHI to be collected from another person or organization for purpose of disclosure to another person or organization.

The Procedure is applicable to all PHI and PI that CCO has in its custody and control to fulfill its mandate. All access to OH (CCO) data containing PHI or PI complies with the *Data Use and Disclosure Policy*. In all cases, the *Data Use and Disclosure Policy* takes precedence over the *Data Linkage Procedure*. Whenever feasible, all linked data must be de-identified and/or aggregated as soon as possible, pursuant to the *Data De-Identification Guidelines*.

The PPLA documents approval for projects and internal research requiring linkages. When the linkage will be performed to support an external research request, the *Decision Criteria Evaluation Form* is used. In all cases, the criteria for approval includes whether:

- the purpose of the data linkage is permitted by PHIPA;
- the data linkage is permitted under OH (CCO)'s DSAs with its data partners;
- the data linkage is for a time-limited specific project and the linked data will be subsequently destroyed in a manner consistent with OH (CCO)'s policies and procedures; and,
- the data linkage is for a specific purpose and the linked data will be retained for as long as necessary to meet the identified purposes and, when no longer required, will be destroyed in a manner consistent with OH (CCO)'s policies and procedures.

Review and Approval Process

The DERF is used to request linkages of PHI for projects and research conducted within OH (CCO). Once received, the supporting Privacy Specialist will complete a PPLA, in accordance with the *PIA Standard* to determine whether, and on what basis, permission for linkages of PHI is granted. Requestors receive a copy of the completed PPLA, which includes a decision to approve or deny the linkage, as well as any conditions that must be met. If the linkage has been approved by the Privacy Specialist, the OH (CCO) portfolio may proceed with the linkage once the signed PPLA has been returned to the Privacy Office for logging.

Data linkages for external research requests require approval by the DDSC and establishment of a supporting DCP by the Data Disclosure Analyst. Before the data linkage can be performed, the following documentation is required:

- the completed *Research Data Request Form* describing the PHI that is being requested from OH (CCO) and the proposed research;
- the research plan that lists the OH (CCO) data assets to be used and evidence of REB approval of the plan;
- a DCP created by the Data Disclosure Analyst; and,
- an executed RDDA once the request has been approved the by DDSC.

Conditions and Restrictions on Approval

Data linkages disclosed for the purposes of external research are subject to OH (CCO) policies and procedures described in Part 1(13) of Section B of this report. Linkages for projects and research conducted within OH (CCO) are subject to OH (CCO)'s policies and procedures described in Parts 1(8), 1(10) and 1(24) of this report.

Process for the Linkages of Records of PHI

Any OH (CCO) agent wishing to perform a data linkage is required to submit a DERF to EDAS and the Privacy Office outlining: the records of PHI the requestor is wishing to link; the manner in which the linkage of PHI will be conducted; and, the agent(s) responsible for linking the records of PHI. The *Data Linkage Procedure* states that once the data linkage has been approved, the OH (CCO) portfolio will ensure that the linkage of the records of PHI is performed as outlined in the DERF.

Retention

The *Data Use and Disclosure Policy* requires all linked records of PHI to be retained in compliance with the *PHI Handling Standard*, unless they have been de-identified to an appropriate threshold to no longer be considered PHI

as outlined in the *Data De-Identification Guidelines*.

Secure Disposal

Once the linked records of PHI are no longer required to fulfill the purpose, they must be securely disposed of in accordance with the *Data Destruction Policy*.

Compliance, Audit & Enforcement

Compliance with the above policies and procedures is mandatory for all OH (CCO) agents. In accordance with the *Privacy Breach Management Procedure*, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach, of the policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule is established under the *Privacy Audit & Compliance Policy*.

Tracking Approved Linkages of PHI

OH (CCO) uses the *PPLA Log* and the *Data Linkage Log* to track all approved linkages of PHI. The Privacy Office maintains both logs. The *Data Linkage Log* has more detailed information, including:

- the name and title of the person requesting the linkage for the associated project or research;
- the date the linkage was approved by the Privacy Office; and
- the nature of the PHI being linked.

23. Log of Approved Linkages of Records of PHI

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Data Linkage Log
DESCRIPTION	
OH (CCO) maintains a <i>Data Linkage Log</i> to track all approved linkages of PHI. Information captured in the log includes:	
<ul style="list-style-type: none"> • requestor name; • approval date; and • description of PHI approved for linkage. 	

24. Policy & Procedures with Respect to De-Identification & Aggregation

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Data De-Identification Guidelines
	Data Use & Disclosure Policy
	Privacy Audit & Compliance Policy
	Privacy Breach Management Procedure
	Privacy & Security Training Acknowledgement Form
	Risk Management/De-Identification Intake Form
Small Cell Disclosure Guidelines	
DESCRIPTION	
<p>The <i>Data Use & Disclosure Policy</i> provides definitions for de-identified and aggregate data and stipulates that PHI may not be used or disclosed if other information, namely de-identified or aggregate data, will serve the identified purpose. The <i>Small Cell Disclosure Guideline</i> provides a definition for small cell data as cell sizes of less than five. Each of the definitions for de-identified, aggregate, and small cell data is consistent with the meaning of “identifying information” in subsection 4(2) of PHIPA.</p> <p>For most external requests, when linkages are not required, direct identifiers are removed and are replaced with a unique identifier. For both data use and disclosure, OH (CCO) strives to generalize quasi-identifiers as reasonably as possible in an effort to balance re-identification risk with data utility.</p> <p>The <i>Data Use and Disclosure Policy</i> requires that de-identified and/or aggregate data, including small cell data be reviewed prior to use or disclosure to ensure that the information does not identify an individual and that it is not reasonably foreseeable in the circumstances that the information could be utilized, either alone or with other information, to identify an individual. This review is conducted by a member of the OH (CCO) portfolio with knowledge of de-identification and small cells using the guidance provided in the <i>Data De-Identification Guideline</i> and <i>Small Cell Disclosure Guideline</i>, as well as input from the Privacy Office when required.</p> <p>The <i>Data De-Identification Guideline</i> was created to standardize the application of de-identification techniques across OH (CCO)'s diverse data assets and to ensure the risk of de-identification is measured consistently across the</p>	

organization. The Guideline can be used by OH (CCO) agents to identify information that may be appropriate to remove, encrypt and/or truncate in order to further de-identify a dataset. The risk assessment outlined in the Guideline, which is performed and documented by an OH (CCO) Data Disclosure Analyst, is conducted against specific criteria and risk thresholds. These criteria and thresholds were created based on guidance from Dr. Khaled El Emam's *Guide to De-Identification of PHI*. OH (CCO) portfolios wishing to classify their dataset as de-identified must complete a *Risk Measurement/De-Identification Intake* form and request risk measurement be performed on their data. Once a risk threshold has been established, the OH (CCO) portfolios can work together with a data disclosure analyst to further de-identify the data set, if required, based on criteria found in the Guideline.

The *Small Cell Disclosure Guideline* addresses the topic of cell sizes less than five – or “small cells”. The Guideline takes into account restrictions in DSAs and research plans that prohibit inclusion of small cells in any reports or publication conducted at OH (CCO) or by an external researcher using OH (CCO) data.

All aggregate data disclosures from OH (CCO) must include a statement that the recipient is prohibited from using the information to identify any individual. This prohibition extends to attempting to decrypt information that is encrypted; attempting to identify an individual based on unencrypted information; and attempting to identify an individual based on prior knowledge. In response to a recommendation in our 2017 IPC approval letter, OH (CCO) provided detailed updates to the IPC regarding OH (CCO)'s practices around aggregate disclosures.¹

Compliance with the above policies and procedures is mandatory for all OH (CCO) agents. In accordance with the *Privacy Breach Management Procedure*, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach, of OH (CCO)'s policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule is established under the *Privacy Audit & Compliance Policy*.

25. Privacy Impact Assessment Policy & Procedures

EXISTENCE & IMPLEMENTATION

OH (CCO) vehicle(s)	Name
	Data Engagement Request Form
	Preliminary Privacy Legal Assessment
	Privacy and Information Security Risk Management Procedure
	Privacy Audit & Compliance Policy
	Privacy Breach Management Procedure
	Privacy Impact Assessment Guide
	Privacy Impact Assessment Log
	Privacy Impact Assessment – Long Form
	Privacy Impact Assessment Standard
	Privacy Risk Approval Form

DESCRIPTION

OH (CCO)'s *PIA Standard* identifies the circumstances under which PIAs must be conducted. Pursuant to the Standard, a PIA must be completed on existing and proposed data holdings involving PHI and whenever a new or a change to an existing information system, technology or program involving PHI is contemplated.

The *PIA Standard* stipulates that PIAs should include an assessment of any actual or potential adverse impact on privacy of the individuals whose PHI is involved, as well as concerns related to OH (CCO)'s compliance with: PHIPA and the Regulation; OH (CCO)'s privacy policies, standards, procedures, and guidelines; contractual obligations applicable to the PHI; the Manual; and industry best practices.

Under the Standard, the OH (CCO) portfolio is required to submit a DERF to engage the Privacy Office whenever PHI and/or PI is collected, used, or disclosed. The supporting Privacy Specialist will review the DERF and complete a PPLA, on the project. The PPLA includes a section to indicate whether the PPLA is sufficient or whether a PIA – Long Form must be completed. The types of projects/initiatives that require a PIA – Long Form include:

- new programs or systems that involve the collection of PHI;
- existing programs and services that are being re-engineered and involve significant changes in functionality, access, or technology that may impact PHI; and
- activities that involve linkage of records of PHI that result in the creation of a new permanent registry.

If a PIA – Long Form is required, the supporting Privacy Specialist will work with the OH (CCO) portfolio to set the schedule for completion taking into consideration project timelines and deliverables.

The *PIA Guide* outlines various PIA templates and provides instructions to the Privacy Specialist around which PIA template will satisfy the needs of the project or initiative and required content of the PIA. At minimum, all PIAs must

¹ Letters between CCO and the IPC dated May 3, 2018, August 28, 2018, & January 18, 2019

include:

- the data asset, information system, technology, or program at issue;
- the nature and type of PHI collected, used or disclosed, and its sources;
- the purpose and rationale for collection, use, or disclosure;
- the flow of PHI;
- legal authority for each collection, use, and disclosure of PHI;
- limitations imposed on collection, use, and disclosure;
- whether or not PHI will be linked to other information;
- retention period;
- secure manner in which the PHI will be retained, transferred and disposed of;
- administrative, technical and physical safeguards, including functionality for logging, access, use, modification and disclosure of PHI, and functionality for auditing to detect unauthorized use or disclosure;
- privacy risks and mitigation strategies; and,
- recommendations arising from PIAs and associated responsibilities of agents including compliance oversight and timelines.

The *PIA Standard* requires that a PIA be conducted at the conceptual design stage of any proposed data holdings involving PHI and new or changes to existing information systems, technologies or programs involving PHI. Each PIA is required to be reviewed and, if necessary, amended as necessary during the design and implementation phases of these initiatives.

Once completed, the Director of the OH (CCO) portfolio who initiated the request must review and approve the business content of the PIA for accuracy and completeness and execute a *Privacy Risk Approval Form* acknowledging any risks and corresponding recommendations identified in the PIA, in accordance with OH (CCO)'s *Privacy and Information Security Risk Management Procedure*. The supporting Privacy Specialist ensures the final and approved PIAs are included in the *PIA Logs*.

OH (CCO)'s *Privacy and Security Risk Management Procedure* outlines the process for addressing recommendations arising from PIAs, including:

- the OH (CCO) agent(s) responsible for assigning other agent(s) to address the recommendations
- establishing timelines to address the recommendations;
- addressing the recommendations; and
- monitoring and ensuring the implementation of the recommendations.

The *PIA Standard* requires all PIAs be reviewed by the Privacy Office on an ongoing basis to ensure they continue to be accurate and reflect current practice. For example, PIAs may be reviewed in response to:

- a change in privacy legislation;
- a new IPC order or guidance document;
- a new privacy policy or significant changes to OH (CCO)'s policies, procedures, standards or guidelines;
- significant changes to privacy roles and responsibilities at OH (CCO); or,
- a significant change to the relevant project or data asset.

Compliance with the above policies and procedures is mandatory for all OH (CCO) agents. In accordance with the *Privacy Breach Management Procedure*, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach, of OH (CCO)'s privacy policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule is established under the *Privacy Audit & Compliance Policy*.

26. Log of Privacy Impact Assessments

EXISTENCE & IMPLEMENTATION			
OH (CCO) vehicle(s)	<table border="1"> <thead> <tr> <th>Name</th> </tr> </thead> <tbody> <tr> <td>Privacy Impact Assessment Log</td> </tr> </tbody> </table>	Name	Privacy Impact Assessment Log
Name			
Privacy Impact Assessment Log			
DESCRIPTION			
OH (CCO) maintains a <i>PIA Log</i> , which includes:			
<ul style="list-style-type: none"> • a description of the data asset, information system, technology or program involving PHI that is being assessed; and the type of PIA; • date the assessment was completed or is expected to be complete; • the OH (CCO) agent responsible for completing or ensuring the completion of the PIA; • summary of the risks identified in the PIA; • summary of the recommendations arising from the PIA; • the OH (CCO) agent responsible for addressing each recommendation; • the date that each recommendation was or is expected to be addressed; and 			

- the manner in which each recommendation was or is expected to be addressed.

27. Policy & Procedures in Respect of Privacy Audits

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Contact Centre Quality Program Manual
	Logging Monitoring, and Auditing Procedure
	Privacy Audit & Compliance Policy
	Privacy Audit Log
	Privacy Breach Management Procedure
DESCRIPTION	
<p>The <i>Privacy Audit & Compliance Policy</i> states that OH (CCO) is required to conduct: 1) audits to assess compliance with privacy policies, procedures, and practices implemented by OH (CCO); and 2) audits of the agent(s) permitted to access and use PHI pursuant to the <i>Data Use and Disclosure Policy</i> and the <i>IDAR Procedure</i>.</p> <p>A <i>Privacy Audit Schedule</i> was created by the Privacy Office and documents each type of privacy audit conducted by OH (CCO) and the frequency in which the audit is conducted.</p> <p>The <i>Logging, Monitoring and Auditing Procedure</i> outlines the responsibilities of subject matter experts engaged when an audit takes place that has a security component and the portfolios responsible for addressing any recommendations that arise as a result of that audit.</p> <p>Section 10 of the <i>Contact Centre Quality Program Manual</i> outlines the auditing practices the Contact Centre has implemented to ensure appropriate participant authentication is followed on all inbound and outbound calls and what steps must be taken to address any recommendations that arise as a result of these audits.</p> <p>The <i>Privacy Audit & Compliance Policy</i> sets out the process to be followed when conducting each type of privacy audit, including criteria that will be considered in selecting the subject matter of the audit. Once the privacy audit is completed, the agent responsible for conducting the audit completes a Privacy Audit Report. This report includes:</p> <ul style="list-style-type: none"> The agent responsible for conducting the privacy audit; The date of audit completion; The nature, scope, and subject matter of the audit; Information and findings, including privacy risks identified during the audit; and, Recommendations gleaned from the audit. <p>This report is shared with the OH CPO, who determines whether or not the findings will also be communicated with the OH (CCO) leadership team, the OH CEO, and/or the Board in accordance with the notification requirements outlined in the <i>Privacy and Information Security Risk Management Procedure</i>.</p> <p>The <i>Privacy Audit & Compliance Policy</i> outlines the roles of the Privacy Office and the OH (CCO) portfolios when addressing recommendations that arise from a privacy audit. All recommendations are logged in the <i>Privacy Audit Log</i> and outline the OH (CCO) agent assigned by the Privacy Office to address each recommendation and the timeline for addressing each recommendation. Each recommendation is managed in accordance with the <i>Privacy Audit & Compliance Policy</i>.</p> <p>The Privacy Office is responsible for maintaining a <i>Privacy Audit Log</i> and tracking that the recommendations arising from the privacy audits are addressed within the identified time frame. Documentation related to all privacy audits conducted are stored in a designated folder on OH (CCO)'s secure network. The agent responsible for conducting the audit is responsible for ensuring that all documentation is stored following completion of the audit.</p> <p>The <i>Privacy Audit & Compliance Policy</i> requires any OH (CCO) agents and/or third-party service providers responsible for conducting the privacy audit to notify the privacy office, at the first reasonable opportunity, of a breach or suspected breach in accordance with the <i>Privacy Breach Management Procedure</i>.</p>	

28. Log of Privacy Audits

EXISTENCE & IMPLEMENTATION		
OH (CCO) vehicle(s)	Name	Status
	Privacy Audit Log	
DESCRIPTION		
<p>OH (CCO) maintains a <i>Privacy Audit Log</i> which includes the following information;</p> <ul style="list-style-type: none"> the nature and type of privacy audit conducted; dates of audit completion; 		

- agent(s) responsible for audit completion;
- privacy risks identified in the audit;
- recommendations arising from privacy audits;
- the name of the OH (CCO) agent(s) responsible for addressing each recommendation or delegating responsibility for the implementation of recommendations;
- the date each recommendation was or is expected to be addressed;
- the manner in which each recommendation was or is expected to be addressed; and,
- a mechanism for monitoring implementation of each recommendation.

29. Policy & Procedures for Privacy Breach Management

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Privacy Audit & Compliance Policy
	Privacy and Information Security Risk Management Procedure
	Privacy Breach Log
	Privacy Breach Management Procedure
	Privacy Breach Report
	Privacy Breach, Suspected Privacy Breach & Privacy Risk Management Standard Operating Procedure
	Screening Activity Report Privacy Breach, Suspected Breach & Privacy Risk Standard Operating Procedure
DESCRIPTION	
<p>The <i>Privacy Breach Management Procedure</i> addresses the process to be followed for the identification, reporting, containment, notification, investigation and remediation of privacy breaches.</p> <p>A “privacy breach” is defined in the Procedure as an intentional or unintentional breach of privacy, and includes:</p> <ul style="list-style-type: none"> • the misuse or improper/unauthorized collection, use, or disclosure of PHI that is not in compliance with PHIPA; • the contravention of a provisions in an OH (CCO) DSA, a research agreement, a RDDA, a statement of confidentiality, or an agreement with a third-party concerning the collection, use or disclosure of PHI; • circumstances where PHI is stolen, lost or subject to a) unauthorized use or disclosure or b) unauthorized copying, modification, or disposal; and/or • a contravention of OH (CCO)’s privacy policies, procedures, and/or standards. <p>The term “Passive Breach” is defined in the Procedure as a privacy breach in which:</p> <ul style="list-style-type: none"> • PHI is received by CCO in error and that CCO does not require and did not request; and/or • PHI is received by CCO in an unauthorized manner (e.g. email), including when this PHI is further transmitted within CCO in an unauthorized manner (i.e. attached to a help desk ticket). <p>A “Policy Breach” is used in the Procedure to mean where the collection, use or disclosure of PHI is in contravention of an OH (CCO) policy, but does not constitute an unauthorized collection, use or disclosure per PHIPA (e.g. PHI sent in an email to an authorized OH (CCO) recipient).</p> <p>A designated Privacy Specialist will be responsible to log all Incidents – including passive and policy breaches -- in its <i>Privacy Breach Log</i> in accordance with the <i>Privacy Breach Management Procedure</i>.</p> <p>Under the Procedure, all OH (CCO) agents are required to report such events to OH (CCO)’s Privacy Office at the first reasonable opportunity using the <i>Privacy Breach Report</i>. The contact information for the Privacy Office is available to all OH (CCO) agents on the privacy page of OH (CCO)’s intranet and in privacy training materials. Once a <i>Privacy Breach Report</i> is received, the Privacy Specialist supporting the OH (CCO) portfolio where the breach occurred creates an entry for the report on the <i>Privacy Breach Log</i> and creates a file on the secure privacy folder on the OH (CCO) network.</p> <p>Under the Procedure, the designated Privacy Specialist is required to review the <i>Privacy Breach Report</i>, commence an investigation, and assign a severity level using the example ratings as set out in CCO’s <i>Privacy and Information Security Risk Management Procedure</i>. Depending on the nature of the breach, a Privacy Incident Response Team (PIRT), comprised of internal resources may be assembled to assist with overall management of the incident. If a PIRT is assembled, the designated Privacy Specialist will inform the OH CPO and provide them with a list of the PIRT members and their assigned roles. The OH CPO is responsible for determining whether or not OH (CCO) senior leadership, the OH CEO, and/or the Board will be notified. The <i>Privacy Breach Management Procedure</i> outlines this responsibility as well as: the timeline within which notification must be provided; the manner in which this notification must be provided; and the nature of the information that must be provided to OH (CCO) senior leadership, the OH CEO, and/or the Board upon notification.</p>	

The Procedure stipulates that breaches and suspected breaches be immediately contained by the affected OH (CCO) portfolio with the support of the designated Privacy Specialist and the PIRT, if applicable. Containment activities must prevent further unauthorized access, use, or disclosure of the PHI. The nature of the containment measures taken and who is responsible for taking them is documented in the *Privacy Breach Report*. At minimum, the containment measures include identifying if any unauthorized copies of PHI have been made and ensuring that these records of PHI are either retrieved or disposed of in a secure manner. If PHI is securely disposed of, written confirmation must be obtained that documents the date, time and method of the secure disposal. In respect to containment, the Procedure requires that reasonable steps are taken to: prevent additional privacy breaches from occurring through the same means; a determination be made as to whether the privacy breach would allow unauthorized access to any additional information; and, if necessary, further action be taken to prevent additional privacy breaches.

The Procedure outlines the process that the designated Privacy Specialist, with input from the PIRT and OH CPO as necessary, must follow in reviewing the containment measures implemented and determining whether the privacy breach has been effectively contained or whether further containment measures are necessary. All containment measures are required to be documented in the *Privacy Breach Report* by the Privacy Specialist. The report is used to update the OH CPO and relevant OH (CCO) senior leadership as the breach is managed.

Where an investigation indicates that there has been a privacy breach involving PHI, the designated Privacy Specialist, in consultation with the PIRT, will develop a notification plan, identifying all parties who are required to be notified of the incident. The plan must take into account notification to the parties that disclosed the PHI to OH (CCO) at the first reasonable opportunity whenever PHI is believed to have been stolen lost or accessed by unauthorized persons, and in accordance with requirements under PHIPA, relevant DSAs, and industry best practices.

The Procedure includes a draft notification template that requires OH (CCO) to notify the affected parties of the following:

- the extent of the privacy breach;
- the nature of the PHI affected by the breach;
- the measures implemented to contain the privacy breach;
- further actions, including investigation and remediation, that will be undertaken with respect to the privacy breach; and,
- any other information deemed relevant to the nature of the privacy breach.

Once the investigation is complete, the designated Privacy Specialist is responsible for updating the *Privacy Breach Report* with all risks and recommendations identified, communicating the recommendations to affected OH (CCO) portfolios, and working with OH (CCO) agents to finalize action plans to address each recommendation. The designated Privacy Specialist monitors the status of the recommendations to ensure compliance with the agreed upon timelines and updates the *Privacy Breach Log*.

Once all remedial action and notification(s) are complete, the designated Privacy Specialist: saves supporting documentation to the relevant file; updates the *Privacy Breach Report Form*; and updates the *Privacy Breach Log*. The *Privacy Breach Form* is reviewed by the Privacy Manager and escalated to others within the organization, if necessary, as outlined in the *Privacy and Information Security Risk Management Procedure* based on the assigned risk level.

The Contact Centre have developed the *Privacy Breach, Suspected Privacy Breach & Privacy Risk Management Standard Operating Procedure (SOP)* and the *Screening Activity Report (SAR) Privacy Breach, Suspected Breach & Privacy Risk SOP* based on the content of the *Privacy Breach Management Procedure*. These SOPs were designed to assist Contact Centre agents when dealing with privacy breaches identified through CCO's OCSP.

Compliance with the above policies and procedures is mandatory for all OH (CCO) agents. In accordance with the *Privacy Breach Management Procedure*, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach, of OH (CCO)'s privacy policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule is established under the *Privacy Audit & Compliance Policy*.

30. Log of Privacy Breaches

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Contact Centre Breach Log
	Privacy Breach Log
DESCRIPTION	
OH (CCO) maintains a <i>Privacy Breach Log</i> and a <i>Contact Centre Breach Log</i> to record all OH (CCO) privacy	

breaches. Each log includes:

- the date of the privacy breach;
- the date the privacy breach was identified or suspected;
- whether the privacy breach was internal or external;
- the nature of the PHI involved and the nature and extent of the privacy breach;
- the date the privacy breach was contained and the nature of the containment measures;
- the date the HIC or other person or organization that disclosed the information was notified;
- the date the investigation of the privacy breach was completed;
- the agent responsible for conducting the investigation;
- recommendations arising from the investigation;
- the date each recommendation was, or is expected to be, addressed;
- responsibility for addressing recommendations; and,
- the manner in which each recommendation was, or is expected to be, addressed.

31. Policy & Procedures for Privacy Inquiries & Complaints

EXISTENCE & IMPLEMENTATION						
OH (CCO) vehicle(s)	<table border="1"> <thead> <tr> <th style="background-color: #00a0e3; color: white;">Name</th> </tr> </thead> <tbody> <tr> <td>Complaints & Escalated Inquiries to Privacy SOP</td> </tr> <tr> <td>Privacy Audit & Compliance Policy</td> </tr> <tr> <td>Privacy Breach Management Procedure</td> </tr> <tr> <td>Privacy Inquiries & Complaints Procedure</td> </tr> </tbody> </table>	Name	Complaints & Escalated Inquiries to Privacy SOP	Privacy Audit & Compliance Policy	Privacy Breach Management Procedure	Privacy Inquiries & Complaints Procedure
Name						
Complaints & Escalated Inquiries to Privacy SOP						
Privacy Audit & Compliance Policy						
Privacy Breach Management Procedure						
Privacy Inquiries & Complaints Procedure						
DESCRIPTION						
<p>The <i>Privacy Inquiries & Complaints Procedure</i> stipulates the process to be followed when receiving, documenting, tracking, investigating, remediating, and responding to privacy inquiries and complaints.</p> <p><u>Privacy Inquiries</u></p> <p>Under the Procedure, the concept of a privacy inquiry is defined and includes inquiries about OH (CCO)'s compliance with PHIPA and the policies, procedures, standards, and guidelines CCO implements as both a PE and as a PP. The Procedure requires OH (CCO)'s public website to contain information about OH (CCO)'s privacy policies, procedures, and practices that individuals can review if they require additional information. The external facing website is also required to inform the public of their right to make a privacy inquiry to OH (CCO), and provides a title, mailing address, email address, and telephone number for contacting OH (CCO). The Procedure also defines the process for receiving and responding to privacy inquiries at OH (CCO). The Procedure addresses the following topics:</p> <ul style="list-style-type: none"> • responsibility for receipt and response; • documentation that is required to be completed by OH (CCO) and provided to the individual; • required content of the documentation; • the format and content of responses to privacy inquiries; and, • the roles and responsibilities of the OH CPO and the Privacy Office. <p>OH (CCO) is unique in that OH (CCO) has a public-facing Contact Centre to handle inquiries and concerns about our OCSP. As such, they are the first contact for people who call the organization. The Contact Centre telephone number and email address appear on all OCSP correspondence.</p> <p><u>Privacy Complaints</u></p> <p>Under the Procedure, a complaint is defined and includes concerns or complaints about OH (CCO)'s compliance with PHIPA and the Regulation and the policies, procedures, standards and guidelines OH (CCO) implements as both a PE and a PP. The Procedure requires OH (CCO)'s public website to inform the public of their right to make a privacy complaint to OH (CCO) or the IPC. The website also provides a mailing address to contact both OH (CCO) and the IPC in the case of a concern or complaint.</p> <p>The Procedure also defines the process for receiving and responding to privacy concerns and complaints at OH (CCO). The Procedure addresses the following topics:</p> <ul style="list-style-type: none"> • responsibility for receipt and response; • documentation that is required to be completed and provided; • required content of the documentation; • the format and content of responses to privacy inquiries; and, • the roles and responsibilities of the OH CPO and the Privacy Office. <p>Management of the Procedure is the responsibility of the Privacy Office with direction from the OH CPO, when appropriate.</p>						

To assist with handling complaints with respect to the OCSP, each Contact Centre agent has been provided with FAQs, created by the Privacy Office, that address OH (CCO)'s legislative authority to collect, use and disclose data in administering the OCSP. Every time the FAQs are updated, the Privacy team holds training sessions with the Contact Centre agents.

The Contact Centre SOPs encourage the Contact Centre agents to address concerns about privacy using these FAQs. If the response satisfies the caller, the activity is closed, but logged as a 'privacy complaint' in OH (CCO)'s internal call logging system (InScreen). Regardless of whether or not the complaint is resolved, the Contact Centre agent always provides the caller with the IPC contact information and advises them that they are able to make a complaint with the IPC. The Privacy team regularly audits this log to review complaints and responses in case follow-up is required. If the Privacy Office is satisfied with the response provided by the Contact Centre agent, then the complaint is not investigated.

If the complainant is not satisfied with the response they receive, the complaint is always escalated to OH (CCO)'s Privacy Office so that it can be addressed by a Privacy Specialist, who has more knowledge and subject matter expertise regarding the legislative authorities than can be expected of the Contact Centre agents. All inquiries and complaints escalated to the Privacy office are investigated and a response is provided to the complainant either by phone call or by letter, depending on the method by which the complaint was received. All responses provided by the Privacy Office include the IPC's contact information and the complainant is encouraged to contact the IPC if they feel that their complaint remains unresolved.

The Privacy Office reviews all escalated privacy inquiries, concerns, and complaints. The Procedure identifies timelines, and process for doing so. If OH (CCO) is not the appropriate recipient of a complaint, the Privacy Office ensures that the complaint is forwarded to the person or organization best placed to investigate and see the complaint through to resolution. The Procedure stipulates that all privacy inquiries, concerns and complaints must be responded to within 10 business days of receipt. However, if the Privacy Office cannot adhere to the 10-day timeline, a letter will be sent to the complainant to acknowledge receipt of their inquiry, concern, or complaint and provide an estimated timeline for when the complainant can expect a response. When a response is provided, it must include:

- the nature and findings of the investigation and the measures taken, if any, in response to the inquiry, concern or complaint;
- inform the complainant of their right to escalate their inquiry, concern, or complaint to the IPC if they are not satisfied with the response provided by OH (CCO); and
- the contact information for the IPC.

The Procedure also stipulates that the Privacy Office is responsible for investigating privacy inquiries, concerns, or complaints, with input from other OH (CCO) portfolios, as required. This includes a discussion of how investigations and associated findings must be documented and the content of that documentation. The Procedure also defines the process for addressing recommendations that arise from the investigation, with associated responsibilities, content requirements, and timelines.

The Procedure requires the Privacy Office to track privacy complaints, using the *Privacy Complaints Log* and to save all documentation related to the complaint in a designated folder on OH (CCO)'s secure network.

The Contact Centre have developed the *Complaints & Escalated Inquiries to Privacy SOP* based on the content from the *Privacy Inquiries and Complaints Procedure*. These SOPs were designed to assist Contact Centre agents with identifying privacy inquiries and complaints. The SOP advises the Contact Centre to escalate all unresolved privacy inquiries and complaints to the Privacy Office for appropriate investigation and follow up and to always provide the IPC contact information so the complainant may complain to the IPC.

Any findings and recommendations arising from a privacy inquiry, concern, or complaint are logged in the *Privacy Risk Register* and communicated with the OH CPO. The Procedure states that the Privacy Office is responsible for drafting an implementation plan for addressing each recommendation, which includes timelines for implementation. The implementation plan is shared with the OH CPO once completed. It is the decision of the OH CPO whether the recommendations will be shared with OH (CCO) senior leadership and/or the OH CEO in accordance with the *Privacy and Information Security Risk Management Procedure*.

Compliance and Enforcement

Compliance with the above policies and procedures is mandatory for all OH (CCO) agents. In accordance with OH (CCO)'s *Privacy Breach Management Procedure*, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach, of the policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule is established under the *Privacy Audit & Compliance Policy*.

32. Log of Privacy Complaints

EXISTENCE & IMPLEMENTATION			
OH (CCO) vehicle(s)	<table border="1"> <thead> <tr> <th>Name</th> </tr> </thead> <tbody> <tr> <td>Privacy Complaints Log</td> </tr> </tbody> </table>	Name	Privacy Complaints Log
Name			
Privacy Complaints Log			
DESCRIPTION			
<p>OH (CCO)'s Privacy Office maintains a <i>Privacy Complaints Log</i>, which captures the following:</p> <ul style="list-style-type: none"> the date the complaint was received and the nature of the complaint; whether or not the complaint will be investigated and the date that the determination was made; the date that the complainant was advised that the privacy complaint will not be investigated and was provided with a response; the date that the complainant making the privacy complaint was advised that their complaint will be investigated; the OH (CCO) agents responsible for conducting the investigation; the dates that the investigation was commenced and completed; the recommendations arising from the investigation; the OH (CCO) agents responsible for addressing each recommendation; the date each recommendation was or is expected to be addressed; the manner in which each recommendation was or is expected to be addressed; and. the date that the complainant was advised of the findings of the investigation and measures taken, if any. 			

Part 2 – Security Documentation

1. Information Security Policy

EXISTENCE & IMPLEMENTATION							
OH (CCO) vehicle(s)	<table border="1"> <thead> <tr> <th>Name</th> </tr> </thead> <tbody> <tr> <td>Enterprise Information Security Policy</td> </tr> <tr> <td>Information Security Code of Conduct and Acceptable Use Policy</td> </tr> <tr> <td>Information Security Incident and Breach Response Standard</td> </tr> <tr> <td>Information Security Program Framework</td> </tr> <tr> <td>Security Audit, Testing and Compliance Standard</td> </tr> </tbody> </table>	Name	Enterprise Information Security Policy	Information Security Code of Conduct and Acceptable Use Policy	Information Security Incident and Breach Response Standard	Information Security Program Framework	Security Audit, Testing and Compliance Standard
Name							
Enterprise Information Security Policy							
Information Security Code of Conduct and Acceptable Use Policy							
Information Security Incident and Breach Response Standard							
Information Security Program Framework							
Security Audit, Testing and Compliance Standard							
DESCRIPTION							
<p>OH (CCO) has implemented an overarching <i>Enterprise Information Security Policy</i> to ensure the protection of all OH (CCO) information assets, including PHI received under PHIPA, through the management of information and IT security risks. The <i>Enterprise Information Security Policy</i> and the security policy suite it establishes requires that steps be taken that are reasonable in the circumstances to ensure that PHI is protected against theft, loss and unauthorized use or disclosure, and to ensure that records of PHI are protected against unauthorized copying, modification or disposal.</p> <p>The <i>Enterprise Information Security Policy</i> provides for an information security audit and testing program to undertake comprehensive and organization-wide threat and risk assessments (TRAs) of all information security assets, including PHI, as well as appropriate project-specific TRAs. The Policy provides for a security risk management methodology for identifying, assessing and remediating threats and risks, and for prioritizing all threats and risks identified for remedial action.</p> <p>The <i>Enterprise Information Security Policy</i> provides for a comprehensive Enterprise Information Security Program as described within the Information Security Program Framework (the "Framework"). The information security program consists of administrative, technical and physical safeguards that are consistent with established industry standards and practices. The program ensures that identified threats and risks are effectively addressed, supports independent verification of the effectiveness of the program, and is consistent with established security frameworks and control objectives, including ISO/IEC 27001, ISO/IEC 27002 and various National Institute of Standards and Technology (NIST) security frameworks and standards. The program establishes OH (CCO)'s information security governance, including the duties and responsibilities of agents in respect of the information security program, and in respect of implementation of the applicable administrative, technical and physical safeguards.</p> <p>The <i>Enterprise Information Security Policy</i> ensures that OH (CCO)'s Enterprise Information Security Program consists of the following control objectives and a suite of more detailed security policies, standards, procedures, guidelines and practices to address:</p> <ul style="list-style-type: none"> A security governance framework for the implementation of the information security program, including security training and awareness; 							

- Policies and procedures for the ongoing review of the security policies, procedures, and practices implemented;
- Policies and procedures for ensuring the physical security of the premises;
- Policies and procedures for the secure retention, transfer and disposal of records of PHI, including policies and procedures related to mobile devices, remote access and security of data at rest;
- Policies and procedures to establish access control and authorization including business requirements, user access management, user responsibilities, network access control, operating system access control and application and information access control;
- Policies and procedures for information systems acquisition, development and maintenance including the security requirements of information systems, correct processing in applications, cryptographic controls, security of system files, security in development and support procedures and technical vulnerability management;
- Policies and procedures for monitoring, including policies and procedures for maintaining and reviewing system control and audit logs and security audits;
- Policies and procedures for network security management, including patch management and change management;
- Policies and procedures related to the acceptable use of information technology;
- Policies and procedures for back-up and recovery;
- Policies and procedures for information security breach management; and
- Policies and procedures to establish protection against malicious and mobile code.

OH (CCO)'s *Enterprise Information Security Policy* and the accompanying security policy suite define, implement and ensure the effective operation of a robust information security infrastructure, including the transmission of PHI over authenticated, encrypted and secure connections; the establishment of hardened servers, firewalls, demilitarized zones and other perimeter defenses; anti-virus, anti-spam and anti-spyware measures; intrusion detection and prevention systems; privacy- and security-enhancing technologies; and mandatory, system-wide, password-protected screen savers after a defined period of inactivity.

The *Enterprise Information Security Policy* implements a program for continuous assessment and verification of the effectiveness of the security program in order to deal with threats and risks to data holdings containing PHI. This program is further described in the Framework and the *Security Audit, Testing and Compliance Standard*. Information security at OH (CCO) is audited and tested in accordance with the practices established within the Framework and corresponding standards.

OH (CCO) agents are required to read and comply with the *Enterprise Information Security Policy, Information Security Code of Conduct and Acceptable Use Policy*, and all other security policies, procedures, and practices implemented by OH (CCO). The key information security responsibilities that apply to various agents of OH (CCO) for ensuring compliance are defined in the *Enterprise Information Security Policy* and the Framework. OH's Board of Directors holds accountability for information security governance practices in support of OH (CCO)'s mission. Authority for the establishment of OH (CCO)'s Enterprise Information Security Program comes from the OH (CCO) CEO and the OH CEO, who are ultimately accountable for ensuring the security of PHI and for ensuring that OH (CCO) and its agents comply with the security policies, standards, procedures, and guidelines implemented. The VP of Digital & Technology (D&T) is appointed by, and reports directly to, the OH (CCO) CEO and is responsible for the development and execution of the Enterprise Information Security Program, with the support of the ET. The VP has delegated the implementation of the program to the Director of Planning & Operations. The daily management and operation of the program is accomplished through the EISO. Managers are responsible for their respective staff's compliance to the policy. Facilities and IT Management are responsible for the enforcement of appropriate physical security controls at all OH (CCO) sites. Digital & Technology monitors and supports compliance to security policies, procedures, and practices.

The OH Digital Leads Table was formed on June 26, 2020 with the approval of the OH interim Executive Leadership Team (iELT) to establish a target-operating model for OH digital and technology initiatives. Membership consists of executive digital leads across OH Business Units, including the OH (CCO) VP of D&T. As defined in the *Digital & Technology Governance: Terms of Reference*, the OH Digital Services VP of Strategy and Reporting is one of the executive sponsors (the OH Interim Finance Lead is the other executive sponsor) and Chair of the Digital Leads Table. The Chair is responsible for regularly reviewing a report of Digital Leads Table actions and discussions with the iELT, including any relevant Cyber Security matters. Violations of policy are treated as security incidents and handled accordingly. Deliberate violations result in penalties and/or disciplinary actions, the severity of which may vary depending on the impact of the infraction.

Compliance is audited and tested in accordance with the Information Security Program Framework and the *Security Audit, Testing and Compliance Standard*, which sets out the frequency of continuous, ad hoc, annual or other scheduled audits, the agents responsible for conducting each type of audit, and for ensuring compliance with the Policy. Depending on the nature of the security audit, the EISO (using internal or external resources), a third-party auditor/assessor, Internal Audit, IT Risk Management & Compliance, and/or Operations may conduct it.

If an agent breaches or believes there may have been a breach of policy, the *Enterprise Information Security Policy* requires agents to report it at the first reasonable opportunity to the Service Desk, their respective managers, or the EISO, as warranted by circumstances. Information security breach management is further described in the *Information Security Incident and Breach Response Standard*.

2. Policy & Procedures for Ongoing Review of Security Policies, Procedures & Practices

EXISTENCE & IMPLEMENTATION

OH (CCO) vehicle(s)	Name
	Enterprise Information Security Policy
	Information Security Code of Conduct and Acceptable Use Policy
	Information Security Program Framework
	Policy on Frameworks
	Security Audit, Testing and Compliance Standard

DESCRIPTION

The ongoing review of OH (CCO)'s security policies, procedures, and practices is established within OH (CCO)'s *Policy on Frameworks* and the *Enterprise Information Security Policy*. Generally, the Policy Sponsor is responsible for ensuring that approved OH (CCO) policies are reviewed at least once every four years in accordance with the *Policy on Frameworks*. However, the *Enterprise Information Security Policy* supersedes this review schedule and requires that information security policies, standards and procedures are reviewed and revised, or reconfirmed, at least once every three years, i.e. at least once during the three-year period since the previous review by the IPC. This is done in a cyclical manner so that one third of the set receives an intensive review each year. Annually, Management will review the documents requiring intensive review and are responsible for ensuring reviews are completed. Further amendments or new security policies, procedures or practices may be implemented, if deemed necessary, as a result of security audits or other security recommendations.

The EISO is responsible for amending and/or drafting new security policies, procedures, and practices within the EISO's policy domain, as required. Security policies require the approval of the OH (CCO) VP of D&T, Executive management, and/or the Board of Directors depending on the scope of the change. The EISO's security standards, procedures, and guidelines require the approval of the OH (CCO) VP of D&T. Once approved by the applicable body, the Policy Sponsor – the Director of Planning & Operations in the case of EISO documents – ensures that an electronic copy of the document in PDF format is uploaded to the Enterprise Policy Manual on eCCO (**OH (CCO)'s Intranet**) within ten business days. Working copies of the documents are maintained in a controlled documents library.

The ongoing review of OH (CCO)'s security policies, procedures, and practices includes ensuring alignment with applicable orders, guidelines, fact sheets, and best practices issued by the IPC under PHIPA; evolving industry security standards and best practices; technological advancements; amendments to PHIPA relevant to OH (CCO); and recommendations arising from privacy and security audits, PIAs, and investigations into privacy complaints, privacy breaches, and information security breaches. The review takes into account whether OH (CCO)'s security policies, procedures, and practices continue to be consistent with its actual practices, as measured through security audits, and whether there is consistency between and among the security and privacy policies, procedures, and practices implemented.

The Policy Sponsor is responsible for the communication of, and training on, all approved security policies, procedures, and practices, as appropriate. The relevant OH (CCO) portfolio coordinates all communication and training on the security policies, procedures, and practices with OH (CCO)'s Communications and People and Culture departments, as necessary. The EISO reviews and amends communication materials resulting from amended or newly developed security policies, procedures, and practices and provides internal communications via multiple avenues, including the D&T newsletter, OH (CCO) News, and eCCO. External communications are coordinated through the Communications department. Mandatory and supplementary security training and awareness is provided throughout the organization by EISO to ensure a comprehensive understanding of security concepts, accountabilities and responsibilities, including those enforced by the latest security policy suite.

All agents, including OH (CCO) agents, consultants, and employees of vendors are required to read and comply with the *Enterprise Information Security Policy*, *Information Security Code of Conduct and Acceptable Use Policy*, and all other security policies, procedures, and practices implemented by OH (CCO).

Compliance is audited and tested in accordance with the *Information Security Program Framework* and the *Security Audit, Testing and Compliance Standard*, which sets out the frequency of continuous, ad hoc, annual or other scheduled audits, the agents responsible for conducting each type of audit, and for ensuring compliance with the policy. Depending on the nature of the security audit, the EISO (using internal or external resources), a third-party auditor/assessor, Internal Audit, IT Risk Management & Compliance, and/or Operations may conduct it.

3. Policy & Procedures for Ensuring Physical Security of PHI

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Access Card Procedure
	Data Centre Access and Usage Standard
	Data Centre Physical Security Standard
	Enterprise Information Security Policy
	Information Security Code of Conduct and Acceptable Use Policy,
	Information Security Incident and Breach Response Standard
	Information Security Program Framework
	Internal Data Access Request (IDAR) Procedure
	Personal Health Information Handling Standard
	Photo ID Badge Request Form
	Physical Security Policy
	Privacy Audit & Compliance Policy
	Security Audit, Testing and Compliance Standard
	Video Monitoring Policy
	Visitor Access Procedure
Workday Logical Access Standard	
DESCRIPTION	
<p>OH (CCO) has implemented policies, standards and procedures from EISO, LPO, Facilities and Operational Services to address; (1) the physical safeguards implemented by OH (CCO) to protect PHI against theft, loss and unauthorized use or disclosure; and (2) to protect records of PHI against unauthorized copying, modification or disposal.</p> <p>The physical safeguards implemented in accordance with the <i>Physical Security Policy</i> and the <i>Data Centre Physical Security Standard</i> include controlled access to OH (CCO)'s premises and to locations within the premises where records of PHI are retained such as locked, alarmed, restricted, and/or monitored access. Video monitoring of physical access is implemented in accordance with the <i>Video Monitoring Policy</i>. The secure handling of physical copies of PHI are addressed in the <i>Personal Health Information Handling Standard</i>. The <i>Data Centre Access and Usage Standard</i> defines three levels of access to OH (CCO) data centres, with each successive level being more secure and restricted to fewer individuals. In order to access locations within the premises where records of PHI are retained, individuals are required to pass through multiple levels of physical and logical security controls.</p> <p>All agents, including OH (CCO) agents, consultants, and employees of vendors are required to read and comply with the <i>Enterprise Information Security Policy</i>, <i>Information Security Code of Conduct and Acceptable Use Policy</i>, and all other security policies, procedures, and practices implemented by OH (CCO).</p> <p>Compliance is audited and tested in accordance with the <i>Information Security Program Framework</i> and the <i>Security Audit, Testing and Compliance Standard</i>, which sets out the frequency of continuous, ad hoc, annual or other scheduled audits, the agents responsible for conducting each type of audit, and for ensuring compliance with the policy. Depending on the nature of the security audit, the EISO (using internal or external resources), a third-party auditor/assessor, Internal Audit, IT Risk Management & Compliance, and/or Operations may conduct it.</p> <p>If an agent breaches or believes there may have been a breach of Policy, the <i>Enterprise Information Security Policy</i> requires agents to report it at the first reasonable opportunity to the Service Desk, their respective managers, or the EISO as warranted by circumstances. Information security breach management is further described in the <i>Information Security Incident and Breach Response Standard</i>.</p> <p><u>Policy, Procedures, and Practices with Respect to Access by Agents</u> The <i>Physical Security Policy</i>, <i>Data Centre Access and Usage Standard</i>, <i>Data Centre Physical Security Standard</i>, and <i>Access Card Procedure</i> define various levels of access that may be granted to OH (CCO)'s premises and to locations within the premises where records of PHI are retained. These Policy documents further define the process to be followed with regards to access management and the requirements that must be satisfied, including any documentation that must be completed, provided, and/or executed; the agent(s) responsible for completing, providing, and/or executing the documentation; the agent(s) to whom the documentation must be provided; and the required content of the documentation.</p>	

Workday is OH's human capital management system (**HCMS**). Upon Workday notification of a new hire, a Photo ID Badge and landlord-issued HID building access cards are considered by the Director of Planning & Operations, or a delegate, then issued and activated by the Facilities Coordinator. The Information Technology Operations Manager (**ITOM**), or designate, reviews and approves all physical access requests to OH (CCO) data centres following an approved personnel screening process. Controlling access of documents containing PHI that are stored inside cabinets falls under the responsibility of the individual department authorized to handle the PHI. Facilities manages the issuance of office and cabinet keys. Property controls such as cable locks for laptops and docking stations are provided and enforced by Digital & Technology.

Upon notification via Workday of an employee's termination of employment, the Facilities Coordinator deactivates the individual's access cards and the employee's Manager returns the access cards and any keys to Facilities within 48 hours of the termination date. Access to the data centre access is automatically revoked upon expiry and expired access is not automatically renewed.

The *Physical Security Policy* requires that physical access controls be documented and managed relative to the sensitivity or importance of the area being managed. Key card access is required for all floors of each OH (CCO) premises and is managed through the OH (CCO) Facilities office. The OH (CCO) agents requesting access must demonstrate through their manager why access is required before access is granted. In the event that an agent only requires such access for a specified period, the *Data Centre Access and Usage Standard*, *Data Centre Physical Security Standard*, and *Access Card Procedure* define processes for ensuring that access is permitted only for that specified period.

The *Data Centre Access and Usage Standard* and *Access Card Procedure* set out the manner in which the determination relating to physical access to OH (CCO) data centres and offices and the level of access is documented; to whom this determination will be communicated; any documentation that must be completed, provided, and/or executed by the agent(s) responsible for making the determination; and the required content of the documentation which is reflected in the respective access request form templates.

As described above, the *Physical Security Policy*, *Data Centre Access and Usage Standard*, *Data Centre Physical Security Standard*, and *Access Card Procedure* address the agent(s) responsible and the process to be followed in providing identification cards, access cards and/or keys to the premises, and to locations within the premises. This includes a discussion of any documentation that must be completed, provided, and/or executed (such as the *Photo ID Badge Request Form*); the agent(s) responsible for completing, providing, and/or executing the documentation; and the required content of the documentation.

It should be noted that no direct, physical access to PHI would be feasible before direct data access is authorized first via OH (CCO)'s *IDAR Procedure*.

Theft, Loss and Misplacement of Identification Cards, Access Cards and Keys

The *Physical Security Policy*, *Access Card Procedure*, and *Data Centre Physical Security Standard* require agents to immediately notify OH (CCO)'s Facilities Coordinator, or the data centre's facility security, of the theft, loss or misplacement of identification cards, access cards, and/or keys and set out the processes that must be followed in this regard. This includes a discussion of the agent(s) to whom the notification must be provided; the nature and format of the notification; the documentation that must be completed, provided and/or executed; the agent(s) responsible for completing, providing and/or executing the documentation; the agent to whom the documentation must be provided; and the required content of the documentation.

Upon notification of the theft, loss or misplacement of a Photo ID Badge or building access card, the card will be deactivated; upon completion of the requisite forms and a confirmation from Finance of payment of replacement fees, a replacement card will be issued by Facilities. The Director of Facilities will advise the Privacy Office if a privacy breach, or a suspected privacy breach, is believed to have occurred. Upon notification of the theft, loss or misplacement of a data centre access card, the data centre's facility security will promptly disable the card; if continued access is required, a new access request must be reviewed and approved by the ITOM or designate.

The *Access Card Procedure* permits a temporary building access card to be issued to an OH (CCO) employee who is only temporarily without their building access card. The temporary access cards are available at the building Reception in each respective OH (CCO) office building. All temporary access cards must be returned to Reception at the end of the same business day. In the event that a temporary access card is not returned at the end of the business day, an email is issued to the OH (CCO) employee and his/her Manager with a reminder to return the card and a notification that the card is deactivated. Temporary Photo ID Badges or keys are not issued.

As defined in the *Data Centre Access and Usage Standard*, temporary data centre access is provisioned to contractors and service personnel generally on a one-time basis, in order to perform infrequent, specific tasks resulting from contracted improvement work, scheduled or corrective maintenance of one or more devices or

systems, or other planned service. Such access will be restricted by date and time constraints and will require supervision by an OH (CCO) employee who has unrestricted, or limited, data centre access. The ITOM, or designate, reviews and approves all temporary access requests to OH (CCO) data centres following an approved personnel screening process. Temporary access expires automatically in accordance with its authorization period, with a maximum duration of one year. Expired cards and associated access capabilities are immediately revoked. Expired access is not automatically renewed. All data centre access cards are accounted for in inventory with issuance and expected return dates.

Termination of the Employment, Contractual or Other Relationship

The *Workday Logical Access Standard* specifies that a terminated employee's manager is responsible for submitting the Workday Termination or End Assignment task on the same day that the resignation is received, or at the direction of People and Culture in the event of an involuntary separation of employees. The employee's Manager collects the access cards and any keys upon termination and returns them to Facilities within 48 hours. The *Access Card Procedure* specifies that, following notification via Workday of an employee's termination of employment, the Facilities Coordinator deactivates the individual's access cards immediately. Data centre access is automatically revoked upon expiry and expired access is not automatically renewed, therefore continued access requires manual intervention; access may also be revoked upon failure to comply with the *Data Centre Access and Usage Standard*. Data centre card distributions and returns are centrally managed by the data centre's facility security.

Notification When Access is No Longer Required

The *Workday Logical Access Standard* establishes that, in accordance with People and Culture (HR) procedures, and to ensure that access is revoked on a timely basis, a terminated employee's manager is responsible for initiating the Workday workflow for terminations on the same day that the resignation is received or at the direction of People and Culture (HR) in the event of an involuntary separation of employees.

As defined in the *Workday Logical Access Standard*, People and Culture (HR) will implement an employee's change in job position or formal leave of absence in Workday, establishing an effective transfer/leave date. In accordance with the *Access Card Procedure*, the Facilities Coordinator maintains a log of agents with access to OH (CCO) offices; the log is updated upon receipt of notification from Workday and/or Service Desk of a change in access requirements. The Facilities Coordinator implements the access change accordingly within 48 hours of the notification. Changes to data centre access are submitted via request forms to the ITOM or designate who will review and approve, in accordance with the *Data Centre Access and Usage Standard*. Any new issuances or access revocations arising from the access authorization changes are handled the same as the new hire process and termination process, respectively.

There is no longer a dependency on manual (therefore potentially inconsistent and error-prone) notifications from agents or their supervisors since role changes and leaves of absence are centrally effected through the Workday HCMS, which automatically triggers Service Management tickets and/or notifications to the appropriate administrators who modify/remove access in accordance with the agent's role and/or period of absence. These automated rules and workflows are documented in the *Workday Logical Access Standard*.

Some involuntary separations of employees are emergency terminations, which forego the Service Management ticket queue and involve direct and immediate notification and manual coordination of access revocation activities between People and Culture (HR), Operational Services and the employee's manager.

Audits of Agents with Access to the Premises

The *Privacy Audit & Compliance Policy* and the *Security Audit, Testing and Compliance Standard* require the audit of agents with access to OH (CCO)'s premises and to locations within the premises where records of PHI are retained. The Policy and Standard identify the agent(s) responsible for conducting the audits and for ensuring compliance with the policy and its procedures and the frequency with which the audits must be conducted.

In accordance with the *Access Card Procedure*, OH (CCO) Facilities audits physical access provisioned via access cards to ensure that OH (CCO) agents with access continue to have an employment, contractual or other relationship with OH (CCO) and continue to require the same level of access.

Access to the data centres are reviewed and validated on an annual basis by the ITOM or designate. Audits of physical access to data centres are examined annually by Internal Audit, IT Risk Management & Compliance, and/or EISO in the General IT Control Audit which supports the Annual Financial Audit by the Office of the Auditor General of Ontario (**OAGO**). All data centre accesses have an automatic expiry and expired access is not automatically renewed, therefore continued access requires manual intervention.

As described in the *Data Centre Access and Usage Standard*, the purpose of the data centre hosting service provider's annual access review process with the OH (CCO) ITOM is to ensure that OH (CCO) agents with access continue to have an employment, contractual or other relationship with OH (CCO) and continue to require the same level of access. This is further verified annually by external auditors.

Tracking and Retention of Documentation Related to Access to the Premises

In accordance with the *Access Card Procedure*, the Facilities Coordinator maintains a log of agents with access to OH (CCO) offices. Online access request forms are stored within the Self-Service Portal on eCCO. Other documentation related to the receipt, review, approval, and termination of access to OH (CCO) offices will be recorded in Workday logs and the Service Desk's ITSM solution. As defined in the *Data Centre Access and Usage Standard*, all data centre access request forms submitted to the ITOM for authorization are retained on file in the Operational Services department. The *Data Centre Physical Security Standard* specifies that all data centre access cards are accounted for in inventory by the data centre's facility security, with issuance and expected return dates.

Policy, Procedures and Practices with Respect to Access by Visitors

The *Visitor Access Procedure* and *Data Centre Physical Security Standard* address the agent(s) responsible and the process to be followed in identifying, screening, and supervising visitors to OH (CCO)'s premises.

Visitors to OH (CCO)'s offices are directed to the reception area of the OH (CCO) office they are visiting. The receptionist asks the visitor to provide his/her name, the OH (CCO) Host's name, the purpose for the visit, and to sign in. The OH (CCO) Host will be notified via email that the visitor has arrived. A Visitor ID Card is issued noting the date and time of arrival and the name of the OH (CCO) Host. The Visitor ID Card must be worn by the visitor at all times. The Visitor ID Card cannot be used to gain access to OH (CCO)'s premises. While on OH (CCO)'s premises, visitors must be accompanied by an OH (CCO) agent at all times. At the conclusion of the visit, the OH (CCO) Host must escort the visitor back to Reception to sign out, which notes the time of departure, and the receptionist will collect the Visitor ID Card. If a visitor will be arriving after business hours, arrangements must be made in advance with the respective building's Reception. The Visitor ID Cards are self-expiring within 8 hours and their expiration is evidenced by a change of color and display of the word, "VOID"; in the event that the Visitor ID Card is not returned or the visitor is not signed out, it is not possible to reuse the card or return without the authorization of a confirmed OH (CCO) Host.

Access to OH (CCO)'s data centres is limited to those who have obtained a successful screening result following an approved personnel screening process. Visitors who have not completed the personnel screening process are escorted by authorized OH (CCO)/data centre staff in controlled areas of the facility and not left unattended. Visitors to OH (CCO)'s data centres must announce themselves at the reception zone, provide photo identification, and sign in. The OH (CCO)/data centre staff member who receives the visitor enters the reception zone and approves the visitor before access is granted. The visitor is provided with a visitor badge that is worn in a manner as to be visible at all times. The visitor badges are returned to the reception zone when the visitor returns to the reception zone for exit. Visitor badges are serialized and tracked: the facility tracks the badge number that is assigned to a specific visitor on a specific day. The visitor log tracks the date of the visit, arrival time, exit time, and the OH (CCO)/data centre staff member responsible for the visitor while on the premises.

Visitors who undergo the extra rigor of the personnel screening process at the colocation data centres are OH (CCO) agents with authorization to physically and logically access OH (CCO)'s servers. They are "visitors" as they are not data centre staff and do not have access to the rest of the service provider's colocation facilities. These individuals are OH (CCO) D&T staff who require more frequent access than the occasional visitors (generally on a one-time basis) who are escorted (typically for cleaning, HVAC and/or UPS maintenance, or the installation of new systems). This is standard practice across the IT industry.

Documentation related to the identification, screening and supervision of visitors to OH (CCO) offices is retained by Facilities in the system utilized by Reception for visitor management. Documentation related to visitors to the OH (CCO) data centres is retained by the data centre's facility security.

4. Log of Agents with Access to the Premises of the Prescribed Person or Prescribed Entity

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Access Card Procedure
	Data Centre Access and Usage Standard
DESCRIPTION	

OH (CCO) maintains comprehensive logs of approvals granted to agents to physically access OH (CCO)'s premises and the levels of access that are granted. The logs include:

- the name of the agent granted approval to access the premises;
- the level and nature of the access granted;
- the locations within the premises to which access is granted;
- the date that the access was granted;
- the date(s) that identification cards, access cards and/or keys were provided to the agent;
- the identification numbers on the identification cards, access cards and/or keys;
- the date of the next audit of access; and,
- the date that the identification cards, access cards and/or keys were returned to OH (CCO), if applicable.

Logs can be generated as required from the systems and departments described in the *Access Card Procedure*, the *Data Centre Access and Usage Standard* and in Part 2(3) of Part B of this report.

5. Policy & Procedures for Secure Retention of Records of PHI

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	CCO Privacy Policy
	Data Backup Procedure
	Data Backup Standard
	Data Sharing Agreement Initiation Procedure
	Data Use & Disclosure Policy
	Enterprise Information Security Policy
	Information Classification and Handling Standard
	Information Security Code of Conduct and Acceptable Use Policy
	Information Security Incident and Breach Response Standard
	Information Security Program Framework
	Personal Health Information Handling Standard
	Privacy Audit & Compliance Policy
	Privacy Breach Management Procedure
	Research Privacy Standard
	Retention of Records of Personal Health Information and Personal Information Policy
	Security Audit, Testing and Compliance Standard
	Series 900.000 Collection and Disclosure: Long-Term Use of Personal/Personal Health Data
Series 910.000 Collection and Disclosure: Short-Term Use of Personal/Personal Health Data	
Services Agreement	
Software as a Service Agreement	
DESCRIPTION	
<p>OH (CCO) has implemented policies, standards and procedures with respect to secure retention of records of PHI in paper and electronic format.</p> <p>The <i>Retention of Records of Personal Health Information and Personal Information Policy</i> identifies the retention period for records of PHI in both paper and electronic format, including various categories thereof; records of PHI are to be retained for no longer than is required to meet the purpose for which they were collected or created by OH (CCO).</p> <p>The <i>Research Privacy Standard</i> ensures that records of PHI used for OH (CCO) Research purposes are retained in compliance with the written research plan approved by the Research Ethics Board. This requirement is further enforced by OH (CCO)'s <i>Retention of Records of Personal Health Information and Personal Information Policy</i>, and the Records Schedule of OH (CCO) – <i>Series 900.000 Collection and Disclosure: Long-Term Use of Personal/Personal Health Data</i> and <i>Series 910.000 Collection and Disclosure: Short-Term Use of Personal/Personal Health Data</i>.</p> <p>For records of PHI collected pursuant to a DSA, the <i>DSA Initiation Procedure</i> prohibits the records from being retained for a period longer than that set out in the DSA.</p> <p>The <i>CCO Privacy Policy</i> and the <i>Enterprise Information Security Policy</i> require records of PHI to be retained in a secure manner. All OH (CCO) employees and contracted third parties are required to comply with OH (CCO)'s privacy and security requirements. The OH CPO and OH (CCO) VP of D&T are responsible for ensuring that data accessed by staff and third parties is in compliance with OH (CCO)'s privacy and security requirements. In the case of PHI used for OH (CCO) Research purposes, the OH (CCO) researchers are responsible for ensuring the secure</p>	

retention of these records; in the case of PHI collected pursuant to a DSA, the Data Steward is responsible for ensuring their secure retention. Data Stewards are also more broadly responsible for ensuring that the PHI handling practices for their respective data holding(s) are compliant with OH (CCO) policies.

The *Personal Health Information Handling Standard* identifies the precise methods by which records of PHI in paper and electronic format are to be securely retained, including records retained on various media. These policies and standards and the *Information Classification and Handling Standard* require agents of OH (CCO) to take steps that are reasonable in the circumstances to ensure that PHI is protected against theft, loss and unauthorized use or disclosure and to ensure that records of PHI are protected against unauthorized copying, modification or disposal. The reasonable steps that must be taken by agents are prescribed in the *Personal Health Information Handling Standard*.

The *Data Use & Disclosure Policy* addresses the circumstances in which, and the purposes for which, records of PHI will be transferred to the third-party service provider for secure retention. A third-party service provider that accesses PHI, or otherwise provides services to enable OH (CCO) to collect, use (retain, transfer, modify or dispose of) or disclose PHI, enters into a written *Services Agreement* or *Software as a Service Agreement* with OH which sets out the privacy and security obligations of the third-party service provider prior to being granted access to, or receiving, PHI. Currently, third-party service providers are contracted to retain records of PHI on behalf of OH (CCO) for hosting services and cloud services.

It should be noted that OH (CCO)'s backup infrastructure migrated to a new technical solution in September 2019. As of this writing, the published *Data Backup Standard* and *Data Backup Procedure* have not yet been updated to reflect the new solution architecture. The previous backup solution engaged a third-party service provider for the secure, off-site retention of backup tapes. However, tapes will not be needed in the new backup infrastructure. Short-term backups are now stored at OH (CCO)'s colocation data centre – addressed by the *Services Agreement* with the hosting provider – and long-term, non-PHI data (such as email and non-PHI file shares of departed OH (CCO) employees) are archived in the cloud.

The preexisting *Data Backup Standard* and *Data Backup Procedure* are still operationally in use and are not yet ready to be replaced or rewritten. Although OH (CCO)'s new backup infrastructure was deployed in September 2019, tape backups continue to be in the process of being phased out. Transition activities are expected to continue into Q3-Q4 2020. The impending consolidation and migration of OH data centres will further affect the backup solution architecture and corresponding backup processes.

The executed *Services Agreement* or *Software as a Service Agreement* between OH and the third-party service provider and the approved, secure, electronic/non-electronic methods for PHI transfer in the *Personal Health Information Handling Standard* (and its associated procedures) detail:

- The procedure to be followed in securely transferring the records of PHI to the third-party service provider;
- The procedure to be followed in securely retrieving the records from the third-party service provider;
- The secure manner in which the records will be transferred and retrieved;
- The conditions pursuant to which the records will be transferred and retrieved; and
- The agent(s) responsible for ensuring the secure transfer and retrieval of the records.

The *Personal Health Information Handling Standard* (and its associated procedures) address:

- The documentation that is required to be maintained in relation to the transfer of records of PHI to the third-party service provider for secure retention; and
- The requirement for the agent(s) responsible for ensuring the secure transfer to document the date, time and mode of transfer and to maintain a repository of written confirmations received from the third-party service provider upon receipt of the records of PHI.

As defined in the *CCO Privacy Policy*, the Data Steward is responsible for maintaining an inventory of data holdings, including records of PHI being securely retained by third-party service providers and of records of PHI retrieved by OH (CCO).

Where a third-party service provider is contracted by OH (CCO) to retain records of PHI, the *Data Use & Disclosure Policy* requires that a written agreement be executed with the third-party service provider containing the relevant language from the template *Services Agreement* or *Software as a Service Agreement*.

The *Data Use & Disclosure Policy* requires the OH (CCO) portfolio that wishes to engage a third-party service provider to work with the LPO to execute the required *Services Agreement* or *Software as a Service Agreement* prior to the commencement of the engagement and therefore, prior to transferring any records of PHI for secure retention.

All agents, including OH (CCO) agents, consultants, and employees of vendors are required to read and comply with the *Enterprise Information Security Policy*, *Information Security Code of Conduct and Acceptable Use Policy*, and all other policies, procedures and practices implemented by OH (CCO). The *Data Use & Disclosure Policy* requires all third-party service providers to comply with the terms of the executed *Services Agreement* or *Software as a Service Agreement* between OH (CCO) and the third-party service provider. The OH (CCO) portfolio that has engaged a given third-party service provider is responsible for the contract management.

Compliance is audited and tested in accordance with the *Information Security Program Framework* and the *Security Audit, Testing and Compliance Standard*, which sets out the frequency of continuous, ad hoc, annual or other scheduled audits and the agents responsible for conducting each type of audit and for ensuring compliance with the policy. Depending on the nature of the security audit, it may be conducted by the EISO (using internal or external resources), a third-party auditor/assessor, Internal Audit, IT Risk Management & Compliance, and/or Operations. Compliance with the *CCO Privacy Policy* and associated standards and procedures is assessed by the OH (CCO) Privacy Office in accordance with the *Privacy Audit & Compliance Policy*.

If an agent breaches or believes there may have been a breach of a security policy, the *Enterprise Information Security Policy* requires agents to report it at the first reasonable opportunity to the Service Desk, their respective managers, or the EISO, as warranted by circumstances. Information security breach management is further described in the *Information Security Incident and Breach Response Standard*. The *Privacy Breach Management Procedure* applies in the event of a privacy breach or a suspected privacy breach. A breach of the *Services Agreement* or *Software as a Service Agreement* between OH and a third-party service provider may result in contractually defined penalties, up to and including termination of the contract with potential legal action.

6. Policy & Procedures for Secure Retention of Records of PHI on Mobile Devices

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Courier Transfer of Personal Health Information Procedure
	Cryptography Standard
	Data Destruction Policy
	Data Engagement Request Form
	Data Use & Disclosure Policy
	Digital Media Disposal Standard
	Enterprise Information Security Policy
	Exchanging Personal Health Information via Application Services Procedure
	Exchanging Personal Health Information via Secure Managed File Transfer Procedure
	Information Classification and Handling Guidelines
	Information Management and Information Technology (IM/IT) Gating Policy
	Information Security Code of Conduct and Acceptable Use Policy
	Information Security Incident and Breach Response Standard
	Information Security Program Framework
	In-Person Transfer of Personal Health Information Procedure
	Logical Access Control Standard
	Network Security Standard
	Personal Health Information Handling Standard
	Security Audit, Testing and Compliance Standard
Standard Enterprise Practice - Data Destruction	
DESCRIPTION	
OH (CCO) has implemented a <i>Personal Health Information Handling Standard</i> and associated standards, procedures and guidelines (including the <i>Information Classification and Handling Guidelines</i>) that do not permit PHI to be retained on a mobile device. In this regard, the Standard provides a definition of "mobile device": "a digital storage medium that is physically portable, including CDs, DVDs, USB drives, hard drives, smartphones, and laptops."	
The <i>Personal Health Information Handling Standard</i> is consistent with orders issued by the IPC under the <i>Act</i> and the <i>Regulation</i> , including Order HO-004 and Order HO-007; and with guidelines, fact sheets, and best practices issued by the IPC pursuant to the <i>Act</i> and the <i>Regulation</i> , including <i>Fact Sheet 12: Encrypting Personal Health Information on Mobile Devices</i> and <i>Fact Sheet 14: Wireless Communication Technologies: Safeguarding Privacy and Security and Safeguarding Privacy in a Mobile Workplace</i> .	
OH (CCO) agents are required to read and comply with the <i>Enterprise Information Security Policy</i> , <i>Information Security Code of Conduct and Acceptable Use Policy</i> , and all other security policies, procedures, and practices implemented by OH (CCO).	
Compliance is audited and tested in accordance with the <i>Information Security Program Framework</i> and the <i>Security</i>	

Audit, Testing and Compliance Standard, which sets out the frequency of continuous, ad hoc, annual or other scheduled audits and the agents responsible for conducting each type of audit, and for ensuring compliance with the policy. Depending on the nature of the security audit, it may be conducted by the EISO (using internal or external resources), a third-party auditor/assessor, Internal Audit, IT Risk Management & Compliance, and/or Operations.

If an agent breaches or believes there may have been a breach of policy, the *Enterprise Information Security Policy* requires agents to report it at the first reasonable opportunity to the Service Desk, their respective managers, or the EISO, as warranted by circumstances. Information security breach management is further described in the *Information Security Incident and Breach Response Standard*.

Where Personal Health Information is Permitted to be Retained on a Mobile Device

OH (CCO) has implemented a *Personal Health Information Handling Standard* and associated standards, procedures and guidelines that do not permit PHI to be retained on a mobile device. OH (CCO) makes exceptions to its general prohibition against retaining PHI on a mobile device. Such exceptions are rarely granted. In the event that an exception is necessary, the Standard prescribes decision criteria, an approval process, and technical safeguards as defined in the IPC Manual for ensuring the protection of PHI records retained on mobile devices.

Approval Process

The *Personal Health Information Handling Standard* states that an exception allowing PHI to be retained on a mobile device may only be granted with explicit approval by the relevant Data Steward based on an assessment of information risks by the Privacy Office and the EISO. A formal request must be initiated by a relevant lead (e.g. project, program, product manager) and a completed DERF is submitted to EDAS for evaluation. EDAS reviews the DERF and recommends engagement with appropriate stakeholders, such as the Privacy Office, EISO, or Data Steward. The requestor is responsible for ensuring that the exception has been formally granted before moving forward. The decision approving or denying the request will be in the DERF.

Such an exception may be considered solely for the courier / in-person transfer of PHI (on a mobile device) – two approved methods of non-electronic transfer of PHI defined in the Standard. These methods of transfer are best suited for infrequent, time-limited, or one-time-only use cases, particularly if the size of the data is substantial. If an exception is granted, OH (CCO) agents must use a mobile device that implements approved strong encryption in accordance with the *Cryptography Standard*, e.g. OH (CCO)-provisioned laptops or removable drives with encryption enforced by BitLocker To Go.

Prior to any exception approval of a request to retain PHI on a mobile device, the *Personal Health Information Handling Standard* requires the agent(s) responsible for determining whether to approve or deny the request to ensure that other information, namely de-identified and/or aggregate data, will not serve the identified purpose and that no more PHI will be retained on the mobile device than is reasonably necessary to meet the identified purpose. The *Personal Health Information Handling Standard* requires the agent(s) responsible for determining whether to approve or deny the request to ensure that the use of PHI has been approved pursuant to the *Data Use & Disclosure Policy*.

Conditions or Restrictions on the Retention of Personal Health Information on a Mobile Device

If an exception is granted to retain PHI on a mobile device, the mobile device must be encrypted with approved, strong encryption in accordance with the *Cryptography Standard*. The mobile device may only be used in accordance with the *Courier Transfer of Personal Health Information Procedure* or the *In-Person Transfer of Personal Health Information Procedure*. These procedures require the mobile device to be password-protected using a strong and complex password created by the OH (CCO)-standard password generation utility that is in compliance with OH (CCO) policies. In accordance with the *Cryptography Standard*, the password for the mobile device must be segregated by usage, i.e. it cannot be reused for a different purpose. Passwords must be securely managed in the OH (CCO) standard password storage utility.

The EISO is consulted to identify a digital medium appropriate for the transfer – the EISO typically does not recommend the use of mobile devices with display screens. In the event that a mobile device with a display screen is utilized, the device must comply with the lockout requirements of the *Logical Access Control Standard*. The Portfolio performing the transfer is responsible for encrypting mobile devices and for ensuring that the mandatory, standardized, password-protected screen saver is enabled, if applicable.

The *Courier Transfer of Personal Health Information Procedure* or the *In-Person Transfer of Personal Health Information Procedure* detail the steps that must be taken by agents to protect the PHI retained on a mobile device against theft, loss, and unauthorized use or disclosure and to protect the records of PHI retained on a mobile device against unauthorized copying, modification, or disposal.

The *Data Use & Disclosure Policy* and *Personal Health Information Handling Standard* require agents to retain the PHI on a mobile device no longer than necessary to meet the identified purpose and to securely delete PHI retained on a mobile device in accordance with the process and in compliance with the time frame outlined in OH (CCO)'s policies, standards, and procedures. Data destruction is performed in accordance with the *Standard Enterprise*

Practice - Data Destruction, Data Destruction Policy, and the Digital Media Disposal Standard and associated procedures.

Where Personal Health Information is not Permitted to be Retained on a Mobile Device

OH (CCO) has implemented a *Personal Health Information Handling Standard* and associated standards, procedures, and guidelines that expressly prohibit the retention of PHI on a mobile device and indicate criteria for restricted circumstances in which PHI may be accessed remotely through a secure connection or virtual private network (VPN).

Approval Process

As defined in the *Personal Health Information Handling Standard*, PHI may be accessed remotely only in the following restricted circumstances if approved:

- when a portal/application is developed specifically to fulfill the given PHI handling use case and formally assessed for privacy and security risks, in accordance with the *Exchanging Personal Health Information via Application Services Procedure*;
- over technologically enforced VPN connections for off-site OH (CCO) agents connecting to internal OH (CCO) systems or services that are not exposed to the Internet;
- over VPN for transactional exchanges between OH (CCO) and external organizations such as site-to-site Health Level Seven (HL7) messaging; or
- via Secure Managed File Transfer (**MFT**) for frequent or regularly scheduled transfers of small to moderately sized files between OH (CCO) and external organizations, implemented in accordance with the *Exchanging Personal Health Information via Secure Managed File Transfer Procedure* may be automated.

The *Personal Health Information Handling Standard* establishes that any remote access to PHI by a new or modified OH (CCO) portal/application will be assessed by the Privacy Office and the EISO in accordance with the *IM/IT Gating Policy*. IM/IT stage-gating is the review process for approval of projects requiring IM/IT deliverables, services or resources to ensure that appropriate review – including privacy and security reviews by the Privacy Office and EISO, respectively – and decision criteria exist at critical transition points in the project lifecycle. The IM/IT stage-gate framework identifies documented artifacts that must be completed, provided and/or executed; the agent(s) responsible for completing, providing and/or executing the documentation; the agent(s) to whom this documentation must be provided; and the required content of the documentation.

As defined in The *Personal Health Information Handling Standard*, any other new remote access to PHI may only be granted with explicit approval by the relevant Data Steward based on an assessment of information risks by the Privacy Office and the EISO. A formal request must be initiated by a relevant lead (e.g. project, program, product manager) and a completed DERF is submitted to EDAS for evaluation. EDAS reviews the DERF and recommends engagement with appropriate stakeholders such as the Privacy Office, EISO, or Data Steward. The requestor is responsible for ensuring that the exception has been formally granted before moving forward. The decision approving or denying the request will be in the DERF.

The *Exchanging Personal Health Information via Application Services Procedure* and *Exchanging Personal Health Information via Secure Managed File Transfer Procedure* address further requirements that must be satisfied and the criteria that must be considered by the agent(s) responsible for determining whether to approve or deny the request for remote access.

Conditions or Restrictions on the Remote Access to Personal Health Information

The *Personal Health Information Handling Standard* identifies the conditions and restrictions with which agents granted approval to access PHI remotely must comply. The agents are prohibited from remotely accessing PHI if other information, such as de-identified and/or aggregate data, will serve the purpose and from remotely accessing more PHI than is reasonably necessary for the identified purpose.

The administrative, technical and physical safeguards that must be implemented by agents in remotely accessing personal health information are set out in the *Personal Health Information Handling Standard* (echoed in the *Information Classification and Handling Guidelines*), the *Exchanging Personal Health Information via Application Services Procedure*, the *Exchanging Personal Health Information via Secure Managed File Transfer Procedure*, and the *Data Use & Disclosure Policy*. Further technical controls are specified in the *Network Security Standard*.

7. Policy & Procedures for Secure Transfer of Records of PHI

EXISTENCE & IMPLEMENTATION

	Name
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OH (CCO) vehicle(s)	Courier Transfer of Personal Health Information Procedure Enterprise Information Security Policy Exchanging Personal Health Information via Application Services Procedure Exchanging Personal Health Information via Secure Managed File Transfer Procedure Information Security Code of Conduct and Acceptable Use Policy Information Security Incident and Breach Response Standard Information Security Program Framework In-Person Transfer of Personal Health Information Procedure Logging, Monitoring and Auditing Standard Personal Health Information Handling Standard Security Audit, Testing and Compliance Standard
DESCRIPTION	
<p>OH (CCO) has implemented the <i>Personal Health Information Handling Standard</i> and accompanying detailed procedures that address the secure transfer of records of PHI in paper and electronic format. The accompanying procedures are:</p> <ul style="list-style-type: none"> • <i>Courier Transfer of Personal Health Information Procedure;</i> • <i>Exchanging Personal Health Information via Application Services Procedure;</i> • <i>Exchanging Personal Health Information via Secure Managed File Transfer Procedure;</i> and • <i>In-Person Transfer of Personal Health Information Procedure</i> <p>The Standard requires records of PHI to be transferred in a secure manner and sets out the secure methods of transferring records of PHI in paper and electronic format that have been approved by OH (CCO). The Standard requires agents to use the approved methods of transferring records of PHI and prohibits all other methods.</p> <p>As defined in the <i>Personal Health Information Handling Standard</i>, the approved methods of electronic transfer are limited to:</p> <ul style="list-style-type: none"> • Portals/application services developed specifically for the purpose, • VPN, and • Secure MFT. <p>The approved methods of non-electronic transfer are limited to:</p> <ul style="list-style-type: none"> • Courier and • In-Person. <p>The <i>Personal Health Information Handling Standard</i> and accompanying <i>Procedures</i> outline the procedures that must be followed in transferring records of PHI through each of the approved methods. This includes a discussion of the conditions pursuant to which records of PHI will be transferred; the agent(s) responsible for ensuring the secure transfer; any documentation that is required to be completed, provided and/or executed in relation to the secure transfer; the agent(s) responsible for completing, providing and/or executing the documentation; and the required content of the documentation.</p> <p>The <i>Personal Health Information Handling Standard</i> and accompanying <i>Procedures</i> address whether the agent transferring records of PHI is required to document the date, time and mode of transfer; the recipient of the records of PHI; the nature of the records of PHI transferred; and whether confirmation of receipt of the records of PHI is required from the recipient and if so, the manner of obtaining and recording acknowledgement of receipt of the records of PHI and the agent(s) responsible for doing so. System audit trail requirements for electronic transfers are defined by the <i>Logging, Monitoring and Auditing Standard</i>.</p> <p>The <i>Personal Health Information Handling Standard</i> and accompanying <i>Procedures</i> outline the administrative, technical and physical safeguards that must be implemented by agents in transferring records of PHI through each of the approved methods in order to ensure that the records of PHI are transferred in a secure manner. VPN safeguards are operationally configured and technologically enforced.</p> <p>OH (CCO)'s approved methods of securely transferring records of PHI and the procedures and safeguards that are required to be implemented in respect of the secure transfer of records of PHI are consistent with:</p> <ul style="list-style-type: none"> • orders issued by the IPC under the <i>Act</i> and the <i>Regulation</i>, including but not limited to Order HO-004 and Order HO-007; • guidelines, fact sheets and best practices issued by the IPC, including <i>Privacy Protection Principles for</i> 	

Electronic Mail Systems and Guidelines on Facsimile Transmission Security; and

- evolving privacy and security standards and best practices.

All OH (CCO) agents must comply with the *Personal Health Information Handling Standard*. More broadly, all OH (CCO) agents are required to read and comply with the *Enterprise Information Security Policy, Information Security Code of Conduct and Acceptable Use Policy*, and all other security policies, procedures, and practices implemented by OH (CCO). Those who fail to comply may be subject to discipline, including revocation of access to OH (CCO) premises and systems containing PHI.

Compliance is audited and tested in accordance with the *Information Security Program Framework* and the *Security Audit, Testing and Compliance Standard*, which sets out the frequency of continuous, ad hoc, annual or other scheduled audits and the agents responsible for conducting each type of audit, and for ensuring compliance with the policy. Depending on the nature of the security audit, it may be conducted by the EISO (using internal or external resources), a third-party auditor/assessor, Internal Audit, IT Risk Management & Compliance, and/or Operations.

If an agent breaches or believes there may have been a breach of policy, the *Enterprise Information Security Policy* requires agents to report it at the first reasonable opportunity to the Service Desk, their respective managers, or the EISO, as warranted by circumstances. Information security breach management is further described in the *Information Security Incident and Breach Response Standard*.

8. Policy & Procedures for Secure Disposal of Records of PHI

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	CCO Privacy Policy
	Certificate of Destruction
	Data Destruction Authorization Form
	Data Destruction Policy
	Data Sharing Agreement Initiation Procedure
	Data Use & Disclosure Policy
	Digital Media Disposal Standard
	Enterprise Information Security Policy
	Hard-Copy PHI Disposal Procedure
	Information Security Code of Conduct and Acceptable Use Policy
	Information Security Incident and Breach Response Standard
	Information Security Program Framework
	IT Asset & Data Disposal Procedure
	Personal Health Information Handling Standard
	Privacy Audit & Compliance Policy
	Privacy Breach Management Procedure
	Security Audit, Testing and Compliance Standard
	Services Agreement
Software as a Service Agreement	
Standard Enterprise Practice - Data Destruction	
DESCRIPTION	
OH (CCO) has implemented the <i>Personal Health Information Handling Standard, Standard Enterprise Practice - Data Destruction, Data Destruction Policy, Hard-Copy PHI Disposal Procedure, and Digital Media Disposal Standard</i> with respect to the secure disposal of records of PHI in both paper and electronic format in order to ensure that reconstruction of these records is not reasonably foreseeable in the circumstances.	
The policy, standards, and procedures require records of PHI to be disposed of in a secure manner and provide a definition of secure disposal that is consistent with the <i>Act</i> and the <i>Regulation</i> . The <i>Data Destruction Policy</i> defines “data destruction” as “the process of modifying, eliminating or deleting data beyond any recognition so that the reconstruction of the record is not reasonably foreseeable” in accordance with the definition of “destruction” from OH (CCO)’s <i>Records and Information Management Policy</i> . The <i>Hard-Copy PHI Disposal Procedure</i> states that for hard-copy records, “secure disposal is achieved by permanently destroying or erasing the record in an irreversible manner so that the record cannot be reconstructed in any way.” The <i>Digital Media Disposal Standard</i> states that “sanitization and secure disposal with regards to OH (CCO) digital media means either purging the data or destroying the media,” where “purge” is defined as “a method of sanitization that applies physical or logical techniques that renders Target Data recovery infeasible using state-of-the-art laboratory techniques” and “destroy” is defined as “a method of sanitization that renders Target Data recovery infeasible using state-of-the-art laboratory techniques and results in the subsequent inability to use the media for storage of data.”	

The *Standard Enterprise Practice - Data Destruction* is the overarching document that defines the triggers and approvals that lead to data destruction at OH (CCO). The *Data Destruction Policy* outlines the destruction of data that has been tagged and approved for destruction.

The *Hard-Copy PHI Disposal Procedure* identifies the precise method by which hard-copy records of PHI are required to be securely disposed of. All hard-copy records containing PHI are placed in secure shredding bins available throughout OH (CCO)'s premises; a third-party service provider accredited by the National Association for Information Destruction (**NAID**) or follows the NAID principles shreds the bins' contents on an on-site shredding truck, accompanied by an OH (CCO) Facilities Coordinator or delegate at all times while on OH (CCO)'s premises.

The *Digital Media Disposal Standard* identifies the precise method by which records of PHI in electronic format, including records retained on various media, are required to be securely disposed of. The Standard requires PHI to be purged (using ATA Sanitize/Secure Erase, block-level erase, crypto-erase, or the device manufacturer's recommended method, depending on the type of digital medium involved) or destroyed (physical destruction using OH (CCO)'s approved third-party shredding service provider). Purging is performed solely by trained members of Operational Services or Service Desk, depending on the use case and digital media tagged for destruction are securely stored by Service Desk until picked up by the third-party service provider for on-site or off-site destruction.

The policy, standards, and procedures are consistent with PHIPA and the Regulation; with orders issued by the IPC under the *Act* and the Regulation, including Order HO-001 and Order HO-006; and with guidelines, fact sheets and best practices issued by the IPC pursuant to the *Act* and the Regulation including *Fact Sheet 10: Secure Destruction of Personal Information*.

The *Hard-Copy PHI Disposal Procedure* states that secure shredding bins are available throughout OH (CCO)'s premises for the secure retention of hard-copy records of PHI pending secure disposal. All secure shredding bins provided by the shredding service provider for placement throughout OH (CCO)'s premises are clearly marked and locked pending secure disposal. The secure shredding bins are physically segregated from non-PHI records intended for recycling. On-site shredding takes place on an on-site shredding truck. In the event of off-site destruction of records containing PHI, the third-party service provider is required to secure storage pending such destruction. Facilities is responsible for ensuring the secure retention of hard-copy records of PHI pending their secure disposal.

The *Digital Media Disposal Standard* states that all digital media sanitization takes place under secure and controlled conditions. All digital media scheduled for purge or destruction are stored securely within the Service Desk work area (which is physically segregated from other offices within OH (CCO)'s premises), and physically separated from other media by the Service Desk pending destruction. Digital media scheduled for destruction is stored securely in a clearly marked and locked storage container designated for pick-up by the third-party service provider for on-site or off-site destruction. The third-party service provider is required to secure storage pending destruction.

As defined in the *Data Sharing Agreement Initiation Procedure*, where OH (CCO) has disclosed records of PHI or certain categories of records of PHI to an external party pursuant to a DSA, the data is to be securely returned to OH (CCO) or disposed of by the external party; who may be a designated agent, but not a third-party service provider. The DSA identifies that the external party is responsible for securely disposing of the shared data and must provide a Certificate of Destruction. Three months prior to the expiry of the retention period set out in the DSA or expiry date of the DSA, whichever is earlier, the Privacy Office notifies the data steward about the expiry date and the data steward will send a notice to the external party. The DSA identifies the person to whom the Certificate of Destruction must be provided, the time frame following secure disposal within which the Certificate of Destruction must be provided, and the required content of the Certificate of Destruction. The Certificate of Destruction requires:

An identification of the records of PHI to be securely disposed of;

- confirmation of the secure disposal of the records of PHI;
- the date, time and method of secure disposal employed; and
- the name and signature of the agent(s) who performed the secure disposal.

In the event that records of PHI, or certain categories of records of PHI, will be securely disposed of by an agent that is a third-party service provider, the *Services Agreement* or *Software as a Service Agreement* with the third-party service provider and the *IT Asset & Data Disposal Procedure* establish the procedure to be followed by OH (CCO) (if applicable) in securely transferring the records of PHI to the third-party service provider for secure disposal. Data already hosted by the third-party service provider, such as a cloud service provider, does not require a transfer procedure for secure disposal.

As defined in the *Digital Media Disposal Standard*, OH (CCO) maintains a NAID-certified vendor of record (**VOR**) for the physical destruction of digital media. The *Hard-Copy PHI Disposal Procedure* establishes the requirements for the VOR. In accordance with established procedures between OH (CCO) and the vendor, Service Desk will engage Facilities and the designated vendor to coordinate the physical pick-up of digital media for destruction. The transfer of custody from OH (CCO) to the vendor is documented and verified. Upon transfer of custody, the vendor is

responsible for the rest of the secure transfer to its facilities. Once digital media is physically outside of OH (CCO)'s direct control, it is the vendor that ensures firsthand that its vehicles are secured, that its staff are trained and compliant with their policies and procedures, that its facilities have physical security controls, etc. The vendor is responsible for the actual physical transfer, as it is logistically infeasible for OH (CCO) to perform the vendor's tasks; OH (CCO) is accountable for the safeguarding of the PHI throughout its transfer and destruction.

In role and responsibility charting (i.e. RACI), the Responsible (R) party is the entity or individual(s) who actually completes the task, whereas the Accountable (A) party is the entity or individual(s) who is ultimately answerable for the activity or decision.

The policies, standards, and procedures require the vendor to document the date, time, and mode of transfer of the records of PHI; Service Desk maintains a repository of written confirmations received from the third-party service provider evidencing receipt of the records of PHI. In accordance with the *Standard Enterprise Practice - Data Destruction*, Data & Analytics Governance is responsible for maintaining a detailed inventory related to the records of PHI transferred to the third-party service provider for secure disposal via completed *Data Destruction Authorization Forms* and certificates of destruction. The *Hard-Copy PHI Disposal Procedure* establishes that, upon completion of on-site destruction, the OH (CCO) Facilities Coordinator or delegate must have the vendor sign the pick-up and destruction work order sheet; the work order sheet constitutes the certificate of destruction and is kept for invoice verification with OH (CCO) Facilities; a copy of the work order and invoice is also uploaded to Workday.

Where a third-party service provider is retained to securely dispose of records of PHI, the *Data Use & Disclosure Policy* requires that a written agreement be executed with the third-party service provider containing the relevant language and appropriate terms and conditions from the *Services Agreement* or *Software as a Service Agreement*. The portfolio requesting secure disposal is responsible for ensuring that the agreement has been executed prior to the transfer of records of PHI for secure disposal and OH (CCO)'s Legal Department reviews the contract.

Where records of PHI are transferred to a third-party service provider for secure disposal, the *IT Asset & Data Disposal Procedure* specifies that IT Asset Management receives and is responsible for tracking the dates that certificates of destruction are received and the procedure to be followed for conducting such tracking. The certificates of destruction are retained for a period of seven years by IT Asset Management as attachments within the relevant Service Request tickets. IT Asset Management produces an annual report summarizing the digital media destroyed during the past year.

The *Data Sharing Agreement Initiation Procedure* identifies the Data Steward as the person responsible for tracking the DSA expiry dates and following up to ensure that the PHI has returned or that the PHI has been destroyed and a certificate of destruction was received. Where a certificate of destruction is not received within the time set out in the DSA, the Data Steward will notify the signatory to the DSA from the external party, or authoritative representative of the external party, to inform them that the shared data has not been returned or destroyed in accordance with the terms of the DSA. The Data Steward will copy the Privacy Office on the notice sent out to the external party. The Data Steward gives the external party a reasonable amount of time to meet the terms of the DSA. If after thirty calendar days, the external party has not returned or destroyed the shared data in accordance with the DSA, the Data Steward will email the Privacy Office to notify them of the breach of the DSA. The Data Steward will include in the email the relevant provisions of the DSA, including the specific terms breached, as well as any communications sent to, or received from, the external party.

All OH (CCO) agents must comply with the *Standard Enterprise Practice - Data Destruction*, *Data Destruction Policy*, *Hard-Copy PHI Disposal Procedure*, *Digital Media Disposal Standard*, and other related policies and procedures. More broadly, all agents are required to read and comply with the *Enterprise Information Security Policy*, *Information Security Code of Conduct and Acceptable Use Policy*, and all other security policies, procedures, and practices implemented by OH (CCO). Those who fail to comply may be subject to discipline, including revocation of access to OH (CCO) premises and systems containing PHI.

Compliance is audited and tested in accordance with the *Information Security Program Framework* and the *Security Audit, Testing and Compliance Standard*, which sets out the frequency of continuous, ad hoc, annual or other scheduled audits and the agents responsible for conducting each type of audit, and for ensuring compliance with the policy. Depending on the nature of the security audit, it may be conducted by the EISO (using internal or external resources), a third-party auditor/assessor, Internal Audit, IT Risk Management & Compliance, and/or Operations. Compliance with the *CCO Privacy Policy* and associated standards and procedures is assessed by the Privacy Office in accordance with the *Privacy Audit & Compliance Policy*.

If an agent breaches or believes there may have been a breach of policy, the *Enterprise Information Security Policy* requires agents to report it at the first reasonable opportunity to the Service Desk, their respective managers, or the EISO as warranted by circumstances. Information security breach management is further described in the *Information Security Incident and Breach Response Standard*. The *Privacy Breach Management Procedure* applies in the event of a privacy breach or a suspected privacy breach. A breach of the *Services Agreement* or *Software as a Service Agreement* between OH (CCO) and a third-party service provider may result in contractually defined

penalties, up to and including termination and/or legal action.

9. Policy & Procedures Relating to Passwords

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Enterprise Information Security Policy
	Information Security Code of Conduct and Acceptable Use Policy
	Information Security Incident and Breach Response Standard
	Information Security Program Framework
	Logical Access Control Standard
	Password Audit Procedure
Security Audit, Testing and Compliance Standard	
DESCRIPTION	
<p>OH (CCO) has implemented the <i>Logical Access Control Standard</i> which addresses passwords for authentication and passwords for access to information systems, technologies, equipment, resources, applications, and programs regardless of whether they are owned, leased or operated by OH (CCO).</p> <p>The <i>Logical Access Control Standard</i> and the configuration of OH (CCO)'s password policy compliance tool identifies the required minimum length of the password, the standard mandated for password composition, and any other restrictions imposed on passwords, such as re-use of prior passwords and the use of passwords that resemble prior passwords. At a minimum, passwords must be passphrases of at least 12 characters in length. OH (CCO) passwords are not constrained by maximum length limitations to support adequate entropy. In alignment with the latest security research and industry standards, obsolete password composition rules (such as upper- and lower-case letters, numbers, and special characters) have been retired in favor of longer passphrases and enhanced capabilities in auditing and detection of account misuse. The password policy compliance tool and regular password audits ensure that vulnerable passwords are not used. Infrastructure and network security safeguards and the Logging, Monitoring and Auditing System (LMAS) are deployed to detect and block suspicious login attempts.</p> <p>The <i>Logical Access Control Standard</i> also addresses the time frame within which passwords will automatically expire, the frequency with which passwords must be changed, the consequences arising from a defined number of failed log-in attempts, and the imposition of a mandatory, system-wide, password-protected lockout after a defined period of inactivity. A password-protected lockout presents a lock screen with a screen saver that requires user authentication before access is granted to the device.</p> <p>The <i>Logical Access Control Standard</i> further identifies the administrative, technical, and physical safeguards that must be implemented by agents in respect of passwords in order to ensure that the PHI is protected against theft, loss and unauthorized use or disclosure, and that the records of PHI are protected against unauthorized copying, modification or disposal. Agents are required to keep their passwords private and secure and to change their passwords immediately if they suspect that their password has become known to any other individual, including another agent.</p> <p>The <i>Logical Access Control Standard</i> and the <i>Information Security Code of Conduct and Acceptable Use Policy</i> prohibit agents from writing down, displaying, revealing, hinting at, providing, sharing or otherwise making their password known to any other individual, including another OH (CCO) agent.</p> <p>As established by the <i>Enterprise Information Security Policy</i>, all policy, standard, process, procedure, and guideline documents in support of information security are consistent with any orders issued by the IPC under the <i>Act</i> and the <i>Regulation</i>; with any guidelines, fact sheets, and best practices issued by the IPC; and with evolving privacy and security standards and best practices.</p> <p>All agents, including OH (CCO) agents, consultants, and employees of vendors are required to read and comply with the <i>Enterprise Information Security Policy</i>, <i>Information Security Code of Conduct and Acceptable Use Policy</i>, and all other security policies, procedures, and practices implemented by OH (CCO).</p> <p>Compliance is audited and tested in accordance with the <i>Information Security Program Framework</i> and the <i>Security Audit, Testing and Compliance Standard</i> which sets out the frequency of continuous, ad hoc, annual or other scheduled audits and the agents responsible for conducting each type of audit, and for ensuring compliance with the policy. Depending on the nature of the security audit, it may be conducted by the EISO (using internal or external resources), a third-party auditor/assessor, Internal Audit, IT Risk Management & Compliance, and/or Operations. The compliance of OH (CCO)'s passwords with the <i>Logical Access Control Standard</i> is audited at least once a year in accordance with the <i>Password Audit Procedure</i>.</p> <p>If an agent breaches or believes there may have been a breach of policy, the <i>Enterprise Information Security Policy</i></p>	

requires agents to report it at the first reasonable opportunity to the Service Desk, their respective managers, or the EISO, as warranted by circumstances. Information security breach management is further described in the *Information Security Incident and Breach Response Standard*.

10. Policy & Procedure for Maintaining & Reviewing System Control & Audit Logs

EXISTENCE & IMPLEMENTATION

OH (CCO) vehicle(s)	Name
	Enterprise Information Security Policy
	Information Security Code of Conduct and Acceptable Use Policy
	Information Security Incident and Breach Response Standard
	Logging, Monitoring and Auditing Procedure
	Logging, Monitoring and Auditing Standard
	Logical Access Control Standard
	Privacy and Information Security Risk Management Procedure
	Privacy Breach Management Procedure
	Security Audit, Testing and Compliance Standard
	Security Risk Management Procedure
	Security Risk Management Standard

DESCRIPTION

OH (CCO) has implemented a system and associated policies and procedures for the creation, maintenance, and ongoing review of system control and audit logs that are consistent with evolving industry standards and that are commensurate with the amount and sensitivity of the PHI maintained, the number and nature of agents with access, and with the associated threats and risks.

OH (CCO)'s *Logging, Monitoring and Auditing Standard's* governing principles require all information systems, technologies, applications, and programs involving PHI to have the functionality to log access, use, modification, and disclosure of PHI. It establishes the types of events, nature, and scope of the information that must be captured in system control and audit logs. Events include the following:

- create, read, update, copy, and delete of Internal (now labeled Enterprise) or Restricted information;
- initiation and acceptance of network connections;
- authentication events such as user login, logout, authentication failures;
- authorization events such as grant, modify, or revoke access rights including adding a new user or group, changing user privilege levels, changing file permissions, changing database object permissions, changing firewall rules, and user password changes;
- privileged account activities, including the administration of any such account;
- system, network, and service configuration changes including installation of software patches and updates, or other installed software changes;
- system and critical application process start-up, shutdown and restart;
- backup and restore activities such as successful backup or failure;
- application process abort, failure or abnormal end especially due to resource exhaustion or reaching a resource limit or threshold (such as for central processing unit (CPU), memory, network connections, network bandwidth, disk space or other resources), the failure of network services such as dynamic host configuration protocol or domain name server (DNS) or hardware fault;
- detection of suspicious/malicious activity such as from an intrusion detection / prevention system (IDS/IPS) and anti-malware system;
- cryptographic key generation and revocation or change of cryptographic keys;
- received or transmitted system-to-system messages that contain PHI are logged. Such a log must contain the time, date, origin and destination of the message, but not its contents; and
- enabling and disabling of logging activity (e.g. server stopped logging).

Attributes of log entries include: date and time stamp; system and sub-systems originating the event; identifiers for the subject requesting the action; identifiers for the object the action was performed on; activity being logged (category or type of event); and status of the activity including, if available, description and reason why the action failed.

OH (CCO)'s *Logging, Monitoring and Auditing Procedure* identifies the roles and responsibilities for the agents responsible for ensuring that the types of events required to be audited are audited, and that the nature and scope of the information that is required to be contained in system control and audit logs is in fact logged and also identified. Specific responsibilities have been identified for agents operating in the following functional roles: Architecture Services, Business Analysts, Product Managers, the Privacy Office, EISO, Quality Assurance, and Operational Services.

The *Logging, Monitoring and Auditing Standard* details the logs collection, storage, and protection requirements ensuring the audit logs are immutable. Logical access controls are implemented in accordance with the *Logical Access Control Standard* to ensure system control and audit logs are protected against de-activation of a logging facility; alterations to the logging configuration; unauthorized viewing of logs; and modification or deletion of logs. The agents responsible and the procedures they are to take implementing these controls, are detailed in the *Logging, Monitoring and Auditing Procedure*.

Retention periods for system control and audit logs are stated in the *Logging, Monitoring and Auditing Standard*; the *Logging, Monitoring and Auditing Procedure* identifies agents responsible for retaining the logs and storage locations.

The SOP for reviewing system control and audit logs is detailed in the *Logging, Monitoring and Auditing Procedure*. The SOP identifies the agents responsible for reviewing system control and audit logs, the frequency for regular review, and the process to be followed for conducting a review when an alert or unusual event is discovered.

If, on further investigation, the event is determined to be a privacy or security breach, or a suspected privacy or security breach, agents are required to immediately escalate in accordance with the *Privacy Breach Management Procedure* and/or the *Information Security Incident and Breach Response Standard*. The relationship between the *Information Security Incident and Breach Response Standard* and the *Privacy Breach Management Procedure* are identified in the *Logging, Monitoring and Auditing Procedure*.

Roles and responsibilities for addressing the findings arising from the review of system control and audit logs, including the roles responsible for assigning duties and tasks related to addressing the findings, establishing timelines, addressing the findings and monitoring to ensuring findings have been addressed are described for each type of finding in the *Logging, Monitoring and Auditing Procedure* and the *Security Audit, Testing and Compliance Standard*.

The *Logging, Monitoring and Auditing Procedure* and the *Security Audit, Testing and Compliance Standard* set out the nature of the documentation, if any, that must be completed, provided and/or executed following the review of system control and audit logs; the agent(s) responsible for completing, providing and/or executing the documentation; the agent(s) to whom the documentation must be provided; the time frame within which the documentation must be provided; and the required content of the documentation.

The *Logging, Monitoring and Auditing Procedure* and the *Security Audit, Testing and Compliance Standard* outline the manner and format for communicating the findings of the review and how the findings have been or are being addressed. This includes a discussion of the agent(s) responsible for communicating the findings of the review of system control and audit logs; the mechanism and format for communicating the findings of the review; the time frame within which the findings of the review must be communicated; and to whom the findings of the review must be communicated.

As described in the *Security Audit, Testing and Compliance Standard*, the EISO maintains an information security risk register, where findings of the review of system control and audit logs are tracked. The *Security Risk Management Standard* and *Security Risk Management Procedure* define the process to be followed in tracking that such findings have been addressed within the identified timelines and the agent(s) responsible for tracking that the findings have been addressed. The *Privacy and Information Security Risk Management Procedure* defines a similar process to be followed in tracking findings that incur both privacy and security risks.

All agents, including OH (CCO) agents, consultants, and employees of vendors are required to read and comply with the *Enterprise Information Security Policy*, *Information Security Code of Conduct and Acceptable Use Policy*, and all other security policies, procedures, and practices implemented by OH (CCO). Responsibility for compliance is assigned to all Managers with direct reports who will apply the disciplinary process when violations of this policy are deemed serious. Compliance is audited annually in accordance with the *Security Audit, Testing and Compliance Standard*, and is conducted by the EISO (using internal or external resources), a third-party auditor / assessor, Internal Audit, or IT Risk Management & Compliance. The EISO tracks findings, recommendations, and implementation of recommendations in the information security risk register.

If an agent breaches or believes there may have been a breach of policy, the *Enterprise Information Security Policy* requires agents to report it at the first reasonable opportunity to the Service Desk, their respective managers, or the EISO, as warranted by circumstances. Information security breach management is further described in the *Information Security Incident and Breach Response Standard*.

11. Policy & Procedures for Patch Management

EXISTENCE & IMPLEMENTATION

	Name
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OH (CCO) vehicle(s)	Enterprise Information Security Policy
	Information Security Code of Conduct and Acceptable Use Policy
	Information Security Incident and Breach Response Standard
	Operational Security – Patch Management Standard
	Operational Security – Patching Procedure
	Operational Security Standard
	Security Audit, Testing, and Compliance Standard

DESCRIPTION

OH (CCO)'s *Operational Security Standard*, *Operational Security - Patch Management Standard* and *Operational Security – Patching Procedure* have been developed and implemented for patch management at OH (CCO).

The *Operational Security – Patch Management Standard* and the *Operational Security – Patching Procedure* assign responsibility for monitoring security advisories and patch availability, on an ongoing daily basis, to Operational Services, Service Management, and Product Managers. IT Operations and Service Management form the Patch Management Team designated as responsible for installation and deployment by the *Operational Security - Patch Management Standard* and who must follow the procedures as detailed in the associated procedure.

The Standard states all relevant patches and security updates, regardless of their criticality, are to be installed. It is the responsibility of the Patch Management Team to identify whether a waiver is required for any reason and they engage the EISO. The rationale for waiving the patches is documented and a workaround may be implemented after proper documentation.

The *Operational Security - Patch Management Procedure* requires the person responsible for the specific patch (from the Patch Management Team) to log the description of the patch, the date the patch became available, the vendor assessed severity level of the patch, the target of the patch, and the rationale for requesting a waiver for not implementing the patch.

The *Operational Security - Patch Management Procedure* further states the time frames for implementation of patches will be determined by Operational Services, Service Management, and the Product Managers, in consultation with the EISO. By default, all security patches are applied regardless of their severity. Patches are evaluated for installation where a real, or potential, system conflict is suspected that could impact availability. In the event of system conflict(s), Operational Services, Service Management, and/or Product Managers determine, using a risk-based assessment and in consultation with the EISO, whether a patch will be implemented. The assessment considers the vulnerability severity, available workarounds, threat environment, and mitigating safeguards.

As indicated above, OH (CCO)'s default position is to install all relevant patches and security updates. "Relevant" does not refer to any kind of selectivity, but rather a qualifier to indicate that vendor patches for systems that do not exist within OH (CCO)'s environment are naturally out of scope. Therefore, there is no process to determine whether or not the patch should be implemented; there is only a waiver process in the event there is a system conflict impacting service availability. The waiver process has been described above.

The *Operational Security – Patch Management Standard* and the *Operational Security – Patch Management Procedure* establish that IT Operations, Service Management and Product Managers must ensure the adequate and appropriate testing of all patches prior to deployment.

Non-production systems or environments, when available, are used for initial testing. All applications are rigorously tested before patches are applied to production servers. If the functionality of any application is affected by the patch, the IT Operations team works closely with the developers to find alternative workarounds or ensure the successful installation of the patches. A documented test plan is completed and archived at the end of the testing period. Rollback mechanisms are in place in case the patch needs to be uninstalled.

The *Operational Security - Patch Management Procedure* establishes that the time frame and priority for patch implementation is determined by IT Operations, Service Management and the Product Managers in consultation with the EISO.

Patch management is automated. Endpoint devices are patched monthly. Windows servers, which constitute the majority of OH (CCO)'s infrastructure, are patched monthly and the patching schedule is published a year in advance. Linux and Solaris servers are patched quarterly, in accordance with the vendor's patch schedules. Databases are patched quarterly. Critical patches may be expedited as necessary. Vendor-managed systems such as cloud services or specialized hardware are patched/updated by the respective vendors.

The testing schedule is coordinated in relation to the patching schedule. For example, in the monthly (4-week) patching schedule, testing begins at the start of the 3rd week, on the assumption that the patches became available in the 2nd week, in accordance with the vendor's pre-established patch release schedule. Critical patches are tested immediately for prompt deployment.

The Patch Management Team consists of IT Operations (who are responsible for servers, storage appliances, databases and network systems) and Service Management (who are responsible for workstations and their applications). The Patch Management Team performs the testing and deployment of patches.

The *Operational Security - Patch Management Standard* sets out the processes for the various patch implementations including the responsible groups for each stage of the implementation process. The *Operational Security - Patch Management Procedure* requires patching to be tracked through a change request (CR) to the Change Advisory Board (CAB) and all installation details for implemented patches are kept within the patch management tools and CAB document repositories. The following information must be captured: description of the patch; date the patch became available; vendor assessed severity level and priority of the patch; target of the patch (information system, technology, equipment, resource, application or program); date the patch was implemented; agents responsible for implementing the patch; date the patch was tested; and information on the results of the testing.

All historical patch information is retained in the change record (required by the *Operational Security - Patch Management Procedure*) and includes: description of the patch; date the patch became available; vendor assessed severity level and priority of the patch; target of the patch (information system, technology, equipment, resource, application or program); date the patch was implemented; agents responsible for implementing the patch; date the patch was tested; and information on the results of the testing.

All agents, including OH (CCO) agents, consultants, and employees of vendors are required to read and comply with the *Enterprise Information Security Policy, Information Security Code of Conduct and Acceptable Use Policy*, and all other security policies, procedures, and practices implemented by OH (CCO). Responsibility for compliance is assigned to all Managers with direct reports who will apply the disciplinary process when violations of this policy are deemed serious. Compliance is audited annually in accordance with the *Security Audit, Testing and Compliance Standard*, and is conducted by the EISO (using internal or external resources), a third-party auditor / assessor, Internal Audit, or IT Risk Management & Compliance. The EISO tracks findings, recommendations, and implementation of recommendations in the information security risk register.

If an agent breaches or believes there may have been a breach of policy, the *Enterprise Information Security Policy* requires agents to report it at the first reasonable opportunity to the Service Desk, their respective managers, or the EISO as warranted by circumstances. Information security breach management is further described in the *Information Security Incident and Breach Response Standard*.

12. Policy & Procedures Related to Change Management

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Enterprise Information Security Policy
	Information Security Code of Conduct and Acceptable Use Policy
	Information Security Incident and Breach Response Standard
	Information Technology Change Management Standard
	ITCM – ITCS Change Management – FAQ & Job Aids
	Operational Security Standard
	Post Implementation Review Template
	Security Audit, Testing and Compliance Standard
	Terms of Reference - Information Technology Change Subcommittee (ITCS)
	Workday Program Changes Procedures
	Workday Program Changes Standard
DESCRIPTION	
OH (CCO) has implemented change management practices aligned with the Information Technology Infrastructure Library (ITIL) standards for service management. The <i>Operational Security Standard</i> requires changes to information processing facilities and systems to be controlled and managed through the <i>Information Technology Change Management Standard</i> . In 2018-19, OH (CCO) procured and deployed a new ITSM solution. IT change management policies and procedures are now embedded into automated and auditable ITSM workflows. Additional IT change management documentation have been disseminated among ITSM users via OH (CCO)'s <i>ITSM – ITCS Change Management – FAQ & Job Aids</i> repository.	
The <i>Information Technology Change Management Standard</i> and <i>Terms of Reference - Information Technology Change Subcommittee (ITCS)</i> , and workflows built into an ITSM Change Management module have been developed and implemented for receiving, reviewing, and determining whether to approve or deny a request for a change to the operational environment of OH (CCO).	

The ITCS has been mandated by D&T leadership as accountable for receiving, reviewing, and determining whether to approve or deny a request for a change to the operational environment through the *Terms of Reference - ITCS*. The *Terms of Reference* identifies the agent(s) responsible for receiving, reviewing, and determining whether to approve or deny a request for a change along with the process that must be followed and the requirements that must be satisfied. The process and requirements are embedded within the ITSM tool's Change Management module, including workflows for receiving mandatory approval from five key groups (agents): the Resource coordinator, the Operational Services Team, the Service Desk Team, the Development Team, the QA team, and EISO. Mandatory requirements for submitting a CR are configured within the change management module. The change requestor is responsible for completing the CR fields and attaching associated change documentation prior to submitting the request into the review and approval workflow. CRs submitted for review include a description of the change requested, the rationale for the change, why the change is necessary, and a risk assessment of the impact of executing or not executing the change.

The *Terms of Reference - ITCS* lays out the criteria to be considered by each of the ITCS members when reviewing and assessing a change for approval. Change approvals, or denials, are completed within the CR workflow with decision rationales captured and the system generating the necessary messages to the relevant parties via both direct email and status updates on the CR itself.

Documentation of all changes, whether approved or declined, occurs within the ITSM tool's Change Management module CR. Attributes of a CR include: the name of the CR submitter (responsible agent), the change to the operational environment requested, the name of the person requesting the change, and the date the change was requested. Declined change documentation is input into the CR by the person(s) who determined the change should not proceed and includes their rationale for that determination.

A CR's approval workflow cannot be initiated until it is reviewed by Operational Services who assign resources and approve the proposed timeline or adjust it accordingly. The *Information Technology Change Management Standard* states Change Management (Operational Services) is responsible for updating the configuration management database (**CMDB**) prior to implementation; categorization of changes using impact and risk; processing the change according to the change type time frame; publishing the Forward Schedule of Change with tentative dates and updating implementation dates on CR approval; publishing blackout periods to prevent scheduling changes during periods of low resource availability; and reviewing and implementing recommendations from the ITCS from post implementation reviews.

The term "resource" in the context of change management is used in the manner defined by the IT ITIL framework (which also establishes global standards of practice for change management): "A generic term that includes IT Infrastructure, people, money or anything else that might help to deliver an IT Service." Therefore, it does not exclusively refer to agents.

Change implementations are initiated through CR task assignments within the ITSM tool. They include instructions on the process for implementation of the specific change and are assigned to the resource responsible for implementing the change and providing or updating any required documentation.

Testing requirements are also embedded in the ITSM Change Management tool with quality assurance test plans, procedures, test dates, test results, and who performed the testing required prior to submitting a CR for approval.

All change details are maintained in the ITSM tool, including change description; the change requester; the date of the request; the priority assigned to the change (normal, standard, or emergency); the change implementation date; the resource responsible for implementing the change; the date of testing; the quality assurance resource(s) responsible for testing; and whether or not the testing was successful.

The *Workday Program Changes Standard* and the *Workday Program Changes Procedures* define change management controls specific to the administration of Workday, including semi-annual releases, weekly releases, configuration, business process, integration, security group, and report changes.

The Workday change management procedures comply with the Manual. Workday is a software-as-a-service (**SaaS**) solution, hosted in the cloud and maintained by a third-party service provider. The separation between OH (CCO)'s internal change management processes and change management for Workday reflects the organizational separation between OH (CCO) and the Workday company. OH (CCO) has explicitly documented change management for Workday to ensure that the elevated privileges pertaining to sensitive business functions such as HR and payroll are appropriately controlled and monitored. People, process and technology controls pertaining to Workday, including change management, are audited annually by the OAGO. It should be noted that Workday does not process any PHI.

All agents, including OH (CCO) agents, consultants, and employees of vendors are required to read and comply with the *Enterprise Information Security Policy*, *Information Security Code of Conduct and Acceptable Use Policy*, and all other security policies, procedures, and practices implemented by OH (CCO). Responsibility for compliance is

assigned to all Managers with direct reports who will apply the disciplinary process when violations of the *Information Technology Change Management Standard* or *Terms of Reference - ITCS* are deemed serious. As described in the *Post Implementation Review Template*, a post-implementation review is conducted at the end of each month, by ITCS members, to evaluate the success and compliance of changes and to improve upon existing methods, standards, and procedures. Compliance is also audited annually in accordance with the *Security Audit, Testing and Compliance Standard* and is conducted by the EISO (using internal or external resources), a third-party auditor / assessor, Internal Audit, or IT Risk Management & Compliance.

If an agent breaches or believes there may have been a breach of policy, the *Enterprise Information Security Policy* requires agents to report it at the first reasonable opportunity to the Service Desk, their respective managers, or the EISO as warranted by circumstances. Information security breach management is further described in the *Information Security Incident and Breach Response Standard*.

13. Policy & Procedures for Back-Up & Recovery of Records of PHI

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	CCO Privacy Policy
	Data Backup Procedure
	Data Backup Standard
	Data Use & Disclosure Policy
	Disaster Recovery Test Results
	Enterprise Information Security Policy
	Information Classification and Handling Standard
	Information Security Code of Conduct and Acceptable Use Policy
	Information Security Incident and Breach Response Standard
	Personal Health Information Handling Standard
	Privacy Audit & Compliance Policy
	Privacy Breach Management Procedure
	Security Audit, Testing and Compliance Standard
Services Agreement	
Software as a Service Agreement	
DESCRIPTION	
<p>OH (CCO) has implemented the <i>Data Backup Standard</i> and <i>Data Backup Procedure</i> for the backup and recovery of records of PHI. These documents and standardized third-party service provider agreements address the administrative processes, technical practices, and controls required to ensure the secure retention and transfer of backups.</p> <p>The <i>Data Backup Procedure</i> identifies the servers, staging disks and software within the Backup System maintained by OH (CCO). It details the backup frequency, dependent on the media and recovery point objective for each system, as well as the processes and requirements for each system. The Procedure identifies the Operational Services team as responsible for day-to-day backup operation and restoration request fulfillment; backup administrators are responsible for scheduling, managing, and monitoring the backup jobs as well as reporting and resolving any failures; and Service Management and Operational Services are responsible for overseeing the backup standard, strategy, processes, and procedures. The <i>Data Backup Standard</i> requires accurate and complete records of the backup data and restoration procedures are produced and maintained. The <i>Data Backup Procedure</i> provides process documentation templates.</p> <p>The <i>Data Backup Standard</i> requires rehearsal restoration be routinely performed to verify the recoverability of the backup data and restoration procedures. The <i>Data Backup Procedure</i> identifies the Operational Services team as responsible for performing data restoration tests monthly to ensure the recoverability of the backups. The outcomes of the tests are recorded in the <i>DR Test Results</i> and the percentage of restoration requests that are successfully met are tracked and reported.</p> <p>The <i>Data Backup Procedure</i> identifies the Operational Services team as being responsible for the secure storage and retention of backup data. D&T is responsible for ensuring the backups are retained in compliance with the <i>Data Backup Standard</i> which states backup data and media is retained or destroyed in accordance with legislative, regulatory, and other requirements to which OH (CCO) is subject and that backup data and media are retained in a secure manner in accordance with OH (CCO)'s information security and privacy policies and practices. The <i>Data Backup Procedure</i> provides the specifics of the retention periods according to the nature of the content and backup media.</p> <p>The <i>Data Use & Disclosure Policy</i> addresses the circumstances in which, and the purposes for which, records of PHI will be transferred to the third-party service provider for secure retention. A third-party service provider which</p>	

accesses PHI, or otherwise provides services to enable OH (CCO) to collect, use (retain, transfer, modify or dispose of) or disclose PHI, enters into a written *Services Agreement* or *Software as a Service Agreement* with OH. The agreement sets out the privacy and security obligations of the third-party service provider prior to the service provider being granted access to, or receiving, PHI. Currently, third-party service providers are contracted to retain records of PHI on behalf of OH (CCO) for hosting services and cloud services.

It should be noted that OH (CCO)'s backup infrastructure migrated to a new technical solution in September 2019. As of this writing, the published *Data Backup Standard* and *Data Backup Procedure* have not yet been updated to reflect the new solution architecture. The previous backup solution engaged a third-party service provider for the secure, off-site retention of backup tapes. However, tapes will not be needed in the new backup infrastructure. Short-term backups are now stored at OH (CCO)'s colocation data centre – addressed by the *Services Agreement* with the hosting provider – and long-term, non-PHI data (such as email and non-PHI file shares of departed OH (CCO) employees) are archived in the cloud.

The preexisting *Data Backup Standard* and *Data Backup Procedure* are still operationally in use and are not yet ready to be replaced or rewritten. Although OH (CCO)'s new backup infrastructure was deployed in September 2019, tape backups continue to be in the process of being phased out. Transition activities are expected to continue into Q3-Q4 2020. The impending consolidation and migration of OH data centres will further affect the backup solution architecture and corresponding backup processes.

The *Data Backup Procedure* and supporting OH (CCO) documentation establish the first half of the procedure to be followed in securely transferring the backed-up records of PHI to the off-site secure storage service provider. When preparing scheduled backups, the storage service provider's secure web application is used to book a service date for the transfer, define the retention period, and identify the media to be transferred by type and media #. After the backups have been performed, the backup media are stored in the locked Tape Library for up to a week until they are picked up from the data centre by the storage service provider.

OH (CCO) staff notify the data centre service provider, who in turn coordinate pickup with the storage service provider. This latter half of the transfer procedure is performed in accordance with the storage service provider's documented procedures. These procedures were reviewed by OH (CCO) upon initial procurement of services in 2010 and revisited again in 2014 in a follow-up review of the vendor's security controls and practices. The vendor provided attestations of compliance from their SOC 3 SysTrust Service Organization Controls Report and the Payment Card Industry (PCI) Data Security Standard (DSS) Service Provider Onsite Assessment prepared by independent, third-party auditors. The attestations provide assurance regarding effectiveness of the vendor's administrative, technical and physical controls.

The storage service provider's documentation establishes the secure manner in which the backup media are transferred and retrieved for all their customers. The *Data Backup Standard* and the *Data Backup Procedure* establish the conditions pursuant to which backup media will be transferred. The agent(s) responsible for ensuring the secure transfer and retrieval of the backed-up records are identified in the *Data Backup Procedure* and in the storage service provider's documentation.

Documentation required and maintained for these transfers meet the requirements set out in the *Personal Health Information Handling Standard* and *Information Classification and Handling Standard* for Non-Electronic Transfer criteria including: the agent responsible for ensuring the secure transfer and for executing the required documentation is clearly identified; appropriate documentation is retained including the date, time, and mode of transfer, sender/recipient of the PHI, description of the nature of the PHI being transferred; and confirmation of receipt is obtained and recorded.

The *Data Use & Disclosure Policy* requires the OH (CCO) portfolio that wishes to engage a third-party service provider to work with the LPO to execute the required *Services Agreement* or *Software as a Service Agreement* prior to the commencement of the engagement and therefore, prior to transferring any records of PHI for secure retention.

Requirements for ensuring back-ups of records of PHI are available and the circumstances in which they are required to be available are stated in the *Data Backup Standard*.

All agents, including OH (CCO) agents, consultants, and employees of vendors are required to read and comply with the *Enterprise Information Security Policy*, *Information Security Code of Conduct and Acceptable Use Policy*, and all other security policies, procedures, and practices implemented by OH (CCO). Responsibility for compliance is assigned to all Managers with direct reports who will apply the disciplinary process when violations of this policy are deemed serious. Compliance is audited annually in accordance with the *Security Audit, Testing and Compliance Standard*, and is conducted by the EISO (using internal or external resources), a third-party auditor / assessor, Internal Audit, or IT Risk Management & Compliance. The EISO tracks findings, recommendations, and implementation of recommendations in the information security risk register. Compliance with the *CCO Privacy Policy* and associated standards and procedures is assessed by the Privacy Office in accordance with the *Privacy Audit & Compliance Policy*.

If an agent breaches, or believes there may have been a breach of, policy the *Enterprise Information Security Policy* requires agents to report it at the first reasonable opportunity to the Service Desk, their respective managers, or the EISO as warranted by circumstances. Information security breach management is further described in the *Information Security Incident and Breach Response Standard*. The *Privacy Breach Management Procedure* applies in the event of a privacy breach or a suspected privacy breach. A breach of the *Services Agreement* or *Software as a Service Agreement* between OH and a third-party service provider may result in contractually defined penalties, up to and including termination or legal remedies.

14. Policy & Procedures on the Acceptable Use of Technology

EXISTENCE & IMPLEMENTATION

OH (CCO) vehicle(s)	Name
	Computers and Related Equipment Standard
	Data Engagement Request Form
	Employee Code of Conduct Policy
	Enterprise Information Security Policy
	Information Management and Information Technology (IM/IT) Gating Policy
	Information Security Code of Conduct and Acceptable Use Policy
	Personal Health Information Handling Standard
	Security Audit, Testing, and Compliance Standard

DESCRIPTION

OH (CCO) has implemented the *Information Security Code of Conduct and Acceptable Use Policy* and *Employee Code of Conduct Policy* outlining the acceptable use of information systems, technologies, equipment, resources, applications, and programs. These policies are complemented by mandatory online and in-person training sessions to ensure OH (CCO) employees understand the acceptable use of technology in their respective job roles.

The *Information Security Code of Conduct and Acceptable Use Policy* specifies the prohibited without exception, permitted without exception, and permitted uses requiring approval within the Permitted and Prohibited Uses of OH (CCO) Systems section. The section titled Permitted Uses with Prior Approval clearly state the uses that require approval.

The agent(s) responsible for receiving, reviewing, and determining whether to approve or deny a request for use requiring approval; the process that must be followed; and the requirements that must be satisfied in this regard are all detailed in the *Information Security Code of Conduct and Acceptable Use Policy* referencing the *Personal Health Information Handling Standard* and the *Computers and Related Equipment Standard*. The *Information Security Code of Conduct and Acceptable Use Policy* identify who the exception documentation must be submitted to and the *Personal Health Information Handling Standard* and the *Computers and Related Equipment Standard* each provide details on the necessary documentation, as well as the process the approvers will use when assessing the request along with any requirements/conditions and restrictions on being granted an exception. Approvers have discretion in requiring additional conditions at the time of granting an exception.

The *Personal Health Information Handling Standard* specifies that OH (CCO)'s portfolios are responsible for ensuring that all the requirements for documenting such handling, as stipulated in the IPC Manual and outlined in this *Standard* and related procedures, are met. Any PHI handling by a new or modified OH (CCO) portal/application will be assessed by the Privacy Office and the EISO in accordance with the *IM/IT Gating Policy* with documentation of decisions being tracked within the IM/IT gating artifacts. Any other new handling of PHI requires a formal request to be initiated by a relevant lead (e.g. project, program, product manager) and documentation of the request recorded in a DERF submitted to EDAS for evaluation. EDAS reviews the *DERF* and recommends engagement with appropriate stakeholders, such as the Privacy Office, EISO, or Data Steward. The requestor is responsible for ensuring that the handling of PHI has been formally approved before moving forward. The decision approving or denying the request will be in the *DERF*.

The Technical Subcommittee reports to the VP, Digital & Technology. Membership is comprised of OH (CCO) senior staff and technology specialists and may include representatives from the broader healthcare and/or Ontario Public Service communities. The EISO ensures the adherence of IT projects to OH (CCO)'s technical security standards through its membership in the Technical Subcommittee.

The Gating and Portfolio Management Committee (GPMC) is a recommending and approving body for OH (CCO)'s IM/IT projects. The committee reviews projects at various phases of their lifecycle to ensure that risks, project status, expenditures, and processes are appropriately managed. The GPMC confirms that mitigation plans are in place for identified project risks and issues, escalating pertinent matters to OH (CCO) senior leadership, the OH CEO, or the Board, as necessary. The OH (CCO) VP of D&T and Director of Planning & Operations are among the voting committee members representing information security matters.

All agents, including OH (CCO) agents, consultants, and employees of vendors are required to read and comply with the *Enterprise Information Security Policy*, *Information Security Code of Conduct and Acceptable Use Policy*, and all other security policies, procedures, and practices implemented by OH (CCO). Responsibility for compliance is assigned to all Managers with direct reports who will apply the disciplinary process when violations of this policy are deemed serious. Compliance is audited annually in accordance with the *Security Audit, Testing and Compliance Standard*, and is conducted by the EISO (using internal or external resources), a third-party auditor / assessor, Internal Audit, or IT Risk Management & Compliance. The EISO tracks findings, recommendations, and implementation of recommendations in the information security risk register.

If an agent breaches, or believes there may have been a breach of, policy the *Enterprise Information Security Policy* requires agents to report it at the first reasonable opportunity to the Service Desk, their respective managers, or the EISO as warranted by circumstances. Information security breach management is further described in the *Information Security Incident and Breach Response Standard*.

15. Policy & Procedures in Respect of Security Audits

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	CCO Privacy Policy
	Enterprise Information Security Policy
	Information Security Code of Conduct and Acceptable Use Policy
	Information Security Incident and Breach Response Standard
	Information Security Program Framework
	Log of Security Audits
	Password Audit Procedure
	Privacy and Information Security Risk Management Procedure
	Privacy Breach Management Procedure
	Security Audit, Testing and Compliance Standard
	Security Risk Management Procedure
	Security Risk Management Standard
DESCRIPTION	
<p>OH (CCO) has implemented OH (CCO)'s <i>Security Audit, Testing and Compliance Standard</i>, <i>Security Risk Management Standard</i>, and <i>Security Risk Management Procedure</i> that set out the types of security audits that are required to be conducted and the processes to be followed in conducting the audits. These security audits include: reviews of compliance with the security policies, procedures and practices; TRAs; security reviews or assessments; vulnerability assessments (VAs); penetration testing and ethical hacks (when required); and reviews of system control and audit logs. The <i>Password Audit Procedure</i> specifically addresses the processes to be followed in conducting password audits.</p> <p>The <i>Security Audit, Testing and Compliance Standard</i> groups the multiple types of audits into three primary areas: compliance and conformation auditing, security risk assessments, and operational auditing. The Standard establishes, for each of these groups, the purpose of the audit; the nature and scope of the audit including the agent(s) responsible for conducting the security audit and the required frequency of audits; the circumstances under which each type of security audit is required; and the agent(s) responsible for developing the audit schedule.</p> <p>The <i>Security Audit, Testing and Compliance Standard</i> establishes the process for conducting each type of security audit in the section titled Conducting the Security Audit. This section lays out the criteria for selecting subject matter of the security audit; providing notification of the security audit; the nature and content of notification; and to whom notification must be provided. Documentation requirements are identified for each type of audit including: documentation that must be completed, provided and/or executed; the agent(s) responsible for completing, providing and/or executing the documentation; the agent(s) to whom documentation must be provided; and the required content of the documentation.</p> <p>The OH CEO has delegated day-to-day authority to manage the privacy program to the OH CPO. The <i>Information Security Program Framework</i> identifies that authority for the establishment of the Enterprise Information Security Program comes from the OH (CCO) CEO; the OH (CCO) VP of D&T is responsible for the development and execution of the Enterprise Information Security Program.</p> <p>The <i>Security Audit, Testing and Compliance Standard</i> Addressing Recommendations section establishes the process that must be followed in addressing recommendations arising from security audits, including identifying the agent(s) responsible for assigning resources to address recommendations, establishing timelines to address the recommendations, addressing the recommendations, and monitoring and ensuring the implementation of the recommendations. As described in the <i>Security Audit, Testing and Compliance Standard</i>, the EISO maintains an information security risk register where findings of the review of system control and audit logs is tracked. The</p>	

Security Risk Management Standard and *Security Risk Management Procedure* define the process to be followed in tracking, that such findings have been addressed within the identified timelines, and the agent(s) responsible for tracking that the findings have been addressed. The *Privacy and Information Security Risk Management Procedure* defines a similar process to be followed in tracking findings that incur both privacy and security risks.

The *Security Audit, Testing and Compliance Standard* identifies the EISO as providing/being provided with the documented results of the security audits. The EISO is responsible for maintaining records related to the security audits within OH (CCO)'s established controlled document libraries and risk registers. It states that the agent(s) responsible for conducting the security audit are likewise responsible for completing, providing and/or executing documentation at the conclusion of each security audit and that the required contents must include: the purpose of the security audit; the nature, type and scope of the security audit; the date that the security audit was completed; the assessors (internal and/or external) responsible for conducting the security audit; the document owner and confirmation of review with the EISO; the methodology and process followed to conduct the audit; and the findings and recommendations arising from the security audit preferably grouped by materiality and/or risk owner. The EISO is responsible for communicating the findings of security audits to relevant stakeholders.

The *Security Audit, Testing and Compliance Standard* identifies the EISO as agent(s) responsible for communicating the findings of security audits to relevant stakeholders including the recommendations arising from the security audits and the status of addressing the recommendations. The EISO communicates security audit findings through established management forums and appropriate document templates, depending on the type of security audit, to managers, Directors, and the VP level. Product and program managers are informed regarding products within their scope of management. Operational managers are informed regarding infrastructure and services within their scope of management. The timeframe within which findings are communicated is based on the risk level of the findings.

The OH CEO reviews and approves the *Corporate Risk Register*, including enterprise-level digital and security risks, prior to its quarterly submission to the MOH. This enterprise-level risk register includes input from all of OH's business units. Business unit risks which are included on the enterprise risk register are presented at a high level and, where appropriate, combined across OH's business units.

A more robust enterprise risk framework and process including a specific risk reporting cycle to OH senior management and the Board of Directors is being considered in OH's Enterprise Risk Management (**ERM**) Program development (currently underway).

Full, detailed reports of findings, including recommendations, from regulatory audits are communicated to the OH CEO. For example, OH assists the OAGO in financial audit activities, including security audits of IT controls, which are reported back to the OH CEO and the Finance, Audit and Risk Committee (FARC).

Until the appointments for CCO's Board of Directors were revoked on March 8, 2019, Cyber Security Updates, including the Cyber Security Scorecard, had been presented quarterly to the CCO CEO and CCO Board. The format and frequency of the OH Board of Directors' reporting requirements are in the process of being defined.

Detailed findings of security audits such as TRAs and VAs are not typically reported as is to the OH (CCO) CEO or OH CEO, as they are too granular and technical. For example, a VA finding may be something like: "The Anti-MIME-Sniffing header X-Content-Type-Options was not set to 'nosniff'". This is not informative or helpful for decision-making at the executive level.

As described in Part 4, Sections 2 and 4-7, detailed security audit findings, including recommendations, are logged and tracked in the information security risk register and in *Product/Project Risk Registers*. Critical risks and systemic risks impacting multiple portfolios are rolled up as appropriate to the *D&T Portfolio Risk Register* and the *Corporate Risk Register*.

For example, if there are 10 separate findings about missing patches for Windows Servers affecting two different OH (CCO) portfolios, they may be rolled up into one corporate risk about patch management. The rolled-up risk will be reported in the *Corporate Risk Register*, not the 10 individual findings.

The *Security Audit, Testing and Compliance Standard* identifies the EISO as being responsible for both the information security risk register and the *Log of Security Audits* as well as for tracking the findings, recommendations, and time frames for remediation. The EISO is responsible for maintaining records related to the security audits within OH (CCO)'s established controlled document libraries and risk registers.

The *Enterprise Information Security Policy*, *Information Security Code of Conduct and Acceptable Use Policy* and the *Security Audit, Testing and Compliance Standard* instruct the agent(s) responsible for conducting the security audit to notify OH (CCO), at the first reasonable opportunity, of an information security breach, or suspected information security breach, in accordance with the *Information Security Incident and Breach Response Standard* and of a privacy breach or suspected privacy breach in accordance with the *Privacy Breach Management Procedure*.

16. Log of Security Audits

EXISTENCE & IMPLEMENTATION			
OH (CCO) vehicle(s)	<table border="1"> <thead> <tr> <th>Name</th> </tr> </thead> <tbody> <tr> <td>Log of Security Audits</td> </tr> </tbody> </table>	Name	Log of Security Audits
Name			
Log of Security Audits			
DESCRIPTION			
<p>OH (CCO) maintains a <i>Log of Security Audits</i> that have been completed. The log captures:</p> <ul style="list-style-type: none"> the nature and type of the security audit conducted; the date that the security audit was completed; the agent(s) responsible for completing the security audit; the recommendations arising from the security audit; the agent(s) responsible for addressing each recommendation; the date that each recommendation was or is expected to be addressed; and the manner in which each recommendation was or is expected to be addressed. 			

17. Policy & Procedures for Information Security Breach Management

EXISTENCE & IMPLEMENTATION												
OH (CCO) vehicle(s)	<table border="1"> <thead> <tr> <th>Name</th> </tr> </thead> <tbody> <tr> <td>CCO Privacy Policy</td> </tr> <tr> <td>Enterprise Information Security Policy</td> </tr> <tr> <td>Information Security Code of Conduct and Acceptable Use Policy</td> </tr> <tr> <td>Information Security Incident and Breach Response Standard</td> </tr> <tr> <td>Information Security Program Framework</td> </tr> <tr> <td>Privacy and Information Security Risk Management Procedure</td> </tr> <tr> <td>Privacy Breach Management Procedure</td> </tr> <tr> <td>Security Audit, Testing and Compliance Standard</td> </tr> <tr> <td>Security Risk Management Procedure</td> </tr> <tr> <td>Security Risk Management Standard</td> </tr> </tbody> </table>	Name	CCO Privacy Policy	Enterprise Information Security Policy	Information Security Code of Conduct and Acceptable Use Policy	Information Security Incident and Breach Response Standard	Information Security Program Framework	Privacy and Information Security Risk Management Procedure	Privacy Breach Management Procedure	Security Audit, Testing and Compliance Standard	Security Risk Management Procedure	Security Risk Management Standard
Name												
CCO Privacy Policy												
Enterprise Information Security Policy												
Information Security Code of Conduct and Acceptable Use Policy												
Information Security Incident and Breach Response Standard												
Information Security Program Framework												
Privacy and Information Security Risk Management Procedure												
Privacy Breach Management Procedure												
Security Audit, Testing and Compliance Standard												
Security Risk Management Procedure												
Security Risk Management Standard												
DESCRIPTION												
<p>OH (CCO) has implemented policies and procedures for the identification, reporting, containment, notification, investigation, and remediation of information security incidents and breaches. The <i>Enterprise Information Security Policy</i> and <i>Information Security Code of Conduct and Acceptable Use Policy</i> impose a mandatory requirement on agents to notify OH (CCO) of an information security breach or suspected information security breach (i.e. an information security incident). The policies direct staff to the <i>Information Security Incident and Breach Response Standard</i> and the <i>Privacy Breach Management Procedure</i> for further information and guidance. The <i>Information Security Incident and Breach Response Standard</i> and the <i>Privacy Breach Management Procedure</i> collectively define OH (CCO)'s breach management framework.</p> <p>The <i>Enterprise Information Security Policy</i> states: "Non-conformance with the <i>Enterprise Information Security Policy</i> – whether unintentional or deliberate – constitutes a violation. [...] Violations of policy are [to] be treated as security incidents and reported promptly to the Service Desk. Alternatively, if warranted by circumstances, staff may report violations to their managers or the EISO [Enterprise Information Security Office]."</p> <p>The <i>Information Security Incident and Breach Response Standard</i> further defines the following terms.</p> <p><u>Security Event:</u> A security event is materialization of a risk that causes change in the everyday or planned operations of a network, information technology services/systems, or data storage, indicating that a security policy may have been violated or a security safeguard may have failed.</p> <p><u>Information Security Incident:</u> An information security incident is a security event that may compromise business operations or threaten OH (CCO) security. Incidents require action on the part of OH (CCO) resources to contain and prevent further harm to OH (CCO) infrastructure and/or information assets.</p> <p>A <u>Near Miss</u> is an incident that did not result in a breach but had the potential to do so.</p> <p><u>Information Security Breach:</u> An information security breach occurs when there is a loss of confidentiality, integrity or availability of sensitive information and information assets such as PHI, resulting from a breach of OH (CCO)'s security safeguards or from failure to establish reasonable safeguards.</p>												

EXISTENCE & IMPLEMENTATION

"Security safeguards" include security policies, standards, procedures, and practices implemented by OH (CCO).

The Information Security discipline differs from the Privacy discipline in its differentiation between "security event", "security incident" and "security breach", as opposed to the stand-alone term of "privacy breach". The definition for "information security breach" must be viewed relative to the definition for the other related terms and the hierarchical progression from security event, to security incident, to security breach must be understood. All security breaches were security incidents; all security incidents were security events. Not all security events become security incidents; not all security incidents become breaches. All contraventions of security policies, procedures or practices are security events. However, not all security events are breaches, in accordance with industry norms. For example, if an OH (CCO) employee opened the door to the secured premises for a fellow team member without requiring separate badge authentication for the colleague, it is technically a contravention of policy, but it is not put through the investigative rigor of a security breach, given that there is no actual harm incurred to any assets.

Furthermore, there are more types of security events, incidents and breaches than the Manual's definition for "security breach" can address. For example, a failure of a control, such as a firewall appliance shorting out after an insect crawled into the chassis or an electrical storm, thereby exposing the network to intrusion, is not a "contravention of security policies, procedures or practices." Likewise, a cyber-attack executed by external threat actors is not a "contravention of security policies, procedures or practices" since OH (CCO) policies are not enforceable beyond the organizational boundary.

The *Information Security Incident and Breach Response Standard* requires information security breaches, or suspected information security breaches, to be reported at the first reasonable opportunity to the EISO and provides the channels the report may take (in person, by telephone, or by email) along with the appropriate telephone number and email address. The person reporting the incident, breach, or suspected breach must provide in their report the following information: their full name; their contact information; a summary of the incident; whether PHI was involved; and the date and time the incident occurred.

The *Information Security Incident and Breach Response Standard* stipulates the EISO is responsible for investigating information security breaches, or suspected information security breaches, with investigations covering all phases of the incident/breach response including the identification phase during which a determination is made whether an information security breach is likely to have occurred and whether any PHI was breached. The EISO determines, in collaboration with the Privacy Office, the extent (impact) of the information security breach and whether a breach of security, privacy, or both has occurred.

Within the Event and Incident Analysis section of the *Information Security Incident and Breach Response Standard*, when a breach is determined to impact both privacy and security the EISO will lead the incident/breach response jointly in collaboration with the Privacy Office. When a breach is reported as an information security breach, but is determined to be solely a privacy breach, the EISO transfers leadership of the response to the Privacy Office and the *Privacy Breach Management Procedure* is invoked.

The *Information Security Incident and Breach Response Standard* states, on determining an information security breach has occurred, communication must be done in accordance with defined processes: i) the Group Manager, Information Security Services notifying the OH (CCO) VP of D&T and a Privacy Manager; ii) the Privacy Manager notifying the OH CPO; and iii) both the OH (CCO) VP, D&T and the OH CPO notifying the OH (CCO) CEO and OH CEO, as required. The Standard requires the time frame for the notifications be at the first reasonable opportunity; the method of notification be either in person, by telephone, email or instant messaging; and the required information in that communication includes the nature of the breach, the severity, the impact and suspected source, the containment status, and the plan for ongoing communications during incident/breach management.

The *Information Security Incident and Breach Response Standard* stipulates containment of the breach is initiated immediately by the Incident Response Team (IRT). The EISO is responsible for reviewing and documenting the containment measures implemented in order to determine whether the breach has been effectively contained. The documentation is made available for senior management review and contains the details of the breach and how the implemented measures have effectively contained the breach, pending additional review, and that reasonable steps have been taken to ensure additional information security breaches cannot occur through the same means.

The *Information Security Incident and Breach Response Standard* states communications with respect to notifying impacted health information custodians (HICs) is managed through the Privacy Office and the *Privacy Breach Management Procedure*. The *Privacy Breach Management Procedure* requires the HIC or other organization that disclosed the PHI to OH (CCO) to be notified at the first reasonable opportunity whenever PHI is or is believed to be stolen, lost or accessed by unauthorized persons and whenever required pursuant to the agreement with the HIC or other organization.

The *Standard* further stipulates communications with respect to notifying other organizations impacted by the security

EXISTENCE & IMPLEMENTATION

breach are the responsibility of the EISO in consultation with the Privacy Office. The notification is to be done at the first reasonable opportunity using the criteria defined in established agreements. In the absence of an agreement, the notification will follow the same criteria used for notifying HICs including: the extent of the information security breach; the nature of the PHI at issue; the measures implemented to contain the information security breach; and the additional planned investigation and remediation activities.

The *Privacy Breach Management Procedure* establishes notification plans and timelines for parties to be notified (i.e., data partner, HICs, IPC, patient(s), etc.) to ensure compliance with PHIPA, relevant DSA(s), and industry best practices. The Procedure further specifies that, OH (CCO) shall notify every applicable data provider at the first reasonable opportunity if, (a) OH (CCO) accessed, used, disclosed or disposed of PHI other than in accordance with PHIPA (or its applicable agreement with the data provider), or (b) an unauthorized person accessed the PHI.

The *Information Security Incident and Breach Response Standard* identifies the EISO as responsible for investigating an information security breach and that the nature and scope of the investigation will include four (4) phases: Identification, Containment & Response, Recovery & Restoration, and Post-Incident Review. Each phase has specific instructions and establishes the required documentation, who is responsible for the documentation, who the documentation will be made available to, and any required content.

The OH CEO has delegated day-to-day authority to manage the privacy program to the OH CPO. The *Information Security Program Framework* identifies that authority for the establishment of the Enterprise Information Security Program comes from the OH (CCO) CEO; the OH (CCO) VP of D&T is responsible for the development and execution of the Enterprise Information Security Program.

The *Information Security Incident and Breach Response Standard* identifies senior management as responsible for assigning the relevant stakeholders who will address the recommendations arising from the security incident report and establish timelines to address the recommendations. These stakeholders will be responsible for monitoring and ensuring that the recommendations are implemented within the stated timelines. The *Security Risk Management Standard* and *Security Risk Management Procedure* define the process to be followed in tracking that such recommendations have been addressed within the identified timelines. The *Privacy and Information Security Risk Management Procedure* defines a similar process to be followed in tracking recommendations that address both privacy and security risks.

Documentation requirements are also laid out in the *Information Security Incident and Breach Response Standard's* Incident Documentation section and include the nature of the documentation that must be completed, provided and/or executed at the conclusion of the investigation of the information security breach; EISO's responsibility for completing, providing and/or executing the documentation; the agent(s) to whom the documentation must be provided; and the required content of the documentation.

The *Information Security Incident and Breach Response Standard* states the EISO will document the information security breach and all relevant information related to the breach will be included in the final incident report. The findings of the investigation of the information security breach, including the recommendations arising from the investigation and the status of implementation of the recommendations, are communicated by EISO to the relevant stakeholders immediately upon completion of the report. Depending on the nature of the breach, the report is submitted by the Group Manager, Information Security Services to the OH (CCO) VP of D&T and potentially the OH CPO, immediately upon finalization. The OH (CCO) VP of D&T and the OH CPO notify the OH (CCO) CEO and OH CEO, as required, at the first reasonable opportunity. The report is held by EISO in a central repository, available for future reference by the IRT.

The Standard requires that a log be maintained of information security breaches. The EISO is responsible for maintaining the log and for tracking that the recommendations arising from the investigation of information security breaches/incidents are addressed within the identified timelines. The log is retained by EISO in a central repository on eCCO.

All agents including OH (CCO) agents, consultants, and employees of vendors are required to read and comply with the *Enterprise Information Security Policy*, *Information Security Code of Conduct and Acceptable Use Policy*, and all other security policies, procedures, and practices implemented by OH (CCO). Responsibility for compliance is assigned to all Managers with direct reports who will apply the disciplinary process when violations of this policy are deemed serious. Compliance is audited annually in accordance with the *Security Audit, Testing and Compliance Standard*, and is conducted by the EISO (using internal or external resources), a third-party auditor / assessor, Internal Audit, or IT Risk Management & Compliance. The EISO tracks findings, recommendations, and implementation of recommendations in the information security risk register.

18. Log of Information Security Breaches

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name Log of Security Incidents
DESCRIPTION	
<p>OH (CCO) maintains a <i>Log of Security Incidents</i>. The log captures:</p> <ul style="list-style-type: none"> the date of the information security breach; the date that the information security breach was identified or suspected; the nature of the PHI, if any, that was the subject matter of the information security breach and the nature and extent of the information security breach; the date that the information security breach was contained and the nature of the containment measures; the date that the health information custodian or other organization that disclosed the PHI to OH (CCO) was notified, if applicable; the date that the investigation of the information security breach was completed; the agent(s) responsible for conducting the investigation; the recommendations arising from the investigation; the agent(s) responsible for addressing each recommendation; the date each recommendation was or is expected to be addressed; and the manner in which each recommendation was or is expected to be addressed. 	

Part 3 – Human Resources Documentation

1. Policy & Procedures for Privacy Training & Awareness

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name Privacy Audit & Compliance Policy Privacy Breach Management Procedure Privacy & Security Acknowledgment Form Privacy & Security Training & Awareness Procedure Privacy & Security Training eLearning Curriculum
DESCRIPTION	
<p>OH (CCO)'s <i>Privacy and Security Training and Awareness Procedure</i> requires OH (CCO) agents to sustain awareness of OH (CCO)'s privacy policies, procedures, standards, and guidelines. The Procedure requires OH (CCO) agents to complete in-person and electronic privacy orientation when on-boarded at OH (CCO). This training must be completed prior to an OH (CCO) agent receiving access to PHI. OH (CCO) agents are also required to complete the annual privacy refresher-training course. The Procedure also identifies the content of the privacy training to ensure that it is formalized and standardized.</p> <p>The Procedure sets out the process that must be followed in notifying the agent(s) responsible for preparing and delivering the initial privacy orientation when an OH (CCO) agent has commenced or will commence an employment, contractual or other relationship with OH (CCO). This includes a discussion of the OH (CCO) agent(s) responsible for providing notification, the time frame within which notification must be provided and the format of the notification. All notifications of new employees are generated through OH's human resources system (Workday).</p> <p>OH (CCO)'s privacy orientation eLearning and annual refresher eLearning is offered through OH (CCO)'s learning management platform (LMS). The Procedure stipulates that People & Culture (HR) is responsible for ensuring all OH (CCO) agents have completed the orientation eLearning within 30 days of their start date and prior to being granted access to PHI. HR also ensures that OH (CCO) agents complete their refresher eLearning annually. OH (CCO) agents are required to read and electronically accept a <i>Privacy & Security Acknowledgement Form</i> once they have completed the eLearning. The electronically accepted acknowledgement form is then saved under the user's profile in the LMS. The Procedure includes the process that must be followed for tracking completion of all privacy training and the timelines for when the training must be completed. HR is responsible for reconciling acceptance of the <i>Privacy & Security Acknowledgement Form</i> against OH (CCO)'s Active Directory to ensure compliance with this procedure and for following up with OH (CCO) agents who have not completed the training.</p> <p>OH (CCO)'s privacy training includes:</p> <ul style="list-style-type: none"> a description of OH (CCO)'s PP and PE status under PHIPA and the duties and responsibilities that arise as a result of this status; a description of the nature of the PHI OH (CCO) collects and from whom this information is typically collected; an explanation of the purposes for which PHI is collected and used and how this collection and use is 	

- permitted by PHIPA;
- limitations placed on access to and use of PHI by OH (CCO) agents;
 - a description of the procedure that must be followed in the event that OH (CCO) agents is requested to disclose PHI;
 - an overview of the privacy policies, procedures and practices that have been implemented by OH (CCO) and the obligations arising from each;
 - the consequences of a breach of OH (CCO)'s privacy policies, procedures, and practices;
 - an explanation of the privacy program, including key activities of the program and the OH (CCO) agents who have been delegated day-to-day authority to manage the privacy program;
 - the administrative, technical, and administrative safeguards implemented by OH (CCO) to protect PHI against theft, loss and unauthorized use or disclosure, and to protect records of PHI against unauthorized copying, modification or disposal;
 - the duties and responsibilities of OH (CCO) agents in implementing the administrative, technical, and physical safeguards put in place by OH (CCO);
 - a discussion of the nature and purpose of the *Privacy & Security Acknowledgement Form* that OH (CCO) agents must execute and the key provisions of the form; and,
 - an explanation of the *Privacy Breach Management Procedure* and the duties and responsibilities imposed on OH (CCO) agents in identifying, reporting, containing, and participating in the investigation and remediation of privacy breaches.

As stipulated in the *Privacy and Security Training Awareness Procedure*, privacy training may also be provided to address recommendations resulting from PIAs, audits, the investigation of privacy breaches and/or privacy complaints; to communicate significant changes to the privacy program; and/or be role based to ensure that OH (CCO) agents understand how to incorporate OH (CCO)'s privacy policies, procedures, and practices to their day-to-day responsibilities. A Privacy Specialist delivers this training.

In accordance with the *Privacy and Security Training Awareness Procedure*, regularly throughout the year, OH (CCO) employs a variety of mechanisms to foster ongoing privacy awareness and a culture of privacy, including awareness campaigns, intranet discussion groups, posters, calendars, presentations in celebration of international privacy day and Cyber Security Awareness month, and privacy presentations tailored for particular OH (CCO) portfolios. Privacy Specialists ensure that this culture of privacy is maintained.

Compliance with the above policies and procedures is mandatory for all OH (CCO) agents. In accordance with the *Privacy Breach Management Procedure*, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach, of the policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule is established under the *Privacy Audit & Compliance Policy*.

2. Log of Attendance at Initial Privacy Orientation & Ongoing Privacy Training

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name Privacy & Security Acknowledgement Form
DESCRIPTION	
CCO tracks completion of its mandatory privacy eLearning through LMS, through the electronic acceptance of a <i>Privacy & Security Acknowledgement Form</i> . LMS ensures that an individual cannot electronically accept this form without first reviewing the applicable privacy and security training. The electronically accepted form is then saved under the user's profile on LMS. The LMS has the ability to create a training enrollment report which shows each OH (CCO) agents progress on the privacy eLearning module, as well as who has successfully completed the privacy training, and who has signed the <i>Privacy and Security Acknowledgement form</i> . Specifically, the log includes the name of the OH (CCO) agent and the dates the agent attended privacy training.	

3. Policy & Procedures for Security Training & Awareness

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name Privacy & Security Acknowledgement Form Privacy & Security Training & Awareness Procedure Privacy & Security Training eLearning Curriculum Security Audit, Testing and Compliance Standard
DESCRIPTION	
OH (CCO)'s <i>Privacy and Security Training and Awareness Procedure</i> requires OH (CCO) agents to sustain awareness of OH (CCO)'s security policies, procedures, standards, and guidelines. This includes an obligation to	

complete in person and electronic security orientation when on-boarded at OH (CCO) and prior to receiving access to PHI. OH (CCO) agents are also required to complete the annual security refresher training, which is created by the Security Office. The Procedure also identifies the content of the security training to ensure that it is formalized and standardized.

The Procedure sets out the process that must be followed in notifying the agent(s) responsible for preparing and delivering the initial security orientation when an OH (CCO) agent has commenced or will commence an employment, contractual or other relationship with OH (CCO). This includes a discussion of the OH (CCO) agent(s) responsible for providing notification, the time frame within which notification must be provided and the format of the notification. All notifications of new employees are generated through OH's human resources system (Workday).

OH (CCO)'s security orientation eLearning and annual refresher eLearning is offered through OH (CCO)'s LMS. The Procedure stipulates that the (HR) is responsible for ensuring all OH (CCO) have completed the orientation eLearning within 30 days of their start date and prior to being granted access to PHI. HR also ensures that OH (CCO) agents complete the refresher eLearning annually. OH (CCO) agents are required to read and electronically accept a *Privacy & Security Acknowledgement Form* once they have completed the eLearning. The electronically accepted acknowledgement form is then saved under the user's profile on the LMS. The Procedure includes the process that must be followed for tracking completion of all security training and the timelines for when the training must be completed. HR is responsible for reconciling acceptance of the form against OH (CCO)'s Active Directory to ensure compliance with this procedure and following up with OH (CCO) agents who have not completed the training.

OH (CCO)'s security training includes:

- an overview of the security policies, procedures, and practices that have been implemented by OH (CCO) and the obligations arising from each;
- the consequences of a breach of the security policies, procedures, and practices;
- an explanation of the security program, including the key activities of the program and the OH (CCO) agents that have been delegated day-to-day authority to manage the security program;
- the administrative, technical, and physical safeguards implemented by OH (CCO) to protect PHI against theft, loss, and unauthorized use or disclosure and to protect records of PHI against unauthorized copying, modification, or disposal;
- the duties and responsibilities of OH (CCO) agents in implementing the administrative, technical, and physical safeguards put in place by OH (CCO); and
- an explanation of the *Information Security Incident and Breach Response Standard* and the duties and responsibilities imposed on agents identifying, reporting, containing, and participating in the investigation and remediation of information security breaches.

As stipulated in the *Privacy and Security Training Awareness Procedure*, security training also includes role-based training in order to ensure that OH (CCO) agents understand how to apply security policies, procedures, and practices in their day-to-day employment, contractual or other responsibilities, and includes the time frame following the date of the security orientation or the ongoing security training within which this procedure must be implemented.

Security training may also be provided to address recommendations resulting from security audits and/or the investigation of security incidents/breaches; to communicate significant changes to security policies and procedures; and/or be role based to ensure that OH (CCO) agents understand how to incorporate OH (CCO)'s security policies, procedures, and practices to their day-to-day responsibilities. A member the EISO delivers this training.

In accordance with the *Privacy and Security Training Awareness Procedure*, regularly throughout the year, OH (CCO) employs a variety of mechanisms to foster ongoing privacy and security awareness and a culture of security, including awareness testing campaigns, intranet discussion groups, posters, calendars, presentations in celebration of international privacy day and Cyber Security Awareness month, and security presentations tailored for particular OH (CCO) portfolios. Security Specialists ensure that this culture of security is maintained.

Compliance with the above policies and procedures is mandatory for all OH (CCO) agents. In accordance with the *Privacy Breach Management Procedure*, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach, of the policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule is established under the *Privacy Audit & Compliance Policy*.

4. Log of Attendance at Initial Security Orientation & Ongoing Security Training

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Privacy & Security Acknowledgement Form
DESCRIPTION	
OH (CCO) tracks completion of its mandatory security eLearning through the LMS, through the electronic acceptance	

of a *Privacy & Security Acknowledgement Form*. The LMS ensures that an individual cannot electronically accept this form without first reviewing the applicable privacy and security training. The electronically accepted acknowledgement form is then saved under the user's profile in the LMS. The LMS has the ability to create a training enrollment report which shows each OH (CCO) agents process on the privacy eLearning module, as well as who has successfully completed the privacy training, and who has signed the *Privacy and Security Acknowledgement form*. Specifically, the log documents the name of the OH (CCO) agent and the dates the agent attended security training.

5. Policy & Procedures for the Execution of Confidentiality Agreements by Agents

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Privacy & Security Acknowledgment Form
	Privacy & Security Training & Awareness Procedure
	Privacy & Security Training eLearning Curriculum
	Privacy Audit & Compliance Policy
	Statement of Confidentiality
DESCRIPTION	
<p>The <i>Privacy and Security Training and Awareness Procedure</i> requires OH (CCO) agents to sign a <i>Statement of Confidentiality</i>, complete the <i>Privacy & Security Training eLearning Curriculum</i>, and sign a <i>Privacy & Security Acknowledgement Form</i> prior to being given access to data, including PHI. HR is responsible for ensuring that a confidentiality agreement is executed with each OH (CCO) agent at the commencement of the employment, contractual, or other relationship. HR also is responsible for ensuring the <i>Privacy and Security Acknowledgement Form</i> is executed with by OH (CCO) agent at the commencement of the employment, contractual or other relationship and on an annual basis thereafter. The <i>Statement of Confidentiality</i> requirements outlined in part 3, requirement 6 of the Manual are all included in the <i>Privacy & Security Acknowledgement Form</i> that OH (CCO) agents are required to acknowledge annually.</p> <p>The <i>Privacy and Security Training and Awareness Procedure</i> outlines the process that must be followed in regard to executing both the <i>Confidentiality Agreement</i> and the <i>Privacy and Security Acknowledgement Form</i>.</p> <p>All new OH (CCO) agents receive the <i>Statement of Confidentiality</i> as part of their OH (CCO) new hire package through OH's electronic human resources management system, Workday. The Procedure stipulates that this agreement must be agreed to before the OH (CCO) agent is considered to have accepted their employment offer with CCO.</p> <p>On the first day of employment with OH, OH (CCO) agents are provided with a suite of eLearning modules, including the <i>Privacy & Security Training eLearning Curriculum</i>, which they are required to complete within 30 days of their start date and then on an annual basis thereafter. Completion of the <i>Privacy & Security eLearning Module</i> is tracked through LMS, through the electronic acceptance of the <i>Privacy & Security Acknowledgement Form</i>.</p> <p>OH (CCO) has a number of template agreements which third-party service providers are required to sign at the beginning of their relationship with OH. Template agreements for service providers who may access or manage PHI on behalf of OH (CCO) includes a Schedule titled <i>Principles and Procedures for the Provision and Use of Personal Information and PHI</i>, which requires the third-party service provider to complete OH (CCO)'s <i>Privacy & Security Training eLearning Curriculum</i> and accept the <i>Privacy & Security Acknowledgement Form</i>.</p> <p>Compliance with the above policies and procedures is mandatory for all OH (CCO) agents. In accordance with the <i>Privacy Breach Management Procedure</i>, OH (CCO) agents must notify the Privacy Office at the first reasonable opportunity if there is a breach, or a suspected breach, of OH (CCO)'s privacy policies, standards, or procedures. Compliance is subject to audit by the Privacy Office and an audit schedule is established under the <i>Privacy Audit & Compliance Policy</i>.</p>	

6. Template Confidentiality Agreement with Agents

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Access Card Procedure
	Employee Exit Checklist
	Information Security Code of Conduct and Acceptable Use Policy
	Information Security Incident and Breach Response Standard
	Privacy Breach Management Procedure
	Privacy & Security Acknowledgement Form
	Privacy & Security Training & Awareness Procedure
	Statement of Confidentiality

DESCRIPTION

In addition to the *Statement of Confidentiality*, OH (CCO)'s uses the *Privacy & Security Acknowledgement Form*, which all OH (CCO) agents are required to sign under OH (CCO)'s *Privacy and Security Training and Awareness Procedure*. The *Statement of Confidentiality* requires OH (CCO) agents to comply with the terms contained within the *Statement of Confidentiality*, as may be amended from time to time. The *Privacy & Security Acknowledgement Form* reinforces the information contained in the *Statement of Confidentiality* and must be signed on an annual basis, following the completion of the Privacy & Security Training eLearning Curriculum. Hereinafter, the *Statement of Confidentiality* and the *Privacy & Security Acknowledgement Form* will be collectively referred to as the *Agreements*.

General Provisions

The *Agreements* describe OH (CCO)'s status as a PP and as a PE under PHIPA and its duties and responsibilities arising from those designations. The *Agreements* states that individuals employed by OH (CCO) are agents of OH (CCO) and outlines their associated responsibilities. These responsibilities include the OH (CCO) agent's duty to comply with PHIPA and to the terms of the privacy & security training. OH (CCO) agents are also required to read and comply with the privacy and security policies and procedures that OH (CCO) has implemented and any amendments to them. They include a definition of PHI that is consistent with PHIPA.

Obligations with Respect to Collection, Use, and Disclosure of PHI

The *Agreements* identify the purposes for which OH (CCO) agents are permitted to collect, use, and disclose PHI on behalf of OH (CCO) and certain associated conditions, limitations, and restrictions. For example, OH (CCO) agents: are only permitted to access PHI on a need-to-know basis; are not permitted to use PHI when aggregate or de-identified information will serve their purpose; and, are prohibited from collecting, using and/or disclosing more PHI than is reasonably necessary to meet the purpose.

As part of its privacy program, OH (CCO) ensures that each collection, use or disclosure identified is permitted by PHIPA and the Regulation. The *Agreements* prohibit OH (CCO) agents from collecting and using PHI except as permitted in the *Agreements* and from disclosing such information except as permitted in the *Agreements* or as required by law. The *Agreements* prohibit OH (CCO) agents from collecting, using or disclosing more PHI than is reasonably necessary to meet the purpose.

Termination of the Contractual or Employment Relationship

The *Agreements* stipulates that OH (CCO) agents must return all property of OH (CCO), including records of PHI, and all identification cards, access cards, and/or keys, by the end of the last day of their agent relationship with OH (CCO). In all cases, in accordance with the *Employee Exit Checklist*, *Access Card Procedure*, and the *Information Security Code of Conduct and Acceptable Use Policy* these materials must be personally delivered to the OH (CCO) agent's supervisor.

Notification

In accordance with the *Privacy Breach Management Procedure* and the *Information Security Incident and Breach Response Standard*, the *Privacy & Security Acknowledgement Form* require OH (CCO) agents to notify the Privacy Office and/or EISO immediately of any breach or suspected breach of OH (CCO)'s privacy and security policies and procedures, by the OH (CCO) agents or any other party.

Consequences of Breach and Monitoring Compliance

The *Agreements* explicitly provide that failure to comply is grounds for discipline and may lead to termination of the OH (CCO) agent's relationship with OH. OH (CCO) reserves a right to audit OH (CCO) agent's compliance with the *Statement of Confidentiality* and the *Privacy & Security Acknowledgement Form*. OH (CCO) may request and inspect equipment used by OH (CCO) agents, logs and documents of any kind generated as a result of their activities, and make such other inquiries as are reasonably required to confirm the OH (CCO) agent's compliance with the *Agreements*.

7. Log of Executed Confidentiality Agreements with Agents**EXISTENCE & IMPLEMENTATION**

OH (CCO) vehicle(s)	Name
	Privacy & Security Acknowledgment Form
	Privacy & Security Training & Awareness Procedure
	Statement of Confidentiality

DESCRIPTION

OH (CCO) tracks the acknowledgement of the *Statement of Confidentiality* through Workday. The *Privacy and Security Training and Awareness Procedure* stipulates that the *Statement of Confidentiality* is provided to OH (CCO) agents as part of their new hire package and must be signed before the OH (CCO) agents is considered to have accepted the employment offer with OH. Then, 30 days after the OH (CCO) agents has commenced their employment and on an annual basis thereafter, OH (CCO) agents are required to complete the *Privacy and Security*

Training eLearning Curriculum and accept the *Privacy & Security Acknowledgment Form*, which is tracked through LMS.

The information captured in Workday includes:

- the name of the OH (CCO) agents;
- the date their employment or contractual relationship with OH (CCO) commenced; and
- the date the *Confidentiality Agreement* was acknowledged.

The information captured in LMS includes:

- the name of the OH (CCO) agents; and
- the dates that the *Privacy & Security Acknowledgment Form* was acknowledged.

HR is responsible for tracking annual renewal dates of the *Privacy & Security Acknowledgment Form* in the LMS and for tracking the *Confidentiality Agreement* acknowledgements in Workday.

8. Job Description for the Position(s) Delegated Day-to-Day Authority to Manage the Privacy Program

EXISTENCE & IMPLEMENTATION				
OH (CCO) vehicle(s)	<table border="1"> <thead> <tr> <th style="background-color: #e0e0e0;">Name</th> </tr> </thead> <tbody> <tr> <td>Privacy Governance Framework</td> </tr> <tr> <td>Privacy Inquiries and Complaints Procedure</td> </tr> </tbody> </table>	Name	Privacy Governance Framework	Privacy Inquiries and Complaints Procedure
Name				
Privacy Governance Framework				
Privacy Inquiries and Complaints Procedure				
DESCRIPTION				
<p>The OH CPO oversees the day-to-day-operations of the privacy program with support from Privacy Specialists. The job descriptions for the OH CPO, as well as the job descriptions for the privacy managers, senior privacy specialists, and privacy specialists all set out the detailed responsibilities required to manage the privacy program, including:</p> <ul style="list-style-type: none"> • developing, implementing, reviewing, and amending privacy policies, procedures and practices; • ensuring compliance with the privacy policies, procedures and practices; • ensuring transparency of the privacy policies, procedures, and practices; • facilitating compliance with PHIPA and the Regulation; • ensuring OH (CCO) agents are aware of PHIPA and the Regulation in their duties thereunder; • ensuring OH (CCO) agents are aware of the privacy policies, procedures, and practices implemented by OH (CCO) and are appropriately informed of their duties and obligations thereunder; • directing, delivering or ensuring the delivery of initial privacy orientation and the ongoing privacy training and fostering a culture of privacy; • conducting, reviewing, and approving PIAs; • receiving, documenting, tracking, investigating, remediating, and responding to privacy complaints pursuant to the <i>Privacy Inquiries and Complaints Procedure</i>; and, • receiving and responding to privacy inquiries pursuant to CCO's <i>Privacy Inquiries and Complaints Procedure</i>; • receiving, documenting, tracking, investigating, and remediating privacy breaches or suspected privacy breaches pursuant to the <i>Privacy Breach Management Procedure</i>; and • conducting privacy audits pursuant to the <i>Privacy Audit and Compliance Policy</i>. 				

9. Job Description for the Position(s) Delegated Day-to-Day Authority to Manage the Security Program

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Information Security Advisor - Job Description
	Information Security Incident and Breach Response Standard
	Information Security Services Group Manager - Job Description
	Operating Model Implementation Project (OMIP) Information Security Operating Model
	Security Audit, Testing and Compliance Standard
	Senior Information Security Advisor - Job Description
DESCRIPTION	
<p>The Digital & Technology Target Operating Model (TOM), resulting from an organizational effectiveness review of Digital & Technology in 2018, defines a vision for D&T to be a strategic partner to OH (CCO) and its stakeholders across the healthcare environment. The OMIP implemented the TOM, including the functions that realize the D&T capabilities for Security Management. The Information Security Operating Model consists of the following functional areas: Information Security Governance, Security Risk Management and Compliance, Technical Security, Research and Consultation, and Information Security Culture Management.</p> <p>The OMIP Information Security Operating Model also identified the resource and capability needs for three roles: Information Security Services Group Manager, Senior Information Security Advisors, and Information Security Advisors. Job descriptions have been developed for these roles, which have been delegated day-to-day authority to manage the security program on behalf of OH (CCO). These job descriptions set out the reporting relationship of each position to the OH (CCO) CEO, the OH (CCO) VP of D&T, and/or Director of Planning & Operations, as the case may be. The job descriptions identify the responsibilities and obligations of each position in respect of the security program including:</p> <ul style="list-style-type: none"> • developing, implementing, reviewing, and amending security policies, procedures, and practices; • ensuring compliance with the security, policies, procedures, and practices implemented; • ensuring OH (CCO) agents are aware of the security policies, procedures, and practices implemented by OH (CCO) and are appropriately informed of their duties and obligations thereunder; • directing, delivering, or ensuring the delivery of the initial security orientation and the ongoing security training, and fostering a culture of information security awareness; • receiving, documenting, tracking, investigating, and remediating information security breaches or suspected information security breaches pursuant to the <i>Information Security Incident and Breach Response Standard</i>; and • conducting security audits pursuant to the <i>Security Audit, Testing and Compliance Standard</i>. 	

10. Policy & Procedures for Termination or Cessation of Employment or Contractual Relationship

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Access Card Procedure
	Data Centre Access and Usage Standard
	Data Centre Physical Security Standard
	Employee Confidentiality Attestation
	Employee Exit Checklist
	Employee Exit Process
	Exiting Employee Data Management Policy
	Information Security Code of Conduct and Acceptable Use Policy
	Information Security Incident and Breach Standard
	Privacy Audit & Compliance Policy
	Privacy Breach Management Procedure
	Privacy & Security Training & Awareness Procedure
	Termination of Employment Policy
Workday Logical Access Standard	
Workday Logical Access Procedures	
DESCRIPTION	
<p>The <i>Termination of Employment Policy</i>, requires OH (CCO) agents to provide two weeks' written notice of their resignation to their manager, who will in turn notify their HR contact.</p> <p>The <i>Workday Logical Access Standard</i> and the <i>Workday Logical Access Procedures</i> specify that a terminated</p>	

employee's manager is responsible for submitting the Workday Termination or End Assignment task on the same day that the resignation is received or, at the direction of HR, in the event of an involuntary separation.

The *Information Security Code of Conduct and Acceptable Use Policy* requires OH (CCO) agents to return all OH (CCO) assets on or before the date of termination of the employment, contractual or other relationship, including identification cards, access cards, and keys. OH (CCO)'s *Access Card Procedure* requires the OH (CCO) agent's supervisor to collect all identification cards, access cards, and keys, prior to the OH (CCO) agent finishing their last day of work. The OH (CCO) agent's supervisor is required to return any identification cards, access cards and keys collected to OH (CCO)'s Facilities Office within 48 hours.

OH (CCO)'s Facilities Office will deactivate an individual's access card immediately and log the access change within 48 hours of receiving the notification through Workday that the employee is no longer employed with OH (CCO). As established in the *Data Centre Physical Security Standard*, data centre access is automatically revoked upon expiry and expired access is not automatically renewed; access may also be revoked upon failure to comply with the *Data Centre Access and Usage Standard*. Data centre card distributions and returns are centrally managed by the data centre's facility security.

As defined in the *Workday Logical Access Standard*, HR will initiate an OH (CCO) agent's cessation of employment in Workday, establishing an effective leave date. Changes to data centre access are submitted via request forms to the ITOM or designate who will review and approve, in accordance with the *Data Centre Access and Usage Standard*. Any new issuances or access revocations arising from the access authorization changes are handled the same as the new hire process and termination process, respectively. There is no longer a dependency on manual notifications from OH (CCO) agents or their supervisors since role changes and leaves of absence are centrally effected through the Workday HCMS, which automatically triggers Service Management tickets and/or notifications to the appropriate administrators who modify/remove access in accordance with the agent's role and/or period of absence. These automated rules and workflows are documented in the *Workday Logical Access Standard* as indicated in the Report.

Some involuntary separations of employees are emergency terminations, which forego the Service Management ticket queue and involve direct and immediate notification and manual coordination of access revocation activities between HR, Operational Services, and the employee's manager.

The *Information Security Code of Conduct and Acceptable Use Policy* requires OH (CCO) agents to return all OH (CCO) assets including all computing devices and media storage containing OH (CCO) information (including PHI) upon the end of their employment. The *Privacy and Security Training and Awareness Procedure* stipulates that OH (CCO) portfolio managers are responsible for ensuring that all PHI is returned to OH (CCO) as part of the employee off-boarding activities and in accordance with the *Employee Exit Checklist* and the *Employee Exit Process* embedded into Workday. In an effort to ensure that all OH (CCO) property is returned on the OH (CCO) agent's termination date, OH (CCO) agents are required to sign an *Exiting Employee Confidentiality Attestation* confirming that all PHI, PI, and OH (CCO) issued devices have been returned.

Under the *Exiting Employee Data Management Policy*, D&T will retain the OH (CCO) agent's data on-site for one week, after which the data will be moved to a secure storage location and destroyed in accordance with OH (CCO)'s record retention practices.

Compliance with the above procedures is mandatory for all OH (CCO) agents. OH (CCO) agents must notify OH (CCO)'s EISO and/or Privacy Office at the first reasonable opportunity if they breach, or believe there has been a breach of, the above procedures, in accordance with HR policies and procedures, as well as the *Privacy Breach Management Procedure* and/or *Information Security Incident and Breach Response Standard*.

11. Policy & Procedures for Discipline & Corrective Action

EXISTENCE & IMPLEMENTATION

OH (CCO) vehicle(s)	Name
	Code of Conduct Policy
	Privacy Breach Management Procedure
	Progressive Discipline Policy

DESCRIPTION

The *Code of Conduct Policy* and the *Progressive Discipline Policy* both address discipline and corrective action with respect to OH (CCO) agents' misconduct. In cases of misconduct involving PHI, the *Privacy Breach Management Procedure* assigns responsibility to the OH (CCO) agent's manager and the Privacy Office to conduct the investigations. The Procedure identifies that a PIRT will be assembled, which would include representatives from the Legal Office and HR. At the end of the investigation, a report is to be compiled outlining the results of the investigation and recommended next steps. Results of the investigation may be provided to the OH (CCO) agents who has committed the misconduct.

The types of discipline and corrective action that may be imposed and the factors that must be considered in determining the appropriate course of action are set out in the *Progressive Discipline Policy*. Under this policy, HR with input from the Privacy Office and Legal Office must determine the appropriate type of discipline or corrective action to be imposed, up to and including termination. The policy requires HR to retain documentation related to the misconduct and the discipline imposed or corrective action taken in the personnel file of the applicable OH (CCO) agent.

Part 4 – Organizational & Other Documentation

1. Privacy Governance & Accountability Framework

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Annual Privacy Report
	CCO Privacy Policy
	Privacy Governance Framework
DESCRIPTION	
<p>The <i>Privacy Governance Framework</i> includes provisions to enable compliance with PHIPA and OH (CCO)'s privacy policies, procedures, and practices. It includes a privacy governance organizational chart and stipulates that the OH CEO is ultimately accountable for ensuring that OH (CCO) and its agents comply with PHIPA and OH (CCO) policies, procedures and practices.</p> <p>Accountability for OH (CCO)'s compliance with applicable privacy legislation rests with the OH CEO, who delegates accountability for the privacy program to the OH CPO. The OH CPO oversees the day-to-day responsibilities of the privacy program, with the support of OH (CCO) Privacy Specialists. These responsibilities include:</p> <ul style="list-style-type: none"> • building a culture of privacy within OH (CCO); • implementing the privacy by design model through policies and procedures; • delivering privacy advisory services across OH (CCO); and, • ensuring OH (CCO)'s compliance with privacy legislations, contractual agreements and policies. <p>On March 8, 2019, the appointments for CCO's Board of Directors were revoked and the OH Board of Directors was announced. There are OH (CCO) policies that refer to "the Board," but it has not yet been formalized that the OH Board will inherit all of the functions and accountabilities previously ascribed to the CCO Board. New OH policies have been drafted or are in progress, which redefine the governance and accountability frameworks for OH and its business units. In the interim, OH (CCO)'s existing frameworks still apply, on the assumption that "Board" refers to the OH Board.</p> <p>OH (CCO)'s <i>Annual Privacy Report</i> is used to update the OH Board and includes:</p> <ul style="list-style-type: none"> • initiatives undertaken by the privacy program, including privacy training and the implementation of privacy policies, procedure, and practices; • a discussion of the privacy audits and PIAs conducted, including the results of and recommendations arising from these activities; • Privacy Breaches and privacy complaints that were investigated, including the results of and any recommendations arising from these investigations; and, • the status of the implementation of any recommendations arising from privacy audits, PIAs, privacy breaches, and privacy complaints. <p>Any updates to the <i>Privacy Governance Framework</i> are communicated to OH (CCO) agents via email, which includes a link to the updated Framework document.</p>	

2. Security Governance & Accountability Framework

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Information Security Governance Framework
DESCRIPTION	
<p>OH (CCO)'s Information Security Governance Framework ensures compliance with OH (CCO)'s security policies, procedures, and practices and with PHIPA and the Regulation. Under this Framework, the EISO is responsible for the development, operation, and improvement of the Enterprise Information Security Program, including an Information Security Management System (ISMS). Executive management demonstrates their commitment to this plan through the review of the plan, approval of the mandate, and commitment of the required resources for the plan's implementation. The EISO is responsible for working with OH (CCO)'s various governance bodies and</p>	

operational areas to ensure overall information assurance is achieved in accordance with OH (CCO)'s goals and objectives. The EISO works closely with partners including the Privacy Office and EDAS.

On March 8, 2019, the appointments for CCO's Board of Directors were revoked and the OH Board of Directors was announced. There are OH (CCO) policies that refer to "the Board," but it has not yet been formalized that the OH Board will inherit all of the functions and accountabilities previously ascribed to the CCO Board. New OH policies have been drafted or are in progress which redefine the governance and accountability frameworks for OH and its business units. In the interim, OH (CCO)'s existing frameworks still apply, on the assumption that "Board" refers to the OH Board.

As established in the *Information Security Program Framework*, OH's Board of Directors holds accountability for information security governance practices in support of OH (CCO)'s mission. The OH (CCO) ET and the OH Board of Directors recognize and address the importance of information protection by tasking the OH (CCO) VP of D&T with the establishment, implementation, and ongoing operation of a comprehensive Enterprise Information Security Program. Security policies consist of high-level statements relating to the protection of information across the business and are produced by the EISO and approved by the OH Board of Directors. Authority for the establishment of OH (CCO)'s Enterprise Information Security Program comes from the OH (CCO) CEO and the OH CEO, who are ultimately accountable for ensuring the security of PHI and for ensuring that OH (CCO) and its agents comply with the security policies, procedures, and practices implemented. The Framework identifies the positions at OH (CCO) with day-to-day authority to manage the Enterprise Information Security Program and their associated responsibilities and reporting relationships with the OH (CCO) CEO. Other OH (CCO) agents who support the security program are also identified in the framework. Projects, operational teams, and program areas execute on the day-to-day security processes through a combination of cross-functional roles throughout OH (CCO).

The Framework designates the OH (CCO) ET as a champion of the Enterprise Information Security Program, actively advocating a culture of security awareness. The OH (CCO) VP of D&T provides the OH (CCO) ET with relevant information on matters of security compliance, incidents/breaches, security audit reports, and industry developments of note. On a semi-annual basis, the OH (CCO) VP of D&T also reports to the OH (CCO) ET on project, program, or portfolio risks (including security risks) through the ERM report, which is also provided to the Ministry as part of OH (CCO)'s Annual Business Plan.

The Director of Planning & Operations supports the OH (CCO) VP of D&T and other executives by providing strategic advice and overseeing implementation of the Enterprise Information Security Program. The daily management and operation of the Enterprise Information Security Program is accomplished through the EISO. The Director ensures the EISO is staffed, funded, and functioning in accordance with the needs of OH (CCO).

The *Information Security Program Framework* establishes the policy lifecycle for security policies which include an Approval & Communication workflow. The Framework requires security policies to be maintained and published for communication to agents of OH (CCO) in the appropriate controlled documents locations, which include the Digital & Technology Controlled Documents Library and, in accordance with the *Policy on Frameworks*, the Enterprise Policy Manual on eCCO within ten business days of approval. The OH (CCO) VP of Digital & Technology, as policy sponsor, is responsible for the communication of and training on all approved policy documents, as appropriate. The EISO coordinates all communication and training on security policy documents with OH (CCO)'s People, Strategy & Communications, as necessary. The *Enterprise Information Security Policy* and other key security policies are addressed in mandatory security training and in supplementary, year-round security training and awareness activities.

3. Terms of Reference for Committees with Roles with Respect to the Privacy Program &/or Security Program

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Terms of Reference - ET
	Terms of Reference - DASC
	Terms of Reference - TSC
	Terms of Reference - ITCS
	Terms of Reference -GPMC
	Terms of Reference - DDSC
DESCRIPTION	
<p>The EISO and the Privacy Office are supported by various governance bodies and operational areas to ensure overall information security and privacy assurance is achieved in accordance with OH (CCO)'s goals and objectives. These OH (CCO) committees include:</p> <ul style="list-style-type: none"> • the ET • the DASC 	

- the Technical Subcommittee (TSC)
- the ITCS
- the GPMC
- the DDSC

The activities and accountabilities of the above committees have been described in Part 1, sections (1),(2) and (13); Part 2, sections (12) and (14); and Part 4, section (2) of this Report.

Terms of Reference have been created for each committee listed above and identify:

- the membership of the committee;
- the chair of the committee;
- the mandate and responsibilities of the committee in respect of the privacy and/or security program;
- the frequency with which the committee is required to meet;
- to whom the committee reports;
- the types of reports produced, if any; and,
- the format, audience, and frequency of any reports produced.

4. Corporate Risk Management Framework

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Enterprise Risk Management Policy & Framework
	Management Board of Cabinet Agencies and Appointments Directive
	Privacy Risk Approval Form
	Privacy and Information Security Risk Management Procedure
	Risk Tolerance Statement – Enterprise Risk Management Guide to Rating Compliance Risks
DESCRIPTION	
<p>OH (CCO) has defined a comprehensive and integrated risk management framework to identify, assess, mitigate, and monitor risks, including risks that may negatively affect its ability to: (1) protect the privacy of individuals whose PHI is collected by OH (CCO); and (2) to maintain the confidentiality of that information.</p> <p>OH (CCO)'s <i>ERM Framework</i> establishes OH (CCO)'s risk tolerance levels and is designed to ensure compliance with OH (CCO)'s ERM requirements under the <i>Management Board of Cabinet Agencies and Appointments Directive</i> and OH (CCO)'s MOU with the Ministry. The <i>Privacy and Information Security Risk Management Procedure</i> was created to supplement the <i>ERM Framework</i>. The <i>Privacy and Information Security Risk Management Procedure</i> identifies the criteria that must be considered in identifying strategies to mitigate the actual or potential risks to privacy that were identified and assessed; the process for implementing the mitigation strategies; and the OH (CCO) agents or other persons or organizations that must be consulted in identifying and implementing the mitigation strategies.</p> <p>The Privacy Office is responsible for the identification and mitigation of risks that may negatively affect OH (CCO)'s ability to protect the privacy of individuals whose PHI OH (CCO) collects and to maintain the confidentiality of that information. At the discretion of the OH CPO, the Privacy Office may involve others, as required, in the identification and documentation of risks.</p> <p>The <i>Privacy and Information Security Risk Management Procedure</i> addresses the documentation that must be completed, provided and/or executed in identifying, implementing, monitoring and ensuring the implementation of the mitigation strategies. This includes identification of: the OH (CCO) agent(s) responsible for completing, providing and/or executing the documentation; the OH (CCO) agent(s) to whom this documentation must be provided; and the required content of the documentation. The Procedure outlines the specific responsibilities of the Privacy Office, EISO and the OH (CCO) portfolios in complying with these requirements.</p> <p>The <i>Privacy and Information Security Risk Management Procedure</i> also addresses the manner and format in which privacy and security risks and the strategies to mitigate each actual or potential risks to privacy and security are communicated to OH (CCO) senior leadership, the OH CEO, and the OH Board. This includes:</p> <ul style="list-style-type: none"> • identifying the OH (CCO) agent(s) responsible for communicating and reporting the results of the risk management process; • the nature and format of the communication; • to whom the results will be communicated and reported; • the steps required for the approval and endorsement of the results of the risk management process; and, • the OH (CCO) agent(s) responsible for approving and endorsing the risk management process. <p>A <i>Privacy Risk Approval Form</i> has been created to support the <i>Privacy and Information Security Risk Management Procedure</i>. The Privacy Office uses this form to assign ownership of risks to various portfolios within OH (CCO). A</p>	

copy of the completed form must be signed by the OH (CCO) portfolio with ownership of the risk and a copy is filed in the designated project folder within the Privacy Office. The OH (CCO) portfolio is then responsible for adding the identified risk to their risk register and carrying out the mitigation activities in accordance with the form. The *Privacy Risk Approval Form* documents the likelihood and potential impact of an identified risk in accordance with criteria that are defined in the *Risk Tolerance Statement – ERM* and *Guide to Rating Compliance Risks*.

The *Privacy and Information Security Risk Management Procedure* stipulates that the Privacy Office and the EISO are responsible for identifying the OH (CCO) agent who is responsible for treating privacy and security risks (the risk owner). These responsibilities include assigning agents to implement mitigation strategies, establishing timelines, and monitoring to ensure that mitigation strategies have been implemented.

The OH (CCO) *Corporate Risk Register* is reviewed on a regular basis in order to ensure that all privacy risks continue to be identified, assessed and mitigated.

In accordance with the *Enterprise Risk Management Policy*, OH (CCO) maintains an up-to-date Enterprise Risk Register. The *Guide to Enterprise Risk Management* mandates risk monitoring by the Group Manager, ERM and the risk owner to ensure that identified risks and their ratings remain valid, that selected responses and treatments remain relevant, and that the implementation of any mitigation strategies is timely, effective, and appropriate. Monitoring may be continuous, based on periodic assessments, and/or be in the form of an audit or review.

The *Risk Management Framework* and associated policies and procedures are explicitly integrated into OH (CCO)'s policies, procedures, and practices and into projects undertaken by OH (CCO) as a PE and/or a PP. It does this by ensuring that all privacy and security risks identified are subject to the risk management policies and procedures described in this section.

5. Corporate Risk Register

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Corporate Risk Register
	Portfolio Risk Registers
	Guide to Enterprise Risk Management
	Project/Product Risk Registers
DESCRIPTION	
OH (CCO) has a <i>Corporate Risk Register</i> which is in part designed to identify for OH (CCO) senior management and the OH Board of Directors risks that may negatively affect OH (CCO)'s ability to: (1) protect the privacy of individuals whose PHI it collects; and, (2) to maintain the confidentiality of that information. The <i>Corporate Risk Register</i> is supplemented by <i>OH (CCO) Portfolio Risk Registers</i> and <i>Project/Product Risk Registers</i> , which track risks that OH (CCO) is actively monitoring, but which are not escalated to the <i>Corporate Risk Register</i> .	
For each risk identified, the register provides: an assessment of the risk; a ranking of the risk; a mitigation strategy to reduce the likelihood of the risk occurring, and/or to reduce the impact of the risk if it does occur; the date the mitigation strategy was or is required to be implemented; and the agent responsible for implementation of the mitigation strategy.	

6. Policy & Procedures for Maintaining a Consolidated Log of Recommendations

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Information Security Incident and Breach Response Standard
	Log of Security Audits
	Privacy Breach Management Procedure
	Privacy and Information Security Risk Management Procedure
	Security Audit, Testing and Compliance Standard
	Security Risk Management Procedure
	Security Risk Management Standard
DESCRIPTION	
OH (CCO)'s <i>Privacy and Information Security Risk Management Procedure</i> requires OH (CCO) to maintain privacy logs of recommendations arising from PIAs, privacy audits, the investigation of privacy breaches and complaints, and recommendations arising from reviews of the IPC. These logs include privacy recommendations identified across all OH (CCO) portfolios. The logs are maintained and reviewed by the Privacy Office and are updated each time a PIA, privacy audit, privacy breach and/or compliant investigation, or a review by the IPC is completed and recommendations have been addressed. The logs are also reviewed when new recommendations are added. The	

OH CPO is updated on all recommendations contained within the logs on a regular basis, during a standing meeting with the Privacy Managers.

The Procedure also requires OH (CCO) to maintain a consolidated security log of recommendations arising from security audits and the investigation of security incidents and breaches. As described in the *Security Audit, Testing and Compliance Standard*, the EISO maintains an information security risk register and the *Log of Security Audits*, where such recommendations are tracked. The *Security Risk Management Standard* and *Security Risk Management Procedure* define the process to be followed in tracking that recommendations have been addressed within the identified timelines and the agent(s) responsible for tracking that the recommendations have been addressed. Once identified, security risks and corresponding recommendations are propagated to the appropriate product-, program-, portfolio-, or corporate-level risk register(s) for the ongoing management and review of risks.

In accordance with the *Privacy and Information Security Risk Management Procedure*, the Privacy Office and the EISO are responsible for monitoring all privacy risks or information security risks in the privacy risk register and information security risk register and updating the register(s) as necessary on an ongoing (minimum monthly) basis.

Additionally, the EISO reviews the security log of recommendations at least annually for the operational planning of security audit activities and at least once a year for each new security audit conducted (during the current reporting cycle, the EISO has conducted an average of 15 security audits per year).

As established in the *Privacy and Information Security Risk Management Procedure*, each OH (CCO) portfolio is responsible for monitoring all privacy risks or information security risks specific to their portfolio on an ongoing (minimum monthly) basis; and reporting on an ongoing (minimum monthly) basis to the Privacy Office or the EISO on all risk treatment actions taken and outstanding within the portfolio through updates to the privacy risk register and the information security risk register. Following each update, the Privacy Office or the EISO reviews and update its logs to ensure the status of each recommendation is up to date and accurate.

In accordance with the draft *OH Enterprise Risk Management Policy*, OH will maintain an up-to-date risk register and provides regular reports to the Senior Leadership Team, FARC and the OH Board.. This process is managed by ERM. OH will comply with the requirements of the Agencies and Appointments Directive as well as the Ontario Public Service ERM Directive, in reporting risk information to the MOH. Note that the draft *OH Enterprise Risk Management Policy* was not yet established at the time of OH (CCO)'s Report submission, nor had it been made clear yet what the OH Board's or Ministry's new reporting requirements would be, including frequency. The documented changes above occurred after Oct 31, 2019.

In support of these (minimum) quarterly reporting requirements, IT Risk Management & Compliance (**ITRC**) ensures the continuous monitoring and review of the D&T Portfolio Risk Register, which includes the security log of recommendations (since the EISO is a department within the D&T portfolio) and entries from the privacy log of recommendations that are the D&T's responsibility to address. ITRC reviews the D&T Portfolio Risk Register and Product Risk Registers monthly with Product Managers and the Product Management Directors and advises project teams day-to-day on the management of their project backlogs (i.e. project risk registers). The ITRC also ensures traceability between the different logs/risk registers. ITRC provides the up-to-date D&T Portfolio Risk Register to ERM quarterly following a review with the OH (CCO) VP of D&T and Directors.

The *Security Audit, Testing and Compliance Standard* establishes that a log must be maintained of security audits that have been completed (including security findings arising from compliance/conformance audits such as the Triennial IPC Review). The EISO is responsible for maintaining the log and for tracking that the recommendations arising from the security audits are addressed within the identified time frame.

The *Information Security Incident & Breach Response Standard* establishes that all investigated security breaches and incidents must be entered into a log. The EISO is responsible for maintaining the log and for tracking that the recommendations arising from the investigation of information security breaches/incidents are addressed within the identified time frame.

Compliance with this procedure is mandatory. OH (CCO) agents must notify either the OH (CCO) Privacy Office or EISO at the first reasonable opportunity if they breach, or believe there has been a breach of, the procedure in accordance with OH (CCO)'s *Privacy Breach Management Procedure* and OH (CCO)'s *Information Security Incident and Breach Response Standard*. Compliance is subject to audit by OH (CCO)'s Privacy Office and/or EISO.

7. Consolidated Log of Recommendations

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Privacy Risk Register
	Log of Security Audits

Log of Security Incidents	
DESCRIPTION	
OH (CCO) maintains separate consolidated logs of recommendations for privacy and for security incidents:	
<p>The <i>Privacy Risk Register</i> and associated logs, capture recommendations arising from PPLAs, PIA – Long Forms, privacy audits, the investigation of privacy breaches and complaints, and recommendations arising from reviews of the IPC. The <i>Log of Security Audits</i> captures recommendations arising from security audits and the <i>Log of Security Incidents</i> captures recommendations arising from the investigation of security incidents and breaches.</p> <p>All recommendations include an ID number; the name of the document from which the recommendation arose; the date of the document from which the recommendation arose; the recommendation; the manner for addressing the recommendation; the date on which recommendations were addressed; and the responsible agent for addressing each item.</p>	

8. Business Continuity & Disaster Recovery Plan

EXISTENCE & IMPLEMENTATION	
OH (CCO) vehicle(s)	Name
	Business Continuity Plan
	Business Continuity Plan Worksheet
	Business Continuity Service Framework
	Disaster Recovery Plan
	Policy on Call Tree Activation
DESCRIPTION	
OH (CCO) has implemented the <i>Business Continuity Service Framework</i> to: 1) protect and ensure the continued availability of the information technology environment of OH (CCO) in the event of short and long-term business interruptions; and 2) to address threats to the operating capabilities of OH (CCO) including natural, human, environmental, and technical interruptions.	
<p>The <i>Business Continuity Service Framework</i>, <i>Business Continuity Plan (BCP)</i> and <i>Disaster Recovery Plan (DRP)</i> address notification of the interruption or threat; documentation of the interruption or threat; assessment of the severity of the interruption or threat; activation of the business continuity and DRP; and recovery of PHI. The overarching OH (CCO) framework for business continuity and disaster recovery is defined in the <i>Business Continuity Service Framework</i>; the <i>BCP</i> provides information to be used in decision-making processes; the <i>DRP</i> is referenced solely by D&T, specifically by Operational Services for the restoration of infrastructure services/systems and/or ensuring service/system availability.</p> <p>In relation to notification of the interruption or threat, the <i>BCP</i> requires any staff receiving information about a disaster or potential disaster to initiate a call to management within 15 minutes and the determination will be made to initiate a fan-out to other management via standardized voicemail message. Upon notification, and depending on the type of emergency, the Damage Assessment Team – a technical group responsible for assessing damage to the infrastructure and systems and their components – may meet for the purpose of conducting initial damage assessment and issuing advisory reports of status to D&T and OH (CCO) management within 45 minutes. Ongoing updates to management will be based on severity and impact but should not be more than one hour apart until completion of the restoration phase. Individual portfolios or programs have their own respective communications strategies which may involve further notification to external stakeholders, partners or users at appropriate phases of the BCP, typically by email and/or phone. The Communications Coordinator will manage all public communications as appropriate.</p> <p>As described in the <i>Policy on Call Tree Activation</i>, OH (CCO) agents' contact information is maintained in Workday. All OH (CCO) agents are required to review and update their personal contact information on an annual basis or whenever their information changes. OH (CCO)'s Call Tree is a hierarchical communication model intended for usage when OH (CCO) agents may need to be contacted at a personal email address or phone number about urgent and/or disruptive health, safety, security, and facility issues. The Call Tree may be generated via OH's HCMS Workday, through <i>Workday - Call Tree Reports</i>. The Call Tree may be activated by scenarios, including business interruptions or threats, based on criteria defined in the <i>Policy on Call Tree Activation</i>. The OH (CCO) Call Tree may be activated by any combination of two of the following individuals ("activators") for any matters that they, at their joint discretion, deem appropriate:</p> <ul style="list-style-type: none"> • OH CEO or OH (CCO) CEO, • any member of the OH (CCO) ET, • OH VP, Legal Services and General Counsel, • OH Chief Privacy Officer, or • the delegate(s) for one of the above activators. 	

The *BCP* identifies that, in the Initial Response Phase, the Damage Assessment Team is primarily responsible for initial damage assessment, accounting of damage assessment, loss minimization, salvage, and procurement of necessary replacement equipment and interfaces. The Emergency Operations Team and the Emergency Coordinator, if initiated, are subsequently responsible for conducting an assessment of incident impact, timeline, known injuries, damage, and D&T service disruption. The Emergency Operations Team is further responsible for managing all response, resumption, recovery, and restoration activities.

The *Business Continuity Service Framework* outlines the overall strategy and approach to be followed in business continuity and disaster recovery. The *BCP* establishes the process to be followed in conducting an initial impact assessment of the interruption or threat, including its impact on OH (CCO)'s technical and physical infrastructure and business processes; the *BCP* further addresses the manner in which the damage assessment is to be conducted. The *DRP* defines the procedure to be utilized in resumption and recovery for each critical application and business function, the prioritization of resumption and recovery activities, and the recovery time objectives for critical applications.

As defined in the *Business Continuity Service Framework*, priority decisions are made based on the impact and urgency of an issue during incident management and may require further analysis by management depending on the number and scope of the issues being managed. The additional resources of business partners and the specific application support teams will be requested to assist as deemed necessary. In the *BCP* and *DRP*, OH (CCO) services/systems each have been assessed and assigned an approved Class and a resulting priority rating based on the impact should the service/system be unavailable for an extended period of time. Services/systems will be restored based on Class priority.

The "Emergency Planning and Documentation Process" in the *BCP* establishes the documentation that must be completed, provided and/or executed resulting from, or arising out of, the interruption or threat including the assessment of the severity level, the initial impact assessment, the detailed damage assessment, and the documentation of resumption and recovery activities. Team leads are responsible for documenting meetings and action items using the *Business Continuity Plan Worksheet* template and providing them to the Emergency Coordinator. The Emergency Coordinator is responsible for documenting the event and activities on *Business Continuity Plan Worksheets* and for the collection and retention of all related documentation. The results of these assessments and activities are communicated to OH (CCO) senior management by the Emergency Coordinator to support informed decision-making.

The *BCP* requires D&T to maintain an inventory of all critical applications and business functions and of all hardware and software, software licenses, recovery media, equipment, system network diagrams, hardware configurations, software configuration settings, configuration settings for database systems, and network settings for firewalls, routers, DNS, email servers, and the like. The high-level systems inventory is located in the *BCP* and *DRP*, grouped by service class. Operational technology and IT assets are also inventoried in the CCO Enterprise Applications Solution Architecture Repository (**CEASAR**) and the new ITSM solution deployed in 2019. EDAS maintains a data holdings inventory including a basic PHI inventory. Most recently, an up-to-date Digital Asset Inventory was prepared for the mergers and acquisitions activities of the OH integration. The *BCP* defines a RACI chart that identifies the agent(s) responsible for developing and maintaining the inventory, the agent(s) and other persons and organizations that must be consulted in developing the inventory, and the criteria (as previously described) upon which the determination of critical applications and business functions must be made.

The *BCP* and *DRP* address the testing, maintenance, and assessment of the business continuity and *DRP*. This includes identifying the frequency of testing; the agent(s) responsible for ensuring that the business continuity and *DRP* is tested, maintained, and assessed; the agent(s) responsible for amending the business continuity and disaster recovery plan as a result of the testing; the procedure to be followed in testing, maintaining, assessing, and amending the business continuity and *DRP*; and the agent(s) responsible for approving the business continuity and disaster recovery plan and any amendments thereto.

As established in the *BCP*, the dynamic information stored in the departmental/program business continuity plans will be communicated to all staff during initial training and orientation by each department/program. Each department/program will maintain their own business continuity plans relevant to the service provided – the collection of plans creates the broader *BCP*. Updates to the dynamic information will be completed regularly with success reported in the operating deliverables for each program Director. Staff will be provided the updated components. The information will be stored centrally on eCCO.

Privacy, Security & Other Indicators

Part 1 – Privacy Indicators

General Privacy Policies, Procedures & Practice

Privacy Indicator	Assessment
Dates privacy policies and procedures were reviewed since prior IPC review	See Appendix A for details.
Whether amendments were made to existing privacy policies and procedures as a result of the review, and a list and description of each	
Whether new privacy policies and procedures were developed and implemented as a result of the review, and description of each	
Date each amended and newly developed privacy policy and procedure was communicated, and nature of communication	
Whether communication materials available to public and other stakeholders were amended as a result of the review, and description of amendments	

Collection

Privacy Indicator	Assessment
Number of data holdings that contain PHI	PE Data Holdings: 71 PP Data Holdings: 20
Number of statements of purpose for data holdings that contain PHI	PE Statements of Purpose: 71 PP Statements of Purpose: 20
Number and list of statements of purpose for data holdings reviewed since the last IPC review	PE Statements of Purpose Reviewed: 71 PP Statements of Purpose Reviewed: 20
Whether amendments were made to existing statements of purpose as a result of the review, and a list of those statements of purpose with a description of amendments made	Since the last IPC review, CCO has reviewed the statements of purpose for each of its prescribed entity and prescribed person data assets. Amendments included standardizing the terminology used throughout and updates to reflect the current use of CCO data. CCO's Data Holdings and Statements of Purpose List is attached as Appendix B .

Use

Privacy Indicator	Assessment
Number of agents granted approval to access and use PHI for non-research purposes	Total agents granted approval: 675
Number of requests received for use of PHI for research since prior IPC	Total requests received for use of PHI for research: 39
Number of requests for use of PHI for research purposes that were granted and that were denied since prior IPC review.	Request for use of PHI for research granted: 39 Request for use of PHI for research denied: 0

Disclosure

Privacy Indicator	Assessment
Number of requests for disclosure of PHI for non-research purposes since prior IPC review	PE requests: 58 PP requests: 36
Number of requests for disclosure of PHI for non-research purposes that were granted or denied since prior IPC review	PE requests granted: 58 PE requests denied: 0 PP requests granted: 36 PP requests denied: 0

Privacy Indicator	Assessment
Number of requests for disclosure of PHI for research since prior IPC review	PE requests: 61 PP requests: 3
Number of requests for disclosure of PHI for research that were granted or denied since prior IPC review	Total PE requests granted: 61 Total PE requests denied: 0 Total PP requests granted: 3 Total PP requests denied: 0
Number of research agreements executed with researchers to whom PHI was disclosed since the prior IPC review	Total PE agreements: 58 Total PP agreements: 1 3 PE research agreements and 2 PP research agreements are awaiting signature prior to disclosure.
Number of requests for disclosure of de-identified and/or aggregate data for research and other purposes since prior IPC review	Total PE requests: 1,031 Total PP requests: 48
Number of acknowledgements or agreements executed by persons to whom de-identified and/or aggregate data was disclosed for both research and other purposes since prior IPC review	Total acknowledgements or agreements: 105

Data Sharing Agreements

Privacy Indicator	Assessment
Number of DSAs executed for collection of PHI since prior IPC review	PE DSAs executed for collection of PHI: 12 PP DSAs executed for collection PHI: 0 CCO has also executed 56 master data sharing agreements (MDSA) with HICs for the collection, use and disclosure of PHI in CCO's capacity as both a PE and PP. This is a one-time executed agreement with HICs, noting both parties' roles, responsibilities and obligations concerning the collection, use and disclosure of PHI. The MDSA is referenced in other subsequent agreements that CCO has with HICs, such as annual funding agreements and license agreements.
Number of DSAs executed for disclosure of PHI since prior IPC review	Total PE DSAs: 6 Total PP DSAs: 0

Agreements with Third-Party Service Providers

Privacy Indicator	Assessment
Number of agreements executed with third-party service providers with access to PHI since prior IPC review	Total PE agreements: 11 Total PP agreements: 4

Data Linkage

Privacy Indicator	Assessment
Number and list of data linkages of PHI approved since prior IPC	PE Linkages: 75 PP Linkages: 2 See Appendix C for a list and details.

Privacy Impact Assessments

Privacy Indicator	Assessment
Number and a list of PIAs completed	Total number: 69 See Appendix D (1) for a list and details.
Number and a list of PIAs undertaken but not completed	Total number: 20 See Appendix D (1) for a list and details.

Privacy Indicator	Assessment
Number and a list of PIAs not undertaken but for which a PIA will be completed and the proposed date of completion	Total number: 4 <ul style="list-style-type: none"> Ontario Cancer Registry (OCR) Refresh PIA - February 28, 2020 Screening Activity Report (SAR) Electronic Medical Record (EMR) - December 15, 2019 (Prior to go-live) Human Papillomavirus (HPV) Cancer Screening - December 1, 2020 (Prior to go-live) Ontario Palliative Care Network (OPCN) Rebuild - March 30, 2020 (Prior to go-live)
Number of determinations made that a PIA is not required, and for each the reason	Total number: 7 See Appendix D (2) for a list and details.
Number and a list of PIAs reviewed since prior IPC report	Total number: 12 See Appendix D (3) for a list and details.

Privacy Audit Program

Privacy Indicator	Assessment
Dates of audits of agents granted approval to access and use PHI since prior IPC review and for each audit: <ul style="list-style-type: none"> A description of each recommendation; Date each recommendation was addressed or is proposed to be so; and Manner each recommendation was, or is proposed to be, addressed 	Total PHI access audits: 5 See Appendix E for details.
Number and list of all other privacy audits since prior IPC review and for each audit: <ul style="list-style-type: none"> Description of nature and type of audit; Completion date; Description of each recommendation; Date each recommendation was, or is proposed to be, addressed; Manner in which each recommendation was, or is proposed to be, addressed 	Total other privacy audits: 4 See Appendix E for details.

Privacy Breaches

Privacy Indicator	Assessment
Number of privacy breaches since prior IPC review	PE privacy breaches: 237 PE suspected breaches: 12 PP privacy breaches: 1,487 PP suspected breaches: 295

<p>With respect to each privacy breach or suspected privacy breach:</p> <ul style="list-style-type: none"> • Date notified • Extent • Internal/external • Nature & extent • OH (CCO) CEO notified • Containment • Containment date • Third-Party notice • Investigation start • Investigation close • Recommendations • Implemented 	See Appendix F (1) and F (2) for details.
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Privacy Complaints

Privacy Indicator	Assessment
Number of privacy complaints since prior IPC review	PE complaints: 2 PP complaints: 64
<p>Of the privacy complaints received, the number investigated since prior IPC review and for each the:</p> <ul style="list-style-type: none"> • Date complaint received; • Nature of complaint; • Date investigation commenced; • Date of letter to individual who complained in relation to the commencement investigation; • Date investigation completed; • Description of each recommendation; • Date each recommendation was, or is proposed to be, addressed; • Manner each recommendation was, or is proposed to be, addressed; and • Date of letter to individual who complained describing nature and findings of investigation and measures taken 	<p>PE complaints investigated: 2 PP complaints investigated: 59</p> <p>See Appendix G for details.</p>
<p>Of the privacy complaints received, the number not investigated since prior IPC review and for each the:</p> <ul style="list-style-type: none"> • Date complaint received; • Nature of complaint; and • Date of letter to individual who complained and description of letter's content. 	<p>PE complaints not investigated: 0 PP complaints not investigated: 6</p> <p>See Appendix G for details.</p>

Part 2 – Security Indicators

General Security Policies, Procedures & Practice

Security Indicator	Assessment
Dates security policies and procedures were reviewed since prior IPC review	See Appendix A for details.
Whether amendments were made to existing security policies and procedures as a result of the review, and a list and description of each	

Whether new security policies and procedures were developed and implemented as a result of the review, and description of each	
Date each amended and newly developed security policy and procedure was communicated, and nature of communication	
Whether communication materials available to public and other stakeholders were amended as a result of the review, and description of amendments	

Physical Security

Security Indicator	Assessment
<p>Dates of audits of agents granted approval to access the premises and locations within them where PHI is retained since the prior IPC review:</p> <ul style="list-style-type: none"> • Description of each recommendation; • Date recommendation was, or is proposed to be, addressed; • Manner in which recommendation was, or is proposed to be, addressed 	<p>OH (CCO) practice is to conduct audits when an incident, or suspected physical security incident, has occurred or is reported by an employee. This type of audit occurs at least once per year. There have been 3 physical security breaches since the previous IPC review in 2017.</p> <p>February 15, 2017: View camera activities on the 16th floor from 9:36 to 9:50 to identify a suspicious person who claimed to be from Bell Canada to service a pay phone. Visitor left on their own. CCTV system was reviewed and photo provided to security. Police report not deemed necessary.</p> <p>February 20, 2018: View camera activities on the 18th floor of 505 University avenue to investigate a suspected incident involving a missing envelope with confidential information. Video showed CCO agent accepting the envelope from Canada Post. The agent was authorized to handle the information. The agent found the envelope in a locked drawer. Police report not deemed necessary.</p> <p>February 28, 2019: An unauthorized person entered the 620 University Avenue, 15th floor reception floor through the main elevator, went back on and got off on the 12th floor when staff was boarding. He went to the men's washrooms where he was confronted by the day porter. The unauthorized visitor left on their own, the CCTV system was reviewed and photo provided to security. Police report not deemed necessary.</p> <p>In addition to the above, Facilities conducts spot audits of the video system every three months.</p>

Security Audit Program

Security Indicator	Assessment
Dates of review of system control and audit logs since prior IPC review and description of findings	<p>OH (CCO) continually monitors our system control and audit logs using a number of automated systems. These systems monitor for errors in applications, availability of system components, and security events. These logs are reviewed both through automated means, as well as by OH (CCO) operations staff.</p> <p>For example:</p> <p>Security events at both an infrastructure level and application level are logged to OH (CCO)'s Logging, Monitoring and Auditing System (LMAS). This system uses a collection of rules to generate alerts based on certain detected patterns. An example of this would be excessive file system activity on our PHI file shares.</p>

Security Indicator	Assessment
	<p>Operational events from our Windows servers are centrally logged and monitored. This monitoring detects failed applications and other error states, allowing operations staff to ensure normal operation of systems</p> <p>Network devices use Syslog and Simple Network Management Protocol to generate logging and event data for both real time and ad-hoc analysis. These typically discover excessive network patterns or configuration errors, allowing for operational staff to investigate.</p> <p>Events that require action trigger some combination of OH (CCO)'s ITIL-based incident process, security incident/breach response process, and privacy breach process.</p> <p>Examples of typical responses include:</p> <p>Reviewing and analyzing unusual log entries that are indicative of a misconfiguration or software flaw. These are then escalated to a product team to isolate the cause. In some cases, vendors are notified and a software patch is applied.</p> <p>Excessive security events trigger follow-up from OH (CCO)'s EISO. For example, failed login attempts are analyzed to determine whether a system is being attacked or whether a user simply forgot their password.</p> <p>Alerts from operational systems result in more immediate responses from both operational teams and the EISO when the source of the alert is deemed to be security related. For example, a server that goes offline is investigated immediately based on alerts triggered within the monitoring systems.</p> <p>If a review of system control and audit logs uncovers a (suspected) security incident/breach, it is captured in the Security Incident Log (see Appendix I). For instance, nearly all occurrences of malware detection that led to a security investigation are examples of this. These types of reviews are typically automated and operationalized, as described above.</p>
<p>Number and list of security audits since prior IPC review and for each:</p> <ul style="list-style-type: none"> • Description of nature and type of audit; • Date completed; • Description of each recommendation; • Date recommendation was, or is proposed to be, addressed • Manner in which recommendation was, or is expected to be, addressed 	<p>Total Security Audits: 46</p> <p>See Appendix H for details.</p>

Information Security Breaches

Security Indicator	Assessment
<p>Number of notifications of actual or suspected information security breaches since prior IPC review</p>	<p>177 incidents, 3 of which were determined to be a breach.</p> <p>Note: OH (CCO) does not distinguish between Prescribed Entity and Prescribed Person incidents.</p>

Security Indicator	Assessment
	<p>Information Security Incident: A security event that may compromise business operations or threaten OH (CCO) security. Incidents require action on the part of OH (CCO) resources to contain and prevent further harm to OH (CCO) infrastructure and/or information assets.</p> <p>Information Security Breach: Occurs when there is a loss of confidentiality, integrity, or availability of sensitive information and information assets, resulting from a breach of OH (CCO)'s security safeguards, or from failure to establish reasonable safeguards. Security breaches include contravention of policies, procedures, or practices that result in material security risk to OH (CCO).</p>
<p>For each actual or suspected information security breach:</p> <ul style="list-style-type: none"> • Date of notification; • Extent of actual or suspected breach; • Nature and extent of PHI at issue; • Date senior management notified; • Containment measures; • Date(s) containment measures implemented; • Date(s) notification provided health information custodians or others; • Date investigation commenced; • Date investigation completed; • Description of each recommendation; • Date recommendation was, or is proposed to be, addressed; • Manner in which recommendation was, or is proposed to be, addressed 	<p>See Appendix I for details.</p>

Part 3 – Human Resources Indicators

Privacy Training & Awareness

Human Resources Indicator	Assessment
Number of agents who have, and who have not, received initial privacy orientation since prior IPC review	Total privacy orientations received: 320 Total number of OH (CCO) agents who have not received initial privacy orientation: 0
Date of commencement of employment, contractual or other relationship for agents yet to receive initial privacy orientation and the scheduled orientation date	All OH (CCO) agents have received privacy orientation.
Number of agents who have, and who have not, attended ongoing privacy training each year since prior IPC review	<u>November 1 – December 31, 2016</u> Attended: 752 Not Attended: 0 <u>2017²</u> Attended: 0 Not Attended: 0 <u>2018</u> Attended: 933 Not Attended: 2 <u>January 1 – October 31, 2019</u> Attended: 800 Not Attended: 2 ³
Dates, number and description of privacy communications to agents since prior IPC review	See Appendix J for details.

Security Training & Awareness

Human Resources Indicator	Assessment
Number of agents who have, and who have not, received initial security orientation since prior IPC review	Total security orientations received: 320 Total number of OH (CCO) agents who have not received initial security orientation: 0
Date of commencement of employment, contractual or other relationship for agents yet to receive initial security orientation and the scheduled orientation date	All OH (CCO) agents have received security orientation
Number of agents who have, and who have not, attended ongoing security training each year since prior IPC review	<u>November 1 – December 31, 2016</u> Attended: 752 Not Attended: 0 <u>2017³</u> Attended: 0 Not Attended: 0 <u>2018</u> Attended: 933 Not Attended: 2 <u>January 1 – October 31, 2019</u> Attended: 800 Not Attended: 2 ⁴

² & ³ Prior to 2017, annual privacy and security training was held in December of each year. The training scheduled for December 2017 was postponed until June 2018 to align with the rest of CCO's training calendar.

³ The two staff who have not completed the 2019 privacy and security training were students and are no longer employed by OH.

⁴ The two staff who have not completed the 2019 privacy and security training were students and are no longer employed by OH.

Human Resources Indicator	Assessment
Dates and number of security communications to agents since prior IPC review	See Appendix K for details.

Confidentiality Agreements

Human Resources Indicator	Assessment
Number of agents who have, and who have not, signed confidentiality agreements each year since prior IPC review	Number of signed confidentiality agreements: November 1 – December 31, 2016: 745 2017: 121 2018: 997 January 1 – October 31, 2019: 851 Number of not signed confidentiality agreements: 0
Date of commencement of employment, contract or other relationship for agents yet to execute confidentiality agreements and date agreement must be executed	All OH (CCO) agents have signed the confidentiality agreement.

Termination or Cessation

Human Resources Indicator	Assessment
Number of notifications from agents since prior IPC review for termination of their employment, contractual or other relationship	Total notifications: 808

Part 4 – Organizational Indicators

Risk Management

Organizational Indicator	Assessment
Dates <i>Corporate Risk Register</i> was reviewed since prior IPC review	October 2016 February 2017 October 2017 March 2018 October 2018 March 2019 July 2019 September 2019
Whether amendments were made to the <i>Corporate Risk Register</i> as a result of the review, and description of each.	There were no material amendments made to the <i>Corporate Risk Register</i> as a result of the reviews.

Business Continuity & Disaster Recovery

Organizational Indicator	Assessment
Dates business continuity and DRP was tested since prior IPC review.	See Appendix L for details
Whether amendments were made to business continuity disaster recovery plan as a result of testing, and description of each.	No changes or amendments were made as a result of the testing.

Appendices

Appendix A – Log of Privacy & Security Policies

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Access Card Procedure	October 4, 2019	Y	Minor updates were made to the procedure, which included: - Updating to new Policy template and reordering sections for better flow and ease of reading; - Updating terms and some processes to align with present day workflows; and - Removing the definitions section and referencing definitions stated in other OH (CCO) Privacy Policies.	October 10, 2019: Published on eCCO (Intranet). October 17, 2019: eCCO article published advising of procedure update and location on eCCO.
Access Data Centre Authorization Contractor - New Form	May 1, 2017	RETIRED	Access not granted any more to on premise data centres; exceptions are handled by Facilities, as needed	N/A
Access Data Centre Authorization Employee - New Form	May 1, 2017	RETIRED	Access not granted any more to on premise data centres; exceptions are handled by Facilities, as needed	N/A
Acquisition, Development and Application Security Standard	June 30, 2018	Y	As a result of 2017 third-party policy review and 2017-18 General IT Control (GITC) Audit: <ul style="list-style-type: none"> • Updated Dates • Updated Approver / Sponsor • Fixed File Properties 	March 4, 2019: Published on eCCO (Intranet).
Bring Your Own Device - Secured Drives	February 2019	RETIRED	As a result of PHI handling policy suite updates, merged into Computers and Related Equipment Standard	N/A
Bring Your Own Device Policy	February 2019	RETIRED	As a result of PHI handling policy suite updates, merged into Computers and Related Equipment Standard	N/A
Business Continuity Plan	June 18, 2013	N	N/A	March 4, 2019: Published on eCCO (Intranet).

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Business Continuity Service Framework (<i>previously referenced as Business Continuity Framework</i>)	May 1, 2017	N	N/A	March 4, 2019: Published on eCCO (Intranet).
CCO's Privacy Policy	November 14, 2017	Y	Minor changes including removal of data holdings list to maintain this as a stand-alone document and addition of new and updated terminology and references (e.g. references to other CCO policy documents and committees).	February 1, 2018; Published on eCCO (Intranet) and on CCO's external website.
Certificate of Destruction	February 2019	Y	New Certificate of Destruction form	Along with the Standard Enterprise Practice for Data Destruction , this form was approved by CCO's Executive Team on November 10, 2019.
Complaints & Escalated Inquiries to Privacy Standard Operating Procedure	January 30, 2017	Y	Transferred to a new template and updated. Updates include incorporating use of InScreen to assign activities to Privacy, separating the process by how the inquiry/complaint was received (phone or email/letter/fax) and outlining the process the Privacy Specialist follows.	January 30, 2017: Published on eCCO (Intranet).
Computers and Related Equipment Policy	February 2019	RETIRED	As a result of 2017 third-party policy review and PHI handling policy suite updates, updated content merged into Computers and Related Equipment Standard	N/A
Computers and Related Equipment Procedure	February 2019	RETIRED	As a result of 2017 third-party policy review and PHI handling policy suite	N/A

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
			updates, updated content merged into Computers and Related Equipment Standard	
Computers and Related Equipment Standard	February 2019; August 2020	Y	As a result of 2017 third-party policy review and PHI handling policy suite updates, updated content and merged in multiple Operational Services' documents for ease of reference.	March 4, 2019: Published on eCCO (Intranet). Nov 26, 2019: Published in D&T Controlled Documents Library. Aug 7, 2020: Published in D&T Controlled Documents Library.
Conditions of Employment Policy	February 27, 2018	NEW	New policy created to outline the conditions of employment a candidate is required to agree to prior to employment at CCO.	April 1, 2018: Published on eCCO (Intranet). Email was sent to all people leaders advising them of the updates.
Contact Centre Frequently Asked Questions	March 27, 2018	Y	FAQs were updated to more clearly define the purpose of the Cancer Screening Program and CCO's Prescribed Person authority. Also added were responses for specific scenarios that agents were struggling to respond to.	May 31, 2018: updated FAQ's shared with Contact Centre Staff.
Contact Centre Quality Program Manual	March 30, 2019	NEW	New document created to outline the purpose of the Quality Program, descriptions of the different components of the program and step by step processes for completing an evaluation and printing out the monthly coaching reports.	March 30, 2019: Published on eCCO (Intranet).

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Courier Transfer of Personal Health Information Procedure	August 30, 2019	Y	As a result of 2017 third-party policy review and PHI handling policy suite updates, updated ownership, document history, references, etc. Embedded content from Exchanging PHI on Digital Media Procedure .	Sept 12, 2019: Published on eCCO (Intranet). Oct 7, 2019: Updated Security Policies and Procedures communication on eCCO.
Cryptography Standard	August 30, 2019	Y	Updated review dates and minor fixes	Sept 12, 2019: Published on eCCO (Intranet).
Data Backup Procedure	June 30, 2018	Y	As a result of 2017 third-party policy review and 2017-18 General IT Control (GITC) Audit: <ul style="list-style-type: none"> • Updated Dates • Updated Approver / Sponsor • Updated References • Fixed Properties 	March 4, 2019: Published on eCCO (Intranet).
Data Backup Standard (formerly Data Backup Policy)	June 30, 2018	Y	As a result of 2017 third-party policy review and 2017-18 General IT Control (GITC) Audit: <ul style="list-style-type: none"> • Updated Dates • Updated Approver / Sponsor • Updated References • Fixed Properties 	March 4, 2019: Published on eCCO (Intranet).
Data Centre Access and Usage Standard (formerly Data Centre Access and Usage Policy)	June 30, 2018; July 29, 2020	Y	As a result of 2017 third-party policy review and 2017-18 General IT Control (GITC) Audit: <ul style="list-style-type: none"> • Updated Dates • Updated Approver / Sponsor • Updated References • Fixed Properties • Clarified details regarding access revocation • Expanded details regarding annual 	March 4, 2019: Published on eCCO (Intranet). July 29, 2020: Published in D&T Controlled Documents Library. August 6, 2020: Published on eCCO (Intranet).

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
			access reviews	
Data Centre Physical Security Standard	June 30, 2018	Y	As a result of 2017 third-party policy review and 2017-18 General IT Control (GITC) Audit: <ul style="list-style-type: none"> • Updated Dates • Updated Approver / Sponsor • Updated References • Fixed Properties 	March 4, 2019: Published on eCCO (Intranet).
Data Destruction Authorization Form	February 2019	NEW	New form aligned with the new Standard Enterprise Practice - Data Destruction to initiate data destruction process	Along with the Standard Enterprise Practice for Data Destruction , this form was approved by CCO's Executive Team on November 10, 2019.
Data Destruction Policy	July 23, 2019	NEW	This policy outlines requirements for destruction of PHI and PI that is no longer required by CCO.	This policy was approved by CCO's Executive Team on November 8, 2019. November 11, 2019: Published on eCCO (Intranet).
Data Engagement Request Form	April 9, 2018 August 2, 2018	NEW	April 2018: Replaced the Legal Privacy Engagement Request Form. This new form was created to require joint engagement of CCO's Enterprise Data Services Team and Privacy team on all projects involving PHI and PI. August 2018: Form was updated based on feedback from portfolios.	April 9, 2018: Form was reviewed during Legal & Privacy team meeting and published on CCO's eCCO site. August 2, 2018: Published on eCCO (Intranet).
Data Linkage Policy	October 10, 2019	Retired	Content was transferred to the data	N/A

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
			linkage procedure.	
Data Linkage Procedure	October 10, 2019	Y	Minor updates were made to the procedure which included: <ul style="list-style-type: none"> - Consolidating Data Linkage Policy and Procedure into 1 document; - Updating the definition of Data Linkages performed at CCO; - Removing the definitions section and referencing definitions stated in CCO's Privacy Policy; and - Outlining Data Linkage request process and Portfolio roles and responsibilities. 	October 10, 2019: Published on eCCO (Intranet). October 17, 2019: eCCO article published advising of procedure update and location on internal intranet site.
Data Request Procedure (formerly Business Process for Data Requests)	August 20, 2019	Y	Minor updates were made to the procedure, which included: <ul style="list-style-type: none"> - Renaming to adhere to CCO's Policy on Frameworks; - Updating Data Request procedures to reflect current practice; and - Updating references to CCO policies throughout document to coincide with other policy and procedure changes 	August 27, 2019: Published on eCCO (Intranet).
Data Sharing Agreement Initiation Procedure	August 1, 2019	Y	Minor updates were made to the procedure, which included: <ul style="list-style-type: none"> - consolidating Data Sharing Agreement Initiation Standard and Procedure into one document; - Outlining the review initiation procedure for all CCO Data Exchanges; - Outlining the responsibilities of all Business Units from intake to execution; 	August 27, 2019: Published on eCCO (Intranet). August 28, 2019: eCCO article published advising of procedure update and location on eCCO.

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
			- A description of CCO's DERF process; and - Incorporating DSA requirements from IPC Manual.	
Data Sharing Agreement Standard	August 1, 2019	Retired	Content was transferred to the Data Sharing Agreement Initiation Procedure	N/A
Data Use & Disclosure Policy	January 12, 2018	Y	Minor amendments to update terminology and references to other CCO policy documents and committees.	February 1, 2018: Published on eCCO (Intranet) and on CCO's external website.
Decision Criteria Evaluation Form	July 12, 2018	Y	Updated based feedback from the DDWG to include additional criteria needed when deciding whether to approve an external research request for CCO data.	July 12, 2018: new form was put in use by the DDWG.
De-identification Guidelines	April, 25, 2018 January 9, 2019	Y	2018: Version 1: Revised to include detailed and specific guidance with respect to de-identifying data sets containing PHI and measure the risk of re-identification of a data set using CCO's de-identification tool. 2019: Version 2: Revised to include specific roles and responsibilities when applying de-identification; clarified user classification categories; added details around governance of de-identified data sets; creation of risk measurement intake form.	April 5, 2018: Published on eCCO (Intranet). January 9, 2019: Version 2 published on eCCO (Intranet). March 1, 2019: eCCO article published advising of procedure update and location on eCCO.
Digital Media Disposal Guideline	June 2019	RETIRED	N/A	N/A
Digital Media Disposal	June 2019	RETIRED	N/A	N/A

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Procedure				
Digital Media Disposal Standard	August 30, 2019	Y	Updated the security standards and merged the previous Standard, Procedure, and Guideline documents	Oct 2, 2019: Published on eCCO (Intranet). Oct 7, 2019 - Updated Security Policies and Procedures communication on eCCO.
Digital PHI Handling Procedure	February 2019	RETIRED	N/A	N/A
Digital PHI Handling Standard	February 2019	RETIRED	N/A	N/A
Disaster Recovery Plan	January 13, 2017	Y	Updated contacts, network and data centre information	Jan 13, 2017: Published in D&T Controlled Documents Library.
Employee Code of Conduct Policy	March 8, 2018	Y	No significant changes were made as part of this review cycle. Minor updates were made to the procedure that included the following changes: <ul style="list-style-type: none"> • Updated to new Policy template • Inclusion of CCO's People Values and Respectful Behaviours • Re-established accountable behaviours of CCO Employees and CCO Managers • Redefined procedures to align with current CCO practice. 	April 1, 2018: Published on eCCO (Intranet). Email sent to all people leaders advising them of the updates.
Enterprise Information Security Policy	July 9, 2019	Y	As a result of 2017 third-party policy review and 2017-18 General IT Control (GITC) Audit: <ul style="list-style-type: none"> • Updated Dates • Updated Approver / Sponsor • Updated References • Fixed Properties 	Oct 2, 2019: Published on eCCO (Intranet). Oct 7, 2019: Updated Security Policies and Procedures communication on eCCO.

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Exchanging Personal Health Information on Digital Media Procedure (formerly Exchanging Encrypted Personal Health Information on Digital Media)	February 2019	RETIRED	N/A	N/A
Exchanging Personal Health Information via Application Services Procedure	August 30, 2019	Y	As a result of 2017 third-party policy review and PHI handling policy suite updates, updated template, references, roles, etc.	Sept 12, 2019: Published on eCCO (Intranet). Oct 7, 2019: Updated Security Policies and Procedures communication on eCCO.
Exchanging Personal Health Information via Secure Managed File Transfer Procedure	August 30, 2019	Y	As a result of 2017 third-party policy review and PHI handling policy suite updates, updated template, references, roles, etc.	Sept 12, 2019: Published on eCCO (Intranet). Oct 7, 2019: Updated Security Policies and Procedures communication on eCCO.
Fax Transmission of Personal Health Information Procedure	February 2019	RETIRED	N/A	N/A
Hard Copy Personal Health Information Disposal Procedure	October 9, 2019	Y	Minor updates were made to the procedure, which included: - Updating the terms and some processes to align with present day workflows; and - Removing the definitions section and referencing definitions stated in CCO's Privacy Policy.	October 10, 2019: Published on eCCO (Intranet). October 17, 2019: eCCO article published advising of procedure update and location on eCCO.
Information Classification and Handling Guidelines	August 30, 2019	New	Supplement to the Information Classification and Handling Standard . Aligned to the new PHI	Sept 12, 2019: Published on eCCO (Intranet).

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
			Handling Standard.	Oct 7, 2019: Updated Security Policies and Procedures communication on eCCO.
Information Classification and Handling Standard	February 2019	NEW	Defines information classification scheme according to information sensitivity. Draft version addressed in 2017 IPC review.	Nov 6, 2019: Published on eCCO (Intranet). Nov 6, 2019: Updated Security Policies and Procedures communication on eCCO.
Information Management and Information Technology (IM/IT) Gating Policy	April 2019	N	N/A	July 4, 2018: Published on eCCO (Intranet).
Information Security Code of Conduct and Acceptable Use Policy	July 9, 2019	Y	As a result of 2017 third-party policy review, 2017-18 General IT Control (GITC) Audit, and PHI handling policy suite updates, updated template, references, roles, etc.	Sept 12, 2019: Published on eCCO (Intranet).
Information Security Incident and Breach Response Standard	August 30, 2019	Y	As a result of 2017 third-party policy review and 2017-18 General IT Control (GITC) Audit: <ul style="list-style-type: none"> • Reflect updates to the incident response framework • Updated Dates • Updated Approver / Sponsor • Updated References • Updated contacts • Updated job titles • Fixed Properties 	Sept 12, 2019: Published on eCCO (Intranet). Oct 7, 2019: Updated Security Policies and Procedures communication on eCCO. Utilized in Incident Management Table Top Exercises conducted on Oct 19 and 22, 2018.

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Information Security Program Framework	September 30, 2019	Y	Updated to reflect organizational changes	Oct 2, 2019: Published on eCCO (Intranet). Oct 7, 2019: Updated Security Policies and Procedures communication on eCCO.
Information Technology Change Management Standard (formerly IT Change Management Policy)	June 30, 2018	Y	As a result of 2017 third-party policy review and 2017-18 General IT Control (GITC) Audit: <ul style="list-style-type: none"> • Updated Dates • Updated Approver / Sponsor • Updated References • Fixed Properties 	March 4, 2019: Published on eCCO (Intranet).
In-Person Transfer of Personal Health Information Procedure	August 30, 2019	Y	As a result of 2017 third-party policy review and PHI handling policy suite updates, updated template, references, roles, etc. Embedded content from Exchanging PHI on Digital Media Procedure .	Sept 12, 2019: Published on eCCO (Intranet). Oct 7, 2019: Updated Security Policies and Procedures communication on eCCO.
Internal Data Access Request (IDAR) Procedure (formerly Internal Data Access Policy)	July 20, 2019	Y	Minor updates were made to the procedure, which included: <ul style="list-style-type: none"> - Renaming the Internal Data Access Request (IDAR) Procedure and reordering of sections for better flow and ease of reading; - Updating all references to Prescribed Registry to correctly be called Prescribed Person - updating the reference documents to accurately reflect current policies and procedures; and 	July 25, 2019: Published on eCCO (Intranet). July 26, 2019: eCCO article published advising of procedure update and location on eCCO.

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
			- Removing the definitions section and referencing definitions stated in other CCO Privacy Policies.	
Internal Data Sharing Procedure	July 20, 2019	Y	Minor updates were made to the procedure, which included: - Reordering of sections for better flow and ease of reading; - Updating all references to Prescribed Registry to correctly be called Prescribed Person; - Updating the reference documents to accurately reflect current policies and procedures; and - Removing the definitions section and referencing definitions stated in other CCO Privacy Policies.	July 25, 2019: Published on eCCO (Intranet). July 26, 2019: eCCO article published advising of procedure update and location on eCCO.
IT Asset & Data Disposal Procedure (formerly IT Asset & Media Destruction Process)	February 2018; July 29, 2020	New	Details Operational Services' procedures for performing data disposal and for engaging a vendor to pick-up and destroy IT assets	July 29, 2020: Published in D&T Controlled Documents Library. August 6, 2020: Published on eCCO (Intranet).
ITSM - ITCS Change Management - FAQ & Job Aids	Jan-Feb 2019	New	A suite of new guidance documents created to support change management processes using the new ITSM solution	Jan-Feb 2019: Published on eCCO (Intranet) and reviewed in training.
Legal Privacy Engagement Form	April 9, 2018	RETIRED	N/A	N/A

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Logging, Monitoring and Auditing Procedure	August 30, 2019	Y	Added details regarding log retention and incident response	Sept 12, 2019: Published on eCCO (Intranet). Oct 7, 2019: Updated Security Policies and Procedures communication on eCCO.
Logging, Monitoring and Auditing Standard	June 30, 2018	Y	As a result of 2017 third-party policy review and 2017-18 General IT Control (GITC) Audit: <ul style="list-style-type: none"> • Reflect new IT Audit Program • Updated Dates • Updated Approver / Sponsor • Fixed Properties 	March 4, 2019: Published on eCCO (Intranet).
Logical Access Control Standard	August 30, 2019	Y	As a result of 2017 third-party policy review and 2017-18 General IT Control (GITC) Audit: <ul style="list-style-type: none"> • Reflect PPE changes • Updated Dates • Updated Approver / Sponsor 	Sept 12, 2019: Published on eCCO (Intranet). Oct 7, 2019: Updated Security Policies and Procedures communication on eCCO.
Mobile Device and Pager Procedure	February 2019	RETIRED	As a result of 2017 third-party policy review and PHI handling policy suite updates, merged into Computers and Related Equipment Standard	N/A
Mobile Device Policy	February 2019	RETIRED	As a result of 2017 third-party policy review and PHI handling policy suite updates, merged into Computers and Related Equipment Standard	N/A
Network Security Standard	November 2019; August 2020	New	As a result of PHI handling policy suite updates, formalized IT Operations' documentation of network infrastructure controls	Nov 25, 2019: Published in D&T Controlled Documents Library.

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
				Aug 7, 2020: Published in D&T Controlled Documents Library.
Operating Model implementation Project (OMIP) Information Security Operating Model	October 26, 2018	New	Newly defined model determined from the Digital & Technology (D&T) Target Operating Model (TOM) analysis	Nov 28, 2018: Communicated during D&T Portfolio Town Hall.
Operational Security - Patch Management Standard	August 30, 2019	Y	Updated review dates and minor fixes	Sept 12, 2019: Published on eCCO (Intranet).
Operational Security – Patching Procedure	May 1, 2017; July 29, 2020	Y	<ul style="list-style-type: none"> • Updated Dates • Updated Approver / Sponsor • Minor Edits 	<p>March 4, 2019: Published on eCCO (Intranet).</p> <p>July 29, 2020: Published in D&T Controlled Documents Library.</p> <p>August 6, 2020: Published on eCCO (Intranet).</p>
Operational Security Standard	August 30, 2019	Y	<p>As a result of 2017 third-party policy review and 2017-18 General IT Control (GITC) Audit:</p> <ul style="list-style-type: none"> • Updated Dates • Updated Approver / Sponsor • Fixed Properties 	Sept 12, 2019: Published on eCCO (Intranet).
Password Audit Procedure	August 30, 2019	New	As a result of 2017-18 General IT Control (GITC) Audit, created new EISO procedure formalizing the steps involved in conducting a password audit	<p>Sept 12, 2019: Published on eCCO (Intranet).</p> <p>Oct 7, 2019: Updated Security Policies and Procedures communication on eCCO.</p>

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Personal Health Information Handling Standard (formerly Secure Transfer of Personal Health Information Standard)	August 30, 2019	Y	Replacement for the Secure Transfer of Personal Health Information Standard , to better align with the new PHI handling practices and the new Information Classification and Handling Standard / Guidelines . Merged in the former Secure Transfer of PHI Policy .	Sept 12, 2019: Published on eCCO (Intranet). Oct 7, 2019: Updated Security Policies and Procedures communication on eCCO.
Photo ID Badge Request Form	November 2018	N	N/A	November 2018: Published on eCCO (Intranet) Self Service Portal.
Physical Security Policy	October 9, 2018	Y	Minor updates were made to the procedure, which included: - Updating to new Policy template and reordering sections for better flow and ease of reading; - Updating terms and some processes to align with present day workflows; and - Removing the definitions section and referencing definitions stated in other OH (CCO) Privacy Policies.	October 10, 2019: Published on eCCO (Intranet). October 17, 2019: eCCO article published advising of procedure update and location on eCCO.
Policy on Call Tree Activation	May 8, 2018	New	This policy outlines a hierarchical communication model intended for usage when employees may need to be contacted at a personal email or phone number about urgent and/or disruptive health, safety, security, and facility issues.	July 4, 2018: Published on eCCO (Intranet).
Policy on Frameworks	December 12, 2017	Y	Amended to clearly outline how Frameworks and related documents at OH (CCO) are developed,	December 12, 2017: Published on eCCO (Intranet).

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
			reviewed, approved, implemented, and maintained.	
Post Implementation Review Template	January 30, 2017	N	N/A	Dec 2018: Reviewed during ITSM training.
Preliminary Privacy Legal Assessment	October 15, 2018 September 17, 2019	NEW	2018: Created to supplement the Data Engagement Request Form and acts as a short form privacy impact assessment for all CCO projects and/or initiatives involving PHI/PI. 2019: Updated Form to reflect changes to the Privacy Impact Assessment Standard and Data Linkage Procedure.	October 15, 2018: Reviewed during Legal & Privacy team meeting and uploaded to Privacy Office team site. September 17, 2019: Updated form was published on Privacy Office team site.
Privacy & Security Acknowledgement Form	May 2019	Y	Updated based on amendments to Privacy and Security eLearning Module.	June 4, 2019: Rollout of the annual mandatory training.
Privacy & Security Training eLearning Curriculum	May 2019	Y	Updated content of Security module	June 4, 2019: Rollout of the annual mandatory training.
Privacy and Information Security Risk Management Procedure	April 19, 2018	Y	Updates made to risk rating criteria for privacy breaches (e.g. examples set out); updates made to escalation paths for non-mitigation of identified risks; References to risk approval form added.	May 31, 2018: Published on eCCO (Intranet).
Privacy and Security Training and Awareness Procedure	June 14, 2018	Y	Updates to reflect the use of Workday for employee onboarding processes; Updates to the training content section	June 14, 2018: Published on eCCO (Intranet).

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Privacy Audit & Compliance Policy (formerly Privacy Audit and Compliance Standard)	October 8, 2019	Y	Minor updates were made to the procedure, which included: <ul style="list-style-type: none"> - Updating the document to the new policy template; - Updating the language of existing requirements for clarity; - Updating requirements to align with the IPC Manual; and - Removing the definitions section and referencing definitions stated in other CCO Privacy Policies. 	October 10, 2019: Published on eCCO (Intranet). October 17, 2019: eCCO article published advising of procedure update and location on eCCO.
Privacy Breach Management Procedure	April 15, 2019	Y	Updates made to the procedure included the following changes: <ul style="list-style-type: none"> - Setting up of a response team (PIRT) upon identification of a material privacy breach; - Establishing controls to preserve the confidentiality of the evidence gathered during an investigation; - Streamlining decision making through the CPO; and - Additional tools and resources in the form of templates and checklists have been incorporated to assist OH (CCO) agents in complying with this Procedure. 	April 15, 2019: Published on eCCO (Intranet). May 2, 2019: eCCO article published advising of procedure update and location on eCCO. Utilized in Incident Management Table Top Exercises conducted on Oct 19 and 22, 2018.
Privacy Breach, Suspected Privacy Breach, & Privacy Risk Management Standard Operating Procedure	January 28, 2018	Y	Transferred to new template and updated to align with current practice. Some of the updates include expanding the scope to include Suspected Privacy Breaches and Privacy Risks reported by the Client, Privacy Risks reported by an	January 28, 2019: Published on eCCO (Intranet).

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
			unintended recipient, Privacy or Policy breaches caused by a Contact Centre Agent, and Privacy or Policy Breaches or Risks caused by a Program Partner. Steps were added specific to unopened correspondence identified as a Privacy Risk or Privacy Notice (categorized as a Privacy Risk whether opened or closed) and defective envelopes. The process was updated to include following up on unreturned correspondence received by an unintended recipient and for breaches caused by a Contact Centre Agent, and Breaches/Risks caused by other programs.	
Privacy Frequently Asked Questions	N/A	RETIRED	Incorporated frequently asked questions into the Statement of Information Practices.	N/A
Privacy Impact Assessment Guide	July 31, 2019	NEW	New Guideline document to provide the Privacy team with more detailed information on working with the Portfolios to conduct the PIA and the drafting of the PIA document itself.	August 1, 2019: uploaded to LPO SharePoint site. August 1, 2019: Email sent to LPO advising of update and location of new documents.

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Privacy Impact Assessment Standard	July 20, 2019	Y	The Standard was updated to align more closely with the IPC Manual, the updated Privacy and Information Security Risk Management Procedures, and to reflect changing roles and responsibilities within the Legal & Privacy Office.	<p>July 25, 2019: Published on eCCO (Intranet).</p> <p>July 26, 2019: All users email sent advising of policy update and where to find new policy on internal intranet site.</p>
Privacy Impact Assessment Template	July 31, 2019	Y	Updated the PIA template to include the 10 privacy principles as well as to align with the updated PIA Standard.	<p>August 1, 2019: uploaded to LPO SharePoint site.</p> <p>August 1, 2019: Email sent to LPO advising of update and location of new documents.</p>
Privacy Inquiries and Complaints Procedure	July 31, 2019	Y	Updated to reflect current practice when handling privacy inquiries and complaints and to mirror the format of our Privacy Breach Management Procedure. Includes specific sections with respect to reporting, notification, investigation, remediation, responding to, and tracking of privacy inquiries and complaints.	<p>August 1, 2019: Published on eCCO (Intranet).</p> <p>August 1, 2019: Email sent to LPO advising of update and location of new documents.</p>

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Privacy Risk Approval Form	December 20, 2018 July 4, 2019	NEW	2018: Form created to support Privacy and Information Security Risk Management Procedure and ensure increased accountability for risks identified during privacy assessments. 2019: Form updated based on feedback received from privacy specialists and portfolios.	December 20, 2018: Form uploaded to Privacy Office team site. January 10, 2019: Reviewed Form during Privacy team meeting. July 4, 2019: Form uploaded to Privacy team site.
Procurement Policy	March 8, 2018	Y	Minor updates made to the procedure, which included updating to the CCO branding template. There were no changes made to the privacy and security requirements outlined in the policy.	March 8, 2018: Published on eCCO (Intranet).
Procurement Privacy Impact Assessment Template	June 11, 2019	N	Reviewed to ensure alignment with Privacy Impact Assessment Guide.	N/A
Progressive Discipline Policy	September 30, 2019	N	Policy was updated to the new CCO's policy template, however the content was unchanged.	October 2, 2019: Published on eCCO (Intranet).
Research Data Request Form	September 30, 2019	Y	Updated to incorporate data minimization and de-identification questions	October 1, 2019: Available on external CCO website.

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Research Privacy Standard	December 17, 2018	New	<p>Created to provide guidance on when to treat Research as a Use vs. a Disclosure.</p> <ul style="list-style-type: none"> - Included criteria for when a project is Internal CCO Research versus External Research - Clarified the review process for internal versus external research (DERF vs DDSC) - Included CCO Research Principles from the IPC Manual - Outlines process for retention and disposal of research data. - Outlines logging requirements and responsibilities 	<p>December 17, 2019: Published on eCCO (Intranet).</p> <p>January 21, 2019: All users email sent advising of policy update and where to find new policy on eCCO.</p>
Retention of Records of Personal Health Information and Personal Information Policy (formerly Policy on Records Containing PHI)	October 8, 2019	Y	The Policy was updated to align more closely with the IPC Manual, include direction with respect to PI, and to reflect changing roles and responsibilities within CCO.	<p>October 10, 2019: Published on eCCO (Intranet).</p> <p>October 17, 2019: eCCO article published advising of procedure update and location on eCCO.</p>
Risk Management/De-Identification Form	December 4, 2018	Y	Form created to establish a formal intake process for Portfolio requesting de-identification or risk measurement on previously de-identified data sets.	January 9, 2019: Form introduced as part of the Data De-Identification Guideline updates.
Screening Activity Report Privacy Breach, Suspected Breach & Privacy Risk Standard Operating Procedure	May 31, 2018	Y	Updated to incorporate a new program, Sioux Lookout Zone (SLZ), into the current Screening Activity Report process.	May 31, 2018: Published on eCCO (Intranet).
Secure Transfer of Personal Health Information Policy	February 2019	RETIRED	N/A	N/A

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Security Audit, Testing and Compliance Standard	August 30, 2019	Y	Updated to align with IPC Manual and the new IT Risk Management & Compliance Program	Sept 12, 2019: Published on eCCO (Intranet). Oct 7, 2019: Updated Security Policies and Procedures communication on eCCO.
Security Risk Management Procedure	August 30, 2019	Y	Updated review dates and minor fixes	Sept 12, 2019: Published on eCCO (Intranet).
Security Risk Management Standard	June 30, 2018	Y	As a result of 2017 third-party policy review and 2017-18 General IT Control (GITC) Audit: <ul style="list-style-type: none"> • Reflect new IT Audit Program • Updated Dates • Updated Approver / Sponsor • Fixed Properties 	March 4, 2019: Published on eCCO (Intranet).
Small Cell Guidelines	July 20, 2019	New	New Guideline document to assist employees and other individuals acting on behalf of CCO when suppressing small cell counts contained in CCO aggregate disclosures.	July 25, 2019: Published on eCCO (Intranet). July 26, 2019: eCCO article published advising of procedure update and location on eCCO.
Standard Enterprise Practice for Data Destruction	July 23, 2019	NEW	This enterprise practice supports the implementation of CCO's Data Destruction Policy. This document describes how data destructions are approved and the roles, responsibilities and processes associated with authorizing and carrying out data destructions.	This policy was approved by CCO's Executive Team on November 8, 2019. November 11, 2019: Published on eCCO (Intranet).

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Statement of Information Practices	June 15, 2018	Y	Minor revisions to improve statement clarity, incorporate the privacy FAQs, and update the types of cancer and non-cancer personal health information collected.	20/06/2018: Published on eCCO (Intranet).
Statements of Purpose for Data Assets Containing PHI Procedure	October 18, 2019	New	New procedure document created with respect to the creation, review, amendment, and approval of new data holdings and statements of purpose for data holdings held in CCO's capacity as a prescribed entity and prescribed person incorporating the requirements of the IPC Manual for Prescribed Persons and Prescribed Entities.	October 22, 2019: Published on eCCO (Intranet). October 22, 2019: email to Legal & Privacy office, Enterprise Data Services, & Architecture advising of new procedure and location on eCCO.
Termination of Employment Policy	September 30, 2019	N	Policy was updated to the new CCO's policy template, however the content was unchanged.	October 2, 2019: Published on eCCO (Intranet).
Transfer of Personal Health Information by Regular Mail Transfer Procedure	June 20, 2019	RETIRED	N/A	N/A
Video Monitoring Policy	October 4, 2019	N	Policy was updated to the new CCO's policy template, however the content was unchanged.	October 8, 2019: Published on eCCO (Intranet).
Visitor Access Policy	October 4, 2019	Retired	Content was incorporated into the Visitor Access Procedure	N/A

Policy Document	Date of Review	Amendments (Y/N) or New	Brief Description of Amendment or New Policy Document	Date and Nature of Policy Communications
Visitor Access Procedure	October 4, 2019	Y	Minor updates were made to the procedure, which included: - Updating to new Policy template and reordering sections for better flow and ease of reading; - Updating terms and some processes to align with present day workflows; and - Removing the definitions section and referencing definitions stated in other CCO Privacy Policies.	October 10, 2019: Published on eCCO (Intranet). October 17, 2019: eCCO article published advising of procedure update and location on eCCO.
Workday Logical Access Procedures	July 2, 2020	New	New policy suite formalizing the Workday Security and Controls Framework	July 3, 2020: Published on eCCO (Intranet).
Workday Logical Access Standard	January 22, 2019	New	New policy suite formalizing the Workday Security and Controls Framework	March 4, 2019: Published on eCCO (Intranet).
Workday Program Changes Procedures	July 2, 2020	New	New policy suite formalizing the Workday Security and Controls Framework	July 3, 2020: Published on eCCO (Intranet).
Workday Program Changes Standard	January 22, 2019	New	New policy suite formalizing the Workday Security and Controls Framework	March 4, 2019: Published on eCCO (Intranet).

Appendix B – Data Asset & Statement of Purpose List

Prescribed Entity

	Data Asset	(1) Statement of Purpose & (2) Need for PHI	Data Types	Data Provider
1.	Access to Care (ATC) Surgical Efficiency Target Program (SETP)	The purpose of this dataset is to provide information about operating room (OR) performance to monitor processes, identify and analyze areas where opportunities for improvement may exist in the perioperative portion of the continuum of care. PHI is required to optimize surgical capacity in Ontario, increase access to surgical services, and maintain high-quality patient care.	Care Provider Health Services Wait Times Facilities	Hospitals
2.	Ambulatory Oncology Patient Satisfaction Survey (AOPSS)	The purpose of this dataset is to evaluate patient satisfaction levels with ambulatory oncology services. PHI is required to determine health system planning with regard to ambulatory oncology services.	Health Services Survey	Hospitals (via Ontario Hospital Association)
3.	Brachytherapy Radiation Treatment Program	The purpose of this dataset is to maintain data related to prostate cancer patients in accordance with program guidelines for CCO's prescribed entity purpose. PHI is required to conduct analyses and report to the Ministry of Health on the Brachytherapy Program for health system planning purposes.	Care Provider Facilities Financial Health Services Demographic	Referring physicians
4.	Breast and Colorectal Cancer Well Follow-Up Initiatives	The purpose of this dataset is to maintain data for breast and colorectal cancer survivors participating in the Well Follow-Up Initiatives. It contains information regarding a patient's visit with their oncologist. PHI is required to support the development and implementation of models of care to transition appropriate breast and colorectal cancer survivors away from oncologist-led follow-up care.	Care Provider Geographic Health Services Facilities Demographic	Regional Cancer Centres
5.	Canadian Community Health Survey (CCHS) Linking files	The purpose of this dataset is to examine the impact of modifiable cancer risk factors on cancer incidence in Ontario. PHI is required to support the research project titled "Examining the association between behaviour consistent with cancer prevention recommendations and cancer incidence using population-based behavioural risk information".	Demographic Geographic Survey	Ministry of Health
6.	Cancer Activity Level Reporting (ALR)	The purpose of this dataset is for reporting and analysis purposes. It represents the basic set of data elements required to produce the quality, cost and performance indicators for the cancer system. PHI is required to support multiple CCO initiatives focused on radiation; systematic treatment; psychosocial oncology; palliative care; smoking cessation; symptom management, and the Ontario Cancer Registry.	Health Services Demographic Financial Wait Times Care Provider	Regional Cancer Centres, Acute Care Hospitals
7.	Case-By-Case Review Program (CBCRP)	The purpose of this dataset is to store patient and treatment information about systemic therapy drug utilization at Ontario hospitals. PHI is required to conduct analysis and reporting to the Ministry of Health on the CBCRP for health system planning purposes.	Care Provider Health Services Demographic	Hospitals
8.	Chiefs of Ontario (First Nations) Cancer Surveillance	The purpose of this dataset is to securely store related to cancer incidence, mortality, survival, and prevalence data for First Nations. PHI is required support the Ontario First Nations project, between CCO, ICES and the Chiefs of Ontario (COO), titled Cancer Incidence, Mortality, Survival, and Prevalence in Ontario First Nations.	Health Services Demographic	Institute for Clinical Evaluative Sciences (IC/ES)

	Data Asset	(1) Statement of Purpose & (2) Need for PHI	Data Types	Data Provider
9.	Chimeric Antigen Receptor (CAR) T-Cell Therapy	The purpose of this dataset set is to support planning, funding methodology and forecasting of CAR T-Cell Therapy treatment within Ontario. PHI is required to conduct analysis and reporting of the CAR-T program for health system planning purposes.	Care Provider Health Services Demographic	Requesting Physician Hospitals
10.	Client Profile Database (CPRO)	The purpose of this dataset is to store Long-Term Care Home (LTCH) application information that is captured at the client level. PHI is required to support Access to Care programs in Ontario, for the purpose of strategic analytics for health system planning.	Health Services Demographic	Local Health Integration Networks (via Health Shared Services Ontario (HSSO))
11.	Collaborative Staging	The purpose of this dataset is to describe how far a cancer has spread at the time of diagnosis. It contains patient, tumor and additional disease-site specific factors that together derive the stage of the patient at the time of diagnosis. PHI is required to enable comprehensive analysis and for linking to the OCR, screening, and treatment data.	Care Provider CCO Derived Cohort Geographic Health Services Demographic Facilities	Laboratories Hospitals
12.	Continuing Care Reporting System (CCRS) – Long Term Care (LTC)	The purpose of this dataset is to support standardized reporting in Long-Term Care Homes (LTCH), personal care homes, and nursing homes. PHI is required to support 4 business streams: Access to Care: develop patient flow models for Ontario, support evaluation of Ministry-led initiatives, and support the Ontario's Seniors Strategy Ontario Renal Network: conduct analyses to understand how chronic kidney disease patients interact with the healthcare system. Strategic Analysis & Modelling: develop patient flow models Cancer Program: explore barriers in palliative care access	Geographic Health Services Demographic	Institute for Clinical Evaluative Science (IC/ES)
13.	Diagnostic Assessment Program (DAP) data	The purpose of this dataset is to securely store data collected from all regional cancer programs for DAP oversight. PHI is collected to evaluate the impact DAPs have on patients in the diagnostic phase of the cancer journey.	Care Provider Geographic Health Services Demographic Wait Times	Hospitals
14.	Discharge Abstract Database (DAD)	The purpose of this dataset is to collect summary diagnostic and treatment information about patients who have received healthcare services as an inpatient (including acute care, chronic care and rehabilitation care) in Ontario hospitals. PHI is required to track hospitalized inpatients.	Health Services Demographic Facilities Geographic Care Provider	Canadian Institute for Health Information (CIHI)
15.	Electronic Canadian Triage and Acuity Scale (eCTAS)	The purpose of this dataset is to securely store the triage notes from hospital emergency departments across Ontario who use eCTAS to assess and prioritize emergency patients. PHI is required to analyze patient flow and demand for emergency room services across the province and the reasons for these visits. CCO conducts these analyses for the purposes of health system planning and management.	Geographic Health Services Demographic Facilities Wait Times	Participating Emergency Departments
16.	Emergency Department (ED) Patient Satisfaction Survey Data	The purpose of this dataset is to securely store patient satisfaction Survey from all pay-for-results (P4R) hospitals PHI is required by Access to Care (ATC) for operational reporting on services across the province.	Demographic Facilities Geographic Health Services Survey	Hospitals

	Data Asset	(1) Statement of Purpose & (2) Need for PHI	Data Types	Data Provider
17.	Emergency Room National Ambulatory Reporting System Initiative (ERNI)	The purpose of this dataset is to securely store emergency room (ER) wait times data related to the provincial ER/alternate levels of care (ALC) Strategy. PHI is required to determine return on investment, performance improvement, and to calculate percentage of patients returning to an ER within a specified time period as a measure of quality of care and potential negative impact of ER focus.	Health Services Facilities Geographic Demographic Wait Times	Canadian Institute for Health Information (CIHI)
18.	eOutcomes – Head & Neck Cancer	The purpose of this dataset is to capture and monitor outcomes data for patients with head and neck cancer treated with radiotherapy in a provincial, systematic way. This dataset is a collection of patient outcomes from 10 head and neck cancer clinics in Ontario. PHI is required to ensure accurate capture of patient outcomes post-radiotherapy, and to facilitate the identification of inadvertent duplicate cases.	Care Provider CCO Derived Cohort Health Services Facilities Demographic	Physicians/Data Managers Activity Level Reporting (ALR)
19.	ePath	The purpose of this dataset is to securely store anatomical pathology reports remitted by the public and private labs in Ontario. This dataset documents patient, facility, report, and tumor identifiers for patients, as well as tumor information for cancer and other reportable conditions. PHI is required to support management decision-making, planning, disease surveillance and research, as well as contributing to resolved incidence case data in the Ontario Cancer Registry.	CCO Derived Cohort Health Services Demographic Facilities Geographic Care Provider	Hospitals Participating laboratories
20.	ePREM (Patient Reported Experience Measure) – Your Voice Matters Survey Data	This purpose of this dataset is to securely store patient feedback on a patient's most recent visit to a Regional Cancer Centre (RCC) in Ontario, in order to enhance patient experience and improve outcomes. PHI is required to enhance patient experience and improve outcomes through provincial benchmarking and performance management	Demographic Health Services Survey Facilities Geographic	Regional Cancer Centres
21.	Evidence-Building Program (EBP)	The purpose of this dataset is to securely store patient and treatment information about systemic therapy drug utilization at Ontario hospitals. PHI is required to conduct analysis and reporting to the Ministry of Health on the EBP for health system planning purposes.	Care Provider Health Services Demographic Facilities	Hospitals
22.	First Nations Cancer Burden	The purpose of this dataset is to securely store First Nations Cancer Data. PHI is required to track all instances of First Nations cancer cases for the purposes of health system planning.	FNIM Health Services Demographic Geographic	Institute for Clinical Evaluative Sciences (IC/ES)
23.	Health Based Allocation Model (HBAM) Inpatient Group (HIG)	The purpose of this dataset is to securely store data used as a funding methodology of the Ministry of Health, under the Health System Funding Strategy. PHI is required to inform the funding methodology used to determine funding at a patient level for cancer quality-based procedures.	Demographic Health Services	Ministry of Health (MoH)
24.	High Risk Lung Cancer Screening Pilot (HR LCSP) Data	The purpose of this dataset is to securely store data to assist with performance management and evaluation of the HR LCSP program. PHI is required to improve data accuracy and for educational and training purposes with respect to high-risk lung cancer.	Care Provider CCO Derived Cohort Health Services Demographic Facilities Geographic Wait Times	Participating Pilot Hospitals

	Data Asset	(1) Statement of Purpose & (2) Need for PHI	Data Types	Data Provider
25.	Home Assisted Peritoneal Dialysis (PD)	The purpose of this dataset is to securely store data about patients receiving PD assistance services. PHI is required to coordinate organization and funding in the Local Health Integration Networks (LHINs).	Health Services Demographic Facilities	Local Health Integration Networks (via Health Shared Services Ontario (HSSO))
26.	Home Care Database (HCD)	The purpose of this dataset is to securely store information about home care solutions in Ontario. PHI is required to determine diagnostic and surgical procedures performed, review intake and assessment processes, and for service delivery.	Care Provider Health Services Demographic Geographic	Local Health Integration Networks (via Health Shared Services Ontario (HSSO))
27.	Interim Annotated Tumour Project (ATP)	The purpose of this dataset is to securely store tumor information. PHI is required study the association between genetics and its response to cancer drugs and to create clinical guidelines for the care and treatment of cancer patients in Ontario.	Health Services Demographic Care Provider Facilities Geographic	Ontario Institute for Cancer Research (OICR)
28.	InterRAI Contact Assessment (CA)	The purpose of this dataset is to securely store information that supports the homecare intake process and Ontario Palliative Care Network reporting. PHI is required to ensure quality improvement and permit planning of palliative care in Ontario.	Health Services Demographic Facilities Geographic	Local Health Integration Networks (via Health Shared Services Ontario (HSSO))
29.	InterRAI Home Care (HC)	The purpose of this dataset is to securely store information related to functioning and quality of life for community residing individuals. PHI is required to evaluate the needs, strengths and preferences of adult long-stay individuals in the community, including individuals requesting admission to Long-Term Care Homes.	Health Services Demographic Facilities Geographic	Local Health Integration Networks (via Health Shared Services Ontario (HSSO))
30.	InterRAI Palliative Care (PC)	The purpose of this dataset is to securely store comprehensive assessment data on the strengths, preferences and needs of adults in both hospice and palliative care. PHI is required to assess the strengths, preferences and needs of adults in hospice and palliative care.	Health Services Demographic Facilities Geographic	Local Health Integration Networks (via Health Shared Services Ontario (HSSO))
31.	ISAAC – Symptom Management Reporting Database	The purpose of this dataset is to securely store survey data collected through the: Edmonton Symptom Assessment System (ESAS-r) Eastern Cooperative Oncology Group (ECOG) Performance Patient Reported Functional Status (PRFS) Expanded Prostate Cancer Index Composite (EPIC) Generalized Anxiety Disorder (GAD7) Patient Health Questionnaire (PHQ9-9V2) Brief Pain Inventory (BPI) Cancer Fatigue Scale (CFS) Palliative Performance Scale (PPS) Hip & Knee Patient Reported Outcome Measures (PROMs) PHI is required to promote earlier identification, documentation and communication of patient's symptoms, optimal symptom management, and collaborate care planning for patients who require palliative care services.	Health Services Demographic Survey Facilities Geographic	Participating sites

	Data Asset	(1) Statement of Purpose & (2) Need for PHI	Data Types	Data Provider
32.	Magnetic Resonance Imaging (MRI) Efficiency	The purpose of this dataset is to securely store MRI efficiency data used to measure key performance indicators to promote efficiency in diagnostic imaging processes and help remove any bottlenecks. Calculated indicators from this dataset will enable sites to identify key areas for improvement and strive for greater efficiency at the site and system levels. PHI is required to produce the MRI Efficiency Program Dashboard to understand wait times for MRI procedures and identify key areas for improvement in Ontario hospitals.	Health Services Demographic Facilities Geographic Wait Times	Hospitals
33.	Mental Health and Addictions Access to Care (MHA ATC)	The purpose of this dataset is to securely store ATC data from four specialty psychiatric hospitals. PHI is required to track wait times, identify service gaps, and build a structure for public reporting and accountability that addresses significant gaps in access mental health and addictions treatment in Ontario.	Health Services Demographic Facilities Geographic Wait Times	The Centre for Addiction and Mental Health Ontario Shores Centre for Mental Health Sciences The Royal Ottawa Healthcare Centre Waypoint Centre for Mental Health Care
34.	National Ambulatory Care Reporting System (NACRS)	The purpose of this dataset is to securely store diagnostic and treatment information about patients who have received outpatient surgery or selected other treatments (chemotherapy, emergency department visits, dialysis, and cardiology) in Ontario hospitals. PHI is required to track outpatients and permit quality improvement and health planning services.	Health Services Demographic Facilities Geographic	Canadian Institute for Health Information (CIHI)
35.	National Rehabilitation Reporting System (NRS)	The purpose of this dataset is to securely store client data collected from participating adult inpatient rehabilitation facilities and programs across Canada. CCO requires the PHI data to support 4 business streams: Access to Care: develop patient flow models for Ontario, support evaluation of Ministry led initiatives, and support the Ontario's Seniors Strategy. Ontario Renal Network: conduct analyses to understand how chronic kidney disease patients interact with the healthcare system. Strategic Analysis & Modelling: develop patient flow models. Cancer Program: explore barriers in palliative care access.	Health Services Demographic Facilities Geographic	Institute for Clinical Evaluative Sciences (ICES)
36.	New Ambulatory Models of Care (NAMoC)	The purpose of this dataset is to securely store ambulatory care models data collected from 5 regional cancer programs to identify, evaluate, implement, and spread innovative that are person-centered, sustainable, and cost-effective. The PHI is required to compare the costs and resource utilizations of NAMOC models against standard of care	Health Services Demographic Geographic	Participating health care organizations

	Data Asset	(1) Statement of Purpose & (2) Need for PHI	Data Types	Data Provider
		and to identify, evaluate, implement care models that are person-centered, sustainable, and cost-effective.		
37.	New Drug Funding Program (NDFP)	The purpose of this dataset is to securely store patient and treatment information about systemic therapy drug utilization at Ontario hospitals. PHI is required to conduct analysis and reporting to the Ministry of Health on the NDFP for health system planning purposes.	Health Services Demographic Facilities Geographic Care Provider	Hospitals
38.	Ontario Breast Cancer Screening Program (OBSP) Database	The purpose of this data holding is to securely store breast cancer screening information collected through the Integrated Cancer Management System (ICMS) for those clients participating in the Ontario Breast Cancer Screening program (OBSP). PHI is required to implement, plan, manage, evaluate, allocate resources to, and report on performance of the OBSP.	Health Services Care Provider Demographic Facilities Geographic	Ontario Breast Cancer Screening Site
39.	Ontario Drug Benefit (ODB)	The purpose of this dataset it to securely store drug claims data for each prescribed drug dispensed under the Ontario Drug Plan formulary and patient and treatment information about systemic therapy drug utilization at Ontario hospitals. PHI is required to perform analysis on the volumes of oral chemotherapy drug units that are dispensed.	Care Provider Geographic Health Services Demographic Facilities	Institute for Clinical Evaluative Sciences (IC/ES)
40.	Ontario Health Insurance Plan (OHIP) Claims	The purpose of this dataset it to securely store data related to claims paid for by the Ontario Health Insurance Plan (OHIP) to all eligible health care providers (this contains physicians, groups, laboratories and out-of-province providers). PHI is required for health system planning purposes.	Health Services Financial Care Provider	Institute for Clinical Evaluative Sciences (IC/ES)
41.	Ontario Cancer Registry (OCR)	This database is the provincial database of information for all Ontario residents diagnosed with cancer. PHI is required to support management decision-making, planning, disease surveillance, and research.	Health Services Demographic CCO Derived Cancer Person Geographic Care Provider Facilities	Canadian Institute for Health Information (CIHI) Hospitals Laboratories Ministry of Government & Consumer Services Other Canadian Provinces & Territories
42.	Ontario Crohn's and Colitis Cohort (OCCC)	The purpose of this dataset is to securely store data that identifies individuals in Ontario who have been diagnosed with Inflammatory Bowel Disease (IBD). PHI is required to identify and exclude IBD patients from the colonoscopy cohorts to improve the accuracy of the information used to support quality management for the ColonCancerCheck and Gastrointestinal Endoscopy Quality Based Procedure programs.	Health Services Demographic	Institute for Clinical Evaluative Sciences (IC/ES)

	Data Asset	(1) Statement of Purpose & (2) Need for PHI	Data Types	Data Provider
43.	Ontario Evidence-Based Positron Emission Tomography (EB-PET) Program	The purpose of this dataset is to securely store data related to the evidence-based Positron Emission Tomography (PET) Scan Evidence-Based program. PHI is required for health system planning and capital planning purposes and to carry out CCO's mandate to: Provide direction to the PET Steering Committee and/or Ministry of Health Link to other data holdings for reporting and analysis for the evaluation and management of the PET Scans Ontario Program.	Health Services Demographic Care Provider Facilities Geographic	Referring physicians Diagnostic Centres
44.	Ontario Laboratories Information System (OLIS) for the Ontario Renal Network (ORN)	The purpose of this dataset is to securely store lab test result information for Ontario patients based on ORN requirements. PHI is required to enable CCO to link OLIS data with its patient records to carry out health analytics and support CCO's ORN Program.	Care Provider Demographic Facilities Geographic Health Services	Ministry of Health (via eHealth Ontario)
45.	Ontario Mental Health Reporting Systems (OMHRS)	The purpose of this dataset is to securely store data on patients in adult designated inpatient mental health beds, provincial psychiatric facilities, and specialty psychiatric facilities. PHI is required by the Access to Care team to better understand alternate levels of care (ALC) in Ontario, and to support Ministry-led initiatives such as Ontario's Seniors Strategy.	Health Services Facilities Geographic Demographic	Institute for Clinical Evaluative Sciences (IC/ES)
46.	Out-of-Country (OOC)	The purpose of this dataset is to securely store data on Ontario resident who have received cancer treatment outside of Canada. PHI is required to monitor trends in OOC services – for example to identify if a trend is occurring for one treatment, and to identify if and when it is more effective to deliver treatments in the province.	Health Services Care Provider Demographic Facilities Geographic	Ministry of Health Referring Physicians
47.	Out of Province (OOP) Data	The purpose of this dataset is to securely store data for persons with Ontario Cancer Registry reportable diseases for Ontario residents diagnosed or treated outside of Ontario. PHI is required to serve as source records for incident cases, OOP data support management decision-making, planning, disease surveillance and research.	Health Services Demographic Geographic CCO Derived Cohort	Canadian Provinces/ Territories
48.	Ontario Palliative Care Network Data Repository (OPCN)	The purpose of this dataset is to securely store population-level data imported from CCO health administrative data sources and used to better understand the patient throughout their end-of-life journey. PHI is required for comprehensive analytical and reporting and to develop concepts on health system utilization, disease identification, significant health events, treatments, interventions, assessment Survey results, co-morbidity scores and other important health information.	Health Services Demographic CCO Derived Cohort Care Provider Facilities Geographic	Ministry of Health (MoH) Local Health Integration Networks (via Health Shared Services Ontario (HSSO)) Institute for Clinical and Evaluative Sciences (IC/ES) Canadian Institute for Health Information (CIHI)

	Data Asset	(1) Statement of Purpose & (2) Need for PHI	Data Types	Data Provider
49.	Ontario Renal Network (ORN) – Centre of Practice (COP) Reporting Tool	The purpose of this dataset is to securely store information on patients who were referred for peritoneal dialysis (PD) and vascular access (VA) and whose procedures have been completed. PHI is required to support the evaluation and management of the COP pilot initiative.	Care Provider Geographic Demographic Facilities Health Services	Renal sites
50.	Ontario Renal Network (ORN) – Glomerulonephritis (GN) and Pregnancy data	The purpose of this dataset is to securely store data on women with complex GN and kidney disease who require maternal care. PHI is required to enable planning, decision and monitoring of outcomes, ensure patients are supported to make informed decisions, and to ensure patients have appropriate access to drugs and to standardized, timely and high -quality care.	Care Provider Facilities Geographic Health Services Demographic	Renal sites
51.	Ontario Renal Network (ORN) - Infection Reporting Tool - Catheter Related Bacteremia (CRB) and Peritonitis	The purpose of this dataset is to securely store manually entered data describing CRB and peritonitis events, leveraging data captured in the Ontario Renal Reporting System (ORRS). PHI is required to calculate CRB and peritonitis rates and to calculate person-time with a hemodialysis catheter.	Care Provider Facilities Geographic Health Services Demographic	Renal sites
52.	Ontario Renal Network (ORN) – Integrated Dialysis Care (IDC)	The purpose of this dataset is to securely store data to support the IDC model initiative. PHI is required to support community management and planning through the Regional Renal Program (RRP) and explore options for comprehensive funding for the continuum of renal services, from hospital, to clinic, to home, and community settings.	Care Provider Facilities Health Services Geographic Demographic	Renal sites
53.	Ontario Renal Network (ORN) - Long Term Care (LTC) Peritoneal Dialysis (PD)	The purpose of this dataset is to securely store quality and standardized data on assisted PD patients residing in LTC homes in Ontario. PHI is required to support management, data quality assurance, decision-making, planning, disease surveillance, and research activities.	Facilities Health Services Geographic Demographic	Renal sites
54.	Ontario Renal Network (ORN) – Ontario Renal Reporting System (ORRS) Annual Survey	The purpose of this dataset is to securely store ORRS survey data for living chronic dialysis patients being treated in an ORN facility. PHI is required for patient experience health system planning.	Facilities Health Services Geographic Demographic Survey	Renal site
55.	Ontario Renal Network (ORN) - Palliative – Person-Centered Decision Making (PCDM)	The purpose of this dataset is to securely store data on multi-care kidney clinic and chronic dialysis patients in Ontario. PHI is required to support shared decision-making and clinical awareness for early identification of patients who may benefit from a palliative approach to care.	Facilities Health Services Demographic	Renal sites
56.	Ontario Renal Network (ORN) - PREMs (Patient Reported Experience Measure)	The purpose of this dataset is to securely store patient experience survey data for the Patient Assessment of Chronic Illness Care and Modified Shared Decision-Making Questionnaire. The PHI is required to by Regional Renal Programs to inform about the experience of renal care within their program and are used to drive local improvements to care.	Facilities Health Services Demographic Survey	Renal sites
57.	Ontario Renal Network (ORN) - Personal Support Worker (PSW)	The purpose of this dataset is to securely store PSW hours linked to and paid for on behalf of each patient. PHI is required to match patient information for the administration of the program.	Care Provider Facilities Demographic Geographic	Renal sites

	Data Asset	(1) Statement of Purpose & (2) Need for PHI	Data Types	Data Provider
			Health Services	
58.	Ontario Renal Network (ORN) - Your Symptoms Matter (YSM)	The purpose of this dataset is to securely store self-reported symptom management data from renal patients in the province. PHI is required to evaluate the initiative, by reviewing the symptoms of the patient population, the impact on patient service utilization, and adherence to the symptom screening portion of the YSM clinical workflow.	Care Provider Facilities Survey	Renal sites
59.	Ontario Renal Network (ORN) - Your Symptoms Matter (YSM) Chart Audits	The purpose of this dataset is to securely store YSM Chart Audit Tool responses that reflect the documentation found in the patient charts. PHI is required to evaluate pilot site adherence to the symptom assessment and management portions of the YSM clinical workflow.	Care Provider Facilities Survey	Renal sites
60.	Ontario Renal Reporting System (ORRS)	The purpose of this dataset is to securely store data for patients receiving care for chronic kidney disease (CKD) in Ontario and provides a longitudinal journey of patients and events within regional renal programs from entry into multi-care kidney clinic to dialysis. PHI is required to report CKD events, support planning, clinical programs, and integrated care.	Care Provider Facilities Health Services Demographic Survey	Renal sites
61.	Patient Generated Subjective Global Assessment	The purpose of this dataset is to securely store data that has been linked from the two patient and symptom assessment surveys (PG-SGA & ESAS-r) PHI is linked with the Edmonton Symptom Assessment System (ESAS-r) to determine associations and correlations between patient scores on both tools and determine if there is an appropriate cut-off score for triggering malnutrition screening for patients at high risk of malnutrition.	Care Provider Facilities Health Services Survey	Grand River Hospital
62.	Patient Reported Experience Measures (PREMs) Your Voice Matters (YVM) - Acute Leukemia and Stem Cell Transplant for Complex Malignant Hematology	The purpose of this dataset is to securely store patient reported information on what matters to patients and how they experience care. PHI is required to drive quality improvement based on patients' needs, wants and preferences.	Facilities Health Services Demographic Survey	Regional Cancer Programs
63.	Pathology – ePath and eMaRC	The purpose of this dataset is to securely store patient and tumor information for cancer and cancer-related pathology reports (tissue, cytology). ePath documents patient, facility and report identifiers, such as site, histology and behavior. PHI is used to support management decision-making, disease surveillance, and research, as well as contributing to resolved incidence case data in the Ontario Cancer Registry.	Care Provider Facilities Health Services Demographic	Hospitals Laboratories
64.	Pathology Data Mart	The purpose of this dataset is to securely store data derived from the pathology reports and uploaded into the enterprise data warehouse. PHI is used to support management decision-making, planning, disease surveillance, and research, as well to	Facilities Health Services Demographic	Hospitals Laboratories

	Data Asset	(1) Statement of Purpose & (2) Need for PHI	Data Types	Data Provider
		contribute to resolving incidence case data in the Ontario Cancer Registry.		
65.	Prophylactic Mastectomy	The purpose of this dataset is to securely store data on and verify prophylactic mastectomy procedures for high-risk patients. PHI is required to identify and track patients at high-risk for breast cancer who have had prophylactic mastectomy procedures	Demographic Facilities Health Services	Hospitals
66.	Registered Persons Database (RPDB) Data Mart	The purpose of this dataset is to securely store personal demographic information for all persons eligible for Ontario health insurance coverage and Ontario drug benefits. PHI is required to ensure that individuals in other data sources are identified correctly and to support analysis by demographic groups and Geographic.	Geographic Demographic	Ministry of Health
67.	Short Term Transitional Care Model Data (STTCM)	The purpose of this dataset is to securely store quantitative data on alternate levels of care (ALC) performance indicators specific to STTCMs and patient satisfaction. This PHI required to evaluate the STTCMs and identify the impact these models may have on local ALC pressures and patient outcomes. This information is used to design solutions to continue to reduce ALC volumes and support potential future implementation of these models.	Geographic Facilities Health Services Demographic Wait Times	Local Health Integration Networks (via Health Shared Services Ontario (HSSO))
68.	Screening Data Mart (SCDM) / Evaluation Reporting Data Mart (ERDM)	The purpose of this dataset is to securely store screening clinical and administrative data to enable Program planning and reporting. PHI is required to support the planning and forecasting for the Ontario Breast Cancer Screening Program (OBSP), Ontario Cervical Screening Program (OCSP), and the ColonCancerCheck (CCC) within Ontario.	CCO-Derived Cohort Care Provider Demographic Geographic Health Services Facilities	Ministry of Health Laboratory Hospital Fulfilment House Statistics Canada Siebel Call Centre
69.	Smoking Cessation	The purpose of this dataset is to securely store performance metrics based on the smoking status of ambulatory cancer patients collected at the 14 regional cancer centers (RCCs). The PHI is used to produce smoking cessation performance indicators for multiple reports and scorecards, such as 'Tobacco Use Screening' and 'Accepted a Cessation Referral' for the Regional Performance Scorecard.	Facilities Health Services Demographic	Regional Cancer Centres
70.	Specialized Services Oversight Information System (SSO-IS)	The purpose of this dataset is to securely store information on specialized cancer care received in Ontario, including services related to Acute Leukemia, Stem Cell Transplant, Interventional Radiology and Sarcoma. PHI is required for analysis and reporting to support the management of the delivery of coordinated care across the province, including: 1) providing timely and	Health Services Demographic Facilities Geographic	Participating Hospitals

	Data Asset	(1) Statement of Purpose & (2) Need for PHI	Data Types	Data Provider
		coordinated access to services; 2) focusing on better outcomes and improved patient experience; and 3) encouraging hospitals and providers to work together to form a networks of services which are person-centered, evidence based and support evolving clinical practices.		
71.	Wait Times Information System (WTIS)	<p>The purpose of this dataset is to securely store wait times information for five areas of care: cataract surgery, cancer surgery, cardiac surgery, hip and knee replacement surgery, and MRI/CT scans for all adult and pediatric patients. Wait time is calculated from the time a decision is made to treat a patient to the time of treatment of the patient.</p> <p>PHI is required to monitor wait times for surgical and diagnostic services across the province to support Ontario's wait time strategy and to identify areas where additional resources may be required to improve access to care.</p>	Geographic Facilities Health Services Demographic Wait Times	Hospitals Ministry of Health

Prescribed Person

	Data Holding	(1) Statement of Purpose & (2) Need for PHI	Data Types	Data Provider
1.	Colon Cancer Check (CCC) Interim Solution	System no longer used, required for Data migration, Archive and Audit only. The purpose of the data holding is to securely store data to support CCC Screening Operations PHI is required for CCC client management and operations including clinical results, direct client interactions and correspondence.	CCO Derived Cohort	Ministry of Health Laboratories Individuals (Call Centre direct data entry.)
2.	Colon Cancer Check (CCC) List Management System (LMS)	System no longer used, required for Data migration, Archive and Audit only. The purpose of this data holding is to securely store data to support CCC Screening Operations. PHI is required for data exchange to and from health service providers via secure web portal, as well as for validation of patient lists and electronic distribution of Provider Reports.	CCO Derived Cohort	CCC - Siebel
3.	Ontario Public Drug Programs (OPDP) – Health Network System (HNS)	The purpose of this data holding securely store fecal occult blood test (FOBT) data dispensed by pharmacies to support the ColonCancerCheck Program. PHI is required to evaluate the level of dispensing of FOBT kits at the pharmacies.	Health Services Demographic Geographic	Ministry of Health
4.	Siebel	The purpose of this data holding is to securely store data to enable Contact Centre Screening Operations for the Ontario Breast Cancer Screening Program (OBSP), Ontario Cervical Screening Program (OCSP) and the ColonCancerCheck program (CCC). PHI is required to support administration of the Integrated Cancer Screening program, including client management, direct client interaction, and cancer screening correspondence.	CCO Derived Cohort	Screening Integration Hub
5.	Screening Integration Hub	The purpose of this data holding is to securely link clinical and administrative data to create an integrated cancer record for individuals for the Ontario Breast Screening Program (OBSP), Ontario Cervical Screening Program (OCSP) and ColonCancerCheck (CCC) program. PHI is required to support the cancer screening programs, including to determine if individuals are eligible for these programs, to provide individuals with screening invitations, reminders or test results, as well as for reporting purposes.	CCO Derived Cohort	Ministry of Health Laboratory Hospital Statistics Canada Siebel Call Centre
6.	Screening Hub Stage – Client Agency Program Enrollment (CAPE)	The purpose of this data holding is to securely store patient enrolment data and information about associations of each enrolled Ontarian with a specific physician at a specific agency in a formally recognized program (e.g. a Family Health Team). The PHI required to identify physicians in Ontario who have rostered patients and to compile a list of eligible rostered patients who will be invited to participate in the cancer screening program. This is a core asset for the Ontario Cancer Screening Registry.	Care Provider Demographic	Ministry of Health
7.	Screening Hub Stage – Claims History Database (CHDB)	The purpose of this data holding it to securely store data related to medical claims paid for by the Ontario Health Insurance Plan (OHIP) to all eligible health care providers	Care Provider Health Services	Ministry of Health

	Data Holding	(1) Statement of Purpose & (2) Need for PHI	Data Types	Data Provider
		for Claims related to Cancer Screening (OBSP, OCSP, CCC) and the Quality Management Partnership (QMP) PHI is required to enhance the establishment of a person's Screening record to inform Screening Operations (OBSP, OCSP, CCC), Campaign Management and Reporting		
8.	Screening Hub Stage – Colonoscopy Interim Reporting Tool (CIRT)	System no longer used, required for Data migration, Archive and Audit only. The purpose of this data holding is to securely store colonoscopy procedure information submitted by hospitals to support the CCC program This PHI is required to understand colonoscopy activity conducted within participating facilities from volume, wait time and quality perspectives. It is also used to determine funding and volume allocations across participating facilities.	Care Provider Facilities Health Services Demographic Geographic	Hospitals
9.	Gastrointestinal (GI) Endoscopy	The purpose of this dataset is to securely store colonoscopy procedure information submitted by hospitals to support the CCC Program This PHI is required for monitoring, evaluating and reporting on GI endoscopy services. This database replaced the Colonoscopy Interim Reporting Tool (CIRT) in February 2017.	Care Provider Facilities Health Services Demographic Geographic	Hospitals
10.	Fecal Immunochemical Test (FIT) database	The purpose of this data holding is to securely store data collected from laboratories about FIT results to support the CCC Program. PHI is required to manage the CCC program, monitor, evaluate and report on FIT volumes, lab quality.	Geographic Care Provider Facilities Health Services Demographic	Participating Laboratories
11.	Lab Reporting Tool (LRT)	The purpose of this data holding is to securely store information from laboratories on gFOBT results for the CCC Program The PHI is used to Generate participant communications; and Monitor and report on fecal occult blood test (gFOBT) volumes, geographic differences, test quality, and variations between participating laboratories to highlight the need for further awareness or education programs.	Geographic Care Provider Health Services Demographic	Laboratories
12.	Ontario Cancer Registry Screening Subset	The purpose of this data holding is to securely store a subset of the OCR for screening (OBSP, CCC, and OBSP). PHI is required to support Ontario Cancer Screening Registry by identifying individuals who are ineligible for breast, colorectal and cervical screening.	CCO Derived Cohort	CCO as Prescribed Entity
13.	Screening Hub Stage – Registered Persons Database (RPDB)	The purpose of this data holding is to securely store personal demographic information for all Screening eligible persons with health insurance coverage. PHI is required for the operationalization of breast (OBSP), colorectal (CCC) and cervical (OCSP) screening to identify Ontarians who are eligible and could be invited to participate in the OBSP, CCC, and OCSP programs. It will also be used for identity validation and data linking for client cancer journey assessment.	Geographic Demographic	Ministry of Health
14.	Primary Care Screening Activity Report (PC SAR)	This data holding contains information on primary care providers Screening Eligible rostered patients and their OBSP, OCSP and CCC screening history PHI is required to enable the client level report of screening information to providers to facilitate care.	CCO-Derived Cohort	Screening Integration Hub Siebel

	Data Holding	(1) Statement of Purpose & (2) Need for PHI	Data Types	Data Provider
15.	Sioux Lookout Zone Screening Activity Report (SLZ SAR)	This data holding contains information on Sioux Lookout Zone Screening Eligible rostered patients and their OBSP, OCSP and CCC screening history. PHI is required to enable the client level report of screening information to providers to facilitate care.	CCO-Derived Cohort	Screening Integration Hub Siebel
16.	CytoBase	The purpose of this data holding is to securely store PAP test results collected from laboratories. PHI is required to facilitate the provision of health care related to cervical cancer screening through the Ontario Cancer Screening Registry and to allow CCO to notify participants of their cervical screening results.	Care Provider Health Services Demographic Geographic	Laboratories via Incyte
17.	Oracle Business Intelligence Enterprise Edition (OBIEE)	The purpose of this data holding is to securely store and manage clinical and administrative data related OBSP, OCSP and CCC Screening records. OBIEE segmentation and Campaign Management is used for Correspondence inclusions and exclusions. PHI is required to provide segmentation of data which enables Siebel CRM, via Campaign Management, to generate invitation, reminder, and recall and test result notification correspondence for each of the three Cancer Screening modules (CCC, OCSP and OBSP).	CCO Derived Cohort	Screening Integration Hub Siebel
18.	Ontario Breast Cancer Screening Program (OBSP) Database	The purpose of this data holding is to securely store breast cancer screening information collected through the Integrated Client Management System (ICMS) for clients participating in the OBSP. PHI is for OBSP client management and operations, including clinical results, direct client interactions and correspondence.	Care Provider Facilities Health Services Geographic Demographic	Ontario Breast Screening Program (OBSP) sites
19.	Registered Nurse Flexible Sigmoidoscopy (RNFS)	The purpose of this data holding is to securely store data submissions from sites participating in the ColonCancerCheck (CCC) screening program. PHI is required by the Screening Integration Hub and Siebel to administer the CCC screening program and ensure quality control.	Care Provider Facilities Geographic Health Services Demographic	Participating RNFS sites
20.	Correspondence Feedback File	The purpose of this data holding is to securely store feedback information regarding address corrections, mailing status and returned mail from cancer screening correspondence operations. PHI is required by the screening integration hub and Siebel for the Ontario Cancer Screening correspondence operations.	Geographic	Address information from Canada Post (via Fulfillment House) Correspondence from CCO Screening Integration Hub

Appendix C – Data Linkage Log

Prescribed Person

	Requestor	Product Title	Data Sources	Date Linkage Approved
1.	Cancer Screening	Siebel This new linkage identifies an update to Siebel to now include the DSP Colonoscopy data, referred to as the GI-Endo Data Holding.	GI-Endo(Colonoscopy), RPDB, and CPDB	February 26, 2017
2.	Cancer Screening	InScreen This new linkage identifies an update to InScreen to now include the DSP FIT data, referred to as the FIT Data Holding.	FIT, RPDB, and CPDB	August 22, 2017

Prescribed Entity

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
1.	Staff Scientist, Surveillance	Ontario Cancer Profiles: Cancer incidence and mortality indicators The Ontario Cancer Profile is a public facing tool that provides users with access to aggregate data with small cell counts less than 6 suppressed. The tool is aligned with Ontario's open data directive.	OCR; RPDB	Nov-16
2.	Group Manager, ORN Analytics	Chronic Kidney Disease (CKD) Volume Reconciliation Report This report contains both aggregate and PHI level data. It is provided to Regional Renal Programs semi-annually to support data reconciliation in ORRS.	ORRS; IDC; GN & Pregnancy	Nov-16
3.	Cancer Screening	Cancer Screening Report – ColonCancerCheck (CCC) This aggregate report provides volume and performance indicators related to colon cancer screening for health system planning with respect to the CCC.	RPDB; OHIP Claims; OCR; LRT; CIRT; GI Endo DSP; HUB	Nov-16
4.	Cancer Screening	Cancer Screening Report – Ontario Breast Screening Program (OBSP) This aggregate report provides volume and performance indicators related to breast cancer screening for health system planning with respect to the OBSP.	OBSP; OHIP Claims; RPDB; OCR	Nov-16
5.	Cancer Screening	Cancer Screening Report – Ontario Cervical Screening Program (OCSP) This aggregate report provides volume and performance indicators related to cervical cancer screening for health system planning with respect to the OCSP.	Cytobase; OHIP Claims; RPDB; OCR	Nov-16
6.	Cancer Screening	Quality Performance Review Screening Reporting This aggregate report measures the performance of the Regional Cancer Programs against provincial targets to drive system improvement.	RPDB; OHIP Claims; OCR; OBSP; LRT; CIRT; GI Endo DSP; Cytobase; HUB; DAD; NACRS	Nov-16

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
7.	Cancer Screening	Integrated Cancer Screening Performance Management Scorecard This aggregate report of performance indicators is used by the Ministry of Health to review the performance of the CCO's Cancer Screening Programs.	RPDB; OHIP Claims; OCR; OBSP; LRT; CIRT; GI Endo DSP; Cytobase; HUB; DAD; NACRS	Nov-16
8.	Cancer Screening	Cancer System Quality Index (CSQI) Screening Reporting This is an aggregate online report outlines all key performance indicators from CCO's Cancer Screening Programs. The purpose of the report is to update the public on the Screening programs performance.	RPDB; OHIP Claims; OCR; OBSP; DAD; NACRS; LRT; CIRT; GI Endo DSP; HUB; Cytobase	Nov-16
9.	Niagara Health	Alternate Levels of Care (ALC) designations within ER and Patients Known to Community Care Access Centre (CCAC) This request looked at the number of patients designated ALC while in the Niagara Health System emergency department compared to other sites in the LHIN, as well as for those patients that were designated ALC within 3 days of admission, whether they were known to CCAC prior to the admission.	WTIS; NACRS; HCD	Nov-16
10.	ATC Sx LOB; Dr. Irish	Volume Radical Prostatectomy procedures by Surgeon: Identify Surgeon who performed Radical Prostatectomies. Requires linking of WTIS prostate data with CIHI DAD/NACRS to identify Radical Prostatectomies using CCI codes	WTIS; OCR; DAD; NACRS	Dec-16
11.	CCO CSQI team	Thyroid Cancer Surgery Wait Times for CSQI: CSQI Related: Wait times data and Ontario Cancer Registry (cohort of patients with thyroid cancer) were linked to get thyroid cancer surgery wait times data.	WTIS; OCR	Jan-17
12.	Group Manager, Ontario Renal Network (ORN) Analytics	SRI-Comparison Report This aggregate report is provided to Regional Renal Programs semi-annually to support data collection in ORRS and SRI.	ORRS; SRI	Feb-17
13.	Cancer Screening	Radiologist Outcome report This aggregate and PI level report is provided annually to OBSP radiologists and used to gauge early detection of breast cancer.	OBSP; OHIP Claims; OCR	Feb-17
14.	External Researcher: ICES, Princess Margaret Hospital, University Health Network	REB-approved Research Study: Request #16-087 - Patterns and Outcomes of Care in Testicular Cancer	OCR; Pathology Reports	Mar-17
15.	Cancer Screening	QMP Mammography Report (this will be renamed to Mammography Quality Report) This aggregate report provides an overview of provider, facility, regional and provincial level mammography quality management and performance indicators.	OBSP; OHIP Claims; OCR	Mar-17

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
16.	External Researcher: Ontario Institute for Cancer Research	REB-approved Research Study: Request #17-017 - Administrative Data Linkage for the Ontario Health Study	ALR; OCR	May-17
17.	External Researcher: St. Michael's Hospital	REB-approved Research Study: Request #17-018 - Disparities in access to endometrial cancer surgery in Ontario and the influence of morbid obesity on wait times	OCR; Wait Times	May-17
18.	External Researcher: Division of Cancer Care and Epidemiology (DCCE), Queen's University	REB-approved Research Study: Request #17-021 - Barriers to standard of care treatment for rectal cancer patients in Ontario, Canada and the effect on cancer outcomes: A population based study.	ALR; DAD; NACRS ; OCR	Jun-17
19.	Cancer Screening	QMP Colonoscopy Report (this will be renamed to Colonoscopy Quality Report) This aggregate report provides an overview of provider, facility, regional and provincial level colonoscopy quality management and performance.	RPDB; OHIP Claims; OCR; DAD; NACRS; LRT; CIRT; GI Endo DSP; HUB; CPDB; non- PHI Site Level Survey Data	Jun-17
20.	External Researcher	REB-approved Research Study: Cancer wait times data was linked with OCR patient cohort with endometrial cancer to get wait times. Record Level Extract was provided to principal investigator.	WTIS; OCR	Jun-17
21.	Provincial Drug Reimbursement Program, Clinical Lead	RWE of ipilimumab for melanoma The purpose of this study is to answer the question, "compared to standard of care, is ipilimumab safe, effective, and cost-effective for patients with metastatic melanoma in Ontario?" Using the case study, we will investigate and identify barriers and facilitators of RWE in the cancer system.	NDFP; OCR; DAD; NACRS; RPDB; SDS; OHIP; ODB; ALR	Jun-17
22.	Provincial Drug Reimbursement Program, Program Manager	The linkage was performed to identify number of patients eligible for adjuvant treatment for resected biliary tract cancer to inform capecitabine submission.	OCR; DAD; ePATH	Jun-17
23.	High Risk Lung Cancer Screening Project (HRLCS)	Within the HR LCSP Interim Evaluation there were "complex indicators" that evaluated a pilot participant's diagnostic outcomes. Linkages were required to determine smoking cessation, diagnostic assessments, procedures, diagnosis and staging at the patient level.	HRLCS pilot hospital data, DDUT - Lung diagnostic assessment, OHIP CHDB, OCR	Jun-17
24.	High Risk Lung Cancer Screening Project (HRLCS)	Within the HR LCSP Interim Evaluation there were "complex indicators" that evaluated a pilot participant's diagnostic outcomes. Linkages were required to determine diagnostic assessments, procedures, treatment, retention, diagnosis, harms/benefits, smoking cessation and staging at the patient level.	HRLCS pilot hospital data, DDUT - Lung diagnostic assessment, OHIP CHDB, OCR, ALR, DAD/NACRS, RPDB	Jun -17

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
25.	Team Lead, Information Strategy, Design and Performance	Ontario Cancer Profiles: Cancer Screening Indicators The Ontario Cancer Profile is a public facing tool that provides users with access to aggregate data with small cell counts less than 6 suppressed. The tool is aligned with Ontario's open data directive.	OCR, OHIP claims, RPDB, OBSP, Cytobase, CIRT/LIRT	Jul-17
26.	External Researcher: McMaster University	REB-approved Research Study: Request #17-024 - Deriving and validating a prediction tool for advanced cancer patients to support early integration of palliative care	OCR; Symptom Management	Aug-17
27.	Provincial Drug Reimbursement Program, Program manager	The linkage was performed to identify the number of lymphoma patients, the type of salvage therapy provided to patients who received rituximab-based treatment and subsequently relapsed, to support rituximab retreatment submission	OCR; NDFP; ALR; SSO	Oct-17
28.	Group Manager, Ontario Renal Network (ORN) Analytics	Transplant Access and Quality Initiative Snapshot This aggregate report is provided quarterly to Regional Renal Programs. It contains process and outcome measures related to a transplant patient's journey. This information is used by programs to support clinical quality improvement.	ORRS; TGLN; OHIP	Oct-17
29.	Group Manager, Ontario Renal Network (ORN) Analytics	Transplant Referral Eligible Patient Report This PHI level report is provided quarterly to Regional Renal Programs. It lists patients meeting criteria for transplant referral or follow-up. This information is used by programs to support clinical quality improvement and patient management.	ORRS; TGLN	Oct-17
30.	Cancer Screening	Analytics QM Insider Newsletter - Colonoscopy This newsletter was developed to share key cancer screening findings with regional stakeholders to support the cancer screening quality improvement initiative.	RPDB; OHIP Claims; OCR; Cytobase; HUB; CPDB; DAD; NACRS	Oct-17
31.	High Risk Lung Cancer Screening Project (HRLCS)	High Risk Lung Cancer Screening Project – Data Linkage This monthly linkage incorporates aggregate level HRLC wait times data to their performance and quality management reports for distribution to pilot hospitals.	WTIS - Diagnostic Imaging; Pilot Hospital HRLCS data	Oct-17
32.	Hamilton Health	Vertebroplasty volume of surgery Count number of patients that had vertebroplasty done in Toronto Central Local Health Integration Network (LHIN) but are from Hamilton, Niagara, Haldimand, Brant LHIN. Linkage was performed to get procedure codes, cci codes and patient postal codes. No disclosure of PHI.	WTIS; DAD; NACRS	Oct-17
33.	External Researcher: Sunnybrook Health Sciences	REB-approved Research Study: Request #17-041 - A randomized controlled trial of an audit and feedback report to improve colonoscopy performance	OCR; RPDB	Nov-17

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
34.	CCO CSQI team	Bladder Cancer Surgery Wait Times for CSQI: CSQI Related: Wait time for Bladder Cancer Surgery. WTIS wait times data and Ontario Cancer Registry (cohort of patients with bladder cancer) were linked to get wait times data.	WTIS; OCR	Nov-17
35.	External Researcher: Women's College Hospital	REB-approved Research Study: Request #17-046 - User vs. non-user Characteristics of Screening Activity Report Access: A Cross-Sectional Study	CPDB; OCR; ODB; OHIP; RPDB	Dec-17
36.	External Researcher: Women's College Research Institute	REB-approved Research Study: Request #17-032 - A cross-sectional evaluation of surgical and treatment practices for invasive epithelial ovarian cancer in Ontario, Canada in 2014	ALR; CIHI; OCR	Jan-18
37.	Group Manager, Ontario Renal Network (ORN) Analytics	Transplant Summary This aggregate report is provided quarterly to CCO's ORN Strategy and Planning Unit to show a summary of transplant performance over time. CCO uses this information to make decision about health system planning initiatives with respect to the ORN.	OHIP; ORRS	Jan-18
38.	Group Manager, Transitions in Care/Nursing	Provincial & Regional Survivorship Current State Reports These aggregate reports provide provincial demographics and patterns of care information to describe the current state of follow-up care for cancer survivors in Ontario.	DAD; NACRS; OCR; OHIP; ALR; eClaims; RPDB	Jan-18
39.	Provincial Drug Reimbursement Program, Clinical Lead	Overall survival and toxicity in population-based, real world data for drugs funded under NDFP This study aims to determine the efficacy-effectiveness gap of cancer treatments through a comparison of the survival and toxicity data of clinical trial results with real-world population-level data.	NDFP; OCR; DAD; NACRS; RPDB	Jan-18
40.	External Researcher: Ontario Institute for Cancer Research	REB-approved Research Study: Request #17-017A - Administrative Data Linkage for the Ontario Health Study (Amendment data request)	ALR; OCR	Feb-18
41.	Group Manager, Ontario Renal Network (ORN) Analytics	Person-Centred Decision Making Quarterly Summary - Incident Chronic Dialysis Patients This aggregate report is provided to Regional Renal Programs quarterly. It provides information to support programs in the improvement of quality and quantity of early Person-Centered Decision-Making conversations and the quality of Goals of Care Assessment and Treatment Decisions & Informed Consent Assessment data.	PCDM (ORN); ORRS	Mar-18
42.	Cancer Screening	Integrated Gastrointestinal (GI) Endoscopy Report This aggregate report is used to monitor colonoscopy indicators associated with quality and performance of GI Endoscopy procedures.	RPDB; OHIP Claims; OCR; LRT; CIRT; GI Endo DSP; HUB; DAD; NACRS	Mar-18

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
43.	Group Manager, Ontario Renal Network (ORN) Analytics	Goals of Care Extract This PHI level report is provided quarterly to Regional Renal Programs and includes a patient-level data extract of status of patient goals of care conversations. This information is used by the Programs to complete their annual goals of care reassessment.	ORRS; PCDM (ORN)	Apr-18
44.	Externa Researcher: St. Michael's Hospital	REB-approved Research Study: Request #17-018A - Disparities in access to endometrial cancer surgery in Ontario and the influence of morbid obesity on wait times (Amendment data request)	OCR; Wait Times	May-18
45.	Group Manager, Ontario Renal Network (ORN) Analytics	Your Symptoms Matter Monthly Summary This aggregate report is provided monthly to Regional Renal Programs and shows the response rate, symptoms score distribution, and respondent characteristics at each participating site. The information is used by the programs for health system planning.	YSM (ORN); ORRS	Jun-18
46.	External Researcher: Sunnybrook Health Sciences, ICES	REB-approved Research Study: Request #18-014 - A randomized controlled trial of an audit and feedback report to improve colonoscopy performance	CPDB; OCR Pathology Reports; OHIP; RPDB	Jun-18
47.	Ministry of Health	Spine Instrumented and Non- Instrumented Surgery Wait Times Linkage was performed to separate WTIS spine surgery procedures were separated into Instrumented and Non-Instrumented.	WTIS; DAD; NACRS	Jun-18
48.	Group Manager, Ontario Renal Network (ORN) Analytics	Person-Centred Decision Making Quarterly Summary - Prevalent Chronic Dialysis Patients This aggregate report is provided quarterly to the Regional Renal Programs to summarize the goals of care conversations with chronic dialysis patients. CCO uses this information as a quality improvement indicator to improve patient care.	ORRS; PCDM (ORN)	Aug-18
49.	Group Manager, ORN Analytics	Glomerulonephritis (GN) Hospital Report This aggregate report is provided quarterly to Regional Renal Programs and provides a summary of all GN clinic visit volumes and patient characteristics. This information is used by the programs for health system planning purposes.	GN; ORRS	Oct-18
50.	Group Manager, ORN Analytics	Home Dialysis Insights Report This aggregate report is provided to Regional Renal Programs annually to support them in improving their home dialysis prevalence rates, and reflecting on root causes of barriers to the uptake of home dialysis.	ORRS; TGLN; OHIP	Nov-18

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
51.	Cardiac Care Network	Congestive Heart Failure Patient Journey This report looked at the system impact of patients diagnosed with Congestive Heart Failure, in terms of presentation to the Emergency Department, follow-up care by a Cardiologist/Family Physician, subsequent alternate level of care designation and community care access centre services.	WTIS; DAD; NACRS; OHIP; HCD	Nov-18
52.	External Researcher: Ivey Business School, Western University	REB-approved Research Study: Request #18-030 - Relative Efficiency of Cancer Care Centers in Ontario: Data Envelopment Analysis as a tool for Continuous Improvement of Cancer Care.	ALR; DAD; NACRS; OCR	Dec-18
53.	Staff Scientist, Surveillance	Ontario Cancer Profiles: Cancer incidence, mortality, prevalence and survival indicators A self-serve, interactive mapping tool that gives you the ability to create custom graphs, maps and tables that show recent provincial and regional statistics cancer incidence and mortality indicators. The Ontario Cancer Profile is a public facing tool that provides users with access to aggregate data with small cell counts less than 6 suppressed. The tool is aligned with Ontario's open data directive.	OCR and RPDB	Dec-18
54.	Ministry of Health	Short Term Transitional Care Model (STTCM) Performance Report Provides analysis of STTCM initiatives, including emergency department, inpatient admission and ALC designation rates.	STTCM; DAD; NACRS; WTIS	Jan-19
55.	External Researcher: Women's College Research Institute	REB-approved Research Study: Request #17-032 - A cross-sectional evaluation of surgical and treatment practices for invasive epithelial ovarian cancer in Ontario, Canada in 2014	ALR; CIHI; OCR	Jan-19
56.	CCO's ATC Portfolio and Sunnybrook Hospital	Cancer Surgery Cancellations Project Linkage was required to determine variations in cancer surgery cancellations and impact of cancellation on patient outcomes.	WTIS; OCR; DAD; NACRS	Dec-18
57.	Provincial Drug Reimbursement Program, Clinical Lead	The Real World Safety and Effectiveness of Rituximab in Patients with Aggressive Lymphoma and HIV The purpose of the study is to examine the real world safety of rituximab for patients with aggressive lymphoma with HIV when compared to patients without HIV.	NDFP; OCR; DAD; NACRS; RPDB; SDS; OHIP; ODB; ALR	Feb-19
58.	External Researcher: Hamilton Health Sciences	REB-approved Research Study: Request #18-020 - The Impact of Synchronous Malignancies on Survival in Patients with Early Stage Curable Non-Small-Cell Lung Cancer.	ALR; CIHI; OCR; OHIP; WTIS	Feb-19
59.	External Researcher: University of Toronto	REB-approved Research Study: Request #18-044 - Big data insights into MRI demand and wait time	CIHI; CPDB; OHIP; RPDB; WTIS	Mar-19
60.	ATC Clinical Lead	Wait Times by CCI code (select neurosurgery procedures) Linkage was required to report wait times of specific neurosurgery CCI codes.	WTIS; DAD; NACRS	Apr-19

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
61.	Ministry of Health	Short Term Transitional Care Model (STTCM) Summary Statistics Provides tabular breakdown of STTCM programs by LHIN and initiative category and includes age, gender and assessment data including RUG, MAPLe score and diagnosis.	STTCM, RAI-HC, DAD; NACRS; WTIS; RPDB	Apr-19
62.	Group Manager, Surgical Oncology Program	Cancer Surgery Quality Based Procedures (QBP) Quality Indicator Report (SQI Report) The SQI Report provides regions and hospitals with results on the cancer surgery QBP quality indicators, including common indicators (e.g. length of stay, reoperation rates, unplanned visits, mortality rates) for all disease sites and disease-site specific indicators.	DAD; NACRS; RPDB	Apr-19
63.	Provincial Drug Reimbursement Program manager	The purpose of this linkage was to identify the number of stage II/III/IV inoperable esophageal cancer patients eligible for treatment with trastuzumab.	OCR; ePATH	Apr-19
64.	External Researcher: Sunnybrook Health Sciences Centre – Odette Cancer Centre	REB-approved Research Study: Request #18-006 - Extended follow-up of BRCA mutation carriers undergoing MRI breast screening	ALR; CIHI; OCR; RPDB	Apr-19
65.	External Researcher: Sunnybrook Research Institute/ICES	REB-approved Research Study: Request #17-051 - Benefits, harms, and unintended negative consequences of colorectal cancer screening	CIHI; Screening Data	Apr-19
66.	External Researcher: Mount Sinai Hospital	REB-approved Research Study: Request #18-046 - Does the implementation of eCTAS impact the variability in the distribution of CTAS scores?	CIHI; eCTAS	Apr-19
67.	Group Manager, Ontario Renal Network (ORN) Analytics	Transplant Performance Meeting Briefing Note This document contains aggregate data. It is provided to Regional Renal Programs to support transplant performance discussions.	ORRS; DAD; RPDB; OHIP; TGLN	Jun-19
68.	MOH	Eligibility Date to Scan Date Wait Times This request looked at diagnostic imaging data with screening data to determine time between eligibility to scan date.	WTIS, Cancer Screening data	May-19
69.	External Researcher: Ontario Institute for Cancer Research	REB-approved Research Study: Request #17-017B - Administrative Data Linkages for the Ontario Health Study	ALR; CIHI; OCR; RPDB	Jun-19
70.	External Researcher: Trinity Western University	REB-approved Research Study: Request #19-001 - Latent class analysis of different symptom trajectory profiles in the Cancer Care Ontario population	ALR; OCR; OHIP; RPDB; Symptom Management	Jun-19
71.	Internal	Cancer Gynaecology Procedure Volumes This request looked at volumes (using CIHI CCI codes) and linking with WTIS to retrieve wait times.	WTIS, CIHI DAD/NACRS	Jul-19

	Requestor	Purpose and Nature of the Linkage	Data Sources	Date Linkage Approved
72.	Cancer Screening	FIT Data Submission Portal (DSP) Data Quality Report This report monitors the quality of data submitted by the lab to the FIT DSP.	FIT DSP; RPDB; CPDB	Aug-19
73.	External Researcher: Ontario Institute for Cancer Research	REB-approved Research Study: Request #17-035 - Ductal Carcinoma in Situ (DCIS) Precise	OCR; ePATH	Oct-19
74.	External Researcher: Ontario Institute for Cancer Research	REB-approved Research Study: Request #17-039 - Health Services utilization and outcomes of invasive breast cancer diagnosed in Ontario 2003-2016, with important pathological data.	OCR; ePATH	Oct-19
75.	Ministry of Health	Cancer Surgery Quality Based Procedure (QBP) - Estimated Home Care Utilization This analysis was performed on behalf of the Funding Unit to support Ministry of Health, Health System Planning, looking at home care utilization across some main cancer surgery groups.	Cancer Surgery data; HCD	Oct-19

Appendix D (1) –Privacy Impact Assessment Log⁵

⁵ This log includes: 1) PIAs Completed; and 2) PIAs Undertaken and Not Yet Completed as a Prescribed Entity (PE) or Prescribed Person (PP)

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing/ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
2016-OLIS-01	Ontario Laboratory Information System (OLIS) Phase II A PIA Addendum	PE	2016-11-28	Privacy Manager	There is a risk that CCO does not have the contractual authority to collect OLIS data from Ministry of Health (MOH) via eHealth Ontario (eHO).	CCO and the MOH should enter into an agreement to permit CCO to collect OLIS data via eHO. The agreement should set out the terms for the management and handling of the data.	Director, Ontario Renal Network (ORN) and Manager, Contracts Management	2017-05-24	An agreement has been executed that permits CCO to collect OLIS data from the MOH via eHO, and sets out the terms for the management and handling of the data.	Closed
2016-OLIS-02	Ontario Laboratory Information System (OLIS) Phase II A PIA Addendum	PE	2016-11-28	Privacy Manager	There is a risk of unauthorized access to personal health information (PHI) if the method of transferring the PHI is not secure.	A security review should be conducted on the transfer method prior to the collection of OLIS data by CCO.	Director, Ontario Renal Network (ORN) and Manager, Enterprise Information Security Office (EISO)	2017-05-24	CCO's EISO has completed a security review and approved the transfer method for CCO to collect the OLIS data.	Closed
2016-OLIS-03	Ontario Laboratory Information System (OLIS) Phase II A PIA Addendum	PE	2016-11-28	Privacy Manager	There is a risk the OLIS back-up data, which includes personal health information (PHI), will be retained longer than necessary.	The Ontario Renal Network (ORN) should define and establish a retention period for the OLIS back-up data. The retention period should not exceed the length of time the data is needed to meet the intended purpose.	Director, ORN	2017-05-24	A retention period has been established for the OLIS back-up data. This retention period does not exceed the length of time the OLIS back-up data is needed by CCO.	Closed
2017-ORR-S-01	Ontario Renal Reporting System (ORRS) Release 6 PIA Addendum	PE	2017-02-07	Privacy Manager	There is a risk of unauthorized access to personal health information (PHI) if the transition to ONE ID as an identity and access model affects the ORRS access controls in a manner that is not compliant with CCO's security policies, standards or best practices.	A security review should be completed on the implementation of the ONE ID identity and access management model to ensure it is compliant with CCO's security policies, standards, and with security best practices.	Group Manager, Digital and Technology, Product Management	2019-06-01	CCO's Enterprise Information Security Office (EISO) has reviewed the use of the ONE ID model as per existing CCO projects that have transitioned to ONE ID and will conduct further analysis if this model changes.	Closed

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing/ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
2017-ORR S-02	Ontario Renal Reporting System (ORRS) Release 6 PIA Addendum	PE	2017-02-07	Privacy Manager	There is a risk of unauthorized access to personal health information (PHI) if the technical enhancements to ORRS affects the security safeguards in a manner that is not compliant with CCO's security policies and procedures.	A security review should be completed of all technical enhancements to ORRS to ensure ORRS remains compliant with CCO's security policies and procedures, and that the enhancements to ORRS will not compromise the security of the system.	Group Manager, Ontario Renal Network (ORN) Information Program	2017-05-23	Enterprise Information Security Office (EISO) has been engaged by the ORRS team throughout design of the project to ensure compliance with security requirements. In addition, EISO has conducted a vulnerability assessment on the ORRS application.	Closed
2017-ORR S-03	Ontario Renal Reporting System (ORRS) Release 6 PIA Addendum	PE	2017-02-07	Privacy Manager	There is a risk that CCO does not have the contractual authority to collect personal health information (PHI) from health care providers in relation to ORRS Release 6.	The ORRS data sharing agreement must be updated to include all new data elements that CCO will collect from health care providers as a part of the ORRS Release 6 enhancements.	Group Manager, Ontario Renal Network (ORN) Information Program	2017-01-01	The ORRS data sharing agreement was updated to reference all new data elements that CCO is collecting from healthcare providers as part of the ORRS Release 6 project.	Closed
2017-HRLC SP-01	Lung Cancer Screening Pilot for People at High Risk (HR LCSP) PIA	PE	2017-03-28	Privacy Manager	There is a risk that CCO does not have the contractual authority to collect HR LCSP personal health information (PHI) from hospitals.	CCO and the hospitals participating in the HR LCSP should enter into an agreement setting out the terms for the collection, use and disclosure for HR LCSP PHI that is collected by CCO from the hospitals.	Group Manager, Implementation, Cancer Screening,	2018-5-11	A data sharing agreement has been executed between CCO and the hospitals participating in the HR LCSP. This agreement sets out the terms for the collection, use and disclosure of PHI collected by CCO for the HR LCSP.	Closed

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing/ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
2017-HRLC SP-02	Lung Cancer Screening Pilot for People at High Risk (HR LCSP) PIA	PE	2017-03-28	Privacy Manager	The list of OH (CCO) agents who require access to the HR LCSP data holding has not yet been defined or reviewed to ensure these staff require access for an authorized purpose. There is a risk of unauthorized access to personal health information (PHI).	CCO's Cancer Screening team should identify the OH (CCO) agents who require access to the HR LCSP PHI and the purpose for which they require access before access is provisioned.	Group Manager, Implementation, Cancer Screening	2017-06-31	CCO's Cancer Screening team have identified the staff that require access to PHI collected for the HR LCSP and the purpose for access. All access to this data holding will be provisioned in accordance with CCO's Internal Data Access Request (IDAR) Program for an authorized purpose.	Closed
2017-HRLC SP-03	Lung Cancer Screening Pilot for People at High Risk (HR LCSP) PIA	PE	2017-03-28	Privacy Manager	The retention period for HR LCSP data holding has not yet been defined or reviewed to ensure it aligns with the purpose for using the data. There is a risk that personal health information (PHI) will be retained longer than necessary.	CCO's Cancer Screening team must confirm a retention period for the HR LCSP PHI. The retention period should not exceed a length of time the PHI is needed to meet its authorized purpose.	Group Manager, Implementation, Cancer Screening,	2017-06-31	A retention period for HR LCSP PHI has been established in accordance with the need for retaining the PHI for an authorized purpose.	Closed
2017-HRLC SP-04	Lung Cancer Screening Pilot for People at High Risk (HR LCSP) PIA	PE	2017-03-28	Privacy Manager	The list of OH (CCO) agents who require access to the HR LCSP Performance Management and Evaluation reports, which may contain personal health information (PHI), has not yet been defined or reviewed to ensure that access is limited to only staff that require access for an authorized purpose. There is a risk of unauthorized access to PHI.	CCO should identify the staff who require access to the HR LCSP Performance Management and Evaluation reports and identify the purpose for which the staff require access before access is provisioned.	Group Manager, Implementation, Cancer Screening,	2017-06-31	CCO's Cancer Screening team have identified the staff that require access to the HR LCSP Performance Management and Evaluation reports and the purpose for access. All access to this data holding will be provisioned in accordance with CCO's Internal Data Access Request (IDAR) Program for an authorized purpose.	Closed

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing/ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
2017-HRLC SP-05	Lung Cancer Screening Pilot for People at High Risk (HR LCSP) PIA	PE	2017-03-28	Privacy Manager	A retention period for the HR LCSP Performance Management and Evaluation reports, which may contain personal health information (PHI), has not yet been defined or reviewed to ensure retention aligns with the need for using the data.	CCO's Cancer Screening team must confirm a retention period for the HR LCSP Performance Management and Evaluation reports which does not exceed a length of time the reports are needed to meet its purpose.	Group Manager, Implementation, Cancer Screening	2017-06-31	A retention period for HR LCSP Performance Management and Evaluation reports in accordance with the need for retaining the PHI.	Closed
2018-GIEN DOD SP-01	Gastrointestinal (GI) Endoscopy Data Submission Portal (DSP) PIA	PP	2018-01-16	Sr. Privacy Specialist	The purpose for which CCO will be collecting new data elements for GI Endoscopy has not been established. There is a risk that CCO may collect more personal health information (PHI) than is necessary.	The Cancer Screening Program should evaluate the necessity of collection of all new data elements.	Group Manager, Analytics, Cancer Screening	2018-10-22	The Cancer Screening Program has reviewed the collection of all new and modified GI Endoscopy MDS data elements and has confirmed the necessity of each one for an authorized purpose.	Closed
2018-GIEN DOD SP-02	Gastrointestinal (GI) Endoscopy Data Submission Portal (DSP) PIA	PP	2018-01-16	Sr. Privacy Specialist	There is a risk that CCO does not have the contractual authority to collect the GI Endoscopy Minimum Data Set (MDS), including elements of personal health information (PHI).	The collection of the GI Endoscopy PHI from all facilities should only occur once the authority and terms for the collection, use, and disclosure are addressed in an agreement.	Group Manager, Analytics, Cancer Screening	2018-10-22	Agreements between CCO and applicable facilities have been updated to reference the GI Endoscopy PHI and to clearly outline authority and the terms and conditions around CCO's collection, use and disclosure of GI Endoscopy PHI.	Closed
2018-GIEN DOD SP-03	Gastrointestinal (GI) Endoscopy Data Submission Portal (DSP) PIA	PP	2018-01-16	Sr. Privacy Specialist	The retention period for personal health information (PHI) in the Data Submission Portal (DSP) folder and the Data Quality Assurance (DQA) folder has not yet been defined or reviewed to ensure it aligns with the purpose for using the data. There is a risk that PHI will be retained longer than necessary.	Retention periods should be established for the DSP and DQA copies of the GI Endoscopy data holding. The retention periods should not exceed the need to retain the data for an authorized purpose.	Group Manager, Information Strategy, Design and Performance	2018-10-22	CCO's Product Management Cancer Services (PMCS) team has confirmed the retention periods for the DSP and DQA folders. The retention period does not exceed the period needed to use the data for an authorized purpose.	Closed

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2018-GIEN DOD SP-04	Gastrointestinal (GI) Endoscopy Data Submission Portal (DSP) PIA	PP	2018-01-16	Sr. Privacy Specialist	There is a risk that more personal health information (PHI) than necessary may be accessed.	The Cancer Screening Program should establish the necessity of using PHI in the Hub staging environment for the purposes of analytics. In doing so, the Cancer Screening Program shall give consideration to using the Screening Data Mart (SCDM) for reporting as this data mart has similar data but with less direct identifiers.	Director, Quality Management and Quality Management Partnership (QMP)/Group Manager, Analytics	2019-05-08	The Cancer Screening Program has confirmed that the Hub Staging environment contains specific identifiable data elements that are required for analytics. These data elements are not present in less identifiable copies of the data in the SCDM, which necessitates the use of the Hub Staging data.	Closed
2018-GIEN DOD SP-05	Gastrointestinal (GI) Endoscopy Data Submission Portal (DSP) PIA	PP	2018-01-16	Sr. Privacy Specialist	There is a risk of unauthorized disclosure of personal health information/personal information (PHI/PI).	The modifications to existing ColonCancerCheck (CCC) and GI Endoscopy Quality Based Procedure (QBP) reports must be reviewed by the Legal and Privacy Office (LPO) to ensure there it does not include any personal health information (PHI).	Group Manager, Analytics, Cancer Screening & Sr. Privacy Specialist, LPO	2018-10-22	The LPO has reviewed the modifications to the GI Endoscopy reports to ensure the reports do not inadvertently include PHI.	Closed
2018-GIEN DOD SP-06	Gastrointestinal (GI) Endoscopy Data Submission Portal (DSP) PIA	PP	2018-01-16	Sr. Privacy Specialist	There is a risk of unauthorized use and over retention of the copy of GI Endoscopy minimum data set (MDS) personal health information (PHI) retained in the Screening Data Mart (SCDM)/Evaluation Reporting Data Mart (ERDM).	CCO should establish the purpose for the copy of the GI Endoscopy MDS PHI retained in the SCDM/ERDM. If there is no current use of GI Endoscopy MDS within the SCDM/ERDM, the PHI should be securely destroyed.	Director, Quality Management and QMP/Group Manager, Analytics	2020-08-11	The Cancer Screening Program (CSP) has confirmed that the copy of the GI Endoscopy MDS in the SCDM/ERDM will not be used. The GI Endoscopy MDS data in the SCDM/ERDM will be securely destroyed.	Closed

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2018-GIEN DOD SP-07	Gastrointestinal (GI) Endoscopy Data Submission Portal (DSP) PIA	PP	2018-01-16	Sr. Privacy Specialist	There is a risk of unauthorized access, use and disclosure of the Colonoscopy Interim Reporting Tool (CIRT) dataset.	<p>1. The CIRT dataset should only be accessed by users who have access permission granted in accordance with CCO's Internal Data Access Request (IDAR) procedure.</p> <p>2. The Cancer Screening Program must consult with the Legal & Privacy Office (LPO) and obtain an approval prior to any new use and/or disclosure of CIRT dataset to ensure CCO has the legal authority to do so.</p>	Group Manager, Analytics	2018-10-22	<p>1. Access to the CIRT dataset is only provisioned in accordance with CCO's IDAR process.</p> <p>2. The Cancer Screening Program has acknowledged and agreed to consult with the LPO to obtain approval for changes to the use and/or disclosure of the CIRT dataset.</p>	Closed
2018-OPC N-01	Ontario Palliative Care Network (OPCN) Repository PIA	PE	2018-02-05	Privacy Legal Counsel	<p>The CCO-Health Shared Services Ontario (HSSO) Agreement is somewhat ambiguous with respect to the permitted purpose for CCO's use of the Local Health Integration Network (LHIN) Data for the OPCN Purpose.</p> <p>There is the risk that CCO does not have the contractual authority to use this PHI for the purposes of the OPCN.</p>	CCO should amend the agreement with HSSO such that the OPCN Purpose is clearly identified as one of the permitted projects or should remove the provision setting out the specific list of permitted Projects, such that the permitted 'use' under the CCO-HSSO Agreement is for general PE purposes.	<p>Director, OPCN</p> <p>Director, Data Assets</p> <p>Privacy Manager, Legal and Privacy Office (LPO)</p>	2019-01-19	The HSSO Agreement has been amended to broaden the permitted use of the HSSO data. The permitted use now more clearly aligns with the OPCN purpose.	Closed
2018-OPC N-02	Ontario Palliative Care Network (OPCN) Repository PIA	PE	2018-02-05	Privacy Legal Counsel	<p>PHI that is currently in CCO's custody (existing data holdings) will be copied into the OPCN Repository.</p> <p>There is a risk that the use of this data in the OPCN repository will not be monitored for compliance with applicable Data Sharing Agreement (DSAs).</p>	CCO should develop a process that ensures any proposed amendments to the DSAs that govern the use and disclosure of the CCO data that feeds into the OPCN Repository, includes discussions an assessment to ensure CCO remains compliant with the terms of the DSAs.	<p>Director, OPCN</p> <p>Director, Data Assets</p> <p>Privacy Manager, Legal and Privacy Office (LPO)</p>	2018-07-01	The LPO have reviewed all relevant DSAs in respect to the OPCN repository and has processes in place to ensure that any changes to these agreements will include a review of the uses and disclosures of the relevant data holdings for the purposes of the OPCN.	Closed

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2018-OPC N-03	Ontario Palliative Care Network (OPCN) Repository PIA	PE	2018-02-05	Privacy Legal Counsel	There is a risk that CCO is not compliant with the Information and Privacy Commissioner's (IPC) <i>Manual for the Review and Approval of Prescribed Persons and Prescribed Entities</i> if it does not require, at a minimum, the person or organization to which de-identified and/or aggregate data will be disclosed to acknowledge and agree, in writing, that the person or organization will not use the de-identified and/or aggregate data, either alone or with other information, to identify an individual. This includes attempting to decrypt information that is encrypted, attempting to identify an individual based on unencrypted information and attempting to identify an individual based on prior knowledge.	CCO should require, at a minimum, the person or organization to which de-identified and/or aggregate data will be disclosed, to acknowledge and agree, in writing, that the person or organization will not use the de-identified and/or aggregate data, either alone or with other information, to identify an individual. This includes attempting to decrypt information that is encrypted, attempting to identify an individual based on unencrypted information and attempting to identify an individual based on prior knowledge.	Director, OPCN Director, Data Assets Privacy Manager, Legal and Privacy Office	2018-11-16	The OPCN conducted an audit of their disclosed reports and confirmed that the required aggregate/de-identified disclosure language had been appended to all reports. The OPCN team also confirmed that they had practices in place to ensure that all reports produced by the OPCN would include the required language as per the recommendation.	Closed

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2018-OPC N-04	Ontario Palliative Care Network (OPCN) Repository PIA	PE	2018-02-05	Privacy Legal Counsel	Since the Data Steward has been temporarily assigned to the OPCN Repository, there is a risk that in the future, the transition to the permanent Data Steward takes place without the proper training or controls in place. There is a risk of unauthorized use or disclosure of PHI.	1. Data Assets should ensure that once the individual who is assigned to be the permanent Data Steward for the OPCN Repository is confirmed, he or she is aware of his / her responsibilities pursuant to the OPCN PIA and the requirements found in CCO policies and procedures. 2. Data Assets should review the Data Steward policies and procedures before the permanent Data Steward for the new data holding is confirmed to ensure that the Data Steward meets the required criteria.	Director, Enterprise Data Services	2018-11-16	1. The Director, Enterprise Data Services has been designated as the permanent Data Steward for the OPCN repository and has reviewed the OPCN and relevant CCO policies, and is aware of her responsibilities. 2. Prior to the permanent Data Steward being assigned, Data Assets reviewed all relevant policies and procedures to ensure that the Data Steward met the required criteria.	Closed
2018-OPC N-05	Ontario Palliative Care Network (OPCN) Repository PIA	PE	2018-02-05	Privacy Legal Counsel	CCO's Data Holdings list (Data Asset and Statements of Purpose List), which is publicly available, has not been updated to include a description of the OPCN Repository, including the purpose of the PHI and the source of the PHI used. There is a risk that CCO is not being transparent with respects to its data handling practices.	The Legal and Privacy Office (LPO) should update the data holdings to include the OPCN Repository and the associated purpose of the data holding, and the source of information.	Privacy Manager, LPO	2019-10-30	The Data Holdings list which is made available on CCO's public facing website have been updated to include a description of the OPCN Repository, including the purpose of the OPCN Repository, and the source of the information used.	Closed
2018-OPC N-06	Ontario Palliative Care Network (OPCN) Repository PIA	PE	2018-02-05	Privacy Legal Counsel	There is a risk of non-compliance with CCO's data sharing agreements and Information and legal obligations if any data linkages other than those set out in this PIA are conducted without first consulting with the Legal and Privacy Office (LPO) to ensure they are contractually and legally authorized.	If the OPCN needs to conduct additional linkages other than those set out in this PIA, the OPCN must first contact the LPO for analysis and approval.	Director, OPCN	2018-11-16	The OPCN has agreed to engage the LPO prior to any new linkages of personal health information (PHI).	Closed

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2018-OPC N-07	Ontario Palliative Care Network (OPCN) Repository PIA	PE	2018-02-05	Privacy Legal Counsel	There is a risk that the OPCN is not limiting use, disclosure and retention if de-identification measures are not been implemented across the OPCN Repository.	The OPCN should implement de-identification measures across the OPCN Repository.	Director, OPCN	2019-10-31	De-identification controls have been applied to the current environments of the OPCN Repository. These existing controls are considered sufficient for the current OPCN Repository. Further, CCO's Product Management is currently working to upgrade the OPCN repository to an enhanced production platform, which would include further de-identification controls.	Closed
2018-OPC N-08	Ontario Palliative Care Network (OPCN) Repository PIA	PE	2018-02-05	Privacy Legal Counsel	As roles and responsibilities become more defined, access permissions may require modification such that work can be accomplished while limiting access to personal health information (PHI). If these roles are not re-evaluated with respect to access controls, there is a risk of accessing more PHI than is necessary.	CCO should design a process to re-evaluate access permissions to ensure that access to the OPCN Repository is limited to only what is required for the authorized purpose of use.	Director, Enterprise Data Services	2019-07-24	The Data Steward has implemented a bi-annual audit process to review roles and access levels to ensure that only users who require access continue to have access to the OPCN repository and no more access than necessary is provisioned.	Closed

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2018-OPC N-09	Ontario Palliative Care Network (OPCN) Repository PIA	PE	2018-02-05	Privacy Legal Counsel	There is a risk that in the future, and as the OPCN conducts more sophisticated linkages that certain data will need to be further de-identified or that the method by which de-identification of the data sets takes place will need to be revisited.	Data Assets in collaboration with OPCN, Legal and Privacy (LPO), Analytics and Informatics (A&I), and Tech Services should design a process to re-evaluate the methodology for the de-identification of the CCO Data and associated access by the OPCN.	Director, Enterprise Data Services and Director, OPCN	2020-03-30	Product Management is currently working to upgrade the OPCN Repository to an enhanced production platform, which would include a process to re-evaluate the methodology for the de-identification of the CCO Data in the OPCN Repository.	In Progress
2018-OPC N-10	Ontario Palliative Care Network (OPCN) Repository PIA	PE	2018-02-05	Privacy Legal Counsel	A retention period not been established or reviewed for the OPCN Repository to ensure that PHI is not being retained longer than necessary.	CCO should document the particulars of the OPCN Repository retention periods	Director, Enterprise Data Services	2020-03-01	The retention periods for the relevant data holdings are under review.	In progress
2018-OPC N-11	Ontario Palliative Care Network (OPCN) Repository PIA	PE	2018-02-05	Privacy Legal Counsel	A Threat Risk Assessment (TRA) has not been completed on the OPCN Repository. There is a risk of unauthorized access to the OPCN Repository if security risks are not identified and appropriately mitigated.	A security review should be conducted on the OPCN Repository.	Product Manager - OPCN, Product Management Director, OPCN	2020-03-30	Product Management is currently working to upgrade the OPCN repository to an enhanced production platform, which would include a requirement for a Threat Risk Assessment (TRA).	In Progress
2018-OPC N-12	Ontario Palliative Care Network (OPCN) Repository PIA	PE	2018-02-05	Privacy Legal Counsel	There is a risk that the auditing and monitoring capabilities with respect to the OPCN Repository may not meet privacy and security best practices.	The auditing and monitoring capabilities with respect to the OPCN Repository should be reviewed to ensure compliance with privacy and security best practices.	Product Manager - OPCN, Product Management Architect, Technology Services	2020-03-30	Product Management is currently working to upgrade the OPCN repository to a proper production platform, which would include controls around auditing and monitoring with consultation from EISO.	In Progress

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2018-OPC N-13	Ontario Palliative Care Network (OPCN) Repository PIA	PE	2018-02-05	Privacy Legal Counsel	The purpose and use of personal health information (PHI) for OPCN Repository is not set out on the OPCN website. There is a risk that CCO is not being transparent with respects to the PHI collected and used for the purposes of the OPCN Repository.	CCO should update the OPCN website to include an overview of the OPCN repository.	Group Manager, OPCN Secretariat	2020-01-30	CCO's Communications team is working with OPCN Secretariat to update language on OPCN Website to include OPCN Repository description.	In Progress
2018-MHW T-02	Mental Health Wait Times (MHWT) PIA	PE	2018-02-07	Sr. Privacy Specialist	It is not clear as to whether CCO has appointed a data steward in relation to the MHWT Access to Care (ATC) initiative as required by CCO's Privacy Policy.	A data steward should be appointed to the MHWT data holding.	Group Manager, Alternative Level of Care	2018-09-01	The Group Manager, <i>Alternative Level of Care, ATC and Ontario Palliative Care - Information Program</i> , has been appointed as the data steward of the MHWT data holding.	Closed
2018-MHW T-03	Mental Health Wait Times (MHWT) PIA	PE	2018-02-07	Sr. Privacy Specialist	Unless the data steward includes all personal health information (PHI) collected by CCO in connection with the MHWT Access to Care (ATC) initiative in the inventory of data holdings, there is a risk that the retention and destruction of that personal health information (PHI) will not comply with CCO's policies.	The data steward should create an inventory of the PHI collected by CCO in connection with the MHWT ATC initiative.	Group Manager, Alternative Level of Care	2018-09-01	The data steward has created an inventory of all PHI collected by CCO in connection with the MHWT ATC initiative.	Closed
2018-MHW T-04	Mental Health Wait Times (MHWT) PIA	PE	2018-02-07	Sr. Privacy Specialist	CCO's public disclosure channels do not address the collection, use and disclosure of personal health information (PHI) in connection with the MHWT Access to Care (ATC) initiative. This may result in complaints or challenges as to CCO's openness in its handling of PHI under applicable privacy legislation.	The Legal and Privacy Office (LPO) should review CCO's public disclosure channels, notably CCO's Statement of Information Practices, to determine whether any updates are needed to reflect the collection, use and disclosure of PHI in connection with the MHWT ATC initiative.	Sr. Privacy Specialist, Legal and Privacy Office	2018-08-31	CCO's Statement of Information Practices has been updated to include the MHWT initiative.	Closed

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2018-HPK N-01	Interactive Symptom Assessment and Collection (ISAAC) Hip and Knee PIA	PE	2018-03-19	Sr. Privacy Specialist	The collection of hip and knee Patient-Reported Outcome Measures (PROMs) is not documented in CCO's List of Data Holdings (Data Asset and Statements of Purpose List) as made publicly available on CCO's website. There is a risk that CCO is not being transparent about the data it collects in its role as a Prescribed Entity.	CCO should update CCO's List of Data Holdings to include the hip and knee data holding, and describe the purpose for which the hip and knee PROMs is collected and used in CCO's role as a Prescribed Entity.	Sr. Privacy Specialist, Legal and Privacy Office	2018-06-15	CCO's data holdings holding ('ISAAC – Symptom Management Reporting Database) in the Data Holding list, was updated to include the collection and purpose of Hip and Knee PROMs from orthopedic sites via ISAAC.	Closed
2018-HPK N-03	Interactive Symptom Assessment and Collection (ISAAC) Hip and Knee PIA	PE	2018-03-19	Sr. Privacy Specialist	The current data sharing agreement between CCO and Canadian Institute for Health Information (CIHI) does not include CCO's disclosure of ISAAC Hip and Knee data to CIHI. As such, it does not address the roles and responsibilities in relation to the disclosure of this data.	The data sharing agreement with CIHI should be amended to include CCO's disclosure of ISAAC Hip and Knee data to CIHI.	Senior Legal Counsel, and Sr. Privacy Specialist, Legal and Privacy Office	2018-08-07	The data sharing agreement between CCO and CIHI was updated to include Hip and Knee data, and was executed on August 7, 2018	Closed
2018-HPK N-07	Interactive Symptom Assessment and Collection (ISAAC) Hip and Knee PIA	PE	2018-03-19	Sr. Privacy Specialist	The ISAAC Application patient and user documentation are cancer-specific and do not reference the collection of hip and knees (orthopedic) Patient-Reported Outcomes Measures (PROMs). There is a risk that CCO is not being transparent with respects to its handling of Hip and Knee PROMs data.	The ISAAC Application Patient Terms of Use, ISAAC User Guide, Frequently Asked Privacy Questions for Patients, and related documentation should be revised so that they reference Hip and Knee Patient-Reported Outcome Measure (PROMs) data.	Sr. Legal Counsel Group Manager, Product Management Team Lead, Patient Reported Outcomes Group Manager, Product Management	Terms of Use: 2019-05-30 User Guide: 2018-03-30 FAQs: 2018-11-14 Related documentation: 2018-02-26	The Terms of Use, User Guides, FAQs and related documentation have been updated to reference the collection of hip and knees Patient-Reported Outcomes Measures (PROMs).	Closed

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2018-HPK N-09	Interactive Symptom Assessment and Collection (ISAAC) Hip and Knee PIA	PE	2018-03-19	Sr. Privacy Specialist	There is a risk that CCO does not have the contractual authority in place to collect personal health information (PHI) related to ISAAC from orthopedic sites for the purposes of s. 45 of the <i>Personal Health Information and Protection Act</i> (PHIPA).	CCO should enter into an agreement with ISAAC Sites that authorizes CCO to collect PHI from sites in CCO's Prescribed Entity role.	Senior Legal Counsel and Sr. Privacy Specialist, Legal and Privacy Office	2018-03-15	An agreement was executed with ISAAC sites for Hip and Knee in March 2018 which identified CCO's authority to collect PHI as a PE.	Closed
2018-HPK N-11	Interactive Symptom Assessment and Collection (ISAAC) Hip and Knee PIA	PE	2018-03-19	Sr. Privacy Specialist	CCO's public disclosure channels may not address the collection, use and disclosure of hip and knee patient-reported outcome measures (PROMs) in connection with the ISAAC Application. This may result in complaints or challenges as to CCO's openness in its handling of personal health information (PHI).	The Legal & Privacy Office (LPO) should review and update CCO's public disclosure channels, notably CCO's Statement of Information Practices and Data holding List (Data Asset and Statements of Purpose List) to reflect the collection, use and disclosure of hip and knee PROMs as part of the expansion to the ISAAC Application.	Sr. Privacy Specialist, Legal and Privacy Office	2018-08-01	The Statement of Information Practices and Data Holding list have been updated to reference the collection of orthopedic information	Closed
2018-ORR SR7-1	Ontario Renal Reporting System (ORRS) R7 PIA	PE	2018-04-11	Privacy Specialist	There is a risk that the technical changes made to ORRS may affect the safeguards that protect the ORRS personal health information (PHI).	A security review should be conducted on the proposed changes to ORRS to ensure the security of PHI in the system is maintained.	Senior Analyst, Business, Product Management	2018-06-01	EISO has reviewed the proposed changes to ORRS. A vulnerability assessment (VA) was performed and proper security patches have been implemented.	Closed
2018-ORR SR7-2	Ontario Renal Reporting System (ORRS) R7 PIA	PE	2018-04-11	Privacy Specialist	There is a risk that the Goals-of-Care personal health information (PHI) will be retained for longer than required.	The CCO Integrated Care team should determine if the Goals of Care data is still required for an authorized purpose and determine the process to destroy the data after it is no longer required.	Senior Analyst, Business, Product Management	2019-11-31	The Integrated Care team has confirmed that the Goals of Care PHI is no longer required. CCO is in process of securely destroying the data.	In Progress
2018-ORR SR7-3	Ontario Renal Reporting System (ORRS) R7 PIA	PE	2018-04-11	Privacy Specialist	There is a risk that CCO does not have the contractual authority to collect or use personal health information (PHI) related to ORRS R 7.	CCO's Ontario Renal Network (ORN) team should update the ORRS Data Book (as referenced in the data sharing agreement between HICs and CCO) to reflect the updated list of data elements collected by CCO as part of ORRS Release 7.	Senior Analyst, Business, Product Management	2018-06-01	The ORRS Data Book has been updated with the data elements that CCO will collect as part of ORRS Release 7.	Closed

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2018-ORN RV-01	Ontario Cancer Registry (OCR) - Regional Variation in Incidence of Chronic Dialysis in Ontario Short Form PIA (PPLA)	PE	2018-05-29	Sr. Privacy Specialist	CCO does not have the authority to use cancer personal health information (PHI) received from the Government of Nunavut as a Prescribed Entity (PE). There is a risk of unauthorized use of PHI, if CCO uses this data for PE purposes.	It is recommended that the Project Team implement processes to ensure the cancer PHI received from Government of Nunavut is not used for PE purposes.	Senior Privacy Specialist, Legal and Privacy Office	2018-05-29	The ORN Analytics, Group Manager has confirmed that the cancer PHI from Government of Nunavut is not being used for PE purposes, and ensured appropriate controls are in place to continue being compliance with CCO's authority to handle this data.	Closed
2018-ISAA CPR O-01	Interactive Symptom Assessment and Collection (ISAAC) Hip and Knee PROMs and Wait Times Information System (WTIS) Linked with Registered Persons Database (RPDB) Short Form PIA (PPLA)	PE	2018-06-29	Sr. Privacy Specialist	It is not explicitly clear in the wait times information system (WTIS) License Agreement that the WTIS data that CCO collects is for PE purposes, pursuant to s. 45 of the <i>Personal Health Information and Protection Act</i> (PHIPA)	CCO should revise the WTIS License Agreement to further clarify CCO's legislative authority for the collection, use and disclosure of wait times data as a PE.	Senior Privacy Specialist, Legal and Privacy Office Legal Counsel, Legal and Privacy Office	2019-12-01	CCO has revised the WTIS licensing agreement to further clarify CCO's PE role, and is in the processing of providing and executing the updated agreement to all applicable sites.	In Progress

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2018-OLIS 2B-1	Ontario Laboratory Information System (OLIS) Phase 2B PIA Addendum	PE	2018-07-23	Sr. Privacy Specialist	There is no agreement between CCO and eHealth Ontario (eHO) as it relates to the transfer of Ontario Laboratory Information System (OLIS) data from eHO to CCO. The accountabilities for the preparation, filtering and transfer of data may be unclear. If the data is not filtered correctly, there is a risk that CCO will collect and/or use more data than necessary. If the data is not transferred securely, there is a risk of unauthorized access and/or disclosure of the data.	CCO should establish an agreement with eHO that sets out the roles and responsibilities with respect to the preparation and transfer of OLIS data from eHO to CCO.	Group Manager, Data Services	2019-01-15	A Service Level Agreement (SLA) was created and approved between eHO and CCO detailing roles and responsibilities with respect to the OLIS transfer. In addition, the <i>OLIS Historical and Ongoing Data Acquisition (Phase-2b) – Business Systems Requirements Document v1.12.1</i> , which eHO has signed, sets out that eHO will remove all records with consent directives.	Closed
2018-OLIS 2B-2	Ontario Laboratory Information System (OLIS) Phase 2B PIA Addendum	PE	2018-07-23	Sr. Privacy Specialist	CCO has not finalized a security assessment on OLIS Phase 2B. There is a risk that the OLIS data will not be protected from unauthorized access.	CCO's should conduct a security assessment prior to CCO's collection of data for OLIS Phase 2B. Any security risks identified in the assessment should be addressed in accordance with CCO's security policies and procedures.	Senior Information Security Advisor, Information Security Services	2018-06-01	A security review was completed on OLIS 2b in June 2018. Security risks that were identified were treated in accordance with CCO's Security requirements.	Closed
2018-OLIS 2B-3	Ontario Laboratory Information System (OLIS) Phase 2B PIA Addendum	PE	2018-07-23	Sr. Privacy Specialist	There is a risk the OLIS production data and back-up data will be retained longer than necessary.	Ontario Renal Network (ORN) should confirm a retention period for all OLIS data including back-up data. The retention period must not exceed the length of time the data is needed to meet its purpose.	Data Architect, Architecture Services	2018-06-01	ORN has documented the retention periods for each copy of OLIS that does not exceed the period of time required to use the data. The retention schedules are documented in the <i>Business and System Requirement Document</i> .	Closed

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2018-HRLC-02	High Risk Lung Cancer Screening Program (HRLCSP) 2018/19 Activities PIA Addendum	PE	2018-08-06	Sr. Privacy Specialist	There is a risk of lack of clarity regarding accountability of the personal health information (PHI) collected, used and disclosed if CCO does not document the applicable authority and terms in an agreement between the HR LCSP pilot sites and CCO.	CCO and the HR LCSP hospitals must execute an agreement setting out the authority as well as terms for the collection, use and disclosure of the HR LCSP PHI in the context of the new 2018/19 activities prior to data collection.	Sr. Privacy Specialist, and Sr. Legal Counsel, Legal and Privacy Office	2018-09-10	All pilot sites have executed the 2018/19 Lung Cancer Screening Pilot for People at High Risk Agreement. This agreement in combination with the Master Data Sharing Agreement includes the relevant authority, and the terms and condition pertaining to the collection, use and disclosure of PHI.	Closed
2018-HRLC-04	High Risk Lung Cancer Screening Program (HRLCSP) 2018/19 Activities PIA Addendum	PE	2018-08-06	Sr. Privacy Specialist	Pilot sites will be verbally communicating PHI (small cells) to CCO over the phone. It is unclear if this is considered secure method of transfer and in compliance with CCO's Security policies and procedures.	HR LCSP should engage CCO's Enterprise Information Security Office (EISO) to ensure verbal communication of small cells complies with CCO's Security policies and procedures.	Group Manager, Emerging Programs Implementation	2018-09-12	EISO has confirmed that verbal communication of small cells complies with CCO's Security policies and procedures.	Closed
2018-HRLC-05	High Risk Lung Cancer Screening Program (HRLCSP) 2018/19 Activities PIA Addendum	PE	2018-08-06	Sr. Privacy Specialist	There is a risk of unauthorized disclosure of PHI.	The Legal and Privacy Office (LPO) should review the information being disclosed back to the pilot sites for Interval Cancer Review activity to ensure that no additional identifying information is included, beyond what CCO collected from that pilot site.	Radiology Quality Assurance Work Lead, Cancer Imaging Program Group Manager, Emerging Programs Implementation	2018-09-10	The Portfolio has acknowledged and agreed to engage LPO prior to communicating/transmitting information back to pilot site for Interval Cancer Review activity, and prior to the provincial roll out of the HRLCSP.	Closed

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2018-SLZS AR-01	Sioux Lookout Zone (SLZ) Screening Activity Report (SAR) PIA Addendum	PP	2018-09-05	Privacy Specialist	There is a risk that CCO is not in compliance with its contractual requirements with respect to the data sources used in the SLZ SAR.	The Privacy office should review the final list of data sources being used for the SLZ SAR and the relevant agreements to ensure that CCO is compliant with any contractual requirements.	Privacy Manager, Legal & Privacy Office	2018-09-30	The Privacy Office has confirmed that CCO is compliant with the contractual requirements related to the use of personal health information (PHI) for the SLZ SAR project.	Closed
2018-SLZS AR-02	Sioux Lookout Zone (SLZ) Screening Activity Report (SAR) PIA Addendum	PP	2018-09-05	Privacy Specialist	There is a risk of unauthorized collection, use, and disclosure of personal health information (PHI) if the administrative safeguards, including agreements are not in place prior to the disclosure of PHI to health care providers (providers).	1) CCO should deliver privacy training to those providers participating in this project. 2) Each Sioux Lookout Regional Physician Services Inc. provider with access to the SLZ SAR should acknowledge the SAR Terms of Use in which they agree to protect the SAR from unauthorized use or disclosure. 3) The Legal and Privacy Office (LPO) should review existing agreements to ensure that there are appropriate terms in place to protect against the unauthorized handling of PHI by providers. LPO should also review any CCO website language related to the SAR to ensure that the terms are aligned.	Director, Indigenous Cancer Control Unit (ICCU) Privacy Manager, Legal and Privacy Office	2018-09-30	1) All providers who will access the SLZ SAR have received privacy training. 2) All providers who will access the SLZ SAR are required to acknowledge the SLZ SAR Terms of Use before gaining access to the reports. 3) The LPO reviewed the existing agreement to ensure there are appropriate terms in place to prevent the unauthorized handling of PHI by providers. The LPO reviewed the SLZ SAR CCO website language to ensure the terms are aligned.	Closed

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2018-SLZS AR-03	Sioux Lookout Zone (SLZ) Screening Activity Report (SAR) PIA Addendum	PP	2018-09-05	Privacy Specialist	There is a risk of unauthorized access to the SLZ SAR in the eReports environment.	<p>1) The Indigenous Cancer Control Unit (ICCU) should implement controls to ensure the SLZ SAR is only shared with the providers that are facilitating patient care. Access to reports should be segregated based on the communities to which the providers are providing care.</p> <p>2) A security review should be conducted on the changes to eReports.</p> <p>3) Privacy Office should review any further changes to the use of eReports.</p> <p>4) All eReport users of the SLZ SAR will be required to acknowledge the eReports Terms of Use, in which they agree to protect the SAR from unauthorized use and disclosure, prior to accessing eReports.</p> <p>5) The LPO will review the wording of the updated Terms of Use to ensure it aligns with the SLZ SAR provider's use of the eReports.</p>	<p>Director, ICCU</p> <p>Privacy Manager, LPO</p> <p>Group Manager, EISO</p>	2018-09-30	<p>1) ICCU uses an interim Authorization Tool to ensure that the SLZ SAR is only shared with the providers that are facilitating patient care. Access reports have been segregated based on the communities for which the providers are facilitating patient care.</p> <p>2) CCO's Security has reviewed the changes to eReports.</p> <p>3) Analytics & Informatics has agreed to engage the Privacy Office to review any changes to eReports.</p> <p>4) All SLZ SAR users are required to acknowledge the revised Terms of Use before accessing eReports.</p> <p>5) LPO has reviewed the updated Terms of Use to ensure that it aligns with the SLZ SAR physicians' and nurses' use of the eReports platform.</p>	Closed

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2018-SLZS AR-04	Sioux Lookout Zone (SLZ) Screening Activity Report (SAR) PIA Addendum	PP	2018-09-05	Privacy Specialist	There is a risk that the aggregate data being disclosed to SLZ SAR users is not sufficiently de-identified.	The Screening Rate by Community Report should suppress any small cells with counts equal to or less than five.	Director, ICCU	2018-09-30	Screening Rate by Community Reports have suppressed all small cells with counts equal to or less than five, as well as any information that can be used to back calculate small cells. This requirement is documented in the business requirements document for the SLZ automation as PR7 and PR8.	Closed
2018-ISAA CEM R-01	Interactive Symptom Assessment and Collection (ISAAC) EMR Expansion Short Form PIA (PPLA)	PE	7-12-2018	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2018-PET-1	Positron Emissions Tomography (PET) Insured Scans Data Collection PIA Addendum	PE	2018-11-07	Sr. Privacy Specialist	There is a risk that CCO does not have the contractual authority to collect personal health information (PHI) in the PET Scans Insured Claims from PET Centres through the Data Submission Portal.	The collection of the PET Scans Insured Claims from PET Centres should only occur once the terms for the collection, use, and disclosure of PHI are addressed in an agreement.	Group Manager, Cancer Imaging, Diagnosis and Treatment	2019-03-01	Prior to collection, the PET Program updated an agreement with the submitting sites to include the PET Scans Insured Claims Data collection.	Closed

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2018-PET-1	Positron Emissions Tomography (PET) Insured Scans Data Collection PIA Addendum	PE	2018-11-07	Sr. Privacy Specialist	PET Centres have not entered into a license agreement that includes privacy and security terms for the submission of PET Insured Claims (including personal health information) through the Data Submission Portal (DSP). There is a risk of unauthorized handling or management of PHI.	PET Centres should be required to sign the DSP License agreements prior to submitting Claims data to CCO through the DSP.	Group Manager, Cancer Imaging, Diagnosis and Treatment	2019-03-01	PET Centres are required to sign the DSP License Agreement prior to using the DSP to submit Claims data to CCO.	Closed
2015-ENT-01	Positron Emissions Tomography (PET) Insured Scans Data Collection PIA Addendum	PE	2018-11-07	Sr. Privacy Specialist	There is a risk of unauthorized access by the submitting site, should access permissions not be removed once access is no longer required.	The submitting site's local registration agent (LRA) should provide the necessary details when a user should have had access revoked to CCO's PET DSP.	Product Manager, PET - DSP	2019-09-01	CCO's Cancer Imaging Program confirms via email on a monthly basis that there is a user at each site. Should the registered user no longer be the correct point of contact the Specialist, Program Cancer Imaging will work to ensure the access controls are removed and a new user is registered. There is only one user registered at each site who has access to the PET DSP.	Closed
2019-ORR SR8-1	Ontario Renal Reporting System (ORRS) R8 PIA	PE	2018-11-08	Sr. Privacy Specialist	There is a risk that CCO does not have the contractual authority to collect and use personal health information (PHI) in relation to ORRS R8.	Relevant data sharing agreements (DSAs) must be updated to include all new data elements that CCO will collect from chronic kidney disease (CKD) health care providers as a part of the ORRS Release 8 enhancements.	Senior Analyst, Business, Product Management	2019-01-01	The relevant DSAs have been updated to include Release 8 data elements that CCO will be collecting.	Closed

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2018-HKP ROM S-01	Interactive Symptom Assessment and Collection (ISAAC) Hip and Knee PROMs Short Form PIA (PPLA)	PE	7-30-2018	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A

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2018-FIT-01	Fecal Immunochemical Test ("FIT") Kit Implementation, Phase 2 PIA addendum	PE and PP	2018-11-21	Sr. Legal Counsel	There is a risk that, from a data quality perspective, the FIT Kit Mailing Address is inadvertently used as the address to which correspondence related to the Participant's colorectal cancer screening (e.g., FIT results) is sent, resulting in a privacy breach if the Participant is not at that address.	The Program take steps to: 1) educate health care providers (HCPs) and those who will be completing the FIT Requisition (e.g. HCP staff) on how to complete the requisition and clearly explain to participants the meaning of, and difference between "Participant Address" and "FIT Kit Mailing Address"; and 2) develop and implement a process for the ongoing monitoring of the system that will be receiving the FIT Requisition personal health information (PHI) to ensure that the rules with respect to the use of the "Participant Address" and "FIT Kit Mailing Address" fields are being followed.	Group Manager, Implementation Project Manager, Product Management, Cancer Services (PMCS)	2019-06-10	1) FIT requisition instructions have been developed to educate Primary Care Providers (PCPs) on how to accurately complete the FIT requisition. The difference between the Participant Address and FIT Kit Mailing Address is explained in this document. PCP FAQs have been developed to explain the two addresses and how they are used. 2) The system has been built and tested to ensure that the correct address is processed in accordance with the business requirements. Privacy breaches are being monitored to identify if there is any mistaken use of the Participant address where the mailing address should have be used. No errors of this nature have currently been identified.	Closed

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2018-FIT-02	Fecal Immunochemical Test ("FIT") Kit Implementation, Phase 2 PIA addendum	PE and PP	2018-11-21	Sr. Legal Counsel	Given that Participants are unlikely to be aware of the "independent" Personal Health Information Protection Act (PHIPA) relationship between CCO as set out in the Laboratory Services Agreement and thus think that CCO will be immediately collecting their Cell Number from the Laboratory Service Provider, there is a risk that Participants may call into question CCO's authority to do so and potentially make a complaint to the Office of the Information and Privacy Commissioner/Ontario (the "IPC").	<p>The cancer screening program (CSP) has agreed to accept this risk until 1 year after FIT launch with the following actions to mitigate the risk level:</p> <p>1) the authorized CSP representative should sign off on the risk acceptance form, which acknowledgement will be entered into CCO's Portfolio Risk Register;</p> <p>2) develop and review with the Legal and Privacy Office (LPO) some FAQs for the CCO Contact Centre to use should it receive questions from Participants about their Cell Number;</p> <p>3) consider whether additional publicly available communications materials about FIT should address this issue;</p> <p>4) assign someone to be responsible for "owning" this risk such that a decision is made within one year of FIT launch as to whether it wishes to use the Cell Number;</p> <p>5) should it wish to use the Cell Number, the CSP must engage the LPO with respect to any consents etc. required for it to do so; and</p> <p>6) should the CSP decide not to use the Cell Number, CCO should advise the Laboratory Service Provider (LSP) to destroy it, if it is not the primary contact number for a Participant.</p>	<p>Director, Operations</p> <p>Supporting resources Director, Program Design</p>	<p>1) 2019-07-01 - Complete</p> <p>2) 2019-07-01 Complete</p> <p>3) 2019-07-01 Complete</p> <p>4) 2019-07-01 Complete</p> <p>5) and 6) Open – 2021-01-30</p>	<p>1) Risk Approval Form has been signed.</p> <p>2) The Contact Centre FAQs have been created.</p> <p>3) The program has determined that additional public communications are not required at this time. This will be re-assessed at a future date if the Contact Centre is receiving inquiries/complaints regarding this activity</p> <p>4, 5, 6) The individuals responsible for engaging the LPO on recommendations 4) 5) and 6) have been identified and understand this responsibility.</p>	In Progress

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2018-FIT-03	Fecal Immunochemical Test ("FIT") Kit Implementation, Phase 2 PIA addendum	PE and PP	2018-11-21	Sr. Legal Counsel	There is a risk that some of the reports produced for CCO as set out in the Report Scoping Document contain personal health information (PHI) because they contain "identifying information" (i.e. information for which it is reasonably foreseeable in the circumstances that it could be utilized, either alone or with other information, to identify an individual) because of the small cells	CCO should ensure that reports for which this risk exists are: 1) only accessed internally by OH (CCO) agents who have authorized access to PHI in accordance with CCO's Internal Data Access Request procedure; and 2) small cell suppression (non-disclosure of cell counts <5 in aggregate data) is applied before any of these reports are disclosed externally.	Group Manager, Implementation Group Manager, Information Strategy, Design and Performance Group Manager, Program Operations Director, Quality Management & QMP Director, Operations	2019-05-13	Report owners will include CCO Privacy staff in the review of report requirements, and adhere to CCO's Data Use & Disclosure Policy in the development of all reports to ensure data suppression, storage and other privacy concerns are met. All Information Strategy, Design and Performance reports that may contain identifying information would be for internal audiences only. Report requirements documentation includes a section for privacy requirements and require Privacy review and approval before sign-off. Any changes to requirements will also need Privacy review and approval before implementation.	Closed

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2018-FIT-04	Fecal Immunochemical Test ("FIT") Kit Implementation, Phase 2 PIA addendum	PE and PP	2018-11-21	Sr. Legal Counsel	It is possible that some of the indicators or reports may change and others may be added, resulting in additional uses of PHI not reviewed by Privacy. There is a risk of unauthorized use of PHI.	The Program should provide the Legal and Privacy Office (LPO) with the updated Reporting Scope document and review with LPO on an ongoing basis all new reports, as well as changes to existing reports, that are developed for FIT Kit Implementation.	Group Manager, Implementation Group Manager, Information Strategy, Design and Performance Group Manager, Program Operations Director, Quality Management & QMP Director, Operations	2019-07-01	FIT reporting scope document has been updated with information on reports that were identified as having insufficient information. The addendum has been reviewed by Privacy. Report owners will include Privacy in the review of report requirements and adhere to CCO's Data Use & Disclosure Policy in the development of all reports to ensure data suppression, storage and other privacy concerns are met. All Information Strategy, Design and Performance reports that may contain identifying information would be for internal audiences only. Report requirements documentation includes a section for privacy requirements and require Privacy review and approval before sign-off. Any changes to requirements will also need Privacy review and approval before implementation.	Closed

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2018-FIT-05	Fecal Immunochemical Test ("FIT") Kit Implementation, Phase 2 PIA addendum	PE and PP	2018-11-21	Sr. Legal Counsel	Future reports using FIT Data and/or GI Endo Data received by CCO through the Data Submission Portal (DSP) may result in the use of personal health information (PHI) for unauthorized purposes.	The Cancer Screening Program (CSP) should review with Legal and Privacy Office (LPO), on an ongoing basis, any new purposes for which the FIT and GI Endo PHI is used and/or disclosed as well as yet to be identified external recipients to continue to ensure that these purposes are authorized by CCO.	Director, Operations Supporting Director, Quality Management and QMP	2019-07-01	Report owners acknowledge that they will include Privacy in the review of any new or updated report requirements.	Closed
2018-FIT-06	Fecal Immunochemical Test ("FIT") Kit Implementation, Phase 2 PIA addendum	PE and PP	2018-11-21	Sr. Legal Counsel	In the absence of a data sharing agreement (DSA) between CCO and the Lab Services Provider (LSP), there is a risk that issues related to personal health information (PHI) could arise during the pre-go live phase for which the Parties have no established protocol setting out the responsibilities to address them. For example, while there is apparently a common understanding that no PHI will be used for testing, there is no documentation confirming that "dummy data" must be used by the LSP for this purpose.	1. CCO and the Lab Service Provider (LSP) begin discussions as soon as possible to develop and enter into the DSA. The DSA should set out the responsibilities of each party. 2. Both parties should clarify that only fabricated data shall be used for testing.	Group Manager, Implementation Privacy Manager and Legal Counsel, Legal and Privacy Office	2019-07-01	1. The DSA has been finalized and executed between CCO and the LSP that sets out the responsibilities of each party. 2. CCO and the LSP have clarified that only fabricated data was used for testing.	Closed
2018-FIT-07	Fecal Immunochemical Test ("FIT") Kit Implementation, Phase 2 PIA addendum	PE and PP	2018-11-21	Sr. Legal Counsel	There is a risk that CCO may not have the contractual authority to use and disclose the personal health information (PHI) for both correspondence (as a PP) and for health system planning reporting purposes (as a PE).	The DSA between CCO and the LSP explicitly identify the HIPAA roles pursuant to which CCO is collecting, using and disclosing the PHI and the purposes for which it may do so.	Group Manager, Implementation Privacy Manager and Legal Counsel, Legal and Privacy Office	2019-07-01	DSA has been finalized and executed. The DSA sets out the authorities under which CCO is collected PHI from the LSP.	Closed

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2018-FIT-08	Fecal Immunochemical Test ("FIT") Kit Implementation, Phase 2 PIA addendum	PE and PP	2018-11-21	Sr. Legal Counsel	There is a risk that CCO does not have the contractual authority to collect the additional elements of personal health information (PHI) in respect of the GI Endoscopy Data.	CCO should amend the agreements with the hospitals that provide it with GI Endoscopy Data before it begins collecting these new PHI data elements. The data elements must be specifically referenced in the amended agreements.	Privacy Manager, Legal and Privacy Office Group Manager, Program Operations Contracts Management, Regional Planning and Programs	2019-02-15	The relevant agreement t has been updated, and includes the new data elements, purpose for collection and authority under Personal Health Information Protection Act (PHIPA) for which CCO is collecting the PHI from the hospitals.	Closed
2018-FIT-09	Fecal Immunochemical Test ("FIT") Kit Implementation, Phase 2 PIA addendum	PE and PP	2018-11-21	Sr. Legal Counsel	In the absence of documentation evidencing a disclosure of the FIT personal health information (PHI) that CCO collected as a PP to CCO as a PE, CCO is not in compliance with the Information and Privacy Commissioner's (IPC's) Manual for the Review and Approval of Prescribed Persons and Prescribed Entities (the "Manual") or CCO's Privacy Policy.	The Legal and Privacy Office (LPO) should include the FIT Data to be transferred from the HUB (PP data holding) to the Screening Data Mart (SCDM) (PE data holding) in the log procedure currently used to records transfers of PHI from CCO/PP to CCO/PE.	Privacy Manager, LPO	2019-07-01	LPO has included the FIT Data to be transferred from the HUB to the SCDM in the LPO log procedure currently used to records transfers of PHI from CCO/PP to CCO/PE.	Closed

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2018-FIT-10	Fecal Immunochemical Test ("FIT") Kit Implementation, Phase 2 PIA addendum	PE and PP	2018-11-21	Sr. Legal Counsel	There is a risk that CCO is not in compliance with PE requirements for the Enterprise Reporting Data Mart (ERDM) /Screening Data Mart (SCDM).	CCO should conduct of a Privacy and security review on the Enterprise Reporting Data Mart ERDM/SCDM and identify the ERDM/SCDM as a PE data holding.	Director, Product Management Cancer Services (PMCS) Product Manager for ERDM Sr. Legal Counsel, Legal and Privacy Office Project Manager, PMCS Director, Quality Management & QMP	2019-12-31	ERDM/SCDM has had a security assessment completed. (Closed) ERDM PIA has been drafted and is undergoing approval. (Open) The ERDM/SCDM has been added to the List of data holdings (Data Asset and Statements of Purpose List). (Closed)	In Progress
2018-FIT-11	Fecal Immunochemical Test ("FIT") Kit Implementation, Phase 2 PIA addendum	PE and PP	2018-11-21	Sr. Legal Counsel	There may be security risks and/or technical vulnerabilities associated with the database, server infrastructure and enterprise tools used to support the Screening Data Mart/Enterprise Reporting Data Mart (SCDM/ERDM) data mart as confirmation has not been provided that the security risks and technical vulnerabilities identified in previous security assessments conducted in 2014 have all been treated.	The FIT Kit Implementation team should confirm with Enterprise Information Security Office (EISO) that that the security risks identified in the 2014 security assessment have all been addressed. If they have not been addressed, EISO to advise the FIT Kit Implementation team of its scheduled plan to do so.	Project Manager, Product Management Cancer Services (PMCS)	2019-05-22	A more current security assessment of the SCDRM/ERDM was conducted in 2018, and all mitigating activities have been complete.	Closed

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2018-FIT-12	Fecal Immunochemical Test ("FIT") Kit Implementation, Phase 2 PIA addendum	PE and PP	2018-11-21	Sr. Legal Counsel	Enhancements have been made to the Data Submission Portal (DSP) that could potentially impact the effectiveness of existing security controls and/or lead new web application vulnerabilities.	CCO should perform a Web Application Scan (WAS) and vulnerability scan to identify and remediate any high-risk vulnerabilities.	Project Manager, Product Management Cancer Services (PMCS)	2019-05-22	A vulnerability scan and WAS has been completed. All risks identified are being mitigated in compliance with CCO's security policies and procedures.	Closed
2018-FIT-13	Fecal Immunochemical Test ("FIT") Kit Implementation, Phase 2 PIA addendum	PE and PP	2018-11-21	Sr. Legal Counsel	Details surrounding FIT Data Submission Portal (DSP) account access reviews do not exist. Details regarding how internal and external account access are removed for terminated employees are not well known and can lead to the persistence of orphan accounts, or potentially unauthorized access.	The CCO Service Delivery, Program Operations team should amend the existing DSP registration Standard Operating Procedure (SOP) to ensure that FIT account access is provided only those internal and external users who still require access. The amended DSP registration SOP should include at least an annual review of user accounts to ensure currency.	Group Manager, Program Operations Product Manager, Product Management Cancer Services (PMCS)	2019-06-03	Registration and access controls have been updated by the Service Delivery, Program Operations team to ensure that account access is provisioned only to those users who still require access. The DSP registration SOP has been updated to include annual review of users for FIT DSP as per recommendation.	Closed

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2018-FIT-14	Fecal Immunochemical Test ("FIT") Kit Implementation, Phase 2 PIA addendum	PE and PP	2018-11-21	Sr. Legal Counsel	Details surrounding Internal Data Access Request (IDAR) access reviews for Data Submission Portal (DSP) file repository are unavailable. The absence of IDAR access reviews to this file repository can potentially lead to unauthorized access and deletion of original submission files, as well the validated record files.	1) An access review process should be implemented to validate authorized access to the file repository at least on a yearly basis. 2) Submission files should be segregated per program and access is provided only to those authorized users for their respective programs. 3) CCO to add the Screening Data Mart (SCDM)/Enterprise Reporting Data Mart (ERDM) to its Data Holdings (Data Asset and Statements of Purpose List) list in compliance with s.7 of the Manual	Product Manager, Product Management Cancer Services (PMCS)	1) 2019-03-11 2) 2019-03-11 3) 2019-08-30	1) The Product Manager has reviewed the current H:/EDAS/ folder access and confirmed with system support staff if access should be revoked 2) The PHI is in a folder on the H drive that is separate from other data holdings/programs. An audit of the permissions is conducted quarterly to ensure only those authorized users have access to the relevant PHI. 3) The SCDM/ERDM has been added to CCO's Data Holding list.	Closed
2018-FIT-15	Fecal Immunochemical Test ("FIT") Kit Implementation, Phase 2 PIA addendum	PE and PP	2018-11-21	Sr. Legal Counsel	There is a risk that CCO is not in compliance with its requirements if the list of data holdings (Data Asset and Statements of Purpose List) for PE is not updated to include Enterprise Reporting Data mart (ERDM)/ Screening Data Mart (SCDM)	CCO should add the ERDM/SCDM to its Data Holdings list.	Privacy Manager, Legal and Privacy Office	2019-07-01	The ERDM/SCDM was added to the CCO's list of data holdings as a PE Data Holding	Closed

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2018-OCR-01	Ontario Cancer Registry (OCR) - Risk of Second Primary Cancer Short Form PIA (PPLA)	PE	2018-09-01	Privacy Manager	None	N/A	N/A	N/A	N/A	N/A
2018-PRO-SHK-01	Interactive Symptom Assessment and Collection (ISAAC) Patient-Reported Outcomes and Symptom Management - Screening for Head and Neck Cancer Short Form PIA (PPLA)	PE	2018-09-12	Sr. Privacy Specialist	Without the proper terms and conditions in the relevant agreement(s), there is a risk of ambiguity with respect to the roles and responsibilities between pilot sites and CCO regarding handling of the data received from pilot sites. This could increase the likelihood of mishandling of personal information and personal health information (PI/PHI) due to unauthorized collection, use or disclosure of the data.	CCO should amend the relevant Agreements to include the collection of Head and Neck patient-reported outcome measures (HN-PROM) data and patient and provider evaluation surveys, prior to collection of this data from the sites. The agreement should include all appropriate terms and conditions.	Group Manager, Person Centered Care	2018-12-27	The relevant data sharing agreement was amended to include the collection of HN-PROM data and patient and provider surveys. This agreement has been executed with the relevant sites.	Closed
2018-STCC M-01	Alternative Level of Care (ALC): Short Term Transitional Care Models (STCCM) Evaluation Short Form PIA (PPLA)	PE	2018-09-27	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A

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2019-ANXP-L-01	Analytics Exploratory Analysis Event 2019 PIA	PE	2019-01-30	Sr. Privacy Specialist	There is a risk that the Analytics Exploratory Analysis Event participants could have access to PHI for longer than necessary.	After the Analytics Exploratory Analysis Event has finished, access to the Analytics Exploratory Analysis data sets for each participant should expire.	Director, Data Assets	2019-04-29	CCO's IT Operations team confirmed that access by the participants has been removed.	Closed
2019-ANXP-L-02	Analytics Exploratory Analysis Event 2019 PIA	PE	2019-01-30	Sr. Privacy Specialist	There is a risk that PHI used for the Analytics Exploratory Analysis Event will be retained on the SQL server for longer than necessary after the event has concluded.	1) The data sets retained on the SQL server should be destroyed within 30 days of the conclusion of the Analytics Exploratory Analysis Event. 2) A Certificate of Destruction should be provided to the Legal and Privacy Office (LPO) and Enterprise Information Security Office (EISO) to confirm the data has been destroyed.	Director, Data Assets	2019-04-29	1) CCO's IT Operations team confirmed the data was removed from the Server. 2) A certificate of destruction was provided to LPO and EISO confirming the relevant data was destroyed.	Closed
2019-ANAE-XPL-03	Analytics Exploratory Analysis Event 2019 PIA	PE	2019-01-30	Sr. Privacy Specialist	There is a risk of a privacy breach if the PowerPoint presentations and/or briefing notes contain identifiable record level data.	The Analytics Exploratory Analysis Event Organizing Committee, with input from Privacy, should prepare a participant user guide which explicitly outlines the rules around privacy and (personal health information) PHI and assign a Team Navigator to assist each team, who will ensure that presentations or briefing notes do not contain identifiable data.	Director, Data Assets	2019-02-15	A participant user guide was prepared and included explicit rules for maintaining privacy that included the need to not include identifiers and to suppress small cells in written reports and presentation. The Team Navigator also reviewed materials to ensure guide was adhered to.	Closed
2018-ORR-01	Ontario Renal Network (ORN) - Ontario Renal Plan III Short Form PIA (PPLA)	PE	2018-10-25	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A

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2018-ICMS-01	Integrated Cancer Management System (ICMS) 2.0 Decommissioning Short Form PIA (PPLA)	PP	2018-10-30	Privacy Manager	None	N/A	N/A	N/A	N/A	N/A
2018-PETIS-01	Positron Emission Tomography (PET) Phase 1 - Insured Scans Short Form PIA (PPLA)	PE	2018-11-06	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2018-ORRSIT-01	Ontario Renal Reporting System (ORRS) - Reporting of Eligible Patients for Initial Training Short Form PIA (PPLA)	PE	2018-11-12	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A

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2019-STTC N-01	Short Term Transitional Care Models (STTCM) PIA	PE	2019-05-06	Sr. Privacy Specialist	CCO's public disclosure channels may not discuss or address the collection, use and disclosure of personal health information (PHI) in connection with the STTCM evaluation. This may result in complaints or challenges as to CCO's openness in its handling of PHI under PHIPA.	The Legal and Privacy Office (LPO) should review CCO's Statement of Information Practices and list of data holdings to determine whether any updates are needed to reflect the collection, use and disclosure of PHI in connection with the STTCM evaluation.	Sr. Privacy Specialist	2019-10-02	The LPO has updated the list of data holdings to ensure the STTCM data set is included. CCO has also reviewed and updated its public website to ensure the details of the collection and use of the STTCM data has been captured in the Statement of Information Practices.	Closed
2019-STTC N-02	Short Term Transitional Care Models (STTCM) PIA	PE	2019-05-06	Sr. Privacy Specialist	There is a risk STTCM data could be retained longer than necessary by CCO.	The project team should ensure that data is only retained as long as it serves a business purpose and is needed for the STTCM initiative.	Group Manager, Alternative Level of Care	2019-12-31	The Project Team will re-engage to Privacy when the STTCM evaluation is complete to identify any data destruction or retention requirements. The project is currently targeted to be completed by Dec 31, 2019	In Progress
2018-INFR A-01	Funding Program - Costing Infrastructure Project Short Form PIA (PPLA)	PE	2018-11-13	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A

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2019-ISAA CFA-07	Expanded Interactive Symptom Assessment and Collection (ISAAC) Functionality PIA Addendum	PE	2019-07-04	Sr. Privacy Specialist	There is a risk of non-compliance with CCO's privacy policy if the personal health information (PHI) collected by CCO in connection with the activities discussed in this Addendum are not listed in the inventory of data holdings.	The Data Steward should update the Data Holdings list to include all of the PHI collected by CCO in connection with the activities discussed in this Addendum.	Senior Privacy Specialist	2019-09-05	CCO Data Holdings List and Health Information Network Provider (HINP) Services which list CCO Data Holdings including data received as a HINP includes data collected via ISAAC.	Closed
2019-ISAA CFA-09	Expanded Interactive Symptom Assessment and Collection (ISAAC) Functionality PIA Addendum	PE	2019-07-04	Sr. Privacy Specialist	CCO's public disclosure channels may not discuss or address the collection, use and disclosure of personal health information (PHI) in connection with each of the initiatives discussed in this Addendum. This may result in complaints or challenges as to CCO's openness in its handling of PHI.	The Legal and Privacy Office (LPO) should review CCO's public disclosure channels, notably CCO's Statement of Information Practices and Data Holding list (Data Asset and Statements of Purpose List) to determine whether any updates are needed to reflect the collection, use and disclosure of PHI in connection with each of the initiatives discussed in this Addendum.	Senior Privacy Specialist	10/31/2019	CCO is updating the Statement of Information Practices to reflect the collection of patient reported outcome measures under the cancer section The Data holdings list has been updated to include ISAAC.	Closed.
2018-PETC A-01	Positron Emissions Tomography (PET) Centre - Chart Audits Short Form PIA (PPLA)	PE	2018-11-16	Sr. Privacy Specialist	There is risk of unauthorized access and disclosure if OH (CCO) agents send unencrypted PET Quality Assurance (QA) Chart Audit Review Packages that contain PHI to the wrong email recipient.	It is recommended that the PET QA Chart Audit Review Packages be de-identified such they would not contain PHI.	Group Manager, Cancer Imaging	2/19/2019	The Cancer Imaging Program Specialist de-identifies the Chart Audit Packages in accordance with the recommendation.	Closed
2018-ORN SI-01	ORN Scorecard Indicators Short Form PIA (PPLA)	PE	2018-11-16	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A

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2018-HRLC SPAT C-01	Lung Cancer Screening Pilot for People at High Risk (HR LCSP) - Access to Care (ATC) Wait Times Data Request Short Form PIA (PPLA)	PE	2018-11-28	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2018-CSU RG-01	Cancer Surgery Cancellations and Patient Outcomes Study Short Form PIA (PPLA)	PE	2018-12-10	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2018-QMP AD-01	Adenoma Detection Rate Indicator Feasibility Assessment Short Form PIA (PPLA)	PE	2019-01-25	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-ECLA IMSD SP-01	eClaims through Data Submission Portal (DSP) Short Form PIA (PPLA)	PE	2019-01-29	Sr. Privacy Specialist	There is a risk of CCO retaining personal health information (PHI) longer than necessary.	It is recommended that the portfolio determine how long the eClaims DSP PHI needs to be retained on the H: drive and ensure there is a process for securely destroying the PHI once it is no longer needed.	Group Manager, Drug Reimbursement	3/4/2019	The portfolio has confirmed that the retention period will be 3 years in accordance with the need to use the data.	Closed

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2019-ECLA IMSD SP-02	eClaims through Data Submission Portal (DSP) Short Form PIA (PPLA)	PE	2019-01-29	Sr. Privacy Specialist	There is currently no accountable individual to securely destroy the data from the H: drive after the 3-year retention period, resulting in risk of over-retention by CCO.	It is recommended that the portfolio determine the process for ensuring the eClaims DSP data is securely destroyed after the 3-year retention period and no longer needed.	Group Manager, Drug Reimbursement	3/4/2019	After the 3 -year retention period the Group Manager, Drug Reimbursement will engage Records Management and Security Services for guidance in the process for destruction of data that is no longer required.	Closed
2019-IRRE POT-01	Data Reporting Requirements for Emerging Interventional Oncology Treatments Short Form PIA (PPLA)	PE	2019-02-22	Sr. Privacy Specialist	There is a risk of unauthorized use of personal health information (PHI) if the Legal and Privacy Office (LPO) does not review the proposed data linkages to confirm that they are authorized.	The Cancer Imaging team should engage the LPO in order to review any anticipated linkages of interventional oncology treatment data with other CCO data holdings, prior to the linkages occurring.	Senior Specialist, Cancer Imaging	9-Oct-19	The Cancer Imaging team is aware of the requirement to engage the LPO prior to conducting any linkages with this data.	Closed
2019-DPM C-01	Developing Analytic Tools for Disease Pathway Management Concordance Short Form PIA (PPLA)	PE	2019-02-25	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A

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2019-KGH PHQ-01	Evaluation of Patient Health Questionnaire (PHQ)-9 at Kingston General Hospital (KGH) Short Form PIA (PPLA)	PE	2019-03-01	Sr. Privacy Specialist	Without the proper terms and conditions in the relevant agreement(s), there is a risk of ambiguity with respect to the roles and responsibilities between Kingston General Hospital (KGH) and CCO regarding handling of personal health information (PHI) collected and used for the purposes of the evaluation component.	CCO should amend the relevant agreement with the KGH to include data that is to be collected and used for the evaluation component.	Group Manager, Person Centred Care	2019-08-01	The relevant Agreement was amended to add the collection and use of PHQ-9 and collection and use of patient and provider evaluation surveys and interviews including the method of transfer.	Closed
2019-GEO VAR-01	Piloting small area geographic variation in relative cancer survival estimates across Ontario Short Form PIA (PPLA)	PE	2019-03-01	Privacy Manager	None	N/A	N/A	N/A	N/A	N/A
2019-INSC YTE-01	Inscyte Data Sharing Agreement Renewal Short Form PIA (PPLA)	PP	2019-03-05	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A

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2019-QME-01	Multi-program quality improvement initiative – prostate cancer Short Form PIA (PPLA)	PE	2019-03-06	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-MRI-01	Magnetic Resonance Imaging (MRI) Appropriateness Exploration Short Form PIA (PPLA)	PE and PR	2019-03-13	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-PRO-SC-01	Implementing Measures for Patient-Reported Outcomes to Verify the Effectiveness of Smoking Cessation Short Form PIA (PPLA)	PE	2019-03-20	Privacy Manager	None	N/A	N/A	N/A	N/A	N/A

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2019-RTP-01	Measures for Access and Quality of Radiation Treatment and Palliative Care Short Form PIA (PPLA)	PE	2019-03-26	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-PCC-CR-01	Chart Review Short Form PIA (PPLA)	PE	2019-03-28	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-CIP-NTP	Cancer Imaging Program, Neuroendocrine Tumors Program Short Form PIA (PPLA)	PE	2019-03-29	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-PDO-RRS-01	Retirement of Manual PD Data from Long-term Care Homes, and Transition to ORRS as Funding Data Source Short Form PIA (PPLA)	PE	2019-03-29	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A

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2019-FITOM-01	Fecal Immunochemical Test (FIT) Operational Monitoring Report Short Form PIA (PPLA)	PE and PP	2019-04-03	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-CCW-01	Complex Case Webinar Short Form PIA (PPLA)	PE	2019-04-10	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-eCTAS-01	The First Three Million Triage in Electronic Canadian Triage and Acuity Scale (eCTAS): A Descriptive Study Short Form PIA (PPLA)	PE	2019-04-11	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-SIIP-01	Current state analysis of the diagnosis and treatment of cancers in Ontario Short Form PIA (PPLA)	PE	2019-04-16	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A

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2019-SSO KVDS P-01	Specialized Services Oversight (SSO) Kyphoplasty and Vertebroplasty Data Submission Portal (DSP) Submission Short Form PIA (PPLA)	PE	2019-04-30	Sr. Privacy Specialist	There is a risk that CCO will retain the data submission portal (DSP) files containing personal health information (PHI) on the H drive for longer than necessary.	It is recommended that the portfolio determine how long the DSP PHI needs to be stored on the H: drive and ensure there is a process for securely destroying the PHI once it is no longer needed.	Senior Specialist, Cancer Imaging	9/1/2019	The Portfolio has documented a retention period for the PHI on the H drive that does not exceed the business need for the PHI.	Closed
2019-SSO KVDS P-02	Specialized Services Oversight (SSO) Kyphoplasty and Vertebroplasty Data Submission Portal (DSP) Submission Short Form PIA (PPLA)	PE	2019-04-30	Sr. Privacy Specialist	There is currently no accountable individual to securely destroy the DSP data from the H: drive after the retention period, resulting in a risk of over-retention by CCO.	It is recommended that the portfolio determine the process for ensuring data is securely destroyed after the retention period and no longer needed.	Senior Specialist, Cancer Imaging	9/1/2019	After the retention period, Senior Specialist, Cancer Imaging has confirmed they will engage CCO's Records & Information Management and Security Services to initiate the destruction process for the data.	Closed

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2019-SDO H-01	Development of a New Indicator of Social Determinants of Health (SDOH) in Ontario Short Form PIA (PPLA)	PE	2019-04-30	Privacy Manager	None	N/A	N/A	N/A	N/A	N/A
2019-AML-01	Manual Data Collection for AML RTT Prospective Analysis Short Form PIA (PPLA)	PE	2019-05-01	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-ISAA COR N-01	Ontario Renal Network, Quality Initiatives Short Form PIA (PPLA)	PE	2019-05-28	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-TPM-01	Transplant performance meeting Short Form PIA (PPLA)	PE	2019-05-29	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A

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2019-YVM-PMH-01	Your Voice Matters (YVM) Direct with Princess Margaret Hospital (PMH) Short Form PIA (PPLA)	PE	2019-06-25	Sr. Privacy Specialist	CCO will be collecting additional elements of personal health information (PHI) from PMH. There is a risk that CCO does not have the contractual authority to collect and use this information.	CCO should enter into an agreement with PMH to reflect CCO's collection of YVM responses.	Group Manager, Engagement & Experience, Person Centered Care	2019-10-31	The Portfolio, in discussion with University Hospital Network (UHN) determined that this project will not move forward.	Closed
2019-HDPL-A-01	Home Dialysis: Program Level Attrition Report Short Form PIA (PPLA)	PE	2019-07-18	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-ORNI-N-01	ORN Indicators Short Form PIA (PPLA)	PE	2019-07-29	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-RSC-SR-01	Regional Survivorship Current State Report Short Form PIA (PPLA)	PE	2019-08-06	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-VWT-01	Vascular Wait Time Data Request and Linkage Short Form PIA (PPLA)	PE	2019-08-14	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A

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2018-HRLC SPIF-01	Lung Cancer Screening Pilot for People at High Risk (HR LCSP) - Incidental Findings Short Form PIA (PPLA)	PE	2019-09-13	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-MSS-01	Malnutrition Symptom Screening Short Form PIA (PPLA)	PE	2019-09-20	Sr. Privacy Specialist	CCO's collection of the personal health information (PHI) in relation to the Patient Generated – Subjective Global Assessment (PG-GSA) tool is not reflected in an agreement between CCO and Grand River Hospital. Without an agreement in place, the roles and responsibilities with respect to CCO's collection, use, disclosure and handling of the PHI is unclear.	CCO should enter into an agreement with Grand River Hospital to reflect the collection of the Medical Record Number; Health Card Number; Date of completion; and Scores of the PG-GSA tool including CCO's legislative authority for collection, use and disclosure.	Legal Counsel, Legal and Privacy Office	12/31/2019	An agreement has been drafted and sent to Grand River Hospital for execution. The agreement is expected to be signed prior to CCO's collection of PHI for this project.	In Progress
2019-MSS-02	Malnutrition Symptom Screening Short Form PIA (PPLA)	PE	2019-09-20	Sr. Privacy Specialist	The current CCO Data Holdings List (Data Asset and Statements of Purpose List) does not reflect CCO's collection of Patient Generated – Subjective Global Assessment (PG-GSA) data. There is a risk that CCO is in non-compliance with its requirements as a Prescribed Entity as described in the Information and Privacy Commissioner of Ontario (IPC) <i>Manual For the Review and Approval of Prescribed Persons and Prescribed Entities</i> .	CCO to update the CCO Data Holdings List to reflect the collection of PG-GSA data for PE purposes.	Sr. Privacy Specialist, Legal and Privacy Office	10/31/2019	CCO is updating the Data Holding list to reflect the collection of PG-SGA.	Closed.

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing/ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
2019-EPIC-ALR-01	EPIC and Activity Level Report Linkage to Calculate Screening Rate Short Form PIA (PPLA)	PE	2019-09-26	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-ORN-CKD-01	Ontario Renal Network Early Chronic Kidney Disease Insights Short Form PIA (PPLA)	PE	2019-09-27	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A
2019-OCR-01	The Ottawa Hospital – Use of EpicCare Portal to Access Hospital Data for Cancer Staging Short Form PIA (PPLA)	PE	2019-10-17	Privacy Manager	The currently executed copies of the Data Sharing Agreement (DSA) letters are not saved and filed with CCO's contract management folder. There is a risk that CCO may inadvertently breach the DSA, if there are not adequate contract records management controls in place.	Team lead, Ontario Cancer Registry (OCR) will save and manage the copy of the DSA letters to CCO's contracts management folder.	Team Lead, Ontario Cancer Registry	2019-08-19	Group Manager, Contract & Funding Management, Regional Program Development, saved the original Collaborative Staging Letters of Agreement in a Contract Management folder on August 28 2019.	Closed

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing/ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
2019-OCR-01	The Ottawa Hospital – Use of EpicCare Portal to Access Hospital Data for Cancer Staging Short Form PIA (PPLA)	PE	2019-10-17	Privacy Manager	There is a risk that the hospitals have access to personal health information (PHI) records through the Secure Socket Layer Portal (the "Portal") for a period longer than needed.	The Patient Lists (containing PHI) should only be retained in the relevant folders on the SSL Portal (the "Portal") for a period 30 days to allow the downloading of a copy of the Patient List. After 30 days, the Patient Lists should be removed from the Portal and saved on CCO's secure drive accessible only to CCO authorized staff.	Team Lead, Ontario Cancer Registry	2020-07-20	This new method of sharing Patient Lists will be implemented immediately for The Ottawa Hospital. Further, CCO is reviewing the decommissioning of the SSL Portal in 2020 and moving towards disclosure through MFT (Managed File Transfer), which removes access automatically after a defined period of time.	In Progress
2019-NUN-01	Nunavut Cancer Registry (NCR)	PE	2019-10-21	Privacy Specialist	There is a risk of unauthorized use or disclosure of personal health information (PHI) because the current agreement with the Government of Nunavut does not address the disclosure of information that CCO holds as a PE to Nunavut.	The agreement between CCO and Government of Nunavut should be amended to include the terms and authority for CCO's disclosure of PHI (related to patients that are residents of Nunavut) to the Government of Nunavut.	Legal Counsel, Legal and Privacy Office	2020-03-31	The agreement between CCO and the Government of Nunavut is being amended to include the authority and related terms for CCO's disclosure of PHI to the Government of Nunavut.	In Progress
2019-MDS AI-01	Screening for Head and Neck Cancer Symptoms – M.D. Anderson Symptom Inventory (MDASI)-Head and Neck Pilot Short Form PIA (PPLA)	PE	2019-10-23	Sr. Privacy Specialist	None	N/A	N/A	N/A	N/A	N/A

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing/ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
2019-ATGA A-01	Anti-Thymocyte Globulin (ATG) for Aplastic Anemia	PE	2019-10-28	Sr. Privacy Specialist	There is a risk that CCO does not have the contractual authority for the collection and use of health information (PHI) from hospitals if the relevant data sharing agreement is not updated to include the collection of ATG data elements.	CCO should update the relevant data sharing agreement to include the collection of ATG data from hospitals	Lead, Specialized Services Oversight	2019-12-01	The agreement amendment has been sent to the relevant hospitals for signing and is expected to be executed prior to CCO's collection of ATG data.	In Progress
2019-ATGA A-01	Anti-Thymocyte Globulin (ATG) for Aplastic Anemia	PE	2019-10-28	Sr. Privacy Specialist	There is a risk of unauthorized use if the ATG data is linked and used with other CCO data holdings without the appropriate authority to do so.	The Specialized Services Oversight (SSO) business team should engage the Legal & Privacy Office (LPO) to review any anticipated linkages of ATG data with other CCO data holdings, prior to the linkages occurring	Lead, Specialized Services Oversight	2020-02-01	SSO business team has acknowledged and agreed to engage the LPO prior to any linkages of personal health information. This engagement is anticipated to occur by February, 2020.	In Progress
2019-BRA C-01	Brachytherapy PIA	PE	2019-11-15	Sr. Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2019-CBC EB-01	Case-by-Case Review Program and Evidence Base Review Program PIA Refresh	PE	2019-11-15	Sr. Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2019-NDFP -01	New Drug Funding Program PIA Refresh	PE	2019-11-15	Sr. Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2019-OOC-01	CCO Out-of-Country PIA Refresh	PE	2019-11-15	Privacy Manager	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing/ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
2019-OCR-01	Ontario Cancer Registry (OCR) PIA Refresh	PE	2020-01-15	Privacy Manager	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2019-OPC-N-CKD-01	Addition of Chronic Kidney Disease (CKD) cohort to Ontario Palliative Care Network (OPCN) Repository Short Form PIA (PPLA)	PE	2019-11-15	Privacy Manager	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2019-AU-01	Analytics University Short Form PIA (PPLA)	PE	2019-11-05	Sr. Privacy Specialist	Under Review/In Progress	Under Review/ In Progress	N/A	N/A	N/A	N/A
2019-HRLU HN-01	High Risk Lung Cancer Screening Pilot (HR LCSP) – University Health Network (UHN) Ethnicity Data Short Form PIA (PPLA)	PE	2020-04-01	Sr. Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing/ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
2019-HRLD AP-01	High Risk Lung Cancer Screening Pilot (HR LCSP) – Diagnostic Assessment Program (DAP) Data Short Form PIA (PPLA)	PE	2020-04-01	Sr. Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2019-ORN YSM2-01	Ontario Renal Network (ORN) Your Symptoms Matters (YSM) Phase 2 Part 2. Short Form PIA (PPLA)	PE	2020-06-01	Sr. Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2019-OOC ORN-01	Out of Country Dialysis – Ontario Renal Network (ORN)	PE	2019-12-15	Sr. Privacy Specialist	Under Review/In Progress	Under Review Progress	N/A	N/A	N/A	N/A
2019-ORRS	Ontario Renal Reporting System (ORRS) – Infection Event Extract Report Short Form PIA (PPLA)	PE	2020-01-01	Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing/ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
2019-CART-01	Chimeric Antigen Receptor (CAR) T-Cell PIA	PE	2019-11-20	Sr. Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2019-PETREF-01	Positron Emission tomography (PET) Program PIA Refresh	PE	2019-12-15	Sr. Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2019-MFTE DW-01	Managed File Transfer (MFT) upload to Enterprise Data Warehouse (EDW) for Specialized Services Oversight (SSO) and Vertoplasty Short Form PIA (PPLA)	PE	2019-11-06	Sr. Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2019-DCC E-01	Queen's Division of Cancer Care and Epidemiology (DCCE) Short Form PIA (PPLA)	PE	2019-12-15	Sr. Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A

Risk ID	Name of Data Holding, Technology, Program, or Initiative Reviewed & Type of Assessment	Authority	Date PIA completed or expected to be completed (YYYY-MM-DD)	Agent completing/ensuring the completion of the PIA	Summary of Risk Description	Summary of Recommendations	Agent(s) responsible for addressing each recommendation	Date recommendation was addressed or expected to be addressed. (YYYY-MM-DD)	The manner each recommendation was or is expected to be addressed	Status
2019-PRW-ES-01	Pancreatic Real World Evaluation Study Short Form PIA (PPLA)	Use of PE data for Research	2019-11-30	Sr. Privacy Specialist	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2019-OPC-NR-01	Ontario Palliative Care Network (OPCN) Rebuild Short Form PIA (PPLA)	PE	2020-03-01	Privacy Manager	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2019-CSC-SS-01	Cultural Safety in Cancer Screening Study Short Form PIA (PPLA)	Use of PE data for Research	2020-01-01	Privacy Manager	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A
2019-CCE-S-01	The Catching Cancer Early Study Short Form PIA (PPLA)	Internal use of PE data for research	2020-01-01	Privacy Manager	Under Review/In Progress	Under Review/In Progress	N/A	N/A	N/A	N/A

Appendix D (2) – Log of PIAs Not Required

Project	Nature of Change & including, a Description of Change to CCO's Data Holdings, Information Systems, Technologies or Programs in relation to PHI	Reason a PIA was not Required
Activity Level Reporting Migration to DSP	<p>A change in technology (transfer method) was implemented to collect PHI by OH (CCO) from MFT to DSP.</p> <p>This project did not include any other changes to OH (CCO)'s data holdings, information systems, technologies or programs in relation to PHI. There was no new collection, use or disclosure of PHI.</p>	No PIA is required as the transfer method (DSP) has already been reviewed by OH (CCO) in a previous privacy assessment with no risks identified.
Total Rewards	This project involved changes to a program that offers discounts to employees. It did not involve the collection, use or disclosure of any PHI or PI.	No PIA is required as there is no change to OH (CCO)'s data holdings, information system, technology or program in relation to PHI.
Siebel Service Request	The project will modify the existing Siebel information system to allow OH (CCO)'s contact centre staff to create a report on service level statistics for calls. The report does not include any PHI or PI.	No PIA is required as there is no change to OH (CCO)'s data holdings, information system, technology or program in relation to PHI.
Medication Safety List	This project involved updating a list of reference medications. It did not involve any PHI or PI.	No PIA is required as there is no change to OH (CCO)'s data holdings, information system, technology or program in relation to PHI.
Delivering Opioid Prescribing Reports through eReports - project did not go-live.	<p>This project involved planning to use OH (CCO)'s existing eReport information system, to facilitate the sharing the Opioid Prescribing reports containing PHI.</p> <p>This project would have included a change to a data holding, information system, technology and program involving PHI.</p>	A PIA was not conducted as this project was cancelled.
Hemodialysis Mobile Teams	The purpose of this project was to provide recommendations on the delivery of hemodialysis care for residents in the long-term settings. No PHI or PI was collected, used or disclosed to provide these recommendations.	No PIA is required as there is no change to OH (CCO)'s data holdings, information system, technology or program in relation to PHI.
Local Health Integration Network (LHIN) capacity assessments	<p>This project included creating an aggregate report from ORRS data. The report did not include small cells or PHI.</p> <p>This project did not include any other use of PHI. The project did not include a change to a data holding, information system, technology and program involving PHI.</p>	The use of ORRS data to create aggregate reports for the purpose of health system planning and management has been reviewed in an existing privacy assessment.

Appendix D (3) – Log of PIAs Reviewed

PIA Reviewed	Description of Amendments
<p>Out of Country/Out of Province PIA, August 2016;</p>	<p>Changes were made to reflect OH(CCO)'s authority to collect, use and disclose PHI for the purposes of determining or verifying eligibility for services in accordance with s. 39(1)(a) of PHIPA.</p> <p>Changes included updates to agreements and forms to ensure HICs are aware of all purposes for which OH (CCO) collects, uses and discloses PHI to support this program.</p>
<p>Case-by-Case Review Program and Evidence Building PIA, November 18, 2011;</p>	<p>Changes were made to reflect OH(CCO)'s authority to collect, use and disclose PHI for the purposes of determining or verifying eligibility for services in accordance with s. 39(1)(a) of PHIPA.</p> <p>Changes included updates to agreements and forms to ensure HICs are aware of all purposes for which OH(CCO) collects, uses and discloses PHI to support this program</p>
<p>PIAs completed on the PET Program, including:</p> <ul style="list-style-type: none"> ● Ontario Positron Emission Tomography (PET) Scan Evident Based (EB-PET) Program PIA, January 2011; ● Ontario Positron Emission Tomography (PET) Scan Evidence-Based (EB-PET) Program: Pediatric PET Registry PIA, November 2013 ● Positron Emission Tomography (PET) – Out of Province (OOP) PIA, January 2017 ● Positron Emission Tomography (PET) Insured Scans PIA, November 2018 	<p>A consolidated PIA was drafted for the PET program that included the content of previous PIAs. All risks identified in the original PIAs were updated to reflect current controls and processes.</p> <p>Changes were made to reflect OH(CCO)'s authority to collect, use and disclose PHI for the purposes of determining or verifying eligibility for services in accordance with s. 39(1)(a) of PHIPA.</p> <p>Changes were made to document updates to agreements and forms to ensure HICs are aware of all purposes for which OH (CCO) collects, uses and discloses PHI to support this program.</p>
<p>PIAs completed on the NDFP Program, including:</p> <ul style="list-style-type: none"> ● New Drug Funding Program (NDFP) e-Claims Solution Project, June 10, 2012 ● New Drug Funding Program, Addendum No. 1, January 31, 2019 	<p>A consolidated PIA was drafted for the NDFP program that included the content of previous PIAs. All risks identified in the original PIAs were updated to reflect current controls and processes.</p> <p>Changes were made to reflect OH(CCO)'s authority to collect, use and disclose PHI for the purposes of determining or verifying eligibility for services in accordance with s. 39(1)(a) of PHIPA.</p> <p>Changes were made to document updates to agreements and forms to ensure HICs are aware of all purposes for which OH (CCO) collects, uses and discloses PHI to support this program.</p>
<p>PIAs completed or relating to the Ontario Cancer Registry, including:</p> <ul style="list-style-type: none"> ● Ontario Cancer Registry Information System (OCRIS) PIA, May 6, 2008 ● Cancer Stage Data Capture PIA, January 20, 2008 ● Enterprise Data Warehouse (EDW) 2007/2008 PIA, January 9, 2008 ● OCRIS EDW Migration, Addendum to EDW 2007/2008 PIA, September 24, 2012 	<p>No amendments have been made to these PIAs. These PIAs have been reviewed as part of the process of conducting a PIA refresh on the Ontario Cancer Registry.</p>

Appendix E – Privacy Audit Log

Audit ID	Nature & Type of the Privacy Audit Conducted	Date that he Privacy Audit was Completed	Agent(s) responsible for completing the Privacy Audit	Recommendations arising from the Privacy Audit	Agent(s) responsible for addressing each Recommendation	Date that each Recommendation was or is expected to be addressed	The manner in which each Recommendation was or is expected to be addressed
IDAR-2016	PHI Access Audit: Review of all CCO uses granted access to PHI located on CCO's secure network drive (H: Drive) and/or IT solution through CCO's Internal Data Access Request (IDAR) Procedure.	January 2, 2017	Legal & Privacy Office	Users who no longer required access to PHI should have their access revoked.	IT Operations and IT Service Management Team	January 15, 2017	Users no longer requiring access to PHI had their access manually decommissioned.
IDAR-2017	PHI Access Audit: Review of all CCO uses granted access to PHI located on CCO's secure network drive (H: Drive) and/or IT solution through CCO's Internal Data Access Request (IDAR) Procedure.	January 2, 2018	Legal & Privacy Office	Users who no longer required access to PHI should have their access revoked.	IT Operations and IT Service Management Team	January 15, 2018	Users no longer requiring access to PHI had their access manually decommissioned.
OPCN-2019	Privacy Audit: The Ontario Palliative Care Network (OPCN) team conducted an audit of disclosed reports containing de-identified and aggregate data to determine if CCO was in compliance by requiring recipients to "not use the de-identified and/or aggregate data, either alone or with other information, to identify an individual. This includes attempting to decrypt information that is encrypted, attempting to identify an individual based on unencrypted information and attempting to identify an individual based on prior knowledge."	November 16, 2018	Operations Manager, Data and Decision Services	None - It was confirmed that the required aggregate/de-identified disclosure language had been appended to all reports. The OPCN team also confirmed that they had practices in place to ensure that all reports produced by the OPCN would include the required language as per the recommendation.	None	None	None
IDAR-2018	PHI Access Audit: Review of all CCO uses granted access to PHI located on CCO's secure network drive (H: Drive) and/or IT solution through CCO's Internal Data Access Request (IDAR) Procedure.	January 2, 2019	Legal & Privacy Office	Users who no longer required access to PHI should have their access revoked.	IT Operations and IT Service Management Team	January 11, 2019	Users no longer requiring access to PHI had their access manually decommissioned.
FIT-2019	PHI Access Audit: Review of all CCO uses granted access to PHI located in the Data Submission Portal File Repository.	March 4, 2019	Product Manager, Product Management	Users who no longer required access to PHI should have their access revoked and Users who only need read access should have their write permissions revoked.	Product Manager, Product Management	March 11, 2019	Access permissions were revoked for agents who no longer required access. Access rights were modified for those who only needed read only access. Additional ongoing audits of the DSP file repository were scheduled.
2018-DDSC	Privacy Audit: Quality assurance (QA) checks of past fulfilled requests from January 2016 to March 2019 for pathology reports or data abstracted from pathology reports. The purpose of	March 31, 2019	EDAS, Research Office, Surveillance & Ontario Cancer Registry (OCR	1) Where there are incomplete datasets, develop plan to extract missing data or reports. 2) Where there is evidence of a	1) EDAS 2) Legal & Privacy Office	1) December 31, 2019 2) April 26, 2019	1) Extraction and disclosure of missing data for QA'ed requests where missing reports were found still in process: 1 request requires

Audit ID	Nature & Type of the Privacy Audit Conducted	Date that he Privacy Audit was Completed	Agent(s) responsible for completing the Privacy Audit	Recommendations arising from the Privacy Audit	Agent(s) responsible for addressing each Recommendation	Date that each Recommendation was or is expected to be addressed	The manner in which each Recommendation was or is expected to be addressed
	the audit was to identify any problems with datasets, potential privacy breaches, or incomplete datasets without any privacy breaches		Team)	suspected breach, report to LPO for formal investigation. 3) Develop 1) a Standard Operating Procedure (SOP) documenting the full required life cycle for a pathology request including a mandatory two-step QA process for pathology requests moving forward; and 2) Guidelines and standards within OCR team outlining standard approach to pathology report identification and abstraction.	3) Enterprise Data Services, OCR Team, CCO Research Office Guidelines and standards: OCR Team	3) December 31, 2019	further extraction as of 9/13/2019; 2 new sets of missing data awaiting disclosure (delay on researcher side). 2) Suspected privacy breaches identified will be escalated to the Legal & Privacy Office, investigated in accordance with CCO's <i>Privacy Breach Management Procedure</i> , and logged in CCO's Privacy Breach Log. 3) EDAS. OCR team, and CCO Research Office have collaborated and developed pathology report disclosure SOPs and guidelines. This includes a mandatory two-step QA process for pathology requests. A schedule will also be created to ensure the SOPs and guidelines are reviewed and updated, as needed, on an ongoing basis.
OPCN-2019	PHI Access Audit: Reviewed of all currently active user accounts that have access to the OPCN Repository environments listed in IDAR were in scope for this audit.	August 14th , 2019	Enterprise Data Services	None	N/A	N/A	N/A
Surv-2018	Privacy Audit: critical review of all statistical tables and figures in biennial report entitled Ontario Cancer Statistics 2018; purpose of the audit was to review both adherence to privacy rules as well as accuracy of statistics	November, 2018	Surveillance & Cancer Registry (Analytics & Informatics)	Audit revealed excel workbook where one cell count was not suppressed. The rate was shared as "0.0". The information was not shared outside of CCO. All affected data tables (both electronic and printed) were recommended for correction and notification to be sent to past recipients of hardcopies.	Surveillance	January 2019	All data tables were corrected to suppress the count. This included downloadable statistical table saved on CCO's surveillance P drive folder and table within online downloadable PDF attached to emails sent to CCO Cancer Leads and members of CCO's CPQI Portfolio. Recipients of printed report (when report released in Jan 2018) were contacted and requested to

Audit ID	Nature & Type of the Privacy Audit Conducted	Date that he Privacy Audit was Completed	Agent(s) responsible for completing the Privacy Audit	Recommendations arising from the Privacy Audit	Agent(s) responsible for addressing each Recommendation	Date that each Recommendation was or is expected to be addressed	The manner in which each Recommendation was or is expected to be addressed
							<p>remove affected page and were provided with replacement page.</p> <p>Further review was then conducted that determined there was no reasonable risk of re-identification.</p>
Various IDs – approximately 65 - 80 calls evaluated	<p>Privacy Audit: Quality Program: Evaluations of incoming and outgoing calls with clients, primary care providers and program partners to ensure agents are providing clients with excellent service while adhering to CCO processes and procedures thus minimizing risk. Calls are randomly selected and twice a year the quality program chooses calls that are logged at Privacy Breaches/Risks to evaluate if the process was followed.</p>	Ongoing	Contact Centre Quality Services Lead	Agents whose calls were identified as not being in compliance with CCO's processes and procedures should review Standard Operating Procedure Privacy Breach, Suspected Privacy Breach & Privacy Risk Management (SOP CC-PB-01) and receive 1:1 coaching on the targeted to address any processes that were not followed to ensure the agent understands the identified issues and what is required of them in their role.	Contact Centre Quality Services Lead	<p>Each evaluation and recommendation is addressed at the end of each month in a coaching session.</p> <p>If an agent causes a privacy breach, the recommendation is addressed the same day or as soon as possible.</p>	Contact Centre Quality Services Lead will identify the Agents whose calls were not in compliance with CCO's contact centre processes and procedures. Identified Agents will be provided with a copy of SOP CC-PB-01 to review and receive 1 on 1 coaching with the Lead to address any issues identified during the quality review.

Appendix F(1) – Privacy Breach Log

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
Prescribed Entity															
Policy Breaches															
1.	10-Jul-17	17-Jul-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	18-Jul-17	Service provider deleted the data from data collection tool.	18-Jul-17	18-Jul-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty ⁶	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
2.	10-May-17	10-May-17	External	Cancellation files sent for support in resolving rejected records	Email Breach: Cancellation file details sent via email. This was a breach of agreement, because the agreement required the data to be submitted using the upload tool.	10-May-17	Email recipients permanently delete the email	10-May-17	10-May-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	Email recipient permanently deleted the email. As per protocol in place by Privacy and Portfolio
3.	10-May-17	10-May-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	10-May-17	Service provider deleted the data from data collection tool.	10-May-17	10-May-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
4.	10-May-17	10-May-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	10-May-17	Service provider deleted the data from data collection tool.	10-May-17	10-May-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
5.	10-May-17	10-May-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	10-May-17	Service provider deleted the data from data collection tool.	10-May-17	10-May-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
6.	10-May-17	12-May-17	External	Upload Error: Cancellation File	Unencrypted Cancellation File Uploaded to MPB. This was a breach of agreement, because the agreement required the file to be encrypted before it was uploaded.	15-May-17	Service provider deleted the data from data collection tool.	15-May-17	15-May-17	Compliance Analyst,	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
7.	10-May-17	12-May-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	15-May-17	Service provider deleted the data from data collection tool.	15-May-17	15-May-17	Compliance Analyst	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
8.	10-May-17	12-May-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	15-May-17	Service provider deleted the data from data collection tool.	15-May-17	15-May-17	Compliance Analyst	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio

⁶ The term "Breach of Agreement by Counterparty" refers to incidents in which the party providing information to CCO did not follow the transfer protocol set out in the applicable agreement. Note: given that pages 66-67 of the IPC Manual stipulates that the definition of a "privacy breach" includes contravention of certain agreements, we have included these incidents in the log even though there was no error by CCO and there was no unauthorized collection, use, or disclosure of PHI.

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
9.	10-May-17	12-May-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	15-May-17	Service provider deleted the data from data collection tool.	15-May-17	15-May-17	Compliance Analyst	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while sending files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
10.	11-Aug-17	15-Aug-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	15-Aug-17	Service provider deleted the data from data collection tool.	16-Aug-17	16-Aug-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
11.	11-Aug-17	15-Aug-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	15-Aug-17	Service provider deleted the data from data collection tool.	16-Aug-17	16-Aug-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
12.	12-Apr-17	12-Apr-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	12-Apr-17	Service provider deleted the data from data collection tool.	12-Apr-17	12-Apr-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
13.	12-Apr-17	12-Apr-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	12-Apr-17	Service provider deleted the data from data collection tool.	12-Apr-17	12-Apr-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
14.	12-Apr-17	12-Apr-17	External	Cancellation files sent for support in resolving rejected records	Email Breach: Cancellation file details sent via email. This was a breach of agreement, because the agreement required the data to be submitted using the upload tool.	12-Apr-17	Email recipients were advised to permanently delete the email	12-Apr-17	12-Apr-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
15.	12-Apr-17	19-Apr-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	20-Apr-17	Service provider deleted the data from data collection tool.	20-Apr-17	20-Apr-17	Senior Business Analyst	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
16.	12-Apr-17	19-Apr-17	External	Cancellation files sent for support in resolving rejected records	Email Breach: Cancellation file details sent via email. This was a breach of agreement, because the agreement required the data to be submitted using the upload tool.	20-Apr-17	Email recipients were advised to permanently delete the email	20-Apr-17	20-Apr-17	Senior Business Analyst	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
17.	12-Apr-17	8-May-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	8-May-17	Service provider deleted the data from data collection tool.	8-May-17	8-May-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
18.	12-Jan-17	12-Jan-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	12-Jan-17	Service provider deleted the data from data collection tool.	12-Jan-17	12-Jan-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
19.	12-Jan-17	12-Jan-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	12-Jan-17	Service provider deleted the data from data collection tool.	12-Jan-17	12-Jan-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
20.	12-Jan-17	16-Jan-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	16-Jan-17	Service provider deleted the data from data collection tool.	26-Jan-16	26-Jan-16	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio,
21.	12-Jan-17	16-Jan-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	16-Jan-17	Service provider deleted the data from data collection tool.	26-Jan-17	26-Jan-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio,
22.	12-Jun-17	12-Jun-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	12-Jun-17	Service provider deleted the data from data collection tool.	12-Jun-17	12-Jun-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
23.	12-Jun-17	12-Jun-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	12-Jun-17	Service provider deleted the data from data collection tool.	12-Jun-17	12-Jun-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
24.	12-Jun-17	16-Jun-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	19-Jun-17	Service provider deleted the data from data collection tool.	20-Jun-17	20-Jun-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
25.	12-Jun-17	16-Jun-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	19-Jun-17	Service provider deleted the data from data collection tool.	20-Jun-17	20-Jun-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
26.	13-Sep-17	15-Sep-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	19-Sep-17	Service provider deleted the data from data collection tool.	19-Sep-17	19-Sep-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
27.	13-Sep-17	15-Sep-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	19-Sep-17	Service provider deleted the data from data collection tool.	19-Sep-17	19-Sep-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
28.	14-Dec-16	14-Dec-16	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	14-Dec-16	Service provider deleted the data from data collection tool.	14-Dec-16	14-Dec-16	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
29.	14-Dec-16	14-Dec-16	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	20-Dec-16	Delete data from McKesson Servers	20-Dec-16	20-Dec-16	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
30.	14-Nov-16	14-Nov-16	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	14-Nov-16	Service provider deleted the data from data collection tool.	14-Nov-16	14-Nov-16	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
31.	14-Nov-16	14-Nov-16	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	30-Nov-16	Service provider deleted the data from data collection tool.	30-Nov-16	30-Nov-16	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
32.	14-Nov-16	14-Nov-16	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	30-Nov-16	Service provider deleted the data from data collection tool.	30-Nov-16	30-Nov-16	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
33.	15-Oct-17	18-Oct-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	23-Oct-17	Service provider deleted the data from data collection tool.	23-Oct-17	23-Oct-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
34.	23-Jun-17	23-Jun-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	23-Jun-17	Service provider deleted the data from data collection tool.	23-Jun-17	23-Jun-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
35.	23-Jun-17	23-Jun-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	23-Jun-17	Service provider deleted the data from data collection tool.	23-Jun-17	23-Jun-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
36.	6-Jul-17	6-Jul-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	6-Jul-17	Service provider deleted the data from data collection tool.	6-Jul-17	6-Jul-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
37.	6-Jul-17	6-Jul-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	6-Jul-17	Service provider deleted the data from data collection tool.	6-Jul-17	6-Jul-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
38.	7-Feb-17	7-Feb-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	7-Feb-17	Service provider deleted the data from data collection tool.	7-Feb-17	7-Feb-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio.
39.	7-Feb-17	7-Feb-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	7-Feb-17	Service provider deleted the data from data collection tool.	7-Feb-17	7-Feb-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio.
40.	7-Feb-17	20-Feb-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	1-Mar-17	Service provider deleted the data from data collection tool.	27-Feb-17	2-Mar-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
41.	7-Feb-17	20-Feb-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	1-Mar-17	Service provider deleted the data from data collection tool.	27-Feb-17	2-Mar-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
42.	7-Mar-17	7-Mar-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	7-Mar-17	Service provider deleted the data from data collection tool.	7-Mar-17	7-Mar-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
43.	7-Mar-17	7-Mar-17	External	Cancellation files sent for support in resolving rejected records	Email Breach: Cancellation file details sent via email. This was a breach of agreement, because the agreement required the data to be submitted using the upload tool.	7-Mar-17	Email recipients were advised to permanently delete the email	7-Mar-17	7-Mar-17	Senior Business Analyst	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while sending files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
44.	9-Mar-17	9-Mar-17	External	Cancellation files sent for support in resolving rejected records	Email Breach: Cancellation file details sent via email. This was a breach of agreement, because the agreement required the data to be submitted using the upload tool.	9-Mar-17	Email recipients were advised to permanently delete the email	9-Mar-17	9-Mar-17	Senior Business Analyst	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while sending files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
45.	9-Mar-17	14-Mar-17	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	14-Mar-17	Service provider deleted the data from data collection tool.	14-Mar-17	14-Mar-17	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
46.	14-Nov-16	14-Nov-16	External	Upload Error: Medical Record Number (MRN)	Unencrypted medical record numbers uploaded by service provider to a data collection tool accessible by CCO. This was a breach of agreement, because the agreement required the MRN to be encrypted before it was uploaded.	14-Nov-16	Service provider deleted the data from data collection tool.	14-Nov-16	14-Nov-16	Senior Business Analyst & Service Provider	Policy	Breach of Agreement by Counterparty	PE	No further recommendations possible. The Portfolio escalates such breaches to the sites and management to ensure future mistakes are minimized while uploading files to CCO's service provider. Procedures are already in place.	As per protocol in place by Privacy and Portfolio
47.	2-Oct-19	2-Oct-19	Internal	Email included patient treatment information.	Email Breach: Email between two OH (CCO) agents contained an attachment with PHI.	3-Oct-19	Email recipients were advised to permanently delete the email and reminded that email is not an acceptable method for sharing PHI.	N/A	7-Oct-19	Senior Privacy Specialist	Policy	PHI sent by email	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
48.	30-Sep-19	30-Sep-19	Internal	Small cells collected for High Risk Lung Cancer Screening Program	Email breach: A report containing small cells was sent via email between OH (CCO) agents.	30-Sep-19	Email recipients were advised to permanently delete the email and reminded that cells of less than 5 must be suppressed.	N/A	30-Sep-19	Senior Privacy Specialist	Policy	PHI sent by email	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
49.	19-Apr-17	25-Apr-17	Internal	First name, last name, HCN and date of birth of one patient	CCO Software Development Services Team uploaded PHI to CCO's Team Foundation Server (TFS) in error. Access to TFS is controlled through IDAR process	25-Apr-17	PHI was deleted after it was identified. Recycling bin cleaned as well so there is no way to restore data.	N/A	25-Apr-17	Senior Privacy Specialist	Policy	PHI sent by email	PE	No further recommendations. OH (CCO) agents who uploaded PHI already reminded not to upload PHI to TFS server	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
50.	21-Nov-16	21-Nov-16	Internal	Fax contained patient's full name, date of birth, HIN, address, name of the referring physician, and clinical information.	Fax breach: PHI was included in a Referral package, sent through CCO's main fax line.	23-Nov-16	Privacy Specialist notified the Portfolio of the breach and purged the electronic copy of the fax from the Legal and Privacy Office mailbox. A hardcopy of the fax was provided to the Portfolio. Portfolio contacted referring primary care provider's office to inform of breach and provide next steps. The referral package was put into a shredder box to be securely destroyed. A follow-up fax was sent to the primary care provider's office to confirm next steps.	N/A	23-Nov-16	Privacy Specialist	Policy	PHI sent by email	PE	No recommendations were made. The fax was sent in error and a similar incident is not expected to re-occur.	N/A
51.	28-Nov-16	28-Nov-16	Internal	Email contained patient chart numbers 2nd breach: Email contained visit facility diagnosis site, sex, referral date, consult date, and other information at the record level for 10-20 records.	1st Email Breach: PHI was accidentally included in an internal email from Senior Developer, Business Intelligence to Senior Analyst, Data Assets and Team Lead, Business Intelligence. The Senior Developer was asking the Senior Analyst to validate an iPort report screenshot generated in the quality assurance environment, and to confirm if the results of an enhancement were displayed correctly, as the Senior Analyst does not have access to the QA environment. 2nd Email Breach: In subsequent exchanges related to this email, a second screenshot containing 10-20 records of identifiable data was sent by the Senior Analyst to the Privacy Specialist and Senior Developer in response to the Privacy Specialist's request to clarify what was in the original report. No PHI was directly requested; the Senior Analyst thought that the screenshot was sufficiently de-identified at the time of sending. Although the first breach did not involve any individuals who were not authorized to view the PHI from iPort, the 2nd breach did.	30-Nov-16	1) Senior Analyst asked Senior Developer and Team Lead to delete the email from all folders in their inbox. Senior Analyst did the same from her inbox. 2) Privacy Specialist asked Senior Analyst and Senior Developer to hard delete the emails containing PHI and confirm once this is done.	N/A	30-Nov-16	Privacy Specialist	Policy	PHI sent by email	PE	In regard to the second breach, it is recommended that the portfolio review CCO's data de-identification guidelines to familiarize themselves with data elements that constitute PHI and the techniques that can be employed to de-identify a data set. A lack of awareness of data de-identification led to insufficient de-identification of PHI which was ultimately included in an email.	The Legal & Privacy Office directed the portfolio to a copy of CCO's data de-identification guidelines on CCO's internal site.
52.	4-Apr-17	4-Apr-17	internal	Patient medical record number and medical info.	Email Breach: Email with attachment containing PHI was sent internally at CCO.	4-Apr-17	The email has been securely deleted by all parties, and a reminder has been provided to the sender to not transfer PHI via email.	N/A	4-Apr-17	Senior Privacy Specialist	Policy	PHI sent by email	PE	No further recommendations were made. The email was sent in error and OH (CCO) agents self-identified the breach.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
53.	4-Nov-16	4-Nov-16	Internal	Approximately 100 records from Wait Times Information System (WTIS).	Email breach: PHI data was sent by Senior Specialist, IT Operations Technical to Lead to WTIS teams when he was attempting to resolve a service request. Recipients were authorized to view the PHI through other means.	4-Nov-16	The two recipients deleted the email from their inbox and deleted items folders. The recipients then emailed the sender to inform him that the email he had sent contained PHI, and instructed him to delete the email from his sent items and deleted items folders. All recipients have permanently deleted the email from both their inboxes and deleted mail folders.	N/A	14-Nov-16	Privacy Specialist	Policy	PHI sent by email	PE	No recommendations were made. The OH (CCO) agents involved recognized their own breach of the policy and self-reported the incident.	N/A
54.	6-Mar-17	7-Mar-17	Internal	Email included patient chart number for 20-30 records.	Email breach: PHI was included in an internal email sent from Analyst, Data Assets to Senior Analyst, Data Assets. The purpose of the email was to ask the Senior Analyst to check the validity of ALR systemic treatment records that have been edited by a hospital to correct a data reporting issue. Both sender and recipient are authorized to access PHI at CCO.	7-Mar-17	Senior Analyst asked Analyst to delete the e-mail from all folders in his inbox (i.e. sent, deleted). Senior Analyst also deleted the email permanently from all folders of her inbox.	N/A	7-Mar-17	Privacy Specialist	Policy	PHI sent by email	PE	No further recommendations were made as the OH (CCO) agents were aware they had accidentally breached CCO's policy and self-reported the incident.	N/A
55.	15-Mar-17	15-Mar-17	Internal	Email contained patient visit information.	Email breach: Senior Specialist, IT Operations was helping with a Wait Times database issue. The issue was resolved but they accidentally sent a screenshot of the modifications made in Wait Times Information System in an email to 13 CCO internal staff.	15-Mar-17	The Senior Specialist deleted the PHI from their inbox and deleted box. He was successful in recalling the email from 4 recipients. All other recipients confirmed that they had purged the email from their mailboxes.	N/A	20-Mar-17	Privacy Specialist	Policy	PHI sent by email.	PE	No recommendations were made. The OH (CCO) agents involved in this incident were aware of the breach of policy and self-reported the incident.	N/A
56.	8-Aug-17	8-Aug-17	Internal	Email contained and Excel file with first and last names for approximately 6,000 individuals from the Ontario Cancer Registry (OCR).	Email Breach: PHI from the OCR was included in an internal email sent by Senior Research Associate, Data Assets to Senior Analyst, Cancer Registry. The rationale for sending this email was to facilitate a data linkage for an approved data request involving pathology reports. Both sender and recipient were authorized to view OCR PHI.	8-Aug-17	Both sender and recipient immediately hard deleted the email from their mailboxes.	N/A	8-Aug-17	Privacy Specialist	Policy	PHI sent by email.	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
57.	11-Jun-18	12-Jun-18	Internal	Patient name, health care number, date of birth and sex.	Email sent internally at CCO contained PHI in contravention with CCO policy.	12-Jun-18	Sender advised that PHI is not to be shared via email and instructed to use folders on CCO's secure H drive. Sender and recipients instructed to delete email from inbox and deleted items folder.	N/A	12-Jun-18	Senior Privacy Specialist	Policy	PHI sent via email	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
58.	11-Sep-18	12-Sep-18	Internal	Email included patient first and last name, health card number, postal code and medical record number.	CCO's Access to Care sent internal email containing an attachment that included PHI.	12-Sep-18	Deletion of email containing PHI from recipients and sender. There were only two recipients and neither opened the attachment containing the PHI. Further containment and notification not required.	N/A	12-Sep-18	Privacy Specialist	Policy	PHI sent via email	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
59.	11-Sep-18	10-Sep-18	Internal	The PHI included genders, ages, and details of kidney disease, including lab values and medications. Approximately 20 records were sent	Email Breach: Email sent to internal staff with Ontario Renal Network containing PHI.	11-Sep-18	Sender and recipients of the email deleted the email from inbox, sent, and deleted items folder. Sender reminded that email is not an appropriate method for sharing PHI internally.	N/A	11-Sep-18	Senior Privacy Specialist	Policy	PHI sent via email	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
60.	12-Jul-18	12-Jul-18	Internal	10 records included patient identifiers, such as health card number and address.	Email Breach: CCO Business Intelligence Team requested sample data from tables in CCO's EDW.	12-Jul-18	OH (CCO) agents deleted email from inbox and deleted items folder to make sure the email was permanently deleted.	N/A	12-Jul-18	Privacy Manager	Policy	PHI sent via email	PE	No recommendation. The OH (CCO) agents were aware of the policy breach and self-reported the incident.	N/A
61.	17-Oct-17	18-Oct-17	Internal	Patient treatment information.	Email Breach: PHI data was accidentally included in a 3-tab excel document transferred from CCO to a Hospital as part of the ABFAB Pilot	18-Oct-17	Excel document was removed from the managed file transfer (MFT). Recipient was advised of the privacy reach and asked to remove delete the document.	18-Oct-17	18-Oct-17	Senior Privacy Specialist	Policy	PHI sent via email	PE	In the future, the portfolio should use a blank excel template for creation of the file each time, rather than starting with the existing tool to refresh it. This will ensure that no old data is left in the tool. It is also recommended that a step be added to manually check each file prior to uploading to MFT.	The two recommendations were added to a written process document.
62.	24-Aug-18	24-Aug-18	Internal	Email included patient demographic and treatment information.	PHI sent internally via email within CCO Ontario Renal Network Analytics.	24-Aug-18	Deletion of email containing PHI by both recipient and sender from inbox, sent, and deleted items folders. OH (CCO) agents were reminded that email is not an acceptable method for sharing PHI.	N/A	28-Aug-18	Senior Privacy Specialist	Policy	PHI sent via email	PE	No additional recommendations were required since the OH (CCO) agents took corrective action as part of the containment measures.	N/A
63.	30-May-18	30-May-18	Internal	Health card number and postal code for approximately 1100 records that relate to patients admitted through Hospital emergency room.	Email Breach: PHI data was included in an email to the Team Lead from another CCO Access to Care Analyst. An Excel-based file was accidentally attached via email instead of providing a link to the H drive.	30-May-18	Upon receipt of the email, the Team Lead deleted the email from their inbox permanently. The Team Lead messaged the sender, and also asked them to delete the email from their sent items and deleted items.	N/A	30-May-18	Senior Privacy Specialist	Policy	PHI sent via email	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
64.	8-Apr-19	8-Apr-19	Internal	Email included health card number and patient mailing addresses.	Email Breach: Email sent internally within access to care team included a Screenshot with PHI. All OH (CCO) agents who received the email had permission to view the PHI sent.	8-Apr-19	All recipients and sender deleted the email containing PHI from inbox, deleted and sent folders. OH (CCO) agents who sent email were reminded not to send PHI via email.	N/A	8-Apr-19	Senior Privacy Specialist	Policy	PHI sent via email	PE	No recommendations were made as this breach was caused by human error rather than a defect in Cancer Care Ontario's practices or procedures.	N/A
65.	9-Feb-18	9-Feb-18	Internal	Record-level dialysis results	Email Breach: Analyst sent Privacy Specialist a PowerPoint slide deck which contained PHI.	9-Feb-18	Privacy Specialist requested the Analyst to permanently delete the 3 slides that contained PHI and to get all recipients of the slides to do the same. Reminded the Analyst that email is not an appropriate method for transferring PHI.	N/A	26-Mar-18	Privacy Specialist	Policy	PHI sent via email	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
66.	17-Apr-19	17-Apr-19	Internal	Patient first and last names	During the Wait Times Information System Release 20 go live, PHI data from our Manage Failure Management (MFM) production database was sent to our conformance MFM database	17-Apr-19	CCO's Product Manager for Wait Times Information System engaged CCO Technology Services to delete the PHI from the MFM database.	N/A	17-Apr-19	Senior Privacy Specialist	Policy	Unsecure Storage	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A.

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67.	20-Apr-18	20-Apr-18	Internal	Date of birth, sex, postal code at time of diagnosis, age at diagnosis	A file containing PHI was located on CCO's P-drive, which is not a secure network drive for storing PHI.	21-Apr-18	The file was moved into a designated spot on the H drive, and delete from the two paths on the P-drive. Staff with access to the P-drive were confirmed to be authorized to view the PHI.	N/A	25-Apr-18	Privacy Specialist	Policy	Unsecure Storage	PE	The portfolio should be reminded that PHI must always be retained on CCO's secure drive in accordance with CCO's privacy and information security policies.	The privacy specialist reminded the portfolio to follow CCO's privacy and security practices and procedures.
68.	1-Mar-18	1-Mar-18	External	Patient names and the observed clinical data elements.	File containing PHI received by CCO prior to execution of a data sharing agreement with a screening site.	20-Mar-18	Lock down of folder containing file and inform all recipients of the breach.	9-Mar-18	20-Mar-18	Senior Privacy Specialist	Policy	Collection without DSA.	PE	Privacy assessment to be completed on HR LCSP 2018/19 activities. HR LCSP Funding Agreement 2018/19 to be amended to include the data that was collected.	A PIA addendum was completed to establish CCO's legal authority for collection, use and disclosure of the data that was collected. HR LCSP Funding Agreement was amended to include the data that was initially collected without an agreement in place.
69.	5-Jan-18	5-Jan-18	Internal	Names, DOB, other information of 1500 individuals Also contained PI of the person working with data such as financial information and employment history, plus PI of their emergency contact	Facilities found unlocked PHI in a cabinet in 505 University Avenue, 16th floor, 1611/1612 enclave.	5-Jan-18	The PHI locked in a secure filing cabinet pending investigation.	N/A	5-Jan-18	Privacy Specialist	Policy Breach	Unsecure storage	PE	Data Assets will no longer work with hardcopy PHI for data entry purposes. Privacy Specialist to securely destroy the PHI and PI once the LPO decides that the data is no longer necessary for breach investigation.	PHI was securely destroyed in accordance with CCO policy.

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
Privacy Breaches															
1.	10-Apr-17	10-Apr-17	External	Email screenshot contained 1 health card number.	Email breach: Email containing PHI was sent to the ORRS Support mailbox by a Hospital. The email contained a screenshot of the ORRS application, showing PHI. The email was sent to ask a question about how to save the record in the screenshot.	10-Apr-17	Specialist deleted email containing PHI from mailbox and deleted item folder. Specialist emailed sender from the Humber River Hospital to advise PHI was received in email to us. Asked client to delete sent email from their 'Sent' folder - later asked to purge the email. Specialist informed ORN Group Manager.	10-Apr-17	10-Apr-17	Privacy Specialist	Privacy	Passive ⁷	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO to troubleshoot an issue.
2.	10-Feb-17	10-Feb-17	External	Patient Name and medical details	Email breach: PHI was received by physician via email which the physician forwarded as an email attachment to OH (CCO) agents in order to advise of an issue and identify action.	10-Feb-17	Upon receipt of this email, Group Manager, specialized services oversight immediately advised others on the email list of this Privacy Breach. All recipients deleted the email from their email and deleted email folders.	10-Feb-17	10-Feb-17	Senior Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO to troubleshoot an issue.
3.	10-Feb-17	13-Feb-17	External	Email contained 3 health card numbers.	Email breach: PHI was sent in an email to the IT Service Desk. The PHI was sent to request technical assistance with Wait Times Information System.	10-Feb-17	Associate, Technical Support, IT Service Management deleted the email from the inbox, deleted items and notified the user of the breach. The sender was asked to delete the email from their sent items and deleted items folders.	10-Feb-17	13-Feb-17	Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO to troubleshoot an issue.
4.	10-Jan-17	12-Jan-17	External	Email contained patient's date of birth, health insurance number, and visit date.	Email Breach: PHI was included in an email received from OBSP site. The email was sent in an effort to delete High Risk Screening Eligibility for Initial Physician Visit.	12-Jan-17	Associate Analyst deleted the email from their inbox and deleted items folders. He emailed the sender, informing them that the email they had sent contained PHI, and instructing them to delete the email from their sent items and deleted items folders. Note that the email that was sent back redacted the original PHI but left patient visit date intact. Associate Analyst edited the ticket and assigned it to the appropriate Group.	1/12/2017	16-Jan-17	Privacy Specialist	Privacy	Passive	PE	Remind the submitter that PHI should not be sent via email. Service Management team should be reminded that, full dates associated with the patient or with the clinical event would be considered immediately identifiable and should be treated as PHI, pursuant to CCO's De-Identification Guidelines.	CCO contacted the sender and reminded them not to send PHI to CCO by email. The Service Management team reviewed the data de-identification guidelines to understand what data elements are considered PHI under CCO's policies.
5.	10-Jan-17	10-Jan-17	External	Fax contained a patient's medical record number, date of birth, health information number, full name and clinical details.	Fax Breach: A fax containing PHI was sent to CCO in error from a health care provider's office.	12-Jan-17	CCO immediately purged the fax from the Legal & Privacy Office inbox and saved in the secure network folder for further investigation. Privacy Specialist contacted the healthcare provider's office to advise them of the breach. The Office acknowledged that the fax was likely sent incorrectly and requested that it be destroyed. Fax was hard deleted from the secure network folder.	1/12/2017	12-Jan-17	Privacy Specialist	Privacy	Passive	PE	No further recommendations were made. The fax was sent in error and a recurrence of the incident is not expected.	N/A
6.	10-Jul-17	10-Jul-17	External	Email contained medical record number	Email breach: CCO Analyst received an email from Hospital which included PHI.	10-Jul-17	Analyst permanently deleted the email from their inbox and deleted items folder. Emailed the sender through a new email asking them to do the same	10-Jul-17	10-Jul-17	Privacy Manager	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO.

⁷ For clarification of what constitutes a "Passive Breach", see Part 1, section (29) of this report.

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7.	10-Jul-18	10-Jul-18	External	Patient name, RCC number, and other patient information at the unique patient-identifier level.	Email Breach: PHI Data was included as an excel file in an email to CCO and some Regional Cancer Program (RCP) colleagues sent from one RCP. This email was sent in an effort to share hospital-level data regarding a cancer system issue. OH (CCO) agents had saved the email and excel spreadsheet in a folder on the CCO P drive, which is not an approved drive for storing PHI.	10-Jul-18	Specialist deleted the email and the Excel spreadsheet from the P drive and notified director and Privacy Office of the breach. Director notified the other email recipients and the sender of this breach and asked them to delete the email from their inbox and deleted items folder. Sender was advised that email is not an appropriate method for sending PHI.	10-Jul-18	11-Jul-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
8.	10-Nov-16	10-Nov-16	External	Health Insurance Numbers (HINs) and other data related to Hospital's Interventional Radiology program. Unclear the extent of records as it was immediately deleted by the recipient before it was reported to the Privacy Office.	Email breach: PHI was included in 2 files attached to an email sent externally from the Hospital to CCO Group Manager, Contract Management, CCO Director, Regional Program Development, and 2 people from Sunnybrook. • CCO Group Manager forwarded the same internally to Senior Specialist, Contract Management and Senior Specialist, Program (Acting), Specialized Services Oversight. Unclear whether all of these individuals would normally have access to this PHI through other channels.	11-Nov-16	Senior Specialist discovered the breach, and replied to the Group Manager's email with a note that there was PHI in the email (did not send the PHI back). Senior Specialist deleted the email from his inbox and deleted items, and told the Group Manager and Senior Specialist, Program to do the same. The Group Manager was out of the office and working remotely on the day of the breach, but deleted the email as soon as she returned to the office Nov 11th. All internal staff have confirmed deletion of the email.	10-Nov-16	14-Nov-16	Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO contact the Hospital to remind them to not email PHI to CCO as this will result in a privacy breach.	The Director emailed the Hospital to inform them that PHI must not be emailed to CCO and requested aggregate data.
9.	10-Oct-17	11-Oct-17	External	Wait list ID and full name for one individual.	Email Breach: PHI was sent by Hospital to CCO. The inbox was visible to multiple access to care staff. The service desk created a service ticket using the PHI information provided in the email. Approximately 200 individuals are able to access the ticket information.	11-Oct-17	Service Specialist emailed the sender, team lead & Integration to permanently delete all the emails from their inboxes. IT Service Desk was asked to remove PHI content from the Access to Care email and ticket	11-Oct-17	11-Oct-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
10.	11-Aug-17	11-Aug-17	External	Email breach: Interim Performance & Quality Management (PQM) Report included indicator "# self-presenters" and reported a cell value of less than 5 for self-presented patients.	One of the pilot site hospitals participating in the Lung Cancer Screening Pilot (HR LCSP) sent CCO (via Screening Inbox email) the HR LCSP Interim PQM Report for July on Aug. 11, 2017, a PQM report consolidating results from all pilot site hospitals, and an associated internal presentation. Each document included a value of less than 5.	24-Aug-17	The pilot hospital site was advised that cell values of less than 5 should not be included in any reports. Recipients were advised to: 1) Securely delete the email with attachment (s); 2) confirm with HR LCSP Senior Analyst that they have deleted the email 3) confirm they have not forwarded the email(s) to anyone else. If this has been forwarded, the same email notification with guidance to delete the email will be sent to these individuals and a confirmation then be sent to HR LCSP Senior Analyst	16-Aug-17	24-Aug-17	Senior Privacy Specialist	Privacy	Passive	PE	Remind Hospital sites not to provide record-level or data with small cell sizes to CCO via email; Ensure all recipients have securely deleted the email; and Continue to monitor similar breaches - if they reoccur, use a different method of transfer.	The pilot hospital sites were reminded not to provide record level data or data with small cell sizes to CCO via email. CCO confirmed that all recipients have securely deleted the email; and CCO is monitoring emails to ensure small cell suppression is occurring.

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
11.	11-Jul-18	11-Jul-18	External	Email included patient name, date of visit, triage data and time among others.	Email Breach: PHI Data was included in an email to multiple recipients including CCO employees, Local Health Integration Network Leads and the Emergency Department Provincial Clinical Lead. The data was sent in an effort to resolve a potential data quality issue.	11-Jul-18	CCO and all recipients deleted the email from their inbox and deleted items folder. CCO emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	11-Jul-18	11-Jul-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
12.	11-Jun-18	12-Jun-18	External	patient name, Health Card Number, Date of Birth, and Sex	PHI Data was included in two email attachments received by CCO from a Hospital. The individual who sent the reports de-identified the first page, but accidentally did not remove this information from a second page of the reports.	12-Jun-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI. Sender was requested to resend de-identified data.	12-Jun-18	12-Jun-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
13.	11-Mar-17	13-Mar-17	External	Patient imaging reports	A physician posted patient images from a Positron Emission Tomography (PET) scan onto a public-facing Google Doc and sent a link to the doc in an email to members of the Cancer Imaging team. The physician is not a treating physician, they are a nuclear medicine physician who reviews Positron Emission Tomography scans. Physician is not OH (CCO) agents.	13-Mar-17	Emails were securely deleted and the physician was advised not to share PHI using Google Docs.	13-Mar-17	14-Mar-17	Senior Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	The PET team informed the physician that 1) Google docs is not a secure method to store and transfer PHI; 2) CCO does not accept any PHI through email or Google Docs; 3) the documentation can be uploaded to the PET e-tool; and 4) is you are sending PHI outside the PET tool, the PET program contact should be advised to arrange an alternate method of transfer.
14.	11-May-18	11-May-18	External	health card number	Email Breach: Renal site forwarded an email to CCO which contained PHI.	11-May-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	11-May-18	27-Jun-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
15.	11-Nov-16	11-Nov-16	External	Patient visit information.	Fax breach: A fax containing PHI was sent to CCO in error from a health care provider's office.	11-Nov-16	Privacy Specialist called the provider's office on Nov 11th, confirmed that the fax was sent in error. Privacy Specialist hard deleted the fax from the Legal & Privacy Office inbox.	11-Nov-16	11-Nov-16	Privacy Specialist	Privacy	Passive	PE	CCO should remind the sender not to send PHI through CCO's main fax line.	Privacy Specialist contacted the sender and reminded them to not send PHI through CCO's main fax line as this will result in a privacy breach.
16.	12-Jan-17	12-Jan-17	External	Patient name and treatment type	Hospital sent PHI (including name of patient) to CCO to resolve an issue with the application status for Out of Country treatment. This type of information should be received by CCO through secure managed file transfer (MFT)	13-Jan-17	The email has been securely deleted and the sender has been reminded not to send CCO PHI via email. Sender acknowledged the reminder.	13-Jan-17	13-Jan-17	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
17.	13-Dec-16	13-Dec-16	External	Fax contains PHI including patient full name, address, DOB, sex and HIN, plus clinical information.	Fax breach: A fax containing PHI was sent to CCO in error from a health care provider's office.	14-Dec-16	Privacy Specialist contacted the office of the provider. Office acknowledged that the fax was sent incorrectly and that it had since been sent to the correct recipient. Fax was deleted from the CCO secure network drive.	14-Dec-16	14-Dec-16	Privacy Specialist	Privacy	Passive	PE	No further recommendations. The fax was sent in error and a reoccurrence is not expected.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
18.	13-Nov-17	14-Nov-17	External	Patient last name, first name, the date when the transplant update was done for the patient, and their TGLN number, and Ontario Renal Reporting System PID from Ontario Renal Reporting System, for 6 records.	Hospital uploaded file containing PHI to Managed File Transfer (MFT) folder. Associate Analyst accessed the portal, saw the unsolicited file, and opened the file.	14-Nov-17	Privacy Specialist requested more information. Information that was circulated by Hospital and a clarification call took place with all the parties that were involved. Associate Analyst and Hospital were advised to delete the PHI. Confirmed PHI was deleted.	14-Nov-17	14-Nov-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
19.	14-Feb-19	14-Feb-19	External	Email included stem cell transplant data	Email Breach: Hospital sent email to CCO which contained PHI.	14-Feb-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	14-Feb-19	14-Feb-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
20.	14-May-18	14-May-18	External	name, date of birth, health card number, treatment modality, transplant referral status, regional renal program/location	Email Breach: Hospital forwarded an email to CCO which contained PHI.	14-May-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	14-May-18	14-May-18	Senior Privacy Specialist	Privacy	Passive	PE	Instruct sender to share PHI through approved secured managed file transfer going forward.	Sender has agreed so use managed file transfer going forward.
21.	14-May-19	14-May-19	External	Email contained patient health card number.	Email Breach: Hospital sent an email containing PHI to CCO to provide additional information of previously submitted data.	14-May-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	14-May-19	14-May-19	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A.
22.	14-May-19	14-May-19	External	Email contained first and last name, health card number, date of birth and address.	Email Breach: Hospital sent an email to CCO requesting assistance with a duplicate record in the Wait Times Information System (WTIS).	14-May-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	14-May-19	14-May-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A.
23.	14-Nov-16	14-Nov-16	External	Patient visit information.	Email breach: PHI data was included in an attachment to an email from the Hospital. The email was sent to the Group Manager, Contract Management at CCO as well as 3 individuals from the Hospital.	14-Nov-16	The CCO Group Manager, Contract Management deleted the email from her inbox and deleted items folder. She notified the sender and the other email recipients from the Hospital that the email sent had contained PHI, and instructed them to delete the email from their email (inbox, sent and deleted folders).	14-Nov-16	23-Nov-16	Privacy Specialist	Privacy	Passive	PE	No further recommendations were made as this incident is not expected to reoccur.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
24.	14-Nov-17	15-Nov-17	External	90 health card numbers	Email Breach: Hospital sent an email to CCO which included PHI. Service Desk created a ticket for the activity which also included PHI	15-Nov-17	Service specialist requested Help desk to permanently delete the email from the Access to Care email inbox & requested the sender & the person cc'd to also permanently delete the email.	15-Nov-17	15-Nov-17	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
25.	14-Nov-17	17-Nov-17	External	Health insurance numbers (HINs), and may have also included contextual information about the surgical procedure and time period in which the procedure was performed.	Email Breach: Hospital sent an email containing PHI to Access to Care to get an explanation related to surgical procedures. Associate dragged and dropped the email into ITServiceDesk to create an IT service Desk ticket. The ticket was assigned to Access to Care team.	15-Nov-17	Access to Care contact who was assigned the ticket detected the PHI and informed the Associate. Associate permanently deleted the email from Access to Care mailbox, ITServiceDesk mailbox & removed the PHI from the ticket	17-Nov-17	17-Nov-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
26.	14-Nov-18	14-Nov-18	External	Email included patient treatment details and health card numbers.	Email breach: Hospital sent email to CCO which contained PHI.	14-Nov-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	14-Nov-18	14-Nov-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
27.	15-Aug-18	15-Aug-18	External	Patient treatment information.	Email Breach: A hospital sent an email containing an attachment that had PHI related to acute leukemia treatments delivered by a hospital.	15-Aug-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	15-Aug-18	15-Aug-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
28.	15-Jul-19	15-Jul-19	External	Email breach: PHI sent via email in an attachment to CCO.	Email Breach: Hospital sent email to CCO containing PHI.	15-Jul-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	15-Jul-19	15-Jul-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A.
29.	15-Jun-18	19-Jun-18	External	Patient name and Medical Record Number	Email Breach: Hospital forwarded an email to CCO which contained PHI.	18-Jun-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	20-Jun-18	20-Jun-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
30.	15-May-17	16-May-17	External	Email attachment contained patient visit information.	Email Breach: Hospital sent email and included PHI in an attachment. The Hospital was sending documents for the Prophylactic Mastectomy High-risk Verification Volumes for Cancer Surgery QBP Funding	16-May-17	Group Manager of Surgical Oncology & MCC, Diagnosis and Treatment sent email back to the sender notifying of the attachment containing PHI and asked everyone on the distribution to permanently delete the email from their inbox and deleted items folder.	16-May-17	16-May-17	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were made.	N/A
31.	15-Nov-16	21-Nov-16	External	Fax breach. Fax contained PI including an unknown identifying number, personal address, fax and telephone number.	Fax breach: A fax containing PHI was sent to CCO in error from a health care provider's office.	22-Nov-16	Privacy Specialist printed a copy of the fax and hard deleted the fax from the LPO inbox. She provided a hard copy of the fax to the intended recipient in person, and notified them that PHI should not be faxed through the main fax line. Recipient indicated that the fax was sent through the main line in error.	22-Nov-16.	22-Nov-16	Privacy Specialist	Privacy	Passive	PE	No recommendations were made. The fax was sent in error and a similar incident is not expected to re-occur.	N/A
32.	16-Aug-18	16-Aug-18	External	Email included patient first and last names, health card number, hospital code and location code.	Email Breach: A hospital sent an email which contained PHI.	16-Aug-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	16-Aug-18	16-Aug-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
33.	16-Dec-16	16-Dec-16	External	Fax contained full name and other PHI.	Fax breach: A fax containing PHI was sent to CCO in error from a health care provider's office.	16-Dec-17	Privacy Specialist could not locate the sender - the fax contained an incomplete number for the sender and the physician's name could not be found in the CPSO directory. Fax was purged from LPO inbox without further action.	N/A - could not locate sender info.	16-Dec-17	Privacy Specialist	Privacy	Passive	PE	No further recommendation possible as the sender could not be contacted and reminded no to fax PHI to CCO.	N/A
34.	16-Feb-17	16-Feb-17	External	Email included patient health information and demographic information.	Email Breach: Email was received by the Specialist, Reimbursement, Drug Reimbursement at CCO from member at the Ministry of Health and included an attachment of a patient Out of Country program application.	16-Feb-17	The CCO Specialist has 1) deleted the email from their inbox and deleted items folder 2) emailed the sender through a new email asking them to delete the email from their sent folder and deleted folder, 3) advised the sender to upload application form via managed file transfer. The sender has 1) deleted the email from their sent and deleted items folder and 2) confirmed they will only send through managed file transfer going forward.	16-Feb-17	16-Feb-17	Privacy Manager	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO to troubleshoot an issue.
35.	16-Feb-18	16-Feb-18	External	Hospital visit information.	Email Breach: Specialist received an email from a member at Ministry of Health which included an attachment of a patient application of the Out of Country program	16-Feb-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	16-Feb-18	16-Feb-18	Privacy Group Manager.	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
36.	16-Jan-18	16-Jan-18	External	Patient information	Post Mail Breach: CCO received mail containing PHI from Hospital	31-Jan-18	CCO destroyed document per Hospital's instructions.	19-Jan-18	31-Jan-18	Privacy Specialist	Privacy	Passive	PE	Hospital should be advising the original sender to follow Hospital's protocol for sending these letters. (via e-claims). Hospital will provide all privacy breach remediation steps taken by Hospital and the dates on which these steps were taken.	CCO followed up with Hospital and confirmed recommendation were addressed.
37.	16-Jan-19	20-Dec-19	External	Email included patient treatment information	Email Breach: Hospital sent an email to CCO containing PHI.	22-Jan-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	22-Jan-19	28-Jan-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
38.	16-Jul-18	16-Jul-18	External	Excel spreadsheet containing patient health card numbers and patient chart numbers related to 4 patients.	Email Breach: Hospital forwarded an email to CCO which contained PHI.	16-Jul-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	16-Jul-18	16-Jul-18	Privacy Manager	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	n/a
39.	16-Nov-16	23-Nov-16	External	Email contained two treatment event files with 2 patient IDs in each file and two screenshots displaying one patient ID in each screenshot.	Email breach: Email containing PHI was sent to a CCO Support mailbox by the Hospital. Individuals who monitor the Support mailbox are authorized to view PHI.	17-Nov-16	Service Specialist deleted email containing PHI from mailbox and the deleted items Folder. The Hospital was asked to delete sent email from their sent folder. Service Specialist deleted email containing PHI from helpdesk ticket received the following day.	16-Nov-16	23-Nov-16	Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO remind the sender that PHI must not be sent to CCO via email as this will result in a privacy breach.	The Helpdesk Service Specialist reminded the sender to not email PHI to CCO when trouble shooting a reporting issues
40.	16-Oct-17	16-Oct-17	External	Name, numeric ID, provider name, age, sex and clinical information.	Post Mail Breach: Mail was sent to CCO by third-party on behalf of BC Cancer Agency and contained PHI.	16-Oct-17	Privacy Specialist contacted the Third-party to advise them that CCO received a letter from them containing PHI. The third-party requested that CCO return the letter to them. Letter was returned to sender.	16-Oct-17	16-Oct-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
41.	17-Feb-17	17-Feb-17	External	Email contained PHI for one person.	Email breach: Hospital staff member emailed a pdf containing PHI to the IT Service Desk. The purpose of the email was to request technical assistance with ORRS	17-Feb-17	Associate, Technical Support, IT Service Management deletes the email from the inbox, deleted items and sent items folders. He notifies the user of the breach and asks them to delete the email from their sent items folder.	17-Feb-17	17-Feb-17	Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO to troubleshoot an issue.
42.	17-Sep-19	17-Sep-19	External	Email contained patient demographic information.	Email Breach: A hospital sent an email to CCO which contained PHI.	17-Sep-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	17-Sep-19	17-Sep-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

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43.	18-Dec-17	19-Dec-17	External	24 diagnosis accession numbers	Email Breach: Hospital sent two separate emails to the OH (CCO) agents and Hospital staff containing PHI.	19-Dec-17	CCO contacted all email recipients and alerted them of the breach and requested them to permanently delete the email from their inbox and deleted items folder. Sender was advised that email sent contained PHI and asked to delete the email from sent and deleted items folders.	19-Dec-17	19-Dec-17	Privacy Manager	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
44.	18-Jan-17	19-Jan-17	External	The PHI included the patient last name with the patient identifier (PID).	SharePoint breach: PHI was included in a Compliance Feedback Tool and uploaded by an external user to the CCO Collaboration Site (SharePoint site) to their own specific upload area. Senior Analyst, Compliance then uploaded the file to the P: drive to review the feedback. The P: drive location was accessible to anyone who had read/write access to the P: drive.	19-Jan-17	The Senior Analyst discovered the breach and removed the files from the P: drive and the submission and recycle boxes of the Collaboration Site. The Senior Analyst confirmed that they were the only person who accessed the file. Others who had access to the folder on the P: drive did not open or copy the file. The original SharePoint file was uploaded to a permissions restricted area. The PHI on the SharePoint site was backed up the night of January 18th. The backup file containing the PHI is encrypted, and will be deleted in February if no actions are taken. EISO was comfortable with allowing the files to expire.	3-Feb-17	3-Feb-17	Privacy Specialist	Privacy	Passive	PE	Notify the original sender that: 1) their file contained PHI and that it should not have been uploaded onto the Collaboration Site, as this is not considered a secure method of storage for PHI and 2) that PIDs are not to be uploaded with any other identifying information. CCO should ensure that all files are double checked prior to downloading them into the P: drive, as the P: drive is not considered a secure location to store PHI.	Portfolio confirmed that they had notified the external SharePoint user of the recommendations, and will reviewing files from SharePoint prior to downloading these to the P: drive.
45.	18-Jan-18	18-Jan-18	External	Patient Name	Email Breach: Service desk received an email potentially containing PHI	19-Jan-18	CCO permanently deleted the email from their inbox and deleted items folder. Sender was advised that email contained PHI and that they should delete the email from their sent and deleted items folders. Sender also advised that email is not a secure method for transferring PHI.	19-Jan-18	19-Jan-18	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
46.	19-Apr-18	19-Apr-18	External	OHIP Number	Email Breach: Hospital sent an email to CCO which contained PHI.	19-Apr-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	19-Apr-18	19-Apr-18	Privacy Manager	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
47.	19-Apr-18	27-Apr-18	External	OHIP number	Email Breach: Hospital sent an email to CCO which contained PHI.	19-Apr-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	19-Apr-18	27-Apr-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
48.	19-Dec-17	19-Dec-17	External	PHI related to PCDM data submission	Email Breach: Senior Analyst received an email from Hospital that contained PHI related to their PCDM data submission	19-Dec-17	CCO permanently deleted the email from their inbox and deleted items folder. Sender was advised that email contained PHI and that they should delete the email from their sent and deleted items folders. Sender also advised that email is not a secure method for transferring PHI.	19-Dec-17	19-Dec-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
49.	19-Jan-17	19-Jan-17	External	Mail contained a lab specimen and patient's date of birth, full name, telephone number, and full address.	Paper mail breach: Paper mail containing PHI was sent to CCO in error by a member of the public.	19-Jan-17	Diagnostic specimen was sent back to the patient by courier, with a letter stating that CCO had received the specimen in error, and that the sender should get in touch with their health care provider for additional information.	10-Feb-17	10-Feb-17	Privacy Specialist	Privacy	Passive	PE	No recommendations were made since future incidents of this nature are not expected to occur.	The sender was directed to not send the specimen to CCO.
50.	19-Jul-17	19-Jul-17	External	Mail contained a clinical document with information related to a single patient, including: name, age, sex, physician name, date of birth, and other clinical information.	Paper Mail Breach: Paper mail containing PHI was delivered to CCO's reception.	25-Jul-17	Letter was provided to the privacy office for investigation because no specific recipient was identified. Privacy Specialist called the sender and explained that the mail included PHI that CCO did not have the authority to see and that CCO would securely destroy the data. Sender did not have any further information about the mail or the purpose for which it was sent, but agreed to reach out to the original sender, to update them and to advise them that more information would be needed by CCO regarding the intended recipient and the purpose of the disclosure if they wished to communicate with CCO.	25-Jul-17	25-Jul-17	Privacy Specialist	Privacy	Passive	PE	No further recommendations were made.	N/A
51.	19-Jul-19	19-Jul-19	External	Email contained patient's name, health card number and chart number in order to clarify treatment claims for the New Drug Funding Program.	Email Breach: Hospital sent email to CCO containing PHI.	19-Jul-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	19-Jul-19	22-Jul-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A.

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
52.	19-Jun-17	20-Jun-17	Internal and External	Email contained 2 attachments with PHI (1) One file had 75 cases, and included: chart number, diagnosis code, intervention code (2) other file had 1,175 cases and included: health card number and chart number	Email Breach: Hospital sent PHI to CCO's Informatics mailbox. Hospital had sent the PHI back to CCO in order to ask a question about a discrepancy between the volumes in the data and the volumes from their own data. Analyst, Data Assets manages the Informatics inbox and forwarded the email to Analytics Technical Lead, Cancer Analytics, without noticing the attachments containing PHI. Analytics Technical Lead forwarded the file to 2 Senior Analysts, Cancer Analytics; and 1 Team Lead, Cancer Analytics. One Senior Analyst noticed the PHI and notified the group, including the Informatics mailbox. All internal recipients were authorized to view the PHI, including the Analyst, Data Assets. Backups for the Informatics Inbox are also authorized to view the PHI.	22-Jun-17	All internal individuals who received the PHI had purged the PHI from their mailboxes. The Analyst asked the original sender not to send PHI via email in the future and reminded the sender of the managed file transfer folder that can be used instead. The Analyst also asked the sender to delete the PHI from their email.	22-Jun-17	7-Jul-17	Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO.
53.	19-Sep-19	19-Sep-19	External	Email contained patient demographic information.	Email Breach: A hospital sent an email to CCO which contained PHI.	19-Sep-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	19-Sep-19	24-Sep-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
54.	1-Apr-19	1-Apr-19	External	Email included patient name, date of birth and date of hospital visit	Email breach: Hospital sent an email to CCO containing PHI when requesting assistance with a record in the Wait Times Information System (WTIS).	1-Apr-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	1-Apr-19	1-Apr-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
55.	1-Aug-18	1-Aug-18	Internal	Email included health card number, first and last name and patient address.	Email breach: CCO Service Desk received an email that contained PHI.	1-Aug-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	1-Aug-18	1-Aug-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
56.	1-Dec-17	1-Dec-17	External	Name, Gender, OHIP, Age, Height, Weight, Postal Code, Medical issues	Email Breach: Hospital Pharmacy Manager sent email to CCO Helpdesk which contained PHI.	1-Dec-17	Helpdesk noticed the PHI and informed the sender & instructed them to permanently delete the email. Helpdesk also created a new ticket without the PHI.	1-Dec-17	1-Dec-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
57.	1-Dec-17	1-Dec-17	External	First Initials, Last name & transplant dates	Email Breach: CCO received an email containing PHI of 3 individuals from Hospital.	1-Dec-17	CCO permanently deleted the email from inbox and deleted items folder. Sender was advised that email contained PHI and asked to delete email from sent and deleted items folder. Sender was advised that email was not a secure method to transfer PHI.	1-Dec-17	1-Dec-17	Privacy Manager	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
58.	1-May-18	1-May-18	External	Name, health card number, date of birth Postal Code, Gender, Race	Email Breach: Hospital forwarded an email to CCO which contained PHI.	1-May-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	1-May-18	1-May-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
59.	20-Dec-16	3-Jan-17	External	Email contained health card number and other health information for an individual in Wait Times Information System.	Email breach: A hospital manager sent PHI to CCO in an attempt to troubleshoot a data quality issue in Wait Times Information System.	29-Dec-16	Email was deleted from CCO Technician's inbox and deleted item's folder. CCO Associate Support Technician, contacted the sender to advise that their email contained PHI. Requested sender delete the email from their mailbox's sent items folder and, if necessary, resend the original information, without PHI.	29-Dec-16	3-Jan-17	Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender, informed them of the breach and reminded them to not email PHI to CCO to troubleshoot an issue.
60.	20-Dec-18	13-Dec-19	External	Email contained patient health card numbers.	Email breach: A hospital sent an email that CCO was cc'd on containing PHI.	20-Dec-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	20-Dec-18	20-Dec-18	Privacy Manager	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
61.	21-Dec-18	15-Dec-19	External	Email included health card numbers	Email Breach: Hospital sent an email to CCO containing PHI.	14-Jan-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	14-Jan-19	14-Jan-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
62.	21-May-18	30-May-18	Internal and External	patient address, name and health services	Email Breach: Hospital forwarded an email to CCO which contained PHI.	21-May-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	21-May-18	30-May-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

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63.	21-Nov-17	21-Nov-17	External	approximately 40-50 records, each of which included Wait Times Information System waitlist entry ID number and health insurance number (HIN),	Email Breach: Hospital sent an email containing PHI to Group Manager & Senior Analyst. Both recipients at CCO are authorized to view the Wait Times Information System PHI.	21-Nov-17	Group Manager emailed the original sender informing them of PHI included in the email and requesting them to permanently delete the email. Both Group Manager & Senior Analyst permanently deleted the email.	21-Nov-17	21-Nov-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
64.	22-Dec-17	22-Dec-17	External	Patient treatment information.	Email Breach: Email sent from Hospital to Access to Care Helpdesk containing PHI.	22-Dec-17	CCO permanently deleted the email from their inbox and deleted items folder. Sender was advised that email contained PHI and that they should delete the email from their sent and deleted items folders. Sender also advised that email is not a secure method for transferring PHI.	22-Dec-17	22-Dec-17	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
65.	22-Dec-17	22-Dec-17	External	Patient treatment information	Email Breach: Hospital sent an email to CCO with an excel attachment which contained PHI	22-Dec-17	CCO permanently deleted the email from their inbox and deleted items folder. Sender was advised that email contained PHI and that they should delete the email from their sent and deleted items folders. Sender also advised that email is not a secure method for transferring PHI.	22-Dec-17	22-Dec-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
66.	22-Feb-17	23-Feb-17	External	Email included health card numbers and medical record numbers for 2 individuals.	Email Breach: Hospital staff member emailed PHI to CCO. The purpose of the email was to request technical assistance with Wait Times Information System. When responding to the sender the OH (CCO) agents member did not remove the PHI from the original email.	23-Feb-17	Associate, Technical Support removed the PHI in the body of the email and deleted copies from the IT Service Desk's inbox, deleted items and sent items. He notified the user of the breach and asked her to delete the email. However, the associate's notification email also contained PHI. After speaking with the Privacy Specialist, the Associate deleted the first notification email from their sent items and deleted items folders, sent a second PHI notification to the user. SCSM Admin and EISO facilitated containment of the PHI in IT Service Desk's systems, including deletion of the associated work record. They concluded that certain PHI may not be removable from the databases, but that the residual risk of unauthorized access to this PHI was low.	23-Feb-17	7-Mar-17	Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO to troubleshoot an issue.

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
67.	22-Jan-17	22-Jan-17	External	Email included the Medical history of patient	Email breach: Physician sent PHI to CCO via email.	23-Jan-17	Email was securely deleted. Portfolio reminded the sender to only send PHI by secure fax or through the Positron Emission Tomography eTool (and not through email or registered mail).	23-Jan-17	23-Jan-17	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures	N/A
68.	22-Jun-17	23-Jun-17	External	Email contained one patient's date of birth	Email breach: Hospital send email containing PHI to CCO helpdesk. The email was sent in an effort to resolve an issue the sender was having with claims.	23-Jun-17	Associate, Technical Support deleted attachment from ticket, deleted email from ticket, and informed the sender of the PHI data that was sent to CCO. The sender was advised that their email contained PHI and asked to delete the email from their sent items and deleted items folder.	23-Jun-17	23-Jun-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
69.	23-Apr-19	23-Apr-19	External	Email contained patient first and last name and health card number.	Email breach: Hospital sent an email to CCO which contained PHI when requesting assistance with a duplicate record in the Wait Times Information System (WTIS).	23-Apr-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	23-Apr-19	23-Apr-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A.
70.	23-Mar-17	23-Mar-17	External	Mail contained patient full name, medical record number, date of birth, gender, and clinical history.	Paper mail breach: Paper mail containing PHI was sent to CCO in error by a physician.	27-Mar-17	Privacy Specialist contacted the physician and confirmed that the PHI went to the appropriate recipients. Privacy Specialist destroyed the hard copy same day.	27-Mar-17	27-Mar-17	Privacy Specialist	Privacy	Passive	PE	No further recommendations were made. The mail was sent in error and a reoccurrence of the incident is not expected.	N/A
71.	23-Mar-17	23-Mar-17	External	Mail contained patient name, health card number, date of birth, and clinical data.	Paper mail breach: Paper mail containing PHI was sent to CCO in error by a hospital.	29-Mar-17	Privacy Specialist contacted the hospital and the mail was returned with a letter communicating that the mail was sent to CCO in error, and that the mailing address appeared to be incorrect. Intended recipient confirmed receipt of the returned mail.	27-Mar-17	11-Apr-17	Privacy Specialist	Privacy	Passive	PE	CCO recommended that the hospital review recipient addresses before sending future emails.	CCO reminded the hospital to verify their mailing list before mail.
72.	23-May-18	23-May-18	External	patient address, name and health services	Email Breach: Hospital forwarded an email to CCO which contained PHI.	23-May-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	23-May-18	23-May-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
73.	23-Nov-16	23-Nov-16	External	Email included patient Medical Record Number for one record, and the date associated with the record.	Email breach: PHI was included in an email sent to CCO from the Hospital. The email was sent in an effort to resolve an issue the sender was having with the output file.	23-Nov-16	Associate Analyst, IT Service Management deleted the email from their inbox and deleted items folders. They emailed the sender, informed them that the email they had sent contained PHI, and instructed them to delete the email from their sent items and deleted items folders. They then edited the ticket to remove PHI and assigned to the appropriate Group.	23-Nov-16	24-Nov-16	Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO remind the sender that PHI must not be sent to CCO via email as this will result in a privacy breach.	The Helpdesk Service Specialist reminded the sender to not email PHI to CCO when trouble shooting a reporting issues

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74.	23-Nov-16	23-Nov-16	External	Fax contained name, date of birth, and other information.	Fax breach. A fax containing PHI was sent to CCO in error from a health care provider's office.	24-Nov-16	Privacy Specialist contacted the office of the provider. Office was not clear why the fax came to CCO and said they would investigate internally. Fax was deleted.	23-Nov-16	24-Nov-16	Privacy Specialist	Privacy	Passive	PE	No further recommendations were made. The fax was sent in error and a reoccurrence of the incident is not expected.	N/A
75.	23-Nov-16	23-Nov-16	External	Fax contains patient first and last name, address, telephone, sex, date of birth, health card number, and clinical information.	Fax breach: A fax containing PHI was sent to CCO in error from a health care provider's office.	23-Nov-16	Telephone number of provider was not available from the fax. Privacy Specialist looked up telephone number on CPSO website using the physician's last name, and contacted the office. Office agreed to double check with the patient as this is the fax number they have on file. Privacy Specialist hard deleted the fax.	23-Nov-16	23-Nov-16	Privacy Specialist	Privacy	Passive	PE	No further recommendations were made. The fax was sent in error and a reoccurrence of the incident is not expected.	N/A
76.	24-Apr-19	24-Apr-19	External	Email contained patients first and last names as well as death date and date of birth.	Email Breach: Hospital sent email to CCO containing PHI.	26-Apr-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	26-Apr-19	26-Apr-19	Privacy Manager	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A.
77.	24-Jul-17	24-Jul-17	External	The mail contained a letter with information related to a single individual, including: name, date of birth, numeric identifier, and the type of pathology report the agency was expecting to find.	Paper mail breach: Paper mail containing PHI was delivered to CCO's reception. The mail was sent in an effort to acquire pathology reports from CCO related to an individual from British Columbia.	25-Jul-17	The letter was provided to the Legal and Privacy Office. Privacy Specialist called the Data Quality and Registry department of the BC Cancer Agency. The department was able to identify the letter using the numeric agency identifier, on the letter. It appeared that Cancer Care Ontario is being included in a list of recipients of requests for pathology reports. Privacy Specialist informed the BC Cancer Agency that CCO is not authorized to collect the PHI from or disclose the PHI to the BC Cancer Agency in this manner; and CCO will be securely destroying the letter. Privacy Specialist further advised BC Cancer Agency that CCO recommends not sending similar requests to CCO going forward, and that the Data Quality and Registry department should consult internally with their own privacy personnel if they have any questions about CCO's inclusion in a mailing list or acquiring data from CCO. Privacy Specialist securely disposed of the PHI.	25-Jul-17	25-Jul-17	Privacy Specialist	Privacy	Passive	PE	No further recommendations were made.	N/A

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78.	24-Mar-17	24-Mar-17	External	File contained chemo medical treatment data	Hospital submitted all 2015/16 gyne sarcoma cases, which were not in scope of the Sarcoma Program. Because these cases are not in scope, CCO does not have reason to collect this data.	26-Apr-17	Hospital was notified that the PH collected was out of scope for the Sarcoma Program. The PHI was securely destroyed by CCO.	26-Apr-17	26-Apr-17	Privacy Manager	Privacy	Passive	PE	It is recommended that CCO remind Hospital to not send PHI that is not required by CCO as this constitutes an unauthorized collection by CCO and is considered a privacy breach.	The Portfolio reminded Hospital to only provide PHI requested by CCO when submitting data related to sarcoma cases.
79.	24-Nov-16	24-Nov-16	External	PHI included the patient's full name, date of birth, health card number, address, name of the referring physician, and clinical information.	Fax breach: PHI was included in a faxed referral package, sent through CCO's main fax line.	30-Nov-16	The Privacy Specialist notified the Portfolio of the breach and purged the electronic copy of the fax from the Legal and Privacy Office mailbox. Hard copy of fax was transferred to the Portfolio for follow up. The Portfolio contacted the referring primary care provider's office to inform of breach and provide next steps. The referral package was put into a shredder box to be securely destroyed. A follow-up fax was sent to the primary care provider's office to confirm next steps.	30-Nov-16	30-Nov-16	Privacy Specialist	Privacy	Passive	PE	It is recommended that the Portfolio contact the primary care provider's office and remind them not to send PHI through CCO's main fax line as this will result in a privacy breach.	The Portfolio contacted the primary care provider's office to provide a reminder to not fax PHI to CCO.
80.	25-Apr-18	25-Apr-18	External	Full name & Telephone number	Email Breach: Hospital forwarded an email to CCO which contained PHI.	25-Apr-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	25-Apr-18	25-Apr-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
81.	25-Jan-19	21-Dec-19	External	Email included the patient's health card number	Email Breach: Hospital sent an email containing PHI to CCO requesting assistance with a record in the Wait Times Information System (WTIS).	25-Jan-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	25-Jan-19	25-Jan-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
82.	25-May-17	26-May-17	External	Email breach. PHI included medical record number, health card number, drug name, and treatment date for approximately 50 records.	PHI data was included in an email sent to the Product Manager, Product Management by an Oncology Patient Information System (OPIS) user. The email was sent by the user to ask a question regarding the ALR submissions.	26-May-17	Product Manager deleted the email containing the PHI from her Inbox and Deleted Items folder. Product Manager informed the original sender to delete the email from their Outlook as well.	26-May-17	29-Jun-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
83.	25-Oct-17	25-Oct-17	External	First and last name, email, phone number, and mailing address for 3 patients.	Email Breach: Hospital sent an email containing PHI of 3 patients to Senior Analyst for the purpose of patient interview recruitment.	25-Oct-17	Senior Analyst sent an email to Hospital sender & recipient informing them that there was PHI included in the email and to delete them permanently from their sent items, deleted items & inbox folder.	25-Oct-17	25-Oct-17	Privacy Specialist	Privacy	Passive	PE	CCO should remind the sender to only send ORN data via a secure method of transfer.	Senior Analyst reminded sender to only transmit patient information to the ORN via secure means (i.e., Tumbleweed) and not via email

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84.	25-Oct-17	25-Oct-17	External	4 files with health card number, patient chart number, procedure date, etc.	Email Breach: Hospital Administrative assistant sent an email to CCO with PHI data included in the attachment	25-Oct-17	CCO permanently deleted the email. Email sent to Assistant advising that email contained PHI and asking sender to delete email from sent and deleted items folders. Sender also advised that email is not an appropriate method for transferring PHI.	25-Oct-17	25-Oct-17	Privacy Manager	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
85.	25-Sep-18	25-Sep-18	External	Email included patient names, postal codes and health card number.	Email breach: Hospital sent an email to CCO's Access to Care Support that contained an attachment with PHI.	25-Sep-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	25-Sep-18	25-Sep-18	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
86.	26-Apr-17	26-Apr-17	External	Email Contained medical information	Email Breach: PHI data was included in an email sent from Hospital Clinical Director.	26-Apr-17	Recipient deleted the email from her inbox, and deleted. Recipient informed the sender that PHI was included in the email sent to CCO.	26-Apr-17	26-Apr-17	Senior Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO to troubleshoot an issue.
87.	26-Jul-17	26-Jul-17	External	Email contained one patient's name and health card number.	Email Breach: Hospital information technology analyst sent email to CCO containing PHI. The email was sent in an effort to resolve an issue the sender was having with re-opening a closed wait list entry for a patient. The Application Analyst cc'd an internal contact at Grey Bruce on the PHI.	26-Jul-17	Analyst, Incident deleted the email from their inbox and deleted items folder. Analyst emailed the sender and the Hospital contact cc'd on the original email, informing them that the email sent contained PHI, and instructing them to delete the email from their "sent items". Analyst sent a follow-up email to the Hospital contact to follow up on the actions.	26-Jul-17	26-Jul-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
88.	26-Mar-18	27-Mar-18	External	Full name, visit date, date of birth, hospital number, account number, and clinical details.	Post Mail Breach: CCO received hardcopy mail from a Hospital containing personal health information.	28-Apr-18	The post mail was sent back to the Hospital. Hospital will investigate further why mail was provided to CCO.	27-Mar-18	10-Apr-18	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
89.	27-Apr-17	27-Apr-17	External	Subject line included health card number.	Email breach: Email containing PHI was sent to CCO Analyst's mailbox from a Hospital. Email notifications to OH (CCO) agents are sent when a patient inquiry is required, however, the email notification must only include an eClaims link or identification number, and not PHI.	27-Apr-17	CCO Analyst deleted email containing PHI from both her inbox and deleted items folder, sent a separate email to the sender advising them that PHI was received in an email, and requested that sender to delete the email containing PHI from their sent and deleted items folders. CCO Analyst reminded sender to only send eClaims link or identification number in an email if a patient inquiry is required, and to not send PHI by email.	27-Apr-17	27-Apr-17	Privacy Manager	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO to troubleshoot an issue.

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
90.	27-Aug-18	27-Aug-18	External	Email included health card number, date of birth, diagnosis, admission date, discharge date, referral, consult, diagnosis and treatment dates, including treatment type and regimen for one patient case.	Email Breach: Hospital sent PHI to CCO in an email in order to resolve an issue with the Acute Leukemia Program.	27-Aug-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	27-Aug-18	27-Aug-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
91.	27-Jun-17	28-Jun-17	External	Email contained patient name and health card number	Email breach: Lab sent an e-mail to CCO to notify of an LRT FOBT error and included PHI in the email.	28-Jun-17	OH (CCO) agents permanently deleted the email from their inbox and deleted items folder. Notified sender that email contained PHI and requested the sender to delete email from sent items and deleted items folder	28-Jun-17	28-Jun-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
92.	27-Sep-17	27-Sep-17	External	Email contained patient name	Email Breach: Email was received by the Analyst, Drug Reimbursement at CCO from Hospital. Hospital staff typically alert OH (CCO) agents via email when a patient inquiry is required by including an eClaims link or ID number in the email, however in this case patient name was included in the thread of conversation.	27-Sep-17	Analyst permanently deleted the email from their mailbox. Emailed the sender through a new email asking them to do the same	27-Sep-17	27-Sep-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
93.	27-Sep-18	27-Sep-18	External	The email included patient's first and last names and was in regards to a drug shortage.	Email Breach: Hospital sent email to CCO which contained PHI.	27-Sep-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	27-Sep-18	27-Sep-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
94.	28-Aug-18	28-Aug-18	External	Email included Medical Record Numbers that were discussed in sarcoma rounds during FY 2017/18 at the hospital.	A hospital sent PHI to CCO. The file was to be aggregate volumes, but PHI was provided in error.	28-Aug-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	28-Aug-18	28-Aug-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
95.	28-Jan-19	22-Dec-19	External	Email contained patient treatment information	Email Breach: Hospital sent PHI via email regarding patient funding for treatment.	28-Jan-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	28-Jan-19	28-Jan-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
96.	28-Jun-17	28-Jun-17	External	Email contained patient name and health insurance number.	Email Breach: Hospital sent CCO PHI via email instead of MFT secure channel	28-Jun-17	Recipient deleted the email from her inbox and deleted items folder. Notified the sender that email contained PHI and asked them to delete email from sent items and deleted items folder.	28-Jun-17	28-Jun-17	Senior Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO.
97.	28-Jun-19	28-Jun-19	External	Email contained a screenshot showing health card number, patient first and last name as well as hospital location	Email Breach: Hospital sent an email to CCO for a support concern containing a screenshot of PHI.	8-Jul-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	8-Jul-19	28-Jun-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A.
98.	28-Mar-17	13-Dec-17	External	Excel File containing visit information for 99 patients.	Hospital contacted CCO to advise that they were able to view PHI in the ISAAC testing environment	14-Dec-17	All patient data has been deleted from the testing environment and access to the environment has been disabled.	13-Dec-17	14-Dec-17	Senior Privacy Specialist	Privacy	Passive	PE	No recommendations. The data was uploaded in error and a reoccurrence of the incident is not expected.	N/A
99.	28-Mar-18	28-Mar-18	Internal	Email contained patient names & patient IDs	Email Breach: PHI data was included in an email to Group Manager Ontario Renal Network Analytic from a senior analyst at Ontario Renal Network Analytics. The email was sent for internal quality control before the report deliverables were provided to all the programs.	28-Mar-18	Manager permanently deleted the email and requested the senior analyst to do the same. Advised analyst that email is not a secure method for transferring PHI.	28-Mar-18	28-Mar-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
100.	28-Mar-19	28-Mar-19	External	Email contained including medical record number, health card number, patient first and last name, data of birth and disease group.	Email Breach: Hospital sent email to CCO containing PHI.	28-Mar-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	28-Mar-19	28-Mar-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A.
101.	28-Sep-17	28-Sep-17	External	Email contained patient name, date of birth, and health insurance number (HIN), for approximately 4-5 patient records.	Email breach: Hospital sent an email containing PHI to the Ontario Renal Reporting System (ORRS) Support mailbox and the ORRS Help desk mailbox.	2-Oct-17	Service Specialist permanently deleted the email containing PHI from their mailbox and from the ORRS support mailbox. Service Specialist emailed sender from the Hospital letting them know that PHI was received in communication to us, and asked the sender to delete sent email from their 'Sent' folder. The sender confirmed deletion of the email. Service Specialist asked ORRS helpdesk to delete the email from their mailbox. Analyst, Incident subsequently confirmed that the email was completely purged from the ORRS helpdesk mailbox.	28-Sep-17	2-Oct-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
102.	29-Apr-19	29-Apr-19	External	Email included patient first and last name and health card number.	Email Breach: Hospital sent an email to CCO which contained PHI when requesting assistance with a duplicate record in the Wait Times Information System (WTIS).	29-Apr-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	29-Apr-19	29-Apr-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A.
103.	29-Jan-18	29-Jan-18	External	Screenshot of the Wait Times Information System including the full name of a patient, date of birth, and health card number.	Email Breach: An email containing PHI was sent from a Hospital to CCO's Access to Care support box.	29-Jan-18	CCO deleted the email from their inbox and deleted items folder. Service Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	29-Jan-18	29-Jan-18	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
104.	29-Jun-17	4-Jul-17	External	Email contained OHIP numbers	Email Breach: Specialized Services program received PHI via email related to SC program to resolve program issue/inquiry	4-Jul-17	Sender informed that their email contained PHI and asked them to delete the email from their Sent folder as well as from their Deleted Items folder. Email deleted securely from CCO inbox and deleted items folder.	4-Jul-17	4-Jul-17	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
105.	29-May-18	29-May-18	Internal	Patient first name, last name, HCN, date ESAS completed, ESAS score, hospital code, location code.	Email Breach: CCO Data Assets sent an email with PHI attached to other OH (CCO) agents, all of whom have permissions to access the PHI. The purpose of the email was to allow recipients to review the file to ensure it was functioning properly.	29-May-18	CCO recipients deleted the email from their inbox and deleted items folder. File as placed in the secure H drive folder for OH (CCO) agents to access in order to conduct their review.	29-May-18	29-May-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
106.	29-Nov-17	29-Nov-17	External	patient's surname, given name, OHIN, chart number, date of birth	Email Breach: Hospital sent email to CCO which contained PHI.	29-Nov-17	Sender was informed the email she sent contained PHI and was instructed to permanently delete the email. CCO permanently delete the email from their inbox and deleted items folder.	29-Nov-17	29-Nov-17	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
107.	29-Nov-18	29-Nov-18	External	Email included patient's full name, and death date	Email breach: Hospital sent email to CCO which contained PHI.	29-Nov-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	29-Nov-18	29-Nov-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
108.	29-Oct-19	29-Oct-19	External	Email contained patient health card number	Email Breach: Hospital sent email to CCO which contained PHI.	7-Nov-19	CCO recipient deleted email and informed sender not to send CCO PHI via email and requested that sender delete email from the sent folder and deleted folder. Another CCO employee copied on the email containing PHI confirmed deletion when they returned to work.	30-Oct-19	30-Oct-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
109.	2-Dec-16	2-Dec-16	External	Email contained 1 patient's Medical Record Number and drug name.	Email breach: PHI was included in an email to CCO helpdesk mailbox by a hospital pharmacist. The email was sent by the user to ask a question regarding the patient. This email was then sent by CCO service desk tier 1 to OPIS support inbox. Internally at CCO, only the OPIS support inbox and the IT Service desk inbox received the email.	2-Dec-16	Product Manager deleted the email containing the PHI and deleted the email from the helpdesk ticket – IR379026. They also informed the user and service desk tier one contact at CCO to delete the email from their Outlook.	2-Dec-16	3-Dec-16	Privacy Specialist	Privacy	Passive	PE	CCO should email the sender and remind them not to send PHI to CCO's by email as this will result in a privacy breach.	CCO contacted the sender and reminded them to not send PHI to CCO' by email as this will result in a privacy breach.
110.	2-Jan-19	14-Dec-19	External	Email included health card numbers	Email Breach: Hospital sent an email to CCO containing PHI.	2-Jan-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	2-Jan-19	2-Jan-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
111.	2-Mar-18	2-Mar-18	External	Name, Gender, OHIP, Age, Height, Weight, Gender, Postal Code	Email Breach: PHI data was included in an email sent by Hospital requesting iPort access. The email was forwarded to Senior Specialist	2-Mar-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	2-Mar-18	2-Mar-18	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
112.	2-Nov-17	2-Nov-17	External	Screenshots of the Ontario Renal Reporting System patient information.	Email Breach: Hospital sent an email to the Ontario Renal Reporting System support mailbox, addressed to Service Specialist for the purposes of correcting an error she was experiencing in ORRS. The email contained PHI in the attachment. Service specialist forwarded the email to 2 Senior Analyst to address the error. Service specialist was not aware of the PHI in the email.	2-Nov-17	Senior Analyst notified Service Specialist that the email contains PHI in the screenshots attached and responded addressing the error. Service Specialist emailed the sender informing them that their email contained PHI and instructed them to permanently delete the email. Service Specialist & both Senior Analyst permanently deleted the email.	2-Nov-17	2-Nov-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
113.	2-Nov-17	2-Nov-17	External	Case file sent via Data Check Tool	Email Breach: Data submission file was sent via email to help answer questions about reporting.	2-Nov-17	Email was deleted on the recipient's end and sender was advised to permanently delete the email and not use email to transfer PHI.	2-Nov-17	2-Nov-17	Senior Business Analyst	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
114.	30-May-17	30-May-17	External	Patient name and treatment type	PHI was included in an email that CCO received from a Buffalo, New York Cancer Institute. The reason for the email was to ask if the patient would be approved to receive a certain treatment.	30-May-17	Sender informed that their email contained PHI and asked them to delete the email from their Sent folder as well as from their Deleted Items folder. Email deleted securely from CCO inbox.	30-May-17	30-May-17	Senior Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO.

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
115.	30-May-18	30-May-18	External	patient chart and OHIP card numbers for 6 individuals	Email Breach: Hospital forwarded an email to CCO which contained PHI. The email was sent to allow CCO to investigate a data submission error.	30-May-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	30-May-18	30-May-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
116.	30-Nov-17	30-Nov-17	External	Medical Record Number, HCN, Surname, First name, Gender, DOB	Email Breach: Hospital sent email to CCO which contained PHI of 20 individuals in the CSV attachment.	30-Nov-17	CCO permanently deleted the email from inbox and deleted items folder. Sender was advised that email contained PHI and asked to delete email from sent and deleted items folder. Sender was advised that email was not a secure method to transfer PHI.	30-Nov-17	30-Nov-17	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
117.	31-Aug-17	31-Aug-17	External	Email breach. The email contained date of birth and ORRS patient identifier (PID) for one patient.	PHI was included in an email to ORRS Help Desk from Hospital. The email was sent in an effort to resolve an issue the sender was having with ORRS.	31-Aug-17	Recipient deleted the email from their inbox and deleted items folders. Contacted the sender to advise that the email sent contained PHI. Sender was asked to delete the email from their sent and deleted items folders.	31-Aug-17	1-Sep-17	Privacy Specialist	Privacy	Passive	PE	CCO should contact the sender and advise them not to end PHI via email as it will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO to troubleshoot an issue.
118.	31-Aug-17	6-Sep-17	Internal and external	Email contained full name, health insurance number (HIN), and procedure date for one individual.	Email Breach: CCO received an email containing PHI from a clinic administrator. The email was sent to address an issue related to exclusion of a duplicate entry. The email was subsequently attached to a CCO Service Desk ticket by an Associate, Technical Support. The Service Desk ticket was assigned to the Senior Analyst, Compliance. The Senior Analyst noticed that the email contained PHI.	8-Sep-17	Senior Analyst informed the original sender of the breach and asked the sender to delete the email from all of their email folders. Senior Analyst then hard deleted the email from her side. Senior Analyst deleted the email attachment and the description that was attached to the ticket created by the CCO Service Desk. Original recipient at the ATC inbox (Associate, Technical Support) confirmed that the ticket no longer contained any PHI. Privacy Specialist confirmed with the Associate, Technical Support that once a ticket was generated from a request in the ATC inbox, the email would have been automatically purged from the ATC inbox.	6-Sep-17	8-Sep-17	Privacy Specialist	Privacy	Passive	PE	Recommend CCO contact the sender and advise them not to end PHI via email as it will result in a privacy breach. Recommended that the Associate, Technical Support review incoming emails for the presence of PHI, prior to generating a Service Desk ticket that includes the email contents.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO to troubleshoot an issue. Service Desk was reminded to review incoming emails for the presence of PHI before generating support ticket.
119.	31-Jan-17	31-Jan-17	External	Mail contained patient's full name, health card number, Medical Record Number, and other information.	Paper mail breach: Paper mail containing PHI was sent to CCO in error by an organization on behalf of a lab.	31-Jan-17	Privacy Specialist called the sender to advise them of the breach. The Privacy Specialist asked the sender to notify the originating lab and let them know that CCO is not the correct recipient for this report; the sender agreed to do this. The Privacy Specialist destroyed the hardcopy PHI on Jan 31.	31-Jan-17	31-Jan-17	Privacy Specialist	Privacy	Passive	PE	No further recommendations were made. The mail was sent in error and a reoccurrence of the incident is not expected.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
120.	3-Apr-18	3-Apr-18	Internal	Patient first and last name	Email Breach: Hospital sent an email to CCO which contained PHI. The email was sent by Hospital in response to a request for a file name.	3-Apr-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	3-Apr-18	3-Apr-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
121.	3-Jan-18	3-Jan-18	External	Patient Medical Record Number/chart numbers	Email Breach: Hospital sent an email to CCO which contained PHI.	3-Jan-18	CCO permanently deleted the email from their inbox and deleted items folder. Sender was advised that email contained PHI and that they should delete the email from their sent and deleted items folders. Sender also advised that email is not a secure method for transferring PHI.	3-Jan-18	3-Jan-18	Privacy Manager	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
122.	4-Oct-17	4-Oct-17	External	Email contained name, date of birth & address	Email breach: PHI was included in an email in an attached voicemail recording sent from a Service Provider to CCO Contact Centre.	4-Oct-17	All recipients of the email permanently deleted the email from their inbox and deleted items folder. Contact Centre sent an email to the service provider advising that the voicemail they sent contained PHI and the email should be permanently deleted. Also instructed that PHI should not be sent via email.	4-Oct-17	4-Oct-17	Privacy Specialist	Privacy	Passive	PE	Service Provider should be reminded that PHI cannot be transferred via email as this will result in a privacy breach.	Service provider was reminded that PHI cannot be sent via email.
123.	4-Sep-19	4-Sep-19	External	Email contained patient demographic information.	Email Breach: A hospital sent PHI data to CCO in an email.	4-Sep-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	4-Sep-19	10-Sep-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
124.	5-Jan-17	5-Jan-17	External	Email Breach: Medical Record Number of one individual	Sender emailed the IT Service Desk requesting technical assistance with OPIS. The email sent contained PHI.	5-Jan-17	Deleted PHI from the email and updated service ticket. Sender was notified that their email contained PHI and asked to delete the email from their sent items folder.	5-Jan-17	5-Jan-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
125.	5-Jan-17	5-Jan-17	External	Email contained 1 Medical Record Number.	Email breach: PHI was sent by the Hospital to the IT Service Desk. The email was sent to request technical assistance with the Oncology Patient Information System (OPIS).	5-Jan-17	Associate Support Technician removed the PHI in the body of the email and deleted copies from the IT Service Desk inbox, deleted items and sent items. He generated a Service Desk ticket with the redacted email message to facilitate troubleshooting and assigned it to the OPIS team. The Associate Support Technician then emailed the original sender notifying them of a PHI breach and requesting the sender delete the email from their sent items folder.	5-Jan-17	6-Jan-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

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126.	5-Jan-17	6-Jan-17	External	Email contained 1 Medical Record Number.	Email breach: PHI was sent to CCO by the Hospital. PHI was contained in a screenshot.	6-Jan-17	The Service Team Lead was made aware of the Medical Record Number in the email. The email was deleted from the Lead's inbox and deleted items folders. The Portfolio informed the sender that their email contained PHI and requested facility delete all copies of the email from both their sent and deleted items folders. Facility confirmed that the email had been deleted from all folders.	6-Jan-17	10-Jan-17	Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO to troubleshoot an issue.
127.	5-Jun-18	5-Jun-18	External	Patient Name, Medical Record Number and Drug information	Email Breach: Hospital forwarded an email to CCO which contained PHI.	5-Jun-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	5-Jun-18	5-Jun-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
128.	5-Jun-18	5-Jun-18	External	patient names	Email Breach: Hospital forwarded an email to CCO which contained PHI.	5-Jun-18	The Technical Support Specialist emailed the Project Leader and instructed him to not send patient names to CCO via email. He also reminded the Project Leader to use Waitlist Entry ID numbers to identify patients rather than emailing patient names. Upon discovery of the breach, the email containing PHI was hard deleted from the ATC inbox and deleted items folders.	5-Jun-18	5-Jun-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
129.	5-Jun-18	5-Jun-18	External	Patient treatment information	PHI was included in an e-mail intended for internal hospital recipients, but the CCO informatics mailbox had also been cc'd. The e-mail was sent by UHN to its internal employees in an effort to correct their errors before resubmitting the data to CCO. The PHI was sent as a csv attachment to the e-mail.	5-Jun-18	CCO discovered the breach and immediately emailed all the recipients and sender of the email asking them to delete the e-mail from their mailboxes. Email was deleted from the informatics mailbox and deleted items folder. CCO received confirmation from Hospital that they had all deleted the e-mail	5-Jun-18	5-Jun-18	Privacy Manager	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
130.	5-Jun-18	7-Jun-18	External	PHI Data sent in an attachment	Email Breach: Hospital forwarded an email to CCO which contained PHI.	25-Jun-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	7-Jun-18	25-Jun-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
131.	5-Nov-18	5-Nov-18	External	Email included health card numbers, date of birth, and postal code	Email breach: Hospital sent PHI via email to CCO.	1-Nov-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	1-Nov-18	9-Nov-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
132.	5-Oct-17	5-Oct-17	External	Email contained patient's name, health card number, OHIN, DOB, and physician	Email breach: In September, a CCO Analyst received an email from a hospital which included PHI. This was reported as a breach and the sender was notified. On October 5 th , an email on the same topic was sent to CCO by a different sender (who was copied on the email from September), also containing PHI. The 2 nd sender was also notified of the breach. It is possible that the second sender wasn't made aware of the original breach in September and brought up the matter again with CCO.	5-Oct-17	The CCO analyst permanently deleted the email from their mailbox and instructed the sender to do the same.	5-Oct-17	5-Oct-17	Privacy Group Manager	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
133.	6-Apr-18	9-Apr-18	External	Patient name, date of birth, health card number, details of the health care provider, and other identifying and clinical information.	Paper mail breach: Mail received from physician which contained PHI.	17-Apr-18	CCO contacted the sending to inquire about letter. Sender advised they believed CCO required the PHI. Confirmed we do not have the authority to collect the PHI and that it should not have been sent. Advised sender that the documents would be securely destroyed.	9-Apr-18	17-Apr-18	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
134.	6-Dec-16	6-Dec-16	External	Fax contained name and detailed clinical information for an individual.	Fax breach: A fax containing PHI was sent to CCO in error from a health care provider's office.	7-Dec-16	Privacy Specialist contacted the sender and confirmed that the fax was intended for the Ontario Renal Network. However after affirming that the addressee on the cover letter is truly not an OH (CCO) agents member and checking internally with the Privacy team, the Privacy Specialist contacted the sender a second time on 12/7/2016. On this call, the office acknowledged that there had been an error and that they had resent the fax correctly to the intended recipient. Privacy Specialist deleted the fax from the secure network drive.	6-Dec-16	7-Dec-16	Privacy Specialist	Privacy	Passive	PE	No further recommendations were made. The fax was sent in error and a reoccurrence of the incident is not expected	N/A
135.	6-Jun-17	6-Jun-17	External	Email contained patient name	Email Breach: The Clinical Liaison received an email from the Ministry of Health with an attachment containing PHI.	7-Jun-17	The Clinical Liaison notified the Legal & Privacy Office of the breach and deleted the email and attachment containing the patient name from her inbox and deleted items folder.	7-Jun-17	7-Jun-17	Senior Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO.

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
136.	6-Jun-18	7-Jun-18	External	3 screen shots of the hospital's data entry information system where a particular patient's data was being entered	Email Breach: Hospital forwarded an email to CCO which contained PHI.	7-Jun-18	CCO Group Manager deleted the email from inbox and cleared the deleted items folder to permanently remove the email. CCO Group Manager emailed the Hospital notifying them that the email contained PHI and instructed them to delete the email from sent folder and deleted items folder, instruct the cc'd recipients to do the same and inform her privacy office. Hospital confirmed with the Group Manager that all recipients have deleted the email and her privacy office has been notified.	7-Jun-18	7-Jun-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
137.	6-Mar-18	6-Mar-18	External	Patient Medical Record Number/chart numbers	Email Breach: Hospital sent an email to CCO with PHI data included	6-Mar-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	6-Mar-18	6-Mar-18	Privacy Manager	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
138.	6-Nov-17	6-Nov-17	External	5 chart numbers, encounter number, and discharge date	Email Breach: Hospital sent email to Regional Programs mailbox on Oct 25, 2017 with and attachment containing PHI. On November 6, 2017, the Hospital had contacted the Regional Programs mailbox again and used the same thread as they initially did on Oct 25, which contained PHI.	6-Nov-17	Regional Programs permanently deleted the email from their inbox and deleted items folder. Sender was advised that email contained PHI and that they should delete the email from their sent and deleted items folders. Sender also advised that email is not a secure method for transferring PHI.	6-Nov-17	6-Nov-17	Privacy Manager	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
139.	7-Feb-18	7-Feb-18	External	Hospital visit information.	Email Breach: Hospital in the United Kingdom sent an email to the Data Request inbox. That email contained PHI of a patient.	7-Feb-18	CCO deleted the email from their inbox and deleted items folder. Service Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	7-Feb-18	7-Feb-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
140.	7-Mar-18	7-Mar-18	External	Health Card Number	Email Breach: Hospital sent an email to CCO's Access to Care support mailbox which included PHI.	7-Mar-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	7-Mar-18	7-Mar-18	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
141.	7-Mar-18	7-Mar-18	External	OHIP card and chart number for 4 individual	Email Breach: Hospital send an email to CCO which included PHI. Recipient was permitted to view PHI, but the PHI should not have been sent via email.	7-Mar-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	7-Mar-18	7-Mar-18	Privacy Specialist	Privacy	Passive	PE	Site was also asked to apply for access to a secure SSL portal which Data Assets team is currently using to exchange PHI level data with external sites.	Hospital has applied for access to the SSL portal.
142.	7-May-19	7-May-19	External	Email contained a first and last name and health card number.	Email Breach: Hospital sent an email to CCO which contained PHI when requesting assistance with a duplicate record in the Wait Times Information System (WTIS).	7-May-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	7-May-19	7-May-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A.
143.	7-Nov-17	7-Nov-17	External	Patient's health card number	Email Breach: Hospital sent email to CCO which contained PHI.	7-Nov-17	CCO permanently deleted the email from their inbox and deleted items folder. Sender was advised that email contained PHI and that they should delete the email from their sent and deleted items folders. Sender also advised that email is not a secure method for transferring PHI.	7-Nov-17	7-Nov-17	Privacy Manager	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
144.	8-Apr-19	8-Apr-19	External	Email contained patient name, date of birth and date of hospital visit	Email breach: Hospital sent an email to CCO containing PHI when requesting assistance with a record in the Wait Times Information System (WTIS).	8-Apr-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	8-Apr-19	8-Apr-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
145.	8-Aug-17	8-Aug-17	External	Email contained fewer than 20 records. Records included Report IDs, name of pathologist, specimen date, and disease site; this information is not uniquely identifying for the patient.	Email Breach: Record-level data was sent by a Hospital to CCO's Informatics mailbox and another person at the Hospital.	8-Aug-17	Analyst monitoring the Informatics mailbox deleted the attachment from their mailbox. Analyst wrote back to the two individuals from the Hospital, explaining that the email included PHI, asking them to delete the email from their mailbox, and asking them not to send CCO emails containing PHI in the future. Upon further investigation it was determined that the contents of the email were de-identified and did not contain PHI.	8-Aug-17	8-Aug-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
146.	8-Aug-18	8-Aug-18	External	Email included health card number, date of treatment, date of admission, treatment type and regimen	Email breach: A hospital sent an email with an attachment including PHI related to acute leukemia treatments at the hospital.	8-Aug-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	8-Aug-18	9-Aug-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
147.	8-Aug-18	8-Aug-18	External	Patient treatment information.	Email Breach: A hospital sent an email which contained PHI.	9-Aug-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	9-Aug-18	8-Aug-18	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
148.	8-Dec-16	8-Dec-16	External	The Excel attachment contained close to 1,500 records PHI included patient chart number, registration date, smoking cessation information, and visit information.	Email breach: PHI was included in an e-mail sent to Specialist, Prevention Program from the Hospital. The e-mail was sent in order to inquire about a difference in numbers within the data file.	8-Dec-16	Specialist deleted the original e-mail with PHI data from her Inbox and deleted items folder. She emailed the sender of the original e-mail to inform them that the e-mail they sent contained PHI and recommended that they delete the e-mail from their sent and deleted Items folders.	8-Dec-16	8-Dec-16	Privacy Specialist	Privacy	Passive	PE	The sender should be contacted and advised that email is not a secure method for transferring PHI and will result in a CCO privacy breach.	Specialist contacted the sender and advised them to refrain from sending PHI information to CCO through e-mail as it is not a secure method of transferring PHI.
149.	8-Jan-19	16-Dec-19	External	Email included health card number	Email Breach: Hospital sent an email to CCO containing PHI.	8-Jan-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	8-Jan-19	8-Jan-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
150.	8-Mar-19	8-Mar-19	External	Email breach: PHI was sent via email, including patient name and stem cell transplant date	PHI was included in an email to the Coordinator, Contract and Funding Management, from a hospital. The email was to resolve an outstanding invoice to CCO for reimbursement.	8-Mar-19	All recipients and sender deleted the email containing PHI from inbox, deleted and sent folders.	8-Mar-19	8-Mar-19	Senior Privacy Specialist	Privacy	Passive	PE	CCO should remind the sender of the email that PHI cannot be sent to CCO via email as this will result in a privacy breach.	CCO reminded the sender that PHI must not be sent to CCO via email.
151.	8-May-17	15-May-17	External	Attachments contained PHI including patient chart and health card numbers for approximately 20 – 40 patient records.	Email breach: PHI was included in a Special Request to resubmit ALR data sent from the Hospital to the CCO Informatics mailbox. There are 3 backups and 1 main contact for the Informatics inbox. Per the main contact, everyone has IDAR access to ALR.	9-May-17	Analyst deleted the e-mail and asked the sender and all of the recipients of the original email (Informatics mail-box) to delete this message from all of their folders as well. Analyst informed original sender that PHI level data should not be sent via email and reminded her to use the secure Gateway Portal for any PHI data exchange in the future regardless of its purpose.	9-May-17	7-Jul-17	Privacy Specialist	Privacy	Passive	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO to troubleshoot an issue.
152.	8-May-19	8-May-19	External	Email contained a first and last name and health card number.	Email Breach: Hospital sent an email to CCO which contained PHI when requesting assistance with a duplicate record in the Wait Times Information System (WTIS).	8-May-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	8-May-19	8-May-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A.

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
153.	8-Nov-17	8-Nov-17	External	Ontario Renal Reporting System (ORRS) Patient ID, where patient received care, and the dates when they received care.	Email Breach: Hospital sent an email containing PHI to ORRS support mailbox.	8-Nov-17	Service Specialist permanently deleted the email from their inbox and deleted items folder. Sender was advised that email contained PHI and that they should delete the email from their sent and deleted items folders. Sender also advised that email is not a secure method for transferring PHI.	8-Nov-17	8-Nov-17	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
154.	8-Oct-19	8-Oct-19	External	Email contained patient demographic information.	Email Breach: A hospital sent an email to CCO which contained PHI.	8-Oct-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	8-Oct-19	8-Oct-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
155.	9-Jan-19	17-Dec-19	External	Email included health card number	Email Breach: Hospital sent an email to CCO containing PHI.	9-Jan-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	9-Jan-19	9-Jan-19	Senior Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
156.	16-Oct-17	3-Nov-17	External	Information about one patient's treatment history.	CCO received an email from Health Information Management - Transcription Services and Health Information Exchange by error. CCO was on the patient's "permanent carbon copy" list in the British Columbia Cancer Agency system. The admission clerk at British Columbia Cancer Agency added CCO because patient was previously treated in Ontario and then moved to British Columbia and transferred their care here. The referral letter indicated "CCO" at the top right of the page, and when the clerk selected CCO from their database, the listing with your address was chosen.	25-Oct-17	The mail was destroyed and the certificate of destruction was sent by email	16-Oct-17	25-Oct-17	Privacy Specialist	Privacy	Passive	PE	No recommendations were made in this case. The breach occurred because a hospital in BC believed they needed to notify CCO that a former resident of Ontario was now receiving treatment in BC after they moved.	N/A
157.	3-Nov-16	3-Nov-16	External	Patient names, clinical dates, and clinical notes for an individual.	Paper mail breach: Hardcopy mail sent from Hospital containing PHI, seemingly in error.	3-Nov-16	Privacy Specialist called Hospital's health records office and confirmed that the hardcopy PHI was sent to CCO in error. Privacy Specialist transferred the PHI in person to the University Health Network's Privacy Officer, who indicated that they would look into the matter.	3-Nov-16	3-Nov-16	Privacy Specialist	Privacy	Passive	PE	No recommendations. This incident was a one-time occurrence.	N/A

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
158.	11-Dec-18	11-Dec-18	External	Email included screenshots with patients' date of birth, first and last names.	Email Breach: CCO's Wait Times Information System Program received screenshots that contained patients' date of birth, date of birth, first and last names.	11-Dec-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	11-Dec-18	11-Dec-18	Privacy Specialist	Privacy	Passive	PE	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
159.	13-Dec-17	13-Dec-17	Internal	Name & Address	PHI data was displayed in a demonstration delivered over Skype videoconference. About 10 lines of PHI were displayed. Some of the participants on the call were not permitted to access the PHI shown.	13-Dec-17	The video conference was not recorded and no copies of the presentation were made. Participants were reminded to not share PHI via Skype.	N/A	13-Dec-17	Privacy Specialist	Privacy	Unauthorized Access	PE	No recommendations were made.	N/A
160.	16-May-17	16-May-17	Internal	Email contained patient full name, OBSP internal client ID and screening appointment dates	Email Breach: Senior Technology Specialist was troubleshooting an e-mail problem for OBSP developer and discovered one of their script outputs contained PHI data. The emails were auto forwarding to another developer and database administrator.	17-May-17	Developers were notified of the breach and requested by technology specialists to amend the script immediately. Auto forward e-mail feature was disabled by the Technology Specialist. The email sent to the developer and database administrator was deleted.	17-May-17	17-May-17	Senior Privacy Specialist	Privacy	Unauthorized Access	PE	Developers should rewrite the script to ensure no additional PHI is going into the automated emails. Privacy to refer issue to EISO to mitigate any outstanding risks from a security perspective.	EISO has mitigated the identified risks. CCO developers have rewritten the script to ensure no PHI is going into automated emails.
161.	9-Jan-18	9-Jan-18	External	2017 Wait Times Information System surgical case data related to a single facility	Team Lead found out based on telephone exchange with a user of iPort Access ("User A") that they were seeing another user ("User B")'s facility's PHI in a subfolder of their MFT folder. User confirmed they did not open the file.	9-Jan-18	The folder containing the PHI was removed.	9-Jan-18	9-Jan-18	Privacy Specialist	Privacy	Unauthorized Disclosure	PE	IT Service Desk to reiterate to relevant analysts to be more careful when working with the contents of the MFT folder, and to double check any transfers. Data Assets to review audit processes and update as necessary.	Recommendations were addressed as outlined in the recommendation column. This was also reviewed as part of a larger iPort and iPort Access end to end review conducted by CCO.
162.	10-Nov-17	6-Mar-18	Internal and External	PHI describing palliative care wait times used to support the Ontario Palliative Care Network (OPCN)	A Hospital Decision Support Analyst found multiple files in the Hospital General Data Book Palliative Care Clinic Visits folder, which she suspected contained PHI from other facilities.	6-Mar-18	Analyst looked up facility numbers to determine the extent of the breach and located 13 files. Analyst deleted all the 13 files from the Hospital's folder.	6-Mar-18	20-Mar-18	Privacy Specialist	Privacy	Unauthorized Disclosure	PE	It is recommended that the safeguards protecting PHI stored in Data Book from unauthorized use and disclosure be reviewed to ensure there are sufficient.	A review of the safeguards protecting PHI stored in Data Book from unauthorized use and disclosure were reviewed.
163.	23-Mar-18	26-Mar-18	External	64 files containing Patient identifiers and clinical information	Third-party contacted the Privacy Office to advise that certain files were discovered on a laptop that had been used by a former employee (the "FE") and because of the file names, they believed these files were related to CCO. The Third-party was aware the FE had previously worked at CCO. The files had been discovered through their standard process of analyzing and cleansing computers of exiting employees. ⁸	23/Mar/18; 16/July/18; 13/Aug/18	23/Mar/18 – third-party laptop was quarantined; 16/July/18 - USB sticks containing PHI were destroyed; 13/Aug/18 – third-party laptop files containing PHI destroyed	25-Jul-18	23-Jul-18	Privacy Specialist / Privacy Group Manager / Legal Counsel / Manager, Data & Analytics	Privacy	Unauthorized Disclosure	PE	(1) Third-party to provide certificate of destruction to CCO confirming all data has been destroyed; (2) disable the use of USB storage devices on CCO computers for employees who have access to PHI; (3) update employee off-boarding procedures; and (4) update privacy & security training.	All recommendations addressed as outlined in the recommendations section. CCO is also in process of procuring a file storage monitoring and user behavior analytics software.

⁸ This breach was reported to the Office of the Information and Privacy Commissioner on July 25, 2018 (IPC Ref # HR18-303)

	Date of the breach	Date breach was identified or suspected	Internal / External	Nature of PHI	Breach Description	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Agent to conduct Investigation	Policy Breach, Privacy Breach, or Suspected Breach?	Breach Type	PE/PP	Recommendations	Manner in which recommendations were addressed
164.	3-Apr-17	3-Apr-17	Internal and External	PHI included patient chart, HIN, disease registration dates and diagnostic codes for over 2,800 records.	Data submission portal breach. Hospital 1 submitted ALR data package containing PHI to the TEST folder of Hospital 2. Upon further investigation it appeared that Hospital 1 incorrectly had administrator-level permissions, allowing them to submit to folders of other facilities. The breach in question took place when Hospital 2 accessed post-submission quality assurance reports, which contained Hospital 1 PHI.	3-Apr-17	CCO contacted Hospital 1 to notify them of Hospital 2's discovery of PHI. CCO then moved the folder containing PHI from Hospital 2's folder to Hospital 1's folder.	3-Apr-17	7-Apr-17	Privacy Specialist	Privacy	Unauthorized Disclosure	PE	CCO should remind Hospital 1 to exercise caution when submitting ALR data CCO should follow up with other submitting facilities to ensure permissions are correct and that this was an isolated incident.	CCO reminded Hospital 1 to exercise caution when submitting ALR data. Access Control team at CCO was engaged to check on the permissions from the ALR submission portal. Only 1 additional user (also from Hospital 1) was identified as having administrator-level permissions, however this user never logged onto their account. Their access has been revoked.
165.	4-Oct-17	4-Oct-17	External	iPort Breach: PHI included health services information	Communication error between CCO and two Authorized Users (the "Users") of iPort with respect to the C1R – Patient Level Reporting – Regional and C1S – Patient Level Reporting – Regional Activity Level Reports ("ALRs"). While supporting User #1 on an unrelated issue, CCO discovered that the User had access to C1R (i.e. access to PHI for patients) across User #1's entire region when they were only entitled to have access to PHI from their own site. User #2 was mistakenly approved for access to both C1R and C1S reports when access was only required for C1R. ⁹	4-Oct-17 and 5-Oct-17	All user access to C1R and C1S reports was suspended on October 4, 2017 while the scope of the breach was being investigated and mitigated.	15-Nov-17	23-Oct-17	Privacy and Data Assets teams	Privacy	Unauthorized Disclosure	PE	It is recommended all Request Forms be reviewed to ensure that Local Registration Agents (LRA) have correctly signed off on all the requests and that access was correctly provisioned by CCO. A review of all business processes and documentation related to the provisioning of iPort users by CCO should be conducted commencing with the appointment of LRAs.	These recommendations were addressed as part of a larger review of iPort and iPort Access which took into account a variety of issues, such as governance, technical controls, and provisioning of access.
166.	8-Jun-18	12-Jun-18	External	Patient demographic information.	PHI data was sent to Hospital through managed file transfer (MFT). File included PHI data for two patients belonging to another facility.	13-Jun-18	Removal of file from MFT. Hospital was asked to delete copies of file from all Hospital systems. Hospital confirmed deletion.	13-Jul-18	13-Jul-18	Senior Privacy Specialist	Privacy	Unauthorized Disclosure	PE	Portfolio to draft procedural document to be reviewed by privacy. Privacy to complete the 2018/19 Risk Mitigation Plans and mitigate open risks.	July 26, 2018 - SOP was completed July 13, 2018 - RMP on ORN PREM was completed
167.	8-Jun-18	25-Jun-18	External	Patient demographic information.	PHI data was sent to Hospital through managed file transfer (MFT). File included PHI data for two patients belonging to another facility	25-Jun-18	Removal of file from MFT. Hospital was asked to delete copies of file from all Hospital systems. Hospital confirmed deletion.	5-Jul-18	25-Jun-18	Senior Privacy Specialist	Privacy	Unauthorized Disclosure	PE	Portfolio to draft procedural document to be reviewed by privacy. Privacy to complete the 2018/19 Risk Mitigation Plans and mitigate open risks.	July 26, 2018 - SOP was completed July 13, 2018 - RMP on ORN PREM was completed
168.	15-Mar-19	15-Mar-19	External	Patient diagnosis and treatment information	An external researcher submitted requested a linkage to CCO administrative data holdings. The data was disclosed in May 2018 (#17-017A). Following the disclosure, the Researcher requested additional data. When fulfilling the amendment request, it came to the analyst's attention that an over disclosure had occurred in May 2018.	8-Apr-19	Researcher was notified of the breach. Researcher destroyed previously disclosed data and provided a Certificate of Destruction. A new disclosure was provided that included the correct data elements.	24-Apr-19	25-Apr-19	Privacy Manager	Privacy breach	Unauthorized Disclosure	PE	No recommendations made. An audit of external research disclosures was already underway at the time of this breach.	N/A

⁹ This breach was reported to the Office of the Information and Privacy Commissioner on November 15, 2017 (IPC Ref # HR17-260).

Suspected Breaches															
1.	21-Dec-16	22-Dec-16	External	The email was suspected to have PHI, but was never opened by the CCO employee who received it.	Email breach: A CCO employee from the DAP team received an email by a regional cancer centre member from Southlake Regional Health Centre requesting a review of data. The e-mail contained a data file that the external member requested be reviewed to provide additional support. The agent suspected that the file may contain PHI and did not open the file to confirm contents. The agent immediately deleted the file.	21-Dec-16	The email was deleted from the receiving party's inbox and deleted folder. The sender was notified not to send PHI to CCO in an email.	12/21/2016	22-Dec-16	Privacy Manager	Suspect	Confirmed not a breach. CCO recipient did not open email attachment.	PE	It is recommended that CCO remind the sender to not email PHI to CCO as this will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO to troubleshoot an issue.
2.	12-Dec-18	12-Dec-19	External	Pathology reports containing patient identifiers such as patient first and last name and diagnostic information.	During audit of CCO disclosures to external researchers, it was discovered that additional pathology data had been placed in a managed file transfer (MFT) folder for disclosure to the research.	17-Dec-18	Contacted the Research to discuss next steps to contain the breach. During the discussion with Researcher confirmed that data was never disclosed. There was a problem with the Researcher's MFT login and she had been unable to access the files.	N/A	19-Dec-18	Privacy Manager	Suspected	Confirmed not a breach. Researcher did not access the file.	PE	No recommendations made. This suspected breach was identified during a disclosure audit.	N/A
3.	22-Sep-17	25-Sep-17	External	Patient treatment information could be inferred by content of the invoice.	LPO received a piece of inter-office mail containing PHI from Facilities. It appeared to be an invoice sent to CCO by a health care facility for Positron Emission Tomography procedures.	25-Sep-17	Review of the correspondence confirmed that letter was intended for CCO Finance Office. LPO provided the letter to Finance	N/A	27-Sep-17	Privacy Specialist	Suspected	Confirmed not a breach. Letter was intended for CCO.	PE	No recommendations made.	N/A
4.	17-Jan-18	17-Jan-18	Internal	Patient clinical data	OH (CCO) agents contacted the Privacy Office with concerns that PHI was being used in a CCO testing environment	17-Jan-18	The Privacy Office investigated the matter and confirmed that the data in the testing environment was fabricated and did not constitute PHI.	N/A	17-Jan-18	Privacy Specialist	Suspected	Confirmed Not a Breach. Confirmed testing environment was using fabricated data.	PE	No recommendations made	N/A
5.	19-Apr-18	19-Apr-18	External	Medical condition, personal email address and mailing address. The letter also contains some information which may be fictional or may relate to a person involved in a complaint about dialysis programs.	Post Mail Breach: Mail containing PHI was received by CCO from a local health integration network. The name of the intended recipient is not in CCO's Active Directory. The mail	3-May-18	The letter was given to Vice President of the Ontario Renal Network who contacted the sender to verify the correct recipient within CCO.	19-Apr-18	3-May-18	Privacy Specialist	Suspected	Confirmed not a breach. Letter was intended for CCO.	PE	No recommendations made.	N/A
6.	19-Jan-18	19-Jan-18	External	Patient clinical data.	Post Mail Breach: CCO received mail from Hospital containing PHI	19-Jan-18	Privacy Office identified the CCO Portfolio intended to receive the mail. Mail was provided to the Portfolio for follow up.	N/A	19-Jan-18	Privacy Specialist	Suspected	Confirmed not a breach. Letter was intended for CCO.	PE	No additional recommendations were required.	N/A
7.	24-Jan-18	25-Jan-18	External	Patient treatment data.	Hospital Local Registration Authority (LRA) for Data Book requested for 2 additional users from that hospital to get access to the Data Book. While provisioning access it was discovered that one existing user had 2 numeric facility codes associated with their access. One code was associated with the user's own employer, and the other was associated with a second Hospital.	25-Jan-18	The user in question was contacted regarding having 2 numeric facility codes. She wasn't aware that she even had access to Data Book and confirmed that she never worked with the second hospital. Access Control & Network Security confirmed that she never logged in and revoked her access from LH.	N/A	25-Jan-18	Privacy Specialist	Suspected	Confirmed Not a Breach. User never accessed PHI.	PE	No additional recommendations were required.	N/A
8.	25-Jan-18	25-Jan-18	Internal	De-identified Data	Suspected PHI data was included in the screenshots in an email to CCO Analytics Staff from a CCO Data Assets Analyst. The email was sent in an effort to resolve an issue the sender was having with submitting data for the Analytics Exploratory Analysis Project.	25-Jan-18	Review of the data included in the screenshot confirmed that the data was de-identified and did not constitute PHI. However, email recipients were asked to delete emails and educated on CCO policy regarding communicating PHI.	N/A	25-Jan-18	Privacy Manager	Suspected	Confirmed not a breach. Data included in screenshot did not constitute PHI.	PE	No additional recommendations were required.	N/A

9.	29-Jun-18	29-Jun-18	External	Patient level data and reporting for various CCO programs.	Through a Data Assets review, it was identified that when LRAs request access for approved hospital users to one subfolder within the hospital site's Secure Sockets Layer (SSL) folder, the authorized user is actually granted access to multiple subfolders within that site's SSL folder. This is as a result of the way the security groups were set up for SSL historically and it is difficult to reconfigure the security groups from a technical perspective. Approved users only have access to their own hospital's data, and not to data from other hospitals.	15-Jul-18	To address legacy issues, efforts are underway to delete old folders stored in SSL Portal so they are no longer available to users: (a) Data Assets implemented an interim process which requires that every new LRA request be reviewed by a designated data steward who validates the request and ensures that access is limited to the appropriate folders. In a small number of cases, access may still need to be granted to multiple folders due to the lack of folder segregation in SSL Portal. (b) These LRA requests along with details of access granted are also being logged by the Data Assets team for better visibility and control.	N/A	10-Dec-18	LPO, Data Assets	Suspected	Confirmed not a breach. Following investigation, no evidence that the information in the folders at issue was accessed inappropriately.	PE	Recommended that outdated folders be deleted and upon decommissioning of SSL in April 2020 all the active files be migrated to a managed file transfer (MFT). In addition a protocol should be implemented to monitor account activity with a goal to deactivate dormant accounts after 12 months of inactivity.	Recommendations were addressed as outlined in recommendation column.
10.	7-Mar-17	7-Mar-17	Internal	PHI submitted from hospital sites.	When setting up access to the managed file transfer (MFT) for the prophylactic mastectomy program, access for a CCO analyst was provided to the wrong hospital folders.	8-Mar-18	Access to the incorrect folder was revoked for the CCO analyst. It was also confirmed that new data had been submitted via MFT as this was a new program.	N/A	8-Mar-18	Privacy Specialist	Suspected	Confirmed not a breach. No PHI had been submitted through MFT.	PE	Help desk should review all site folders and their assigned MFT users to ensure that access has been appropriately provisioned.	CCO helpdesk has reviewed all folder access and confirmed that access provided is appropriate.
11.	17-Jan-18	17-Jan-18	Internal	Identifiable medical images	USB key was found in Picture Archiving Communication System (PACS) room on the 18th floor of 505 University Avenue. Special software is required to view the images.	22-Jan-18	USB key was locked in a cabinet. CCO does not have the software to view images and it was not confirmed that PHI was on the USB key.	N/A	26-Jan-18	Privacy Manager	Suspected	Unauthorized Access	PE	The USB key should be securely destroyed.	The USB key was securely destroyed.

Prescribed Person															
Policy Breach															
1.	29-Aug-17	21-Sep-17	Internal	No PHI was included, however there were sufficient quasi-identifiers that the conversation posed a risk of identifying the client, which would have resulted in a policy breach.	Contact Centre Agent sent over information related to a Contact Centre privacy risk to Privacy Specialist via email. Up until this point, a conversation had been taking place related to the privacy risk and whether to classify it as a risk or suspected breach in InScreen. In order to describe the privacy risk, the Contact Centre Agent included partial street address of the client. This email was not reviewed in detail by the Privacy Specialist until approximately 3 weeks later. When the Privacy Specialist finally reviewed the email, she saw that the email contained partial street address of the client. Taking into account the quasi-identifying information in the rest of the conversation, she determined that the email posed a privacy breach. Both the Privacy Specialist and the Contact Centre Agent were authorized to view the client's personal health information (PHI) in InScreen.	22-Sep-17	Privacy Specialist saw that the email contained partial street address of the client. Out of an abundance of caution she had deleted the email from her mailbox and saved a copy in the H: drive for further review. Privacy Specialist contacted the Contact Centre Agent to ask her to hard delete the email time stamped 8/29/2017 11:11 a.m. and all threads containing the email. Contact Centre Agent confirmed that this was done.	N/A	22-Sep-17	Privacy Specialist	Policy	PHI sent by email	PP	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
2.	6-Dec-16	6-Dec-16	Internal	Patient first name and surname, health card number, and diagnostic information	PHI was included in a word attachment to a CCO Team Foundation Server (TFS). The attachment was included in the defect file in order to help provide context of the issue identified during UAT testing. The attachment included only one screenshot with PHI for one particular client.	6-Dec-16	The attachment containing PHI was removed from the TFS environment and deleted. The attachment was deleted from the analyst's M-drive and recycle bin	N/A	6-Dec-16	Senior Privacy Specialist	Policy	Unsecure Storage	PP	At the time of containment, the Legal & Privacy Office reminded the project teams that PHI cannot be retained on a TFS. Any screenshots required to troubleshoot defect files must be retained on CCO's secure drive for PHI.	The Project team was reminded that PHI cannot be retained on a TFS and must be retained on a CCO's secure network drive.
Privacy Breach															
1.	10-May-17	11-May-17	External	Email included name and date of birth for a single individual.	Email Breach: The Screening Inbox received an email containing a client's name and date of birth from a Cancer Screening site.	11-May-17	Specialist, Program Operations confirmed that the email had been deleted from the Screening inbox and the deleted items folder. Screening has sent a separate email to the screening site asking them to delete the email from their Sent folder as well as the "Deleted Items" folder.	11-May-17	11-May-17	Senior Privacy Specialist	Privacy	Passive	PP	To prevent future breaches from occurring, OH (CCO) agents will remind the Regional Cancer Programs not to email PHI to CCO. OH (CCO) agents will ask the Regional Cancer Programs to call CCO first to discuss PHI and alternative secure method of transfer can be arranged.	CCO raised the recommendations with the Regional Cancer Programs during a scheduled teleconference.
2.	13-Nov-18	13-Nov-18	External	Email included patient name and Ontario Breast Screening Program (OBSP) status.	Email breach: CCO received an email from the Ministry of Health that contained PHI	12-Dec-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	12-Dec-18	12-Dec-18	Privacy Specialist	Privacy	Passive	PP	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
3.	14-Feb-19	14-Feb-19	External	Email included patient full name and date of birth	Email Breach: An Ontario Breast Screening Program high risk patient submitted an inquiry with an attachment that included PHI.	14-Feb-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	14-Feb-19	14-Feb-19	Privacy Manager	Privacy	Passive	PP	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

4.	14-Jun-18	18-Jun-18	External	Patient first and last name	An external sender submitted an inquiry to the Screening email inbox which included patient names from the OBSP site.	18-Jun-18	CCO deleted the email from the inbox, as well as the deleted items folder. CCO reached out to the individual who sent the email do advise them of CCO's Privacy Policy and ask them to delete the email.	18-Jun-18	18-Jun-18	Privacy Manager	Privacy	Passive	PP	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
5.	14-Mar-18	15-Mar-18	External	Patient's medical record number, date of birth, and telephone number.	Email Breach: Hospital sent an email to CCO's Access to Care support mailbox which included PHI.	15-Mar-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	15-Mar-18	15-Mar-18	Senior Privacy Specialist	Privacy	Passive	PP	Hospital was advised to only provide unique patient identifier when sending information to CCO.	Hospital agreed to only include unique identifier going forward.
6.	14-Sep-18	14-Sep-18	External	Email contained patient name.	Email Breach: Family health team sent email to CCO which contained PHI.	14-Sep-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	14-Sep-18	14-Sep-18	Privacy Manager	Privacy	Passive	PP	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
7.	19-May-17	19-May-17	External	Email contained patient date of birth and 2 screening test accession numbers	Email Breach: CCO's Manager of Lab Services received an email containing PHI from lab.	19-May-17	The Senior Analyst, Compliance, deleted the email from her Outlook Inbox and deleted items folder. She informed the lab of the breach and had them delete the email containing the PHI from their Outlook folders. She also reminded the lab that PHI must not be sent to CCO via email. The lab manager acknowledged receipt and will comply going forward.	19-May-17	19-May-17	Senior Privacy Specialist	Privacy	Passive	PP	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
8.	20-Aug-19	20-Aug-19	External	Email contained patient demographic information.	Email Breach: A hospital sent an email to CCO which contained PHI.	13-Sep-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	13-Sep-19	13-Sep-19	Privacy Manager	Privacy	Passive	PP	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
9.	20-Nov-18	21-Nov-18	External	Email contained attachment which included person's name, address, doctor's appointment dates, name of physician	Paper Mail Breach: Letter of inquiry from member of the public sent to MOHLTC and forwarded to CCO - contained PHI in attachment. Program Design logged the email on the P Drive, since it wasn't immediately recognized that it contained PHI.	21-Nov-18	Email deleted from P:Drive and from inbox. Ministry of Health contacted and reminded not to send PHI via email.	21-Nov-18	21-Nov-18	Privacy Specialist	Privacy	Passive	PP	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
10.	24-Apr-18	24-Apr-18	External	Full name and date of birth	Email Breach: Hospital forwarded an email to CCO which contained PHI.	24-Apr-18	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI	24-Apr-18	24-Apr-18	Senior Privacy Specialist	Privacy	Passive	PP	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A

11.	25-Oct-19	25-Oct-19	External	Email contained a patient's name, date of birth, health insurance number and phone number	Email Breach: Email was sent containing a screenshot from the Integrated Client Management System (ICMS) to follow-up on their inquiry	25-Oct-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	25-Oct-19	25-Oct-19	Privacy Manager	Privacy	Passive	PP	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
12.	25-Sep-17	25-Sep-17	External	Email included client's first and last name, phone number, their screening date and site.	Email Breach: An email containing PHI was sent to CCO by a screening program. The purpose of the e-mail was to find out the status of their screening correspondence. Recipient in the Cancer Screening inbox does not have approval to access the PHI in InScreen. The email was forwarded by the Cancer Screening inbox to the Screening inbox where the Service Specialist recognized that the email contained PHI.	25-Sep-17	Service Specialist reported the original request to the Contact Centre through InScreen and then deleted the email containing PHI from the Screening mailbox. Service Specialist asked the Cancer Screening inbox to hard delete their copy of the email containing PHI from their mailbox. Cancer Screening inbox confirmed that they had hard deleted the email.	25-Sept-17	25-Sep-17	Privacy Specialist	Privacy	Passive	PP	CCO should contact the sender and advise them not to email PHI via email as it will result in a privacy breach.	CCO responded to the sender and informed them of the breach and reminded them to not email PHI to CCO to troubleshoot an issue.
13.	27-Feb-19	27-Feb-19	External	Email included health card number, primary care provider address, name and phone number	Email Breach: CCO Program Operations received an email that included PHI.	27-Feb-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	27-Feb-19	27-Feb-19	Privacy Manager	Privacy	Passive	PP	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
14.	30-Aug-19	30-Aug-19	External	Email contained a patient's first and last name.	Email Breach: An Ontario Breast Screening Program site submitted an inquiry to CCO which included PHI.	30-Aug-19	CCO deleted the email from their inbox and deleted items folder. Specialist emailed the sender requesting that they permanently delete the email which contained PHI from their sent email folder and advised that email is not a secure method for transferring PHI.	30-Aug-19	9-Sep-19	Privacy Manager	Privacy	Passive	PP	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
15.	31-Jul-17	31-Jul-17	External	PHI included the individual's first and last name, date of birth, and dates for each of the biological samples contained in the mail.	Paper mail breach: Paper mail that was sent by an unknown sender to CCO's Reception and contained PHI. The mail was provided to the Legal and Privacy Office via interoffice mail. The Privacy Specialist opened the mail and found what appeared to be a biological specimen inside. After consulting with the Manager, Laboratory Services, it was found that the biological specimen contained PHI. Both the Privacy Specialist and the Manager viewed the PHI.	8-Aug-17	The Manager, Laboratory Services successfully located the original sender by name and date of birth in InScreen. They contacted the individual using the contact information in InScreen and fully authenticated the individual prior to disclosing PHI. The individual was advised not to send these specimens to CCO going forward and that this particular specimen would have to be retaken.	8/2/1017	8-Aug-17	Privacy Specialist	Privacy	Passive	PP	CCO should securely destroy the specimen.	Specimen was destroyed on Aug 8th. Manager, Laboratory Services disposed the specimen in the Mt. Sinai Hospital Laboratory Confidential Biomedical Waste.
16.	5-Apr-17	5-Apr-17	External	InScreen breach: 1 voicemail was downloaded to computer.	While reviewing InScreen activities, Privacy Specialist had difficulty listening to a voicemail; she attempted to save it onto the secure H: drive, but instead the file downloaded to her computer. The Privacy Specialist was authorized to listen to the file and it was not shared with anyone else.	5-Apr-17	Privacy Specialist immediately deleted the file from her downloads folder and connected with the Enterprise Information Security Office. She then deleted the file from her Recycle Bin at their suggestion.	5-Apr-17	5-Apr-17	Privacy Specialist	Privacy	Passive	PP	No recommendations were made. The Privacy Specialist was aware of the policy breach and self-reported the incident.	N/A

17.	9-Jul-18	10-Jul-18	External	Name, address, date of birth, diagnosis information	Fax Breach: PHI was included in an OBSP High Risk Screening requisition sent via fax to the Patient and Family Advisor shared inbox. When notifying privacy of the breach OH (CCO) agents did not remove PHI from email. Email to privacy also copied Director of Prevention and Cancer Control and Screening Director.	10-Jul-18	All email recipients asked to deleted email from inbox and deleted folder. Contacted the physician's office to notify them of the error and advised that fax would be permanently deleted by OH (CCO) agents.	1-Jul-18	10-Jul-18	Senior Privacy Specialist	Privacy	Passive	PP	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
18.	29-Nov-17	29-Nov-17	External	Patient name, address and phone number	Email Breach: CCO received email from the Ministry of Health that included PHI.	29-Nov-17	The email containing PHI was hard deleted from the recipient's Outlook folders. The recipient informed the sender that emailing PHI constitutes a privacy breach and had them delete the email from the sent and deleted items folders.	29-Nov-17	29-Nov-17	Senior Privacy Specialist	Privacy	Passive	PP	No additional recommendations were required since the CCO portfolio took corrective action as part of the containment measures.	N/A
19.	29-Sep-17	3-Oct-17	External	Name and healthcare information	PHI was disclosed by a Contact Centre Analyst to an individual who impersonated a cancer screening program client. The individual called the Contact Centre on Sep 29th, 2017 and was authenticate pursuant to standard operating procedures (SOP). They wanted the Contact Centre to investigate a piece of screening correspondence that they believe they had received in error. Later on the same day, a second individual called the Contact Centre and was authenticated as the client in accordance with the SOP and using additional information on file. They told the Contact Centre that an individual from their household had called the Contact Centre and impersonated them in order to initiate an investigation. Thus the disclosure of PHI to the first individual constituted CCO's unauthorized disclosure of PHI.	3-Oct-17	During the call with the real client, the client cancelled the investigation on the screening correspondence. They also agreed to the use of a security code on their profile, which will be used as a 4th authentication factor for future calls with the clients, consistent with standard operating procedures (CC-PIA-01).	3-Oct-17	3-Oct-17	Privacy Specialist	Privacy	Unauthorized Disclosure	PP	Enterprise Information Security Office (EISO) to review existing standard operating procedures for the Contact Centre's authentication of screening program clients, and determine whether current authentication measures are sufficient. LPO to review existing standard operating procedures and determine whether a new standard operating procedure (SOP) to address authentication measures is needed. LPO to develop privacy training and deliver training for the Contact Centre that addresses the scenario of client impersonation.	Privacy and EISO conducted a review of the Contact Centre SOP's to include measure to help determine whether a screening client is being impersonated. CCO delivered additional training to Contact Centre staff.
Suspected Breach															
1.	10-Oct-17	10-Oct-17	External	Possible PHI.	An email with attached voicemail recording was sent from Service Provider to three individuals in CCO. After listening to the voicemail recording, it was determined it did not contain PHI.	10-Nov-17	As no privacy breach occurred, containment measures were not required.	N/A	10-Nov-17	Privacy Specialist	Suspected	Confirmed not a breach. Voicemail did not contain PHI.	PP	No recommendations were made.	N/A
2.	10-Oct-17	10-Oct-17	Internal and External	Contact Centre Screening Correspondence.	A letter sent out by CCO was inadvertently returned to Public Works and Government Services Canada. Public Works then sent it to the Minister of Finance of the Province of Ontario. The Ministry of Finance sent the PHI back to CCO. CCO's Facilities then directed the PHI to the Legal and Privacy Office via interoffice mail.	10-Oct-17	Legal and Privacy Officer obtained the correspondence and conducted an investigation into the matter. Confirmed that there was an issue with Canada Post which is why the letter was not immediately returned to CCO. Letter was not opened before it was returned to CCO. Following the investigation, the letter was returned to the Contact Centre for handling.	N/A	12-Dec-17	Privacy Specialist	Suspected	Confirmed not a breach. Letter was returned to CCO unopened.	PP	In the event that when Facilities receives PHI where it is unclear where the PHI should go, EISO recommends that CCO follow the In-Person Transfer of PHI Procedure. A notice for pick-up would come to the Privacy Specialist's inbox and they would go to 620 Reception. Facilities will ensure that the aforementioned procedure is available for reference at 620 Reception regardless of who is on duty. They will also advise others in Facilities that the change in procedure is taking place. In the longer term, the EISO should consider developing a procedure specifically for inter-office secure transfer of PHI.	CCO Facilities Staff were educated on the In-Person Transfer of Personal Health Information Procedure. A copy of the Procedure is available on CCO's internal website (eCCO).

Appendix F(2) – Screening Correspondence Breach Log¹⁰

¹⁰ Includes all breaches from CCO's Contact Centre related to the OCSR Correspondence Program. All breaches listed are external and the agents responsible for conducting the investigation and addressing each recommendation are CCO Contact Centre Agents.

Activity #	Date of the Breach	Date Breach was Identified or Suspected	Nature of Personal Health Information	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Recommendation(s)	Date Recommendation Addressed	Manner Recommendations were addressed	
Privacy Breach											
1.	1-2ZZS2IT	2019-02-19	2019-02-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-08	The Contact Centre Agent should call client and update address.	2019-03-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
2.	1-36NT87S	15-Jul-19	2019-07-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-15	The Contact Centre inactivated the incorrect address.	N/A unable to reach client	2019-07-26	The Contact Centre Agent should attempt to call client and update address.	2019-07-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
3.	1-1QI1BKS	2017-03-06	2017-03-06	Misdirected Communication: Client's Invitation/Reminder Letter (Screening Status/Eligibility)	2017-03-06	The Contact Centre Agent inactivated the address and Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-03-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
4.	1-1JMZ9GD	2016-11-03	2016-11-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-03	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2016-11-11	The Contact Centre Agent should inactivate the address. Contact Centre Agent should attempt to contact intended recipient.	2016-11-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
5.	1-1JOLO3P	2016-11-04	2016-11-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-04	The Contact Centre Agent inactivated the address and Unintended Recipient will destroy the letter.	2016-11-04	2016-11-11	The Contact Centre Agent should call client and update address.	2016-11-11	The Contact Centre Agent called the client and updated the address.
6.	1-1JT1MAO	2016-11-07	2016-11-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-07	The Contact Centre Agent inactivated the incorrect address.	2016-11-22	2016-11-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-22	The Contact Centre Agent called the client and updated the address.
7.	1-1JUD0G0	2016-11-08	2016-11-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-09	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2016-11-07	2016-11-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-07	The Contact Centre Agent called the client and updated the address.
8.	1-1JUD0AM	2016-11-08	2016-11-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-09	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2016-11-09	2016-11-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-09	The Contact Centre Agent called the client and updated the address.
9.	1-1JUDLHZ	2016-11-08	2016-11-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-11	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2016-11-09	2016-11-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-09	The Contact Centre Agent called the client and updated the address.
10.	1-1JUDLW1	2016-11-09	2016-11-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-09	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2016-11-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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11.	1-1JVRRSU	2016-11-09	2016-11-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-09	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2016-11-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
12.	1-1JX9EHS	2016-11-10	2016-11-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-10	The Contact Centre Agent inactivated the incorrect address.	2016-11-11	2016-11-11	The Contact Centre Agent should call client and update address.	2016-11-11	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
13.	1-1JYSOO8	2016-11-11	2016-11-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2016-11-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
14.	1-1JVRSDG	2016-11-09	2016-11-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-09	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2016-11-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
15.	1-1K5ZI1M	2016-11-17	2016-11-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-17	The Contact Centre Agent inactivated incorrect address.	N/A unable to reach client	2016-11-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
16.	1-1KE0K3D	2016-11-21	2016-11-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-21	The Contact Centre Agent inactivated incorrect address.	N/A unable to reach client	2016-11-21	The Contact Centre Agent should call client and update address.	2016-11-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
17.	1-1KFL8OY	2016-11-22	2016-11-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2016-11-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
18.	1-1KH7HRK	2016-11-23	2016-11-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-23	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2016-11-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
19.	1-1KJ0YPE	2016-11-24	2016-11-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-24	The Contact Centre Agent inactivated the address and Unintended Recipient will destroy the letter.	N/A unable to reach client	2016-11-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
20.	1-1KJ0YZC	2016-11-25	2016-11-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-25	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2016-12-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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21.	1-1KKXPNK	2016-11-25	2016-11-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2016-12-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
22.	1-1KQ8ESY	2016-11-29	2016-11-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-29	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	2016-12-08	2016-12-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-08	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
23.	1-1KTP4XV	2016-11-30	2016-11-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-11-30	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2016-12-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
24.	1-1KVKRC5	2016-12-01	2016-12-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-12-01	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2016-12-20	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
25.	1-1KVKXVJ	2016-12-01	2016-12-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-12-01	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2016-12-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
26.	1-1L2EQ8Y	2016-12-05	2016-12-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-12-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2016-12-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
27.	1-1L5OFNH	2016-12-07	2016-12-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-12-07	The Contact Centre Agent inactivated incorrect address.	N/A unable to reach client	2016-12-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
28.	1-1LEWOQT	2016-12-12	2016-12-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-12-12	The Contact Centre Agent inactivated the address and Unintended Recipient will destroy the letter.	N/A unable to reach client	2016-12-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
29.	1-1LGL4KD	2016-12-13	2016-12-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-12-13	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2017-01-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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30.	1-1LQIQST	2016-12-19	2016-12-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-12-19	The Contact Centre Agent inactivated incorrect address.	2016-12-21	2016-12-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-21	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
31.	1-1LRS79H	2016-12-20	2016-12-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-12-20	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2016-12-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
32.	1-1LRS7OQ	2016-12-20	2016-12-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-12-20	The Contact Centre Agent inactivated the incorrect address.	2017-01-09	2017-01-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-09	The Contact Centre Agent called the client and updated the address.
33.	1-1LRSD8G	2016-12-21	2016-12-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-12-21	The Contact Centre Agent inactivated incorrect address.	N/A unable to reach client	2016-12-21	The Contact Centre Agent should call client and update address.	2016-12-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
34.	1-1LT2M8D	2016-12-22	2016-12-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-12-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2016-12-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
35.	1-1M1VZ5A	2016-12-29	2016-12-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2016-12-29	The Contact Centre Agent inactivated incorrect address.	N/A unable to reach client	2016-12-29	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
36.	1-1MAZL9I	2017-01-05	2017-01-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-01-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
37.	1-1MMEVND	2017-01-10	2017-01-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-01-11	The Contact Centre Agent should call client and update address.	2017-01-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
38.	1-1MOOAR9	2017-01-11	2017-01-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-01-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
39.	1-1MMF498	2017-01-11	2017-01-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-01-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
40.	1-1MMF4CK	2017-01-11	2017-01-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-11	The Contact Centre Agent inactivated the incorrect address.	2017-01-12	2017-01-17	The Contact Centre Agent should inactivate the address and attempt to contact	2017-01-12	The Contact Centre Agent called the client and updated the address.

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									intended recipient.		
41.	1-1MOOALK	2017-01-11	2017-01-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-11	The Contact Centre Agent inactivated the incorrect address.	2017-01-18	2017-01-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
42.	1-1MOP1IZ	2017-01-12	2017-01-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-12	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2017-02-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
43.	1-1MR560E	2017-01-16	2017-01-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-16	The Contact Centre Agent inactivated the address and Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-01-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
44.	1-1MR5EBP	2017-01-12	2017-01-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-12	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2019-01-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
45.	1-1MR5EH5	2017-01-13	2017-01-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-01-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
46.	1-1MTQ9AM	2017-01-16	2017-01-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-16	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	2017-01-18	2017-01-19	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-18	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
47.	1-1N1EEYF	2017-01-16	2017-01-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-16	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-01-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
48.	1-1N1ELKC	2017-01-17	2017-01-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-17	The Contact Centre Agent inactivated the incorrect address.	2017-01-17	2017-01-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-17	The Contact Centre Agent called the client and updated the address.
49.	1-1N1ELQJ	2017-01-17	2017-01-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-17	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-01-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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50.	1-1N3WXM9	2017-01-17	2017-01-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-17	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-01-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
51.	1-1N6K4SF	2017-01-18	2017-01-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-18	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-01-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
52.	1-1N6K5C6	2017-01-18	2017-01-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-18	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	2017-01-18	2017-02-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-18	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
53.	1-1N6KT2O	2017-01-19	2017-01-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-19	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2017-01-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
54.	1-1N6KT8T	2017-01-19	2017-01-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-19	The Contact Centre Agent inactivated incorrect address.	N/A unable to reach client	2017-02-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
55.	1-1N9D9DI	2017-01-19	2017-01-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-01-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
56.	1-1N9D9G7	2017-01-19	2017-01-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-19	The Contact Centre Agent inactivated the incorrect address.	2017-01-30	2017-01-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
57.	1-1N9D9Z0	2017-01-19	2017-01-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-19	The Contact Centre Agent inactivated incorrect address.	2017-01-26	2017-01-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-26	The Contact Centre Agent called the client and updated the address.
58.	1-1NFBPDM	2017-01-23	2017-01-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-23	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2017-02-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
59.	1-1NI6E8K	2017-01-24	2017-01-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-24	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the	N/A unable to reach client	2017-02-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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					letter.						
60.	1-1NI6EGU	2017-01-24	2017-01-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
61.	1-1NI7L6I	2017-01-24	2017-01-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-24	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-02-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
62.	1-1NI7L7L	2017-01-24	2017-01-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
63.	1-1NCBBUM	2017-01-20	2017-01-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-20	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-02-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
64.	1-1NL7S8N	2017-01-25	2017-01-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-25	The Contact Centre Agent inactivated the incorrect address.	2017-01-25	2017-01-31	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
65.	1-1NL7ST6	2017-01-25	2017-01-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
66.	1-1NL8Q8E	2017-01-25	2017-01-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-01-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
67.	1-1NL8QRG	2017-01-25	2017-01-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
68.	1-1NOGOMA	2017-01-26	2017-01-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-26	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-01-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
69.	1-1NOGORC	2017-01-26	2017-01-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-26	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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70.	1-1NOGOTE	2017-01-26	2017-01-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-26	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
71.	1-1NOGU3Y	2017-01-26	2017-01-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-26	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-01-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
72.	1-1NOGUH1	2017-01-26	2017-01-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-26	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-01-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
73.	1-1NOGUM1	2017-01-26	2017-01-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-26	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-02-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
74.	1-1O1RTXS	2017-01-30	2017-01-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
75.	1-1O1RTTH	2017-01-30	2017-01-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-01-30	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-02-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
76.	1-1O8KYX9	2017-02-01	2017-02-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-01	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-02-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
77.	1-1O8KZ4I	2017-02-01	2017-02-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-01	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-02-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
78.	1-1OBY036	2017-02-02	2017-02-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-02-02	The Contact Centre Agent should call client and update address.	2017-02-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
79.	1-1OBY05B	2017-02-02	2017-02-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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80.	1-1OBY05M	2017-02-02	2017-02-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
81.	1-1OFHTQE	2017-02-03	2017-02-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
82.	1-1OFI101	2017-02-03	2017-02-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-03-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
83.	1-1OFI125	2017-02-03	2017-02-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
84.	1-1OFI12A	2017-02-03	2017-02-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
85.	1-1OFHU7F	2017-02-03	2017-02-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-03	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2017-02-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
86.	1-1OT0KOQ	2017-02-08	2017-02-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-08	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-03-20	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
87.	1-1OVF9EX	2017-02-09	2017-02-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
88.	1-1OVF9IX	2017-02-09	2017-02-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
89.	1-1OVFDL2	2017-02-10	2017-02-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-10	The Contact Centre Agent inactivated the incorrect address.	2017-02-13	2017-02-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-13	The Contact Centre Agent called the client and updated the address.

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90.	1-1OVFDL9	2017-02-10	2017-02-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-10	The Contact Centre Agent inactivated the incorrect address.	2017-02-10	2017-03-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-10	The Contact Centre Agent called the client and updated the address.
91.	1-1P4XD98	2017-02-14	2017-02-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-14	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-14	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
92.	1-1P70C5X	2017-02-14	2017-02-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-14	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-14	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
93.	1-1P70CCF	2017-02-14	2017-02-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-14	The Contact Centre Agent inactivated the address and Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-02-14	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-14	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
94.	1-1P994ZJ	2017-02-15	2017-02-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-15	The Contact Centre Agent inactivated the address and Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-03-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
95.	1-1P9B40L	2017-02-16	2017-02-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-16	The Contact Centre Agent inactivated the address and Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-02-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
96.	1-1PPWLQ1	2017-02-22	2017-02-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-22	The Contact Centre Agent inactivated the address and Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-02-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
97.	1-1PPWLMA	2017-02-22	2017-02-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-22	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2017-02-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
98.	1-1PPX9LB	2017-02-23	2017-02-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-23	The Contact Centre Agent inactivated the incorrect address.	2017-02-23	2017-02-23	The Contact Centre Agent should inactivate the incorrect address.	2017-02-23	The Contact Centre Agent confirmed and updated the address provided by the client.
99.	1-1Q1KL74	2017-02-27	2017-02-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-27	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2017-03-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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100.	1-1Q1N900	2017-02-27	2017-02-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-03-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
101.	1-1Q1N90T	2017-02-27	2017-02-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
102.	1-1Q10MJ8	2017-02-27	2017-02-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-04-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
103.	1-1Q3UJXF	2017-02-28	2017-02-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-28	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2017-02-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
104.	1-1Q3UJY3	2017-02-28	2017-02-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-28	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2017-02-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
105.	1-1Q3ZXEE	2017-03-01	2017-03-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-01	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2017-03-08	The Contact Centre Agent should call client and update address.	2017-03-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
106.	1-1QCEUXO	2017-03-06	2017-03-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-03-20	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
107.	1-1QCEV1S	2017-03-06	2017-03-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-06	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	2017-03-06	2017-03-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
108.	1-1QI1BX1	2017-03-06	2017-03-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-06	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	2017-03-06	2017-03-06	The Contact Centre Agent should call client and update address.	2017-03-06	The Contact Centre Agent called the client and updated the address.
109.	1-1QJZAVZ	2017-03-07	2017-03-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-20	The Contact Centre Agent inactivated the address and Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-04-21	The Contact Centre Agent should call client and update address.	2017-04-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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110.	1-1QJZXJI	2017-03-07	2017-03-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-08	The Contact Centre Agent inactivated the address and Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-03-22	The Contact Centre Agent should inactivate the incorrect address.	2017-03-22	No follow-up required. The client no longer lives in Ontario.
111.	1-1QM3X7C	2017-03-08	2017-03-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-08	The Contact Centre Agent inactivated the address and Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-04-13	The Contact Centre Agent should call client and update address.	2017-04-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
112.	1-1QOACNO	2017-03-09	2017-03-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-09	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A unable to reach client	2017-03-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
113.	1-1QOAGQ1	2017-03-09	2017-03-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-04-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
114.	1-1QOAGQA	2017-03-09	2017-03-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-09	The Contact Centre Agent inactivated the incorrect address.	2017-03-10	2017-03-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-10	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
115.	1-1QOAGQI	2017-03-09	2017-03-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-03-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
116.	1-1QOAGQN	2017-03-09	2017-03-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-03-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
117.	1-1QOAGQX	2017-03-09	2017-03-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-03-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
118.	1-1QI1FTK	2017-03-07	2017-03-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-07	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2017-03-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
119.	1-1QYALMC	2017-03-14	2017-03-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-14	The Contact Centre Agent inactivated the address and Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-03-14	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-14	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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120.	1-1QYAM02	2017-03-14	2017-03-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-14	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2017-03-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-14	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
121.	1-1R07A4O	2017-03-15	2017-03-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-15	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A unable to reach client	2017-03-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
122.	1-1R07A4F	2017-03-15	2017-03-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-03-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
123.	1-1R07A3K	2017-03-15	2017-03-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-03-22	The Contact Centre Agent should call client and update address.	2017-03-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
124.	1-1R9M5X8	2017-03-20	2017-03-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-20	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-03-24	The Contact Centre Agent should call client and update address.	2017-03-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
125.	1-1R9M5XP	2017-03-20	2017-03-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-08	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-03-24	The Contact Centre Agent should call client and update address.	2017-03-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
126.	1-1RFHAPC	2017-03-23	2017-03-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-24	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A unable to reach client	2017-03-24	The Contact Centre Agent should call client and update address.	2017-03-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
127.	1-1RFHDYM	2017-03-23	2017-03-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-01	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-03-01	The Contact Centre Agent should call client and update address.	2017-03-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
128.	1-1RB5I3E	2017-03-21	2017-03-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-02-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-03-22	The Contact Centre Agent should call client and update address.	2017-03-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
129.	1-1RIBGVY	2017-03-24	2017-03-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-24	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2017-03-24	The Contact Centre Agent should call client and update address.	2017-03-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
130.	1-1RQ4YP7	2017-03-27	2017-03-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-31	The Contact Centre Agent inactivated incorrect address.	N/A unable to reach client	2017-04-04	The Contact Centre Agent should call client and update address.	2017-03-31	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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131.	1-1RQ94AC	2017-03-27	2017-03-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-27	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-04-20	The Contact Centre Agent should call client and update address.	2017-04-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
132.	1-1RSM5F9	2017-03-28	2017-03-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-28	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-03-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
133.	1-1RSM5SH	2017-03-28	2017-03-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-24	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-04-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-04-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
134.	1-1RV5REH	2017-03-29	2017-03-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-03-31	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
135.	1-1RV7ORX	2017-03-29	2017-03-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-29	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-04-20	The Contact Centre Agent should inactivate the incorrect address.	2017-03-28	No follow-up required. The client no longer lives in Ontario.
136.	1-1RYLMUO	2017-03-30	2017-03-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-30	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2017-03-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-04-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
137.	1-1RYLN64	2017-03-30	2017-03-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-30	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-04-20	The Contact Centre Agent should inactivate the incorrect address.	2017-04-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
138.	1-1SCKAJ8	2017-04-03	2017-04-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-04-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-04-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
139.	1-1SJ8HBS	2017-04-05	2017-04-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-05	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-04-05	The Contact Centre Agent should inactivate the incorrect address.	2017-04-05	No follow-up required. The client no longer lives in Ontario.
140.	1-1SMQ28B	2017-04-06	2017-04-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-04-06	The Contact Centre Agent should inactivate the incorrect address.	2017-04-06	No follow-up required. The client no longer lives in Ontario.

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141.	1-1TODIYE	2017-04-10	2017-04-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-04-10	The Contact Centre Agent should inactivate the incorrect address.	2017-04-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
142.	1-1SCHP4Q	2017-04-03	2017-04-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-18	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-18	The Contact Centre Agent should call client and update address.	2017-07-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
143.	1-1SJ9AO6	2017-04-05	2017-04-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-05	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-04-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-04-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
144.	1-1T0CEBA	2017-04-10	2017-04-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-04-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-04-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
145.	1-1T7398V	2017-04-12	2017-04-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-12	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-04-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-04-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
146.	1-1TBIEMJ	2017-04-13	2017-04-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-04-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-04-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
147.	1-1TBIEOH	2017-04-13	2017-04-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-04-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-04-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
148.	1-1TBIETY	2017-04-13	2017-04-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-04-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-04-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
149.	1-1SFUVUT	2017-04-04	2017-04-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-04	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-04-04	The Contact Centre Agent should inactivate the incorrect address.	2017-04-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
150.	1-1T3MRGF	2017-04-11	2017-04-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-12	The Contact Centre agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	2017-04-11	2017-04-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-04-11	The Contact Centre Agent called the client and updated the address.
151.	1-1U7VUVS	2017-04-20	2017-04-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age	2017-04-20	The Contact Centre Agent inactivated	N/A unable to reach client	2017-04-21	The Contact Centre Agent should inactivate	2017-04-20	No follow-up required. The client no longer lives in Ontario.

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				information (age-range for eligibility for Screening Program), client's address, client's screening status.		address and the Unintended Recipient will return the letter to CCO.			the incorrect address.		
152.	1-1V0HTHE	2017-04-26	2017-04-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-26	The Contact Centre Agent inactivated the incorrect address.	2017-04-26	2017-04-26	The Contact Centre Agent should inactivate the incorrect address.	2017-04-26	The Contact Centre Agent confirmed and updated the address provided by the client.
153.	1-1V4VBJU	2017-04-27	2017-04-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-04-27	The Contact Centre Agent should inactivate the incorrect address.	2017-04-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
154.	1-1TBIIPH	2017-04-17	2017-04-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-17	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-04-17	The Contact Centre Agent should inactivate the incorrect address.	2017-04-17	No follow-up required. The client no longer lives in Ontario.
155.	1-1V4VBNC	2017-04-27	2017-04-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-04-27	The Contact Centre Agent should inactivate the incorrect address.	2017-04-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
156.	1-1U7VR7C	2017-04-20	2017-04-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-20	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-04-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-04-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
157.	1-1US2B38	2017-04-24	2017-04-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-24	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-04-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-04-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
158.	1-1V0IGPT	2017-04-27	2017-04-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-21	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-07-21	The Contact Centre Agent should inactivate the incorrect address.	2017-04-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
159.	1-1V0HTA5	2017-04-26	2017-04-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-26	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-02	The Contact Centre Agent should inactivate the incorrect address.	2017-05-02	No follow-up required. The client no longer lives in Ontario.
160.	1-1UDAJLE	2017-04-21	2017-04-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-21	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-04-21	The Contact Centre Agent should inactivate the incorrect address.	2017-05-03	No follow-up required. The client no longer lives in Ontario.
161.	1-1U7VRPS	2017-04-20	2017-04-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-20	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-09	The Contact Centre Agent should inactivate the incorrect address.	2017-04-20	No follow-up required. The client no longer lives in Ontario.

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162.	1-1UW7CML	2017-04-25	2017-04-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-25	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-29	The Contact Centre Agent should inactivate the incorrect address.	2017-04-25	No follow-up required. The client no longer lives in Ontario.
163.	1-1V0HTMO	2017-04-26	2017-04-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-05-11	The Contact Centre Agent should inactivate the incorrect address.	2017-04-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
164.	1-1US2B8Q	2017-04-24	2017-04-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-24	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-12	The Contact Centre Agent should inactivate the incorrect address.	2017-04-24	No follow-up required. The client no longer lives in Ontario.
165.	1-1US2BEX	2017-04-24	2017-04-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-04-24	The Contact Centre Agent should inactivate the incorrect address.	2017-04-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
166.	1-1SJ9FHE	2017-04-06	2017-04-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-05-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
167.	1-1V0IG2M	2017-04-26	2017-04-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-26	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-04-26	The Contact Centre Agent should inactivate the incorrect address.	2017-04-26	No follow-up required. The client no longer lives in Ontario.
168.	1-1V0HTKF	2017-04-26	2017-04-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-26	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-04-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
169.	1-1V9J734	2017-04-28	2017-04-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-04-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-05-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
170.	1-1VMC52N	2017-05-01	2017-05-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-03-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-05-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
171.	1-1VPN3CH	2017-05-02	2017-05-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-05-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
172.	1-1VMES77	2017-05-01	2017-05-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-01	The Contact Centre Agent inactivated address and the Unintended Recipient will	N/A unable to reach client	2017-05-09	The Contact Centre Agent should inactivate the incorrect address.	2017-05-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

Activity #	Date of the Breach	Date Breach was Identified or Suspected	Nature of Personal Health Information	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Recommendation(s)	Date Recommendation Addressed	Manner Recommendations were addressed	
					return the letter to CCO.						
173.	1-1VPN3L6	2017-05-02	2017-05-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-02	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-11	The Contact Centre Agent should inactivate the incorrect address.	2017-05-02	No follow-up required. The client no longer lives in Ontario.
174.	1-1VWLI2R	2017-05-04	2017-05-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-04	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-11	The Contact Centre Agent should inactivate the incorrect address.	2017-05-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
175.	1-1WAR0EL	2017-05-09	2017-05-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-09	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
176.	1-1WE3EWF	2017-05-09	2017-05-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-09	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-05-09	The Contact Centre Agent should inactivate the incorrect address.	2017-05-09	No follow-up required. The client no longer lives in Ontario.
177.	1-1VWLLXS	2017-05-04	2017-05-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-12	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-12	The Contact Centre Agent should inactivate the incorrect address.	2017-05-12	No follow-up required. The client no longer lives in Ontario.
178.	1-1W08PEA	2017-05-05	2017-05-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-31	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-07-31	The Contact Centre Agent should inactivate the incorrect address.	2017-07-31	No follow-up required. The client no longer lives in Ontario.
179.	1-1WYSKGC	2017-05-16	2017-05-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-16	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-05-16	The Contact Centre Agent should inactivate the incorrect address.	2017-05-16	No follow-up required. The client no longer lives in Ontario.
180.	1-1X19A0L	2017-05-17	2017-05-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-17	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-05-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
181.	1-1X5EPLM	2017-05-19	2017-05-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-05-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-19	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
182.	1-1X5EPO2	2017-05-19	2017-05-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-05-19	The Contact Centre Agent should inactivate the incorrect address.	2017-05-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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183.	1-1X5EPNT	2017-05-19	2017-05-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-05-19	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
184.	1-1XQ5VAZ	2017-05-24	2017-05-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-05-24	The Contact Centre Agent should inactivate the incorrect address.	2017-05-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
185.	1-1XQ5V1Z	2017-05-23	2017-05-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-05-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
186.	1-1XZ9FQV	2017-05-26	2017-05-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-26	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-05-26	The Contact Centre Agent should inactivate the incorrect address.	2017-05-26	No follow-up required. The client no longer lives in Ontario.
187.	1-1YWN4YS	2017-05-31	2017-05-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-31	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-05-31	The Contact Centre Agent should inactivate the incorrect address.	2017-05-31	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
188.	1-1YWN5B6	2017-05-31	2017-05-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-31	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-05-31	The Contact Centre Agent should call client and update address.	2017-05-31	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
189.	1-1VPMID4	2017-05-02	2017-05-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-05-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
190.	1-1VWLI0O	2017-05-04	2017-05-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-04	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-04	The Contact Centre Agent should call client and update address.	2017-05-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
191.	1-1WO3VRQ	2017-05-12	2017-05-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-12	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-05-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
192.	1-1WYSKE9	2017-05-16	2017-05-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-16	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-07-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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193.	1-1WYUKX6	2017-05-16	2017-05-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-16	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
194.	1-1X19A1Y	2017-05-17	2017-05-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-17	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2016-05-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
195.	1-1Y4YKCO	2017-05-26	2017-05-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-26	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2017-05-26	2017-05-26	The Contact Centre Agent should call client and update address.	2017-05-26	The Contact Centre Agent called the client and updated the address.
196.	1-1YLK1Y0	2017-05-29	2017-05-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-29	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-29	The Contact Centre Agent should inactivate the incorrect address.	2017-05-29	No follow-up required. The client no longer lives in Ontario.
197.	1-1YLK20C	2017-05-29	2017-05-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-29	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-29	The Contact Centre Agent should inactivate the incorrect address.	2017-05-29	No follow-up required. The client no longer lives in Ontario.
198.	1-1YR0I4G	2017-05-30	2017-05-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-30	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-30	The Contact Centre Agent should inactivate the incorrect address.	2017-05-30	No follow-up required. The client no longer lives in Ontario.
199.	1-1YR0IG4	2017-05-30	2017-05-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-30	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
200.	1-1YWN5BB	2017-05-31	2017-05-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-31	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-07	The Contact Centre Agent should inactivate the incorrect address.	2017-05-31	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
201.	1-1YWN5C4	2017-05-31	2017-05-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-31	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-31	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-31	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
202.	1-1YWN5HT	2017-05-31	2017-05-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-05-31	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-31	The Contact Centre Agent should inactivate the incorrect address.	2017-05-31	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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203.	1-1YWTI8A	2017-06-01	2017-06-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-01	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-01	The Contact Centre Agent should inactivate the incorrect address.	2017-06-01	No follow-up required. The client no longer lives in Ontario.
204.	1-1YWTILE	2017-06-01	2017-06-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-01	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-01	The Contact Centre Agent should inactivate the incorrect address.	2017-06-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
205.	1-1Z390YL	2017-06-01	2017-06-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-01	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-01	The Contact Centre Agent should inactivate the incorrect address.	2017-06-01	No follow-up required. The client no longer lives in Ontario.
206.	1-1Z9WYD8	2017-06-02	2017-06-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-02	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
207.	1-1Z9WYPU	2017-06-02	2017-06-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2017-06-02	2017-06-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-02	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
208.	1-1Z9XAPC	2017-06-02	2017-06-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
209.	1-1Z9XB7P	2017-06-02	2017-06-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-02	The Contact Centre Agent should inactivate the incorrect address.	2017-06-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
210.	1-1ZT771I	2017-06-02	2017-06-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-02	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-02	The Contact Centre Agent should inactivate the incorrect address.	2017-06-02	No follow-up required. The client no longer lives in Ontario.
211.	1-1ZT774T	2017-06-05	2017-06-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-05	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-29	The Contact Centre Agent should inactivate the incorrect address.	2017-06-05	No follow-up required. The client no longer lives in Ontario.
212.	1-1ZTACMY	2017-06-05	2017-06-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-05	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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213.	1-1ZZH7DP	2017-06-06	2017-06-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-06	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-07-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
214.	1-1ZZH7CO	2017-06-06	2017-06-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-06	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-07-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
215.	1-1ZZH7UU	2017-06-06	2017-06-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-17	The Contact Centre Agent should call client and update address.	2017-06-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
216.	1-1ZZHUW7	2017-06-06	2017-06-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-06	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-06	The Contact Centre Agent should inactivate the incorrect address.	2017-06-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
217.	1-205SVAX	2017-06-07	2017-06-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-07	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-07	The Contact Centre Agent should inactivate the incorrect address.	2017-06-07	No follow-up required. The client no longer lives in Ontario.
218.	1-205T9QD	2017-06-07	2017-06-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-07	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-07	The Contact Centre Agent should inactivate the incorrect address.	2017-06-07	No follow-up required. The client no longer lives in Ontario.
219.	1-205TWQI	2017-06-08	2017-06-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-08	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
220.	1-20CCIAO	2017-06-08	2017-06-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-08	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
221.	1-20CCNXM	2017-06-09	2017-06-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-09	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
222.	1-219DN9F	2017-06-13	2017-06-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-13	The Contact Centre Agent should inactivate the incorrect address.	2017-06-13	No follow-up required. The client no longer lives in Ontario.

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223.	1-219EUTH	2017-06-13	2017-06-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-06	The Contact Centre Agent should inactivate the incorrect address.	2017-06-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
224.	1-21G4AXC	2017-06-14	2017-06-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-13	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-27	The Contact Centre Agent should inactivate the incorrect address.	2017-06-14	No follow-up required. The client no longer lives in Ontario.
225.	1-21G4BGH	2017-06-14	2017-06-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-14	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-14	The Contact Centre Agent should call client and update address.	2017-06-14	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
226.	1-21G4BKS	2017-06-14	2017-06-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-14	The Contact Centre Agent inactivated the incorrect address.	2017-06-14	2017-06-21	The Contact Centre Agent should inactivate the incorrect address.	2017-06-14	The Contact Centre Agent confirmed and updated the address provided by the client.
227.	1-21ODH6D	2017-06-15	2017-06-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-15	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-29	The Contact Centre Agent should inactivate the incorrect address.	2017-06-15	No follow-up required. The client no longer lives in Ontario.
228.	1-21ODN9M	2017-06-16	2017-06-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-16	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
229.	1-21X0H5Y	2017-06-16	2017-06-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-16	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
230.	1-21X0H6G	2017-06-16	2017-06-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-16	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-07-06	The Contact Centre Agent should inactivate the incorrect address.	2017-06-16	No follow-up required. The client no longer lives in Ontario.
231.	1-22PWCSV	2017-06-20	2017-06-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-20	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-20	The Contact Centre Agent should inactivate the incorrect address.	2017-07-06	No follow-up required. The client no longer lives in Ontario.
232.	1-22W38HW	2017-06-21	2017-06-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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233.	1-22W4HTJ	2017-06-21	2017-06-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-21	The Contact Centre Agent should inactivate the incorrect address.	2017-06-21	No follow-up required. The client no longer lives in Ontario.
234.	1-233798G	2017-06-22	2017-06-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-22	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-07-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
235.	1-23379OP	2017-06-22	2017-06-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-22	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-07-07	The Contact Centre Agent should inactivate the incorrect address.	2017-06-22	No follow-up required. The client no longer lives in Ontario.
236.	1-23379U7	2017-06-22	2017-06-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-22	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
237.	1-23AH8E0	2017-06-23	2017-06-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-23	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-23	The Contact Centre Agent should inactivate the incorrect address.	2017-06-23	No follow-up required. The client no longer lives in Ontario.
238.	1-23AHK6D	2017-06-23	2017-06-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-23	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
239.	1-23TZW1N	2017-06-26	2017-06-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-26	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2017-07-14	2017-08-31	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-14	The Contact Centre Agent called the client and updated the address.
240.	1-23TZWC9	2017-06-26	2017-06-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-26	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-26	The Contact Centre Agent should inactivate the incorrect address.	2017-06-26	No follow-up required. The client no longer lives in Ontario.
241.	1-23TZWKT	2017-06-26	2017-06-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-26	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
242.	1-23U2KV5	2017-06-26	2017-06-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-26	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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243.	1-23U2KVA	2017-06-26	2017-06-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-26	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-26	The Contact Centre Agent should inactivate the incorrect address.	2017-06-26	No follow-up required. The client no longer lives in Ontario.
244.	1-23Z8A1X	2017-06-27	2017-06-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
245.	1-23Z8RAT	2017-06-27	2017-06-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-27	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2017-06-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
246.	1-23Z9D4V	2017-06-28	2017-06-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
247.	1-23Z9D95	2017-06-28	2017-06-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-28	The Contact Centre Agent should inactivate the incorrect address.	2017-06-28	No follow-up required. The client no longer lives in Ontario.
248.	1-23Z9D9Z	2017-06-28	2017-06-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-06-28	The Contact Centre Agent should call client and update address.	2017-06-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
249.	1-23Z9DAN	2017-06-28	2017-06-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-28	The Contact Centre Agent inactivated the incorrect address.	2017-07-21	2017-07-21	The Contact Centre Agent should call client and update address.	2017-07-21	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
250.	1-23Z9DBH	2017-06-28	2017-06-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-06-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
251.	1-23Z9DCA	2017-06-28	2017-06-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-06-28	Address to be inactivated. CC to attempt to contact intended client.	2017-06-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
252.	1-244KS4U	2017-06-28	2017-06-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-06	The Contact Centre Agent should call client and update address.	2017-07-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
253.	1-244KS6G	2017-06-28	2017-06-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-06-28	The Contact Centre Agent should inactivate the incorrect address.	2017-06-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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254.	1-244KS7Q	2017-06-28	2017-06-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-06-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
255.	1-244KS8C	2017-06-28	2017-06-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-06-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
256.	1-244KSA5	2017-06-28	2017-06-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-06-28	The Contact Centre Agent should inactivate the incorrect address.	2017-06-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
257.	1-244KSJP	2017-06-28	2017-06-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	28-Jun	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-28	The Contact Centre Agent should inactivate the incorrect address.	2017-06-28	No follow-up required. The client no longer lives in Ontario.
258.	1-24A4D9N	2017-06-29	2017-06-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-29	The Contact Centre Agent inactivated the incorrect address.	2017-11-03	2017-11-03	The Contact Centre Agent should call client and update address.	2017-11-03	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
259.	1-24A4D9R	2017-06-29	2017-06-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-06-29	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
260.	1-24A4DAF	2017-06-29	2017-06-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-06-29	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
261.	1-24A4OXE	2017-06-29	2017-06-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
262.	1-24A4P6Q	2017-06-29	2017-06-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-29	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-29	The Contact Centre Agent should inactivate the incorrect address.	2017-06-29	No follow-up required. The client no longer lives in Ontario.
263.	1-24A4PB7	2017-06-29	2017-06-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-06-29	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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264.	1-24A4SVS	2017-06-29	2017-06-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-29	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-29	The Contact Centre Agent should call client and update address.	2017-06-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
265.	1-24FX235	2017-06-30	2017-06-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-30	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-30	The Contact Centre Agent should inactivate the incorrect address.	2017-06-30	No follow-up required. The client no longer lives in Ontario.
266.	1-24FX1XJ	2017-06-30	2017-06-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-30	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-06-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
267.	1-24FX1TX	2017-06-30	2017-06-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-06-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
268.	1-24FX1RC	2017-06-30	2017-06-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-30	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
269.	1-24FX1Q8	2017-06-30	2017-06-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-06-30	The Contact Centre Agent should inactivate the incorrect address.	2017-06-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
270.	1-24FQNOG	2017-06-30	2017-06-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-06-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
271.	1-24FQNHE	2017-06-30	2017-06-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-06-30	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-06-30	The Contact Centre Agent should inactivate the incorrect address.	2017-06-30	No follow-up required. The client no longer lives in Ontario.
272.	1-24ZTUHN	2017-07-04	2017-07-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-04	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-04	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
273.	1-24ZTUL6	2017-07-04	2017-07-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-04	The Contact Centre Agent inactivated the incorrect address.	2017-07-04	2017-07-04	The Contact Centre Agent should inactivate the incorrect address.	2017-07-04	The Contact Centre Agent confirmed and updated the address provided by the client.
274.	1-24ZTUQM	2017-07-04	2017-07-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-04	The Contact Centre Agent inactivated address and the Unintended Recipient will	N/A unable to reach client	2017-07-18	The Contact Centre Agent should inactivate the incorrect address.	2017-07-04	No follow-up required. The client no longer lives in Ontario.

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					return the letter to CCO.						
275.	1-24ZTUUI	2017-07-04	2017-07-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-04	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-07-27	The Contact Centre Agent should inactivate the incorrect address.	2017-07-27	No follow-up required. The client no longer lives in Ontario.
276.	1-24ZUMO5	2017-07-05	2017-07-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
277.	1-24ZUMQI	2017-07-05	2017-07-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
278.	1-24ZUMSM	2017-07-05	2017-07-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-05	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-02	The Contact Centre Agent should inactivate the incorrect address.	2017-07-21	No follow-up required. The client no longer lives in Ontario.
279.	1-258WVW4	2017-07-06	2017-07-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2017-08-03	2017-08-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-03	The Contact Centre Agent called the client and updated the address.
280.	1-258WW11	2017-07-06	2017-07-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-06	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2017-08-04	The Contact Centre Agent should call client and update address.	2017-08-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
281.	1-258X435	2017-07-06	2017-07-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-06	The Contact Centre Agent should inactivate the incorrect address.	2017-07-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
282.	1-258X48B	2017-07-06	2017-07-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-06	The Contact Centre Agent should inactivate the incorrect address.	2017-07-06	No follow-up required. The client no longer lives in Ontario.
283.	1-25DJB8U	2017-07-07	2017-07-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-07	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2017-07-24	2017-07-24	The Contact Centre Agent should call client and update address.	2017-07-24	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
284.	1-25QTSE3	2017-07-10	2017-07-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-27	The Contact Centre Agent should call client and update address.	2017-07-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.

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285.	1-25QUNKF	2017-07-11	2017-07-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-11	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-07-17	The Contact Centre Agent should inactivate the incorrect address.	2017-07-17	No follow-up required. The client no longer lives in Ontario.
286.	1-25V172F	2017-07-11	2017-07-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
287.	1-25ZF7KC	2017-07-12	2017-07-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-12	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-12	The Contact Centre Agent should inactivate the incorrect address.	2017-07-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
288.	1-25ZF7VT	2017-07-12	2017-07-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-12	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2017-07-31	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-31	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
289.	1-25ZF7YH	2017-07-13	2017-07-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-13	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-07-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
290.	1-25ZF7YL	2017-07-13	2017-07-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-13	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-07-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
291.	1-263UK8R	2017-07-13	2017-07-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2017-07-24	2017-07-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-24	The Contact Centre Agent called the client and updated the address.
292.	1-263UK8X	2017-07-13	2017-07-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
293.	1-268C7N1	2017-07-14	2017-07-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-14	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-14	The Contact Centre Agent should inactivate the incorrect address.	2017-07-14	No follow-up required. The client no longer lives in Ontario.
294.	1-268C7QM	2017-07-14	2017-07-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-14	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2017-07-14	2017-07-14	The Contact Centre Agent should call client and update address.	2017-07-14	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.

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295.	1-26JH8EJ	2017-07-17	2017-07-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-17	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
296.	1-26JH8EN	2017-07-17	2017-07-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-17	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
297.	1-26JH8SG	2017-07-17	2017-07-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-17	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
298.	1-26JH8SK	2017-07-17	2017-07-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-17	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-17	The Contact Centre Agent should inactivate the incorrect address.	2017-07-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
299.	1-26JH8T8	2017-07-17	2017-07-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-17	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-17	The Contact Centre Agent should inactivate the incorrect address.	2017-07-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
300.	1-26JH8UM	2017-07-17	2017-07-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-17	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
301.	1-26JH8UQ	2017-07-17	2017-07-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-17	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
302.	1-26LZMH6	2017-07-18	2017-07-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-18	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-18	The Contact Centre Agent should inactivate the incorrect address.	2017-07-18	No follow-up required. The client no longer lives in Ontario.
303.	1-26LZMUE	2017-07-18	2017-07-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-18	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
304.	1-26M0EN7	2017-07-19	2017-07-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-19	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2017-07-19	The Contact Centre Agent should call client and update address.	2017-07-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
305.	1-26OKY24	2017-07-19	2017-07-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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306.	1-26OKY6J	2017-07-19	2017-07-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-11	The Contact Centre Agent should call client and update address.	2017-08-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
307.	1-26OKYG4	2017-07-19	2017-07-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-19	The Contact Centre Agent inactivated the incorrect address.	2017-08-09	2017-08-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-09	The Contact Centre Agent called the client and updated the address.
308.	1-26OKYG8	2017-07-19	2017-07-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
309.	1-26R7SLS	2017-07-20	2017-07-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-20	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2017-08-09	2017-08-09	The Contact Centre Agent should call client and update address.	2017-08-09	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
310.	1-26R81ZZ	2017-07-21	2017-07-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-21	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-07-21	The Contact Centre Agent should inactivate the incorrect address.	2017-07-21	No follow-up required. The client no longer lives in Ontario.
311.	1-26TXZBV	2017-07-21	2017-07-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
312.	1-273NXSD	2017-07-26	2017-07-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-26	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-07-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
313.	1-275CPJJ	2017-07-27	2017-07-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-31	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-31	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
314.	1-275CPRH	2017-07-27	2017-07-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-08	The Contact Centre Agent should call client and update address.	2017-08-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
315.	1-275CSRY	2017-07-27	2017-07-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-07-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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316.	1-2773R4Y	2017-07-28	2017-07-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-28	The Contact Centre Agent should inactivate the incorrect address.	2017-07-28	No follow-up required. The client no longer lives in Ontario.
317.	1-27BMG6Z	2017-07-31	2017-07-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-31	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-31	The Contact Centre Agent should inactivate the incorrect address.	2017-07-31	No follow-up required. The client no longer lives in Ontario.
318.	1-27BMG99	2017-07-31	2017-07-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-31	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-07-31	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
319.	1-27BS7MI	2017-07-31	2017-07-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-07-31	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-08-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-31	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
320.	1-27C0AKZ	2017-08-01	2017-08-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-01	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-08-01	The Contact Centre Agent should inactivate the incorrect address.	2017-08-01	No follow-up required. The client no longer lives in Ontario.
321.	1-27EVZAP	2017-08-02	2017-08-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
322.	1-27EWO7E	2017-08-02	2017-08-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-02	No follow-up possible. The Contact Centre Agent was not provided with enough information to identify the client's profile.	N/A not enough information to identify the client	2017-08-02	None required.	2017-08-02	None Required
323.	1-27EWXKE	2017-08-03	2017-08-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-28	The Contact Centre Agent should inactivate the incorrect address.	2017-08-03	No follow-up required. The client no longer lives in Ontario.
324.	1-27GEC8P	2017-08-03	2017-08-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-03	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
325.	1-27GECC8	2017-08-03	2017-08-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-03	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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326.	1-27GEH1P	2017-08-03	2017-08-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
327.	1-27GEL6S	2017-08-03	2017-08-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-03	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-08-22	The Contact Centre Agent should inactivate the incorrect address.	2017-08-03	No follow-up required. The client no longer lives in Ontario.
328.	1-27OYHAV	2017-08-09	2017-08-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-09	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-07	The Contact Centre Agent should inactivate the incorrect address.	2017-08-09	No follow-up required. The client no longer lives in Ontario.
329.	1-27QHJ8G	2017-08-10	2017-08-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-10	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-11-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
330.	1-27S1F4K	2017-08-11	2017-08-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-11	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-08-22	The Contact Centre Agent should inactivate the incorrect address.	2017-08-11	No follow-up required. The client no longer lives in Ontario.
331.	1-27S1F8F	2017-08-11	2017-08-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
332.	1-27S1FVR	2017-08-11	2017-08-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
333.	1-27S1FVW	2017-08-11	2017-08-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
334.	1-27TLT7L	2017-08-11	2017-08-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-30	The Contact Centre Agent should call client and update address.	2017-08-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
335.	1-27TLT80	2017-08-11	2017-08-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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336.	1-27TLT84	2017-08-11	2017-08-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
337.	1-27TLT88	2017-08-11	2017-08-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
338.	1-27TLT8D	2017-08-11	2017-08-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
339.	1-27TLT8H	2017-08-11	2017-08-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-11	The Contact Centre Agent inactivated the incorrect address.	2017-08-11	2017-08-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-11	The Contact Centre Agent called the client and updated the address.
340.	1-27TLT8L	2017-08-11	2017-08-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
341.	1-27XH3WW	2017-08-15	2017-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-15	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-08-22	The Contact Centre Agent should inactivate the incorrect address.	2017-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
342.	1-27XJ4LR	2017-08-15	2017-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-15	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
343.	1-27XJ806	2017-08-16	2017-08-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-16	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2017-08-16	2017-08-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-16	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
344.	1-27YXEX0	2017-08-16	2017-08-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-16	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2017-08-16	2017-08-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-16	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
345.	1-27YXF0X	2017-08-16	2017-08-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-16	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-08-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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346.	1-27YXFAZ	2017-08-16	2017-08-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-16	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
347.	1-280FFT3	2017-08-17	2017-08-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-17	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-08-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
348.	1-280FONN	2017-08-17	2017-08-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-17	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2017-08-17	2017-09-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-17	The Contact Centre Agent called the client and updated the address.
349.	1-281ZV39	2017-08-18	2017-08-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-18	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
350.	1-2863HWU	2017-08-21	2017-08-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-21	The Contact Centre Agent should inactivate the incorrect address.	2017-08-21	No follow-up required. The client no longer lives in Ontario.
351.	1-28663BA	2017-08-21	2017-08-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-21	The Contact Centre Agent should inactivate the incorrect address.	2017-08-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
352.	1-28668DK	2017-08-21	2017-08-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-21	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-07	The Contact Centre Agent should inactivate the incorrect address.	2017-08-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
353.	1-28668EI	2017-08-21	2017-08-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-21	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-10-10	The Contact Centre Agent should inactivate the incorrect address.	2017-08-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
354.	1-28668YO	2017-08-22	2017-08-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-22	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
355.	1-287EQZ5	2017-08-22	2017-08-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-22	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-08-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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356.	1-287FF6C	2017-08-22	2017-08-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-22	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-22	The Contact Centre Agent should inactivate the incorrect address.	2017-08-22	No follow-up required. The client no longer lives in Ontario.
357.	1-287FFF3	2017-08-22	2017-08-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-22	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
358.	1-288UEKY	2017-08-23	2017-08-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
359.	1-288UESM	2017-08-23	2017-08-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-23	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-23	The Contact Centre Agent should inactivate the incorrect address.	2017-08-23	No follow-up required. The client no longer lives in Ontario.
360.	1-288UU5W	2017-08-23	2017-08-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
361.	1-288UU74	2017-08-23	2017-08-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-23	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-23	The Contact Centre Agent should inactivate the incorrect address.	2017-08-23	No follow-up required. The client no longer lives in Ontario.
362.	1-288UUAG	2017-08-23	2017-08-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
363.	1-288UUET	2017-08-23	2017-08-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
364.	1-288VCVW	2017-08-24	2017-08-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-24	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-08-24	The Contact Centre Agent should inactivate the incorrect address.	2017-08-24	No follow-up required. The client no longer lives in Ontario.
365.	1-28ACJTN	2017-08-24	2017-08-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-24	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-24	The Contact Centre Agent should inactivate the incorrect address.	2017-08-24	No follow-up required. The client no longer lives in Ontario.

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366.	1-28ACO58	2017-08-24	2017-08-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-24	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
367.	1-28ACOK7	2017-08-24	2017-08-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-24	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
368.	1-28ACOLU	2017-08-24	2017-08-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-24	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-06	The Contact Centre Agent should call client and update address.	2017-08-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
369.	1-28ACT09	2017-08-24	2017-08-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-24	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
370.	1-28BVYBX	2017-08-25	2017-08-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-25	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-25	The Contact Centre Agent should inactivate the incorrect address.	2017-08-25	No follow-up required. The client no longer lives in Ontario.
371.	1-28BW4B1	2017-08-25	2017-08-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-12	The Contact Centre Agent should inactivate the incorrect address.	2017-08-25	No follow-up required. The client no longer lives in Ontario.
372.	1-28FZEXT	2017-08-28	2017-08-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
373.	1-28FZJOX	2017-08-28	2017-08-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-28	The Contact Centre Agent should inactivate the incorrect address.	2017-08-28	No follow-up required. The client no longer lives in Ontario.
374.	1-28HCH4P	2017-08-29	2017-08-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-29	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-13	The Contact Centre Agent should inactivate the incorrect address.	2017-08-29	No follow-up required. The client no longer lives in Ontario.
375.	1-28HCH5T	2017-08-29	2017-08-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-29	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-10-13	The Contact Centre Agent should inactivate the incorrect address.	2017-08-29	No follow-up required. The client no longer lives in Ontario.

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376.	1-28HCHFA	2017-08-29	2017-08-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-29	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-15	The Contact Centre Agent should inactivate the incorrect address.	2017-08-29	No follow-up required. The client no longer lives in Ontario.
377.	1-28ISKIG	2017-08-30	2017-08-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-30	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2017-08-30	2017-09-08	The Contact Centre Agent should call client and update address.	2017-08-30	No follow-up possible. The client no longer lives in Ontario.
378.	1-28ISOSS	2017-08-30	2017-08-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-30	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-08-30	The Contact Centre Agent should inactivate the incorrect address.	2017-08-30	No follow-up required. The client no longer lives in Ontario.
379.	1-28ISOX3	2017-08-30	2017-08-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
380.	1-28ISOX7	2017-08-30	2017-08-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
381.	1-28ISOZD	2017-08-30	2017-08-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-12	The Contact Centre Agent should call client and update address.	2017-08-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
382.	1-28ISPAD	2017-08-30	2017-08-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
383.	1-28ISPBB	2017-08-30	2017-08-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
384.	1-28KI9X6	2017-08-31	2017-08-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-08-31	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-31	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
385.	1-28NQQAQ	2017-09-05	2017-09-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-05	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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386.	1-28RU3XV	2017-09-05	2017-09-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-05	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-19	The Contact Centre Agent should inactivate the incorrect address.	2017-09-05	No follow-up required. The client no longer lives in Ontario.
387.	1-28RU4D4	2017-09-05	2017-09-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-05	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-25	The Contact Centre Agent should inactivate the incorrect address.	2017-09-05	No follow-up required. The client no longer lives in Ontario.
388.	1-28RU4M6	2017-09-05	2017-09-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-05	The Contact Centre Agent inactivated the incorrect address.	2017-09-05	2017-10-13	The Contact Centre Agent should call client and update address.	2017-09-05	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
389.	1-28TC6VC	2017-09-06	2017-09-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-06	The Contact Centre Agent should inactivate the incorrect address.	2017-09-06	No follow-up required. The client no longer lives in Ontario.
390.	1-28TC76K	2017-09-06	2017-09-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-06	The Contact Centre Agent should inactivate the incorrect address.	2017-09-06	No follow-up required. The client no longer lives in Ontario.
391.	1-28TC7CO	2017-09-06	2017-09-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-15	The Contact Centre Agent should call client and update address.	2017-09-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
392.	1-28TCT49	2017-09-06	2017-09-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-06	The Contact Centre Agent should inactivate the incorrect address.	2017-09-06	No follow-up required. The client no longer lives in Ontario.
393.	1-28TCT53	2017-09-06	2017-09-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
394.	1-28TCT57	2017-09-06	2017-09-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
395.	1-28TCT91	2017-09-06	2017-09-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-06	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2017-09-06	2017-09-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-06	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.

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396.	1-28UXJRM	2017-09-07	2017-09-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-07	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-14	The Contact Centre Agent should inactivate the incorrect address.	2017-09-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
397.	1-28UXPC6	2017-09-07	2017-09-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-07	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-07	The Contact Centre Agent should inactivate the incorrect address.	2017-09-07	No follow-up required. The client no longer lives in Ontario.
398.	1-28WKOVI	2017-09-08	2017-09-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-08	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
399.	1-28WKPO5	2017-09-08	2017-09-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-08	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
400.	1-28WKTRZ	2017-09-08	2017-09-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-08	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
401.	1-28WKTPE	2017-09-08	2017-09-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-08	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
402.	1-28WKTXO	2017-09-08	2017-09-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-08	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-19	The Contact Centre Agent should call client and update address.	2017-09-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
403.	1-28WKU3O	2017-09-08	2017-09-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-08	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
404.	1-28WKU5E	2017-09-08	2017-09-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-08	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-19	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
405.	1-28WKY3E	2017-09-11	2017-09-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-11	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-13	The Contact Centre Agent should inactivate the incorrect address.	2017-09-11	No follow-up required. The client no longer lives in Ontario.
406.	1-291008S	2017-09-11	2017-09-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age	2017-09-11	The Contact Centre Agent inactivated the	N/A unable to reach client	2017-09-11	The Contact Centre Agent should inactivate	2017-09-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact

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				information (age-range for eligibility for Screening Program), client's address, client's screening status.		address and the Unintended Recipient will destroy the letter.			the incorrect address.		Centre Agent was unable to reach the client.
407.	1-292F5CF	2017-09-12	2017-09-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-12	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
408.	1-293Y5IZ	2017-09-13	2017-09-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
409.	1-295NDYL	2017-09-15	2017-09-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-15	The Contact Centre Agent inactivated the incorrect address.	2017-09-15	2017-10-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-15	The Contact Centre Agent called the client and updated the address.
410.	1-295NE08	2017-09-15	2017-09-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-15	The Contact Centre Agent inactivated the incorrect address.	2017-09-15	2017-09-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-15	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
411.	1-295NE3X	2017-09-15	2017-09-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-15	The Contact Centre Agent inactivated the incorrect address.	2017-09-15	2017-10-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-15	The Contact Centre Agent called the client and updated the address.
412.	1-295O6Q0	2017-09-15	2017-09-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-10-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
413.	1-295O6Q4	2017-09-15	2017-09-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-10-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
414.	1-295O6QD	2017-09-15	2017-09-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-10-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
415.	1-295O6QH	2017-09-15	2017-09-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-15	The Contact Centre Agent inactivated the incorrect address.	2017-09-15	2017-10-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-15	The Contact Centre Agent called the client and updated the address.
416.	1-29A2YIN	2017-09-18	2017-09-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-18	The Contact Centre Agent inactivated the address and the Unintended Recipient will	N/A unable to reach client	2017-09-18	The Contact Centre Agent should inactivate the incorrect address.	2017-09-18	No follow-up required. The client no longer lives in Ontario.

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					destroy the letter.						
417.	1-29BHX9C	2017-09-19	2017-09-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-20	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
418.	1-29BIYPI	2017-09-19	2017-09-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-19	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-19	The Contact Centre Agent should inactivate the incorrect address.	2017-09-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
419.	1-29D196L	2017-09-20	2017-09-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-20	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
420.	1-29D19JK	2017-09-20	2017-09-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-20	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-20	The Contact Centre Agent should inactivate the incorrect address.	2017-09-20	No follow-up required. The client no longer lives in Ontario.
421.	1-29D21PA	2017-09-20	2017-09-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-20	CC inactivated incorrect address	N/A unable to reach client	2017-09-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
422.	1-29G9S3K	2017-09-22	2017-09-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-22	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-28	The Contact Centre Agent should inactivate the incorrect address.	2017-09-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
423.	1-29G9SE5	2017-09-22	2017-09-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-22	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-10-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
424.	1-29G9SNQ	2017-09-22	2017-09-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-22	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-09-29	The Contact Centre Agent should inactivate the incorrect address.	2017-09-22	No follow-up required. The client no longer lives in Ontario.
425.	1-29GBRU6	2017-09-22	2017-09-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
426.	1-29KPGBU	2017-09-25	2017-09-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-25	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-25	The Contact Centre Agent should inactivate the incorrect address.	2017-09-25	No follow-up required. The client no longer lives in Ontario.

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427.	1-29KPGIW	2017-09-25	2017-09-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-25	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-25	The Contact Centre Agent should inactivate the incorrect address.	2017-09-25	No follow-up required. The client no longer lives in Ontario.
428.	1-29M3R7T	2017-09-26	2017-09-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-26	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-26	The Contact Centre Agent should inactivate the incorrect address.	2017-09-26	No follow-up required. The client no longer lives in Ontario.
429.	1-29M4G3W	2017-09-27	2017-09-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-27	The Contact Centre Agent should inactivate the incorrect address.	2017-09-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
430.	1-29NMVLA	2017-09-27	2017-09-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
431.	1-29NMVWP	2017-09-27	2017-09-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
432.	1-29NNNZX	2017-09-27	2017-09-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-27	The Contact Centre Agent should inactivate the incorrect address.	2017-09-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
433.	1-29NNO74	2017-09-27	2017-09-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-26	The Contact Centre Agent should call client and update address.	2017-09-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
434.	1-29P96CC	2017-09-28	2017-09-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-28	The Contact Centre Agent should inactivate the incorrect address.	2017-09-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
435.	1-29P9IDE	2017-09-28	2017-09-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-28	The Contact Centre Agent should inactivate the incorrect address.	2017-09-28	No follow-up required. The client no longer lives in Ontario.
436.	1-29R0DT3	2017-09-29	2017-09-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-29	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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437.	1-29R6ZY3	2017-09-29	2017-09-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-29	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-09-29	The Contact Centre Agent should inactivate the incorrect address.	2017-09-29	No follow-up required. The client no longer lives in Ontario.
438.	1-29R702X	2017-09-29	2017-09-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-29	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-18	Address to be inactivated. CC to attempt to contact intended client.	2017-09-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
439.	1-29SUDFM	2017-09-30	2017-09-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-09-30	No follow-up possible. The Contact Centre was not provided with enough information to identify the client's profile.	N/A unable to reach client	2017-09-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-30	No follow-up possible. The Contact Centre Agent was not provided with enough information to identify the client's profile.
440.	1-29SUDN7	2017-10-02	2017-10-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-02	No follow-up possible. The Contact Centre Agent was not provided with enough information to identify the client's profile.	N/A unable to reach client	2017-10-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-02	No follow-up required. The client no longer lives in Ontario.
441.	1-29VN16J	2017-10-02	2017-10-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-02	The Contact Centre Agent should inactivate the incorrect address.	2017-10-02	No follow-up required. The client no longer lives in Ontario.
442.	1-29VQDFS	2017-10-02	2017-10-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-02	The Contact Centre Agent should inactivate the incorrect address.	2017-10-02	No follow-up required. The client no longer lives in Ontario.
443.	1-29X223P	2017-10-03	2017-10-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-03	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
444.	1-29X2EGK	2017-10-03	2017-10-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-03	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-10-03	The Contact Centre Agent should inactivate the incorrect address.	2017-10-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
445.	1-29X2F1I	2017-10-03	2017-10-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-03	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-10-19	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
446.	1-29X38CH	2017-10-04	2017-10-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-04	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-10-04	The Contact Centre Agent should inactivate the incorrect address.	2017-10-04	No follow-up required. The client no longer lives in Ontario.

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447.	1-29YLFU6	2017-10-04	2017-10-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-04	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-04	The Contact Centre Agent should inactivate the incorrect address.	2017-10-04	No follow-up required. The client no longer lives in Ontario.
448.	1-29YLFVR	2017-10-04	2017-10-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-04	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-04	The Contact Centre Agent should inactivate the incorrect address.	2017-10-04	No follow-up required. The client no longer lives in Ontario.
449.	1-29YLGFU	2017-10-04	2017-10-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-04	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-10-16	The Contact Centre Agent should call client and update address.	2017-10-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
450.	1-29YLGII	2017-10-04	2017-10-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-10-20	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
451.	1-2A080JL	2017-10-05	2017-10-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-05	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-05	The Contact Centre Agent should inactivate the incorrect address.	2017-10-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
452.	1-2A083U8	2017-10-05	2017-10-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-05	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-05	The Contact Centre Agent should inactivate the incorrect address.	2017-10-05	No follow-up required. The client no longer lives in Ontario.
453.	1-2A083XQ	2017-10-05	2017-10-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-10	The Contact Centre Agent should call client and update address.	2017-10-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
454.	1-2A0846E	2017-10-05	2017-10-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-05	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-05	The Contact Centre Agent should inactivate the incorrect address.	2017-10-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
455.	1-2A084CD	2017-10-05	2017-10-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-05	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-05	The Contact Centre Agent should inactivate the incorrect address.	2017-10-05	No follow-up required. The client no longer lives in Ontario.
456.	1-2A088L5	2017-10-05	2017-10-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-05	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-10-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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457.	1-2A088SH	2017-10-06	2017-10-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-06	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-11-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
458.	1-2A08900	2017-10-06	2017-10-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-19	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
459.	1-2A1WK3L	2017-10-06	2017-10-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
460.	1-2A6F4JN	2017-10-10	2017-10-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-10	The Contact Centre Agent should inactivate the incorrect address.	2017-10-10	No follow-up required. The client no longer lives in Ontario.
461.	1-2A7S4YZ	2017-10-10	2017-10-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-16	The Contact Centre Agent should call client and update address.	2017-10-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
462.	1-2A7S50S	2017-10-10	2017-10-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-10	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-10-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
463.	1-2A9ACJ8	2017-10-11	2017-10-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-11	The Contact Centre Agent should inactivate the incorrect address.	2017-10-11	No follow-up required. The client no longer lives in Ontario.
464.	1-2A9AJTH	2017-10-11	2017-10-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-11	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2017-10-11	2017-10-19	The Contact Centre Agent should inactivate the incorrect address.	2017-10-11	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent did not re-send the correspondence because they already have the information. updated client's address
465.	1-2A9BC0Y	2017-10-11	2017-10-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
466.	1-2A9BBZJ	2017-10-11	2017-10-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-11	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-11-09	The Contact Centre Agent should inactivate the incorrect address.	2017-10-11	No follow-up required. The client no longer lives in Ontario.

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467.	1-2AAWS9I	2017-10-12	2017-10-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-12	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-11-09	The Contact Centre Agent should inactivate the incorrect address.	2017-10-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
468.	1-2AAWSD9	2017-10-12	2017-10-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-12	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-12	The Contact Centre Agent should inactivate the incorrect address.	2017-10-12	No follow-up required. The client no longer lives in Ontario.
469.	1-2AAWSCE	2017-10-12	2017-10-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-12	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-12	The Contact Centre Agent should inactivate the incorrect address.	2017-10-12	No follow-up required. The client no longer lives in Ontario.
470.	1-2AAWX0H	2017-10-13	2017-10-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-17	The Contact Centre Agent should call client and update address.	2017-10-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
471.	1-2ACK0VQ	2017-10-13	2017-10-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-10-13	Address to be inactivated. CC to attempt to contact intended client.	2017-10-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
472.	1-2ACK0YB	2017-10-13	2017-10-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-10-20	The Contact Centre Agent should call client and update address.	2017-10-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
473.	1-2ACK10H	2017-10-13	2017-10-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-10-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
474.	1-2ACLVIQ	2017-10-13	2017-10-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
475.	1-2AH4AVX	2017-10-16	2017-10-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-16	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-16	The Contact Centre Agent should inactivate the incorrect address.	2017-10-16	No follow-up required. The client no longer lives in Ontario.
476.	1-2AIHYV5	2017-10-17	2017-10-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-17	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-11-15	The Contact Centre Agent should call client and update address.	2017-10-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
477.	1-2AKORKA	2017-10-18	2017-10-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening	2017-10-18	The Contact Centre Agent inactivated the address and the	N/A unable to reach client	2017-11-10	The Contact Centre Agent should inactivate the address and	2017-10-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the

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				Program), client's address, client's screening status.		Unintended Recipient will destroy the letter.			attempt to contact intended recipient.		client.
478.	1-2AK0RKE	2017-10-18	2017-10-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-18	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
479.	1-2AK1A5F	2017-10-18	2017-10-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-18	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
480.	1-2AK1AKR	2017-10-19	2017-10-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
481.	1-2ALMM67	2017-10-19	2017-10-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-19	The Contact Centre Agent inactivated the incorrect address.	2017-10-19	2017-11-13	The Contact Centre Agent should call client and update address.	2017-10-19	The Contact Centre Agent called the client and updated the address.
482.	1-2ALMMBV	2017-10-19	2017-10-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-19	The Contact Centre Agent inactivated the incorrect address.	2017-10-19	2017-11-14	The Contact Centre Agent should call client and update address.	2017-10-19	The Contact Centre Agent called the client and updated the address.
483.	1-2AN9OYK	2017-10-20	2017-10-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-20	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-10-20	The Contact Centre Agent should inactivate the incorrect address.	2017-10-20	No follow-up required. The client no longer lives in Ontario.
484.	1-2AN9P17	2017-10-20	2017-10-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-20	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-11-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
485.	1-2AN9P2S	2017-10-20	2017-10-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-20	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-11-09	The Contact Centre Agent should inactivate the incorrect address.	2017-10-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
486.	1-2AN9P7T	2017-10-20	2017-10-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-20	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-20	The Contact Centre Agent should inactivate the incorrect address.	2017-10-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
487.	1-2ANASCX	2017-10-20	2017-10-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-20	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-11-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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488.	1-2ANASJS	2017-10-20	2017-10-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-20	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
489.	1-2ANASN8	2017-10-20	2017-10-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-20	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-10	The Contact Centre Agent should call client and update address.	2017-10-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
490.	1-2ANASNC	2017-10-20	2017-10-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-20	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-14	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
491.	1-2ARNKX6	2017-10-23	2017-10-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-23	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-23	The Contact Centre Agent should inactivate the incorrect address.	2017-10-23	No follow-up required. The client no longer lives in Ontario.
492.	1-2ARNKYZ	2017-10-23	2017-10-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-23	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-11-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
493.	1-2ARP8UC	2017-10-23	2017-10-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-23	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-23	The Contact Centre Agent should inactivate the incorrect address.	2017-10-23	No follow-up required. The client no longer lives in Ontario.
494.	1-2ARP8VQ	2017-10-23	2017-10-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-23	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-23	The Contact Centre Agent should inactivate the incorrect address.	2017-10-23	No follow-up required. The client no longer lives in Ontario.
495.	1-2ARRLP9	2017-10-23	2017-10-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-23	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-23	The Contact Centre Agent should inactivate the incorrect address.	2017-10-23	No follow-up required. The client no longer lives in Ontario.
496.	1-2ARRLPM	2017-10-23	2017-10-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-23	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-23	The Contact Centre Agent should inactivate the incorrect address.	2017-10-23	No follow-up required. The client no longer lives in Ontario.
497.	1-2AT3TOL	2017-10-24	2017-10-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-24	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-24	The Contact Centre Agent should inactivate the incorrect address.	2017-10-24	No follow-up required. The client no longer lives in Ontario.

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498.	1-2AT4G1T	2017-10-24	2017-10-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-24	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-15	The Contact Centre Agent should inactivate the incorrect address.	2017-10-24	No follow-up required. The client no longer lives in Ontario.
499.	1-2AT4G5F	2017-10-24	2017-10-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-24	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-24	The Contact Centre Agent should inactivate the incorrect address.	2017-10-24	No follow-up required. The client no longer lives in Ontario.
500.	1-2AUM4DN	2017-10-25	2017-10-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-25	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-25	The Contact Centre Agent should inactivate the incorrect address.	2017-10-25	No follow-up required. The client no longer lives in Ontario.
501.	1-2AUMCOC	2017-10-25	2017-10-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-25	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
502.	1-2AUMD16	2017-10-25	2017-10-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-25	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
503.	1-2AUMD2Q	2017-10-25	2017-10-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-25	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-27	The Contact Centre Agent should inactivate the incorrect address.	2017-10-25	No follow-up required. The client no longer lives in Ontario.
504.	1-2AUN0GX	2017-10-25	2017-10-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
505.	1-2AW8DOQ	2017-10-26	2017-10-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-26	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-26	The Contact Centre Agent should inactivate the incorrect address.	2017-10-26	No follow-up required. The client no longer lives in Ontario.
506.	1-2AW8IOT	2017-10-26	2017-10-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-26	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-10-26	The Contact Centre Agent should inactivate the incorrect address.	2017-10-26	No follow-up required. The client no longer lives in Ontario.
507.	1-2AW8LT0	2017-10-26	2017-10-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-26	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-10-26	The Contact Centre Agent should inactivate the incorrect address.	2017-10-26	No follow-up required. The client no longer lives in Ontario.

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508.	1-2AW8M0B	2017-10-26	2017-10-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-26	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-26	The Contact Centre Agent should inactivate the incorrect address.	2017-10-26	No follow-up required. The client no longer lives in Ontario.
509.	1-2AXW25Z	2017-10-27	2017-10-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-27	The Contact Centre Agent should inactivate the incorrect address.	2017-10-27	No follow-up required. The client no longer lives in Ontario.
510.	1-2AXW2B8	2017-10-27	2017-10-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-27	The Contact Centre Agent should inactivate the incorrect address.	2017-10-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
511.	1-2AXW2OJ	2017-10-27	2017-10-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-27	The Contact Centre Agent should inactivate the incorrect address.	2017-10-27	No follow-up required. The client no longer lives in Ontario.
512.	1-2B29O5K	2017-10-30	2017-10-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-30	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-30	The Contact Centre Agent should inactivate the incorrect address.	2017-10-30	No follow-up required. The client no longer lives in Ontario.
513.	1-2B2B0QX	2017-10-30	2017-10-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-30	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-11-13	The Contact Centre Agent should inactivate the incorrect address.	2017-10-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
514.	1-2B2B0V3	2017-10-30	2017-10-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-30	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2017-10-30	2017-11-27	The Contact Centre Agent should call client and update address.	2017-10-30	The Contact Centre Agent called the client and updated the address.
515.	1-2B2DS5J	2017-10-30	2017-10-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-30	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
516.	1-2B3Q5U8	2017-10-31	2017-10-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-31	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-10-31	The Contact Centre Agent should inactivate the incorrect address.	2017-10-31	No follow-up required. The client no longer lives in Ontario.
517.	1-2B3SW68	2017-10-31	2017-10-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-31	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-11-13	The Contact Centre Agent should inactivate the incorrect address.	2017-10-31	No follow-up required. The client no longer lives in Ontario.

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518.	1-2B3SW9X	2017-10-31	2017-10-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-31	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-31	The Contact Centre Agent should inactivate the incorrect address.	2017-10-31	No follow-up required. The client no longer lives in Ontario.
519.	1-2B3SWOS	2017-10-31	2017-10-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-31	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2017-10-31	2018-01-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-31	The Contact Centre Agent confirmed and updated the address provided by the client.
520.	1-2B3Z74Q	2017-10-31	2017-10-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-10-31	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-31	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
521.	1-2B5GPWF	2017-11-01	2017-11-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-01	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-11-13	The Contact Centre Agent should inactivate the incorrect address.	2017-11-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
522.	1-2B5GPY9	2017-11-01	2017-11-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-01	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-08	The Contact Centre Agent should call client and update address.	2017-11-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
523.	1-2B5HC31	2017-11-01	2017-11-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-01	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
524.	1-2B5HC55	2017-11-01	2017-11-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-01	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
525.	1-2B745B5	2017-11-02	2017-11-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-02	The Contact Centre Agent should inactivate the incorrect address.	2017-11-02	No follow-up required. The client no longer lives in Ontario.
526.	1-2B745N5	2017-11-02	2017-11-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-02	The Contact Centre Agent should inactivate the incorrect address.	2017-11-02	No follow-up required. The client no longer lives in Ontario.
527.	1-2B745SU	2017-11-02	2017-11-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.

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528.	1-2B74A64	2017-11-02	2017-11-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-02	The Contact Centre Agent should inactivate the incorrect address.	2017-11-02	No follow-up required. The client no longer lives in Ontario.
529.	1-2B8V8Y7	2017-11-03	2017-11-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-03	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-03	The Contact Centre Agent should inactivate the incorrect address.	2017-11-03	No follow-up required. The client no longer lives in Ontario.
530.	1-2B8V99Y	2017-11-03	2017-11-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-03	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-03	The Contact Centre Agent should inactivate the incorrect address.	2017-11-03	No follow-up required. The client no longer lives in Ontario.
531.	1-2BDI6PU	2017-11-06	2017-11-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
532.	1-2BDI6UM	2017-11-06	2017-11-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-06	The Contact Centre Agent should inactivate the incorrect address.	2017-11-06	No follow-up required. The client no longer lives in Ontario.
533.	1-2BEYX6H	2017-11-06	2017-11-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-14	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
534.	1-2BEYX89	2017-11-06	2017-11-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
535.	1-2BEYXGV	2017-11-07	2017-11-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-07	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
536.	1-2BEYZW5	2017-11-07	2017-11-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-07	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-07	The Contact Centre Agent should inactivate the incorrect address.	2017-11-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
537.	1-2BEYZW9	2017-11-07	2017-11-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-07	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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538.	1-2BGJG6T	2017-11-08	2017-11-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-08	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-14	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
539.	1-2BI7XOO	2017-11-09	2017-11-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-09	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-11-09	The Contact Centre Agent should inactivate the incorrect address.	2017-11-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
540.	1-2BI7XP8	2017-11-09	2017-11-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-09	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-09	The Contact Centre Agent should inactivate the incorrect address.	2017-11-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
541.	1-2BI83L1	2017-11-09	2017-11-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-09	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2017-11-09	2017-12-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-09	The Contact Centre Agent called the client and updated the address.
542.	1-2BI8413	2017-11-09	2017-11-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-09	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-09	The Contact Centre Agent should inactivate the incorrect address.	2017-11-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
543.	1-2BJYI95	2017-11-10	2017-11-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-10	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
544.	1-2BJYIAR	2017-11-10	2017-11-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-10	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-10	The Contact Centre Agent should inactivate the incorrect address.	2017-11-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
545.	1-2BN6SCJ	2017-11-13	2017-11-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-21	The Contact Centre Agent should call client and update address.	2017-11-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
546.	1-2BN6SIK	2017-11-13	2017-11-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-13	The Contact Centre Agent should call client and update address.	2017-11-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
547.	1-2BOP25E	2017-11-13	2017-11-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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548.	1-2BOP262	2017-11-13	2017-11-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-17	The Contact Centre Agent should call client and update address.	2017-11-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
549.	1-2BOP266	2017-11-13	2017-11-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-22	The Contact Centre Agent should call client and update address.	2017-11-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
550.	1-2BOP26A	2017-11-13	2017-11-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-13	The Contact Centre Agent should inactivate the incorrect address.	2017-11-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
551.	1-2BOP26Y	2017-11-13	2017-11-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
552.	1-2BOP2H8	2017-11-13	2017-11-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2017-11-13	2017-12-01	The Contact Centre Agent should call client and update address.	2017-11-13	The Contact Centre Agent called the client and updated the address.
553.	1-2BQ63V6	2017-11-14	2017-11-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-14	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-14	The Contact Centre Agent should inactivate the incorrect address.	2017-11-14	No follow-up required. The client no longer lives in Ontario.
554.	1-2BQ63V6	2017-11-14	2017-11-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-14	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-14	The Contact Centre Agent should inactivate the incorrect address.	2017-11-14	No follow-up required. The client no longer lives in Ontario.
555.	1-2BRTRCF	2017-11-15	2017-11-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-12-13	The Contact Centre Agent should call client and update address.	2017-11-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
556.	1-2BRTRU1	2017-11-16	2017-11-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-16	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
557.	1-2BTJ5R4	2017-11-16	2017-11-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-16	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-16	The Contact Centre Agent should inactivate the incorrect address.	2017-11-16	No follow-up required. The client no longer lives in Ontario.
558.	1-2BTJ8YX	2017-11-16	2017-11-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-16	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-12-07	The Contact Centre Agent should call client and update address.	2017-11-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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559.	1-2BX26TL	2017-11-20	2017-11-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-20	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
560.	1-2C07IJN	2017-11-20	2017-11-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-20	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-20	The Contact Centre Agent should inactivate the incorrect address.	2017-11-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
561.	1-2C07IUB	2017-11-20	2017-11-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-20	The Contact Centre Agent inactivated the incorrect address.	2017-11-20	2017-11-29	The Contact Centre Agent should call client and update address.	2017-11-20	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
562.	1-2C07J1O	2017-11-20	2017-11-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-20	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
563.	1-2C07J9K	2017-11-20	2017-11-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-20	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
564.	1-2C0ZFBH	2017-11-21	2017-11-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-21	The Contact Centre Agent should inactivate the incorrect address.	2017-11-21	No follow-up required. The client no longer lives in Ontario.
565.	1-2C1Q1VI	2017-11-21	2017-11-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-21	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
566.	1-2C3DE4A	2017-11-22	2017-11-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
567.	1-2C3DN5O	2017-11-22	2017-11-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
568.	1-2C55ESC	2017-11-23	2017-11-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-23	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-28	The Contact Centre Agent should inactivate the incorrect address.	2017-11-23	No follow-up required. The client no longer lives in Ontario.

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569.	1-2C6ZK3E	2017-11-24	2017-11-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-24	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-12-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
570.	1-2CDJ23F	2017-11-28	2017-11-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-28	No follow-up required. The client no longer lives in Ontario.
571.	1-2CDJ2EL	2017-11-28	2017-11-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-12-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
572.	1-2CDJ2EP	2017-11-28	2017-11-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-12-14	The Contact Centre Agent should call client and update address.	2017-11-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
573.	1-2CDJ2F3	2017-11-28	2017-11-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-28	The Contact Centre Agent inactivated the incorrect address.	2017-11-28	2017-12-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-28	The Contact Centre Agent called the client and updated the address.
574.	1-2CF5FAP	2017-11-29	2017-11-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-29	The Contact Centre Agent inactivated the incorrect address.	2017-11-29	2017-12-04	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-29	The Contact Centre Agent called the client and updated the address.
575.	1-2CF5FC2	2017-11-29	2017-11-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-29	The Contact Centre Agent inactivated the incorrect address.	2017-11-29	2017-11-29	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-29	The Contact Centre Agent called the client and updated the address.
576.	1-2CF5SOB	2017-11-29	2017-11-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-12-04	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
577.	1-2CF5SPF	2017-11-29	2017-11-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-12-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
578.	1-2CF5SVS	2017-11-29	2017-11-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-29	The Contact Centre Agent should call client and update address.	2017-11-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
579.	1-2CF5SZJ	2017-11-29	2017-11-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-12-04	The Contact Centre Agent should call client and update address.	2017-11-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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580.	1-2CF5TDJ	2017-11-29	2017-11-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
581.	1-2CGUXRQ	2017-11-30	2017-11-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-30	The Contact Centre Agent inactivated the incorrect address.	2017-11-30	2017-12-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
582.	1-2CGYGMT	2017-11-30	2017-11-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
583.	1-2CGYGU7	2017-11-30	2017-11-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
584.	1-2CGYGVU	2017-11-30	2017-11-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-30	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-30	The Contact Centre Agent should inactivate the incorrect address.	2017-11-30	No follow-up required. The client no longer lives in Ontario.
585.	1-2CGYGWF	2017-11-30	2017-11-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-12-06	The Contact Centre Agent should call client and update address.	2017-11-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
586.	1-2CGYH5O	2017-11-30	2017-11-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-30	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-12-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
587.	1-2CH35MU	2017-11-30	2017-11-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-12-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
588.	1-2CH35OI	2017-11-30	2017-11-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
589.	1-2CH35P1	2017-11-30	2017-11-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

	Activity #	Date of the Breach	Date Breach was Identified or Suspected	Nature of Personal Health Information	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Recommendation(s)	Date Recommendation Addressed	Manner Recommendations were addressed
590.	1-2CH35PM	2017-11-30	2017-11-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-11-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-12-04	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
591.	1-2CNHH95	2017-12-04	2017-12-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-12-04	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-12-12	The Contact Centre Agent should call client and update address.	2017-12-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
592.	1-2CQGRMQ	2017-12-06	2017-12-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-12-06	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-01-12	The Contact Centre Agent should call client and update address.	2017-12-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
593.	1-2CQGRUU	2017-12-06	2017-12-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-12-06	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-01-08	The Contact Centre Agent should call client and update address.	2017-12-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
594.	1-2CQH2I4	2017-12-06	2017-12-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-12-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-12-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-12-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
595.	1-2CS2X6X	2017-12-08	2017-12-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-12-08	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-12-08	The Contact Centre Agent should inactivate the incorrect address.	2017-12-08	No follow-up required. The client no longer lives in Ontario.
596.	1-2CTQOLZ	2017-12-11	2017-12-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-12-14	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-12-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-12-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
597.	1-2CZIR9K	2017-12-12	2017-12-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-12-12	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-01-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-12-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
598.	1-2D0TWZ3	2017-12-13	2017-12-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-12-13	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2017-12-13	2018-01-30	The Contact Centre Agent should call client and update address.	2017-12-13	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
599.	1-2D3IEYH	2017-12-18	2017-12-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-12-18	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-12-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-12-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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600.	1-2D3IEYM	2017-12-18	2017-12-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-12-18	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-12-18	The Contact Centre Agent should inactivate the incorrect address.	2017-12-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
601.	1-2D83WH2	2017-12-19	2017-12-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-12-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-09	The Contact Centre Agent should call client and update address.	2017-12-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
602.	1-2DA5YHL	2017-12-22	2017-12-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-12-22	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-12-22	The Contact Centre Agent should inactivate the incorrect address.	2017-12-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
603.	1-2DA5YMP	2017-12-22	2017-12-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-12-22	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-12-22	The Contact Centre Agent should inactivate the incorrect address.	2017-12-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
604.	1-2DFAM3V	2017-12-27	2017-12-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2017-12-27	No follow-up possible. The Contact Centre Agent was not provided with enough information to identify the client's profile.	N/A unable to reach client	2017-12-27	The Contact Centre Agent should inactivate the incorrect address.	2017-12-27	No follow-up possible. The Contact Centre Agent was not provided with enough information to identify the client's profile.
605.	1-2DLP3X2	2018-01-04	2018-01-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-15	The Contact Centre Agent should call client and update address.	2018-01-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
606.	1-2DNPASC	2018-01-04	2018-01-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-04	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
607.	1-2DNPB4G	2018-01-04	2018-01-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
608.	1-2DNPBB4	2018-01-04	2018-01-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-04	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
609.	1-2DNPEUB	2018-01-04	2018-01-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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610.	1-2DX6JL2	2018-01-09	2018-01-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-02-07	The Contact Centre Agent should call client and update address.	2018-01-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
611.	1-2DX6JQI	2018-01-09	2018-01-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
612.	1-2DZCDN3	2018-01-09	2018-01-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-09	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-01-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
613.	1-2DZD5H3	2018-01-10	2018-01-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-01-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
614.	1-2DZD5K0	2018-01-10	2018-01-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-10	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-01-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
615.	1-2E1SE6J	2018-01-11	2018-01-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-01-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
616.	1-2E1SEDI	2018-01-11	2018-01-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-02-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
617.	1-2E1SEK0	2018-01-11	2018-01-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-11	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-01-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
618.	1-2E6NUJZ	2018-01-12	2018-01-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-12	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2018-01-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
619.	1-2E6NUQF	2018-01-12	2018-01-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-12	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-01-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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620.	1-2EDH5TU	2018-01-15	2018-01-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-15	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-01-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
621.	1-2EDH621	2018-01-15	2018-01-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-15	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-01-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
622.	1-2EG2IYK	2018-01-16	2018-01-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-16	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-01-19	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
623.	1-2EIRGGI	2018-01-18	2018-01-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-18	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-01-18	The Contact Centre Agent should inactivate the incorrect address.	2018-01-18	No follow-up required. The client no longer lives in Ontario.
624.	1-2ELHQU1	2018-01-19	2018-01-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-19	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-01-19	The Contact Centre Agent should inactivate the incorrect address.	2018-01-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
625.	1-2EO9LFW	2018-01-19	2018-01-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-24	The Contact Centre Agent should call client and update address.	2018-01-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
626.	1-2EO9LGO	2018-01-19	2018-01-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
627.	1-2EO9LOH	2018-01-19	2018-01-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
628.	1-2EZBF3H	2018-01-23	2018-01-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-23	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-01-23	The Contact Centre Agent should inactivate the incorrect address.	2018-01-23	No follow-up required. The client no longer lives in Ontario.
629.	1-2EZBF4W	2018-01-23	2018-01-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-23	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-01-26	The Contact Centre Agent should call client and update address.	2018-01-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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630.	1-2F58RCY	2018-01-25	2018-01-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
631.	1-2F58REM	2018-01-25	2018-01-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-02-07	The Contact Centre Agent should call client and update address.	2018-01-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
632.	1-2F58RFQ	2018-01-25	2018-01-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
633.	1-2F58UOO	2018-01-25	2018-01-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-02-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
634.	1-2F58UPC	2018-01-25	2018-01-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-02-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
635.	1-2FHCLYS	2018-01-29	2018-01-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-01-29	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-01-29	The Contact Centre Agent should inactivate the incorrect address.	2018-01-29	No follow-up required. The client no longer lives in Ontario.
636.	1-2FNSOPV	2018-02-01	2018-02-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-01	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-02-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
637.	1-2FU7B2F	2018-02-02	2018-02-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-02-02	The Contact Centre Agent should inactivate the incorrect address.	2018-02-02	No follow-up required. The client no longer lives in Ontario.
638.	1-2G1AX6Q	2018-02-05	2018-02-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-05	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-03-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
639.	1-2G1AXCA	2018-02-05	2018-02-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-02-08	The Contact Centre Agent should call client and update address.	2018-02-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.

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640.	1-2G1AXK1	2018-02-06	2018-02-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-02-09	The Contact Centre Agent should call client and update address.	2018-02-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
641.	1-2G1AXK5	2018-02-06	2018-02-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-02-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
642.	1-2G1AXLN	2018-02-06	2018-02-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-02-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
643.	1-2G2RD7F	2018-02-06	2018-02-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-02-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
644.	1-2G2RDK5	2018-02-06	2018-02-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-02-16	The Contact Centre Agent should inactivate the incorrect address.	2018-02-06	No follow-up required. The client no longer lives in Ontario.
645.	1-2G2RDK9	2018-02-06	2018-02-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-02-16	The Contact Centre Agent should inactivate the incorrect address.	2018-02-06	No follow-up required. The client no longer lives in Ontario.
646.	1-2G2RDU5	2018-02-06	2018-02-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-02-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
647.	1-2G2S2CY	2018-02-07	2018-02-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-02-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
648.	1-2G4DUG2	2018-02-07	2018-02-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-02-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
649.	1-2G4DUGB	2018-02-07	2018-02-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-02-09	The Contact Centre Agent should call client and update address.	2018-02-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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650.	1-2G4DUHT	2018-02-07	2018-02-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-07	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-02-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-07	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
651.	1-2G4ENCV	2018-02-07	2018-02-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-07	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-02-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
652.	1-2GCLONW	2018-02-12	2018-02-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-12	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-02-14	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
653.	1-2GCLOOK	2018-02-12	2018-02-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-12	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-02-14	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
654.	1-2GCLOPH	2018-02-12	2018-02-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-12	The Contact Centre Agent inactivated the incorrect address.	2018-02-12	2018-02-12	The Contact Centre Agent should inactivate the incorrect address.	2018-02-12	The Contact Centre Agent confirmed and updated the address provided by the client.
655.	1-2GCLP6S	2018-02-12	2018-02-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-12	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-02-12	The Contact Centre Agent should inactivate the incorrect address.	2018-02-12	No follow-up required. The client no longer lives in Ontario.
656.	1-2GFSO2V	2018-02-14	2018-02-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-14	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-02-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-14	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
657.	1-2GJ9GHH	2018-02-16	2018-02-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-16	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-02-20	The Contact Centre Agent should call client and update address.	2018-02-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
658.	1-2GPGHZO	2018-02-20	2018-02-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-20	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2018-02-20	The Contact Centre Agent should inactivate the incorrect address.	2018-02-20	No follow-up required. The client no longer lives in Ontario.
659.	1-2GR2DYM	2018-02-21	2018-02-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-21	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-03-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
660.	1-2GSRGZ	2018-02-22	2018-02-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-02-23	The Contact Centre Agent should inactivate the address and attempt to contact	2018-02-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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								intended recipient.			
661.	1-2GSRUCX	2018-02-22	2018-02-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-02-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-02-27	The Contact Centre Agent should call client and update address.	2018-02-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
662.	1-2H4E70N	2018-03-01	2018-03-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-01	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-04-09	The Contact Centre Agent should call client and update address.	2018-03-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
663.	1-2H6HZ5J	2018-03-02	2018-03-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-10	The Contact Centre Agent should call client and update address.	2018-03-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
664.	1-2HFW4OD	2018-03-07	2018-03-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-07	The Contact Centre Agent inactivated the incorrect address.	2018-03-07	2018-05-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-03-07	The Contact Centre Agent called the client and updated the address. Client was sent breach notification letter.
665.	1-2HFW4SC	2018-03-07	2018-03-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-03-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
666.	1-2HHV73R	2018-03-08	2018-03-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-08	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-03-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-03-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
667.	1-2HHV754	2018-03-08	2018-03-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-08	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2014-03-14	The Contact Centre Agent should inactivate the incorrect address.	2018-03-08	No follow-up required. The client no longer lives in Ontario.
668.	1-2HHV7DG	2018-03-08	2018-03-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-08	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-03-08	The Contact Centre Agent should inactivate the incorrect address.	2018-03-08	No follow-up required. The client no longer lives in Ontario.
669.	1-2HJWSK5	2018-03-09	2018-03-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-09	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-03-09	The Contact Centre Agent should inactivate the incorrect address.	2018-03-09	No follow-up required. The client no longer lives in Ontario.
670.	1-2I6DAPE	2018-03-20	2018-03-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-20	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-04	The Contact Centre Agent should inactivate the address and attempt to contact	2018-03-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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									intended recipient.		
671.	1-2I6DAYT	2018-03-20	2018-03-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-20	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-03-29	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-03-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
672.	1-2IB3BUI	2018-03-22	2018-03-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-22	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-03-23	The Contact Centre Agent should inactivate the incorrect address.	2018-03-22	No follow-up required. The client no longer lives in Ontario.
673.	1-2IDP0DY	2018-03-23	2018-03-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-23	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-04-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-03-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
674.	1-2IL14TQ	2018-03-26	2018-03-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-26	The Contact Centre Agent inactivated the incorrect address.	2018-03-26	2018-03-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-03-26	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
675.	1-2INCBVJ	2018-03-27	2018-03-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-03-27	The Contact Centre Agent should inactivate the incorrect address.	2018-03-27	No follow-up required. The client no longer lives in Ontario.
676.	1-2INCBYC	2018-03-27	2018-03-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-03-29	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-03-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
677.	1-2IPX1CV	2018-03-28	2018-03-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-04-10	The Contact Centre Agent should inactivate the incorrect address.	2018-03-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
678.	1-2IT00D8	2018-03-29	2018-03-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-29	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-03-29	The Contact Centre Agent should inactivate the incorrect address.	2018-03-29	No follow-up required. The client no longer lives in Ontario.
679.	1-2IT03R9	2018-03-29	2018-03-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-29	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-04-18	The Contact Centre Agent should call client and update address.	2018-03-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.

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680.	1-2J5XC7Y	2018-04-03	2018-04-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
681.	1-2J5XC86	2018-04-03	2018-04-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
682.	1-2J5XC8A	2018-04-03	2018-04-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
683.	1-2J5XC8E	2018-04-03	2018-04-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
684.	1-2J5XC8L	2018-04-03	2018-04-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
685.	1-2J5XC8T	2018-04-03	2018-04-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
686.	1-2JDJXHM	2018-04-06	2018-04-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-05-31	The Contact Centre Agent should call client and update address.	2018-04-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
687.	1-2JDJXV9	2018-04-06	2018-04-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-04-26	The Contact Centre Agent should inactivate the incorrect address.	2018-04-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
688.	1-2JKZW1C	2018-04-09	2018-04-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-10	The Contact Centre Agent should call client and update address.	2018-04-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
689.	1-2JKZW33	2018-04-09	2018-04-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-09	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-04-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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690.	1-2JL1QJM	2018-04-10	2018-04-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-15	The Contact Centre Agent should call client and update address.	2018-04-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
691.	1-2JL1QPW	2018-04-10	2018-04-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-10	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-05-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
692.	1-2JL1QSY	2018-04-10	2018-04-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-10	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-04-14	The Contact Centre Agent should inactivate the incorrect address.	2018-04-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
693.	1-2JNDIQH	2018-04-10	2018-04-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-04-19	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
694.	1-2JNE7QD	2018-04-11	2018-04-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-04-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
695.	1-2JPWOW9	2018-04-11	2018-04-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-04-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
696.	1-2JPWP66	2018-04-11	2018-04-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-11	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-04-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
697.	1-2JPWP8D	2018-04-11	2018-04-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-07	The Contact Centre Agent should call client and update address.	2018-04-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
698.	1-2K4JT78	2018-04-17	2018-04-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-17	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
699.	1-2K4JTEN	2018-04-17	2018-04-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-17	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-04-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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700.	1-2K4K7K1	2018-04-17	2018-04-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-17	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-05-23	The Contact Centre Agent should inactivate the incorrect address.	2018-04-17	No follow-up required. The client no longer lives in Ontario.
701.	1-2K955QK	2018-04-19	2018-04-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-19	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-04-23	The Contact Centre Agent should inactivate the incorrect address.	2018-04-19	No follow-up required. The client no longer lives in Ontario.
702.	1-2K955R4	2018-04-19	2018-04-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-19	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2018-05-07	Address to be inactivated. CC to attempt to contact intended client.	2018-04-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
703.	1-2K955TV	2018-04-19	2018-04-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-19	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-04-30	Address to be inactivated. CC to attempt to contact intended client.	2018-04-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
704.	1-2K956CC	2018-04-19	2018-04-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-19	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-19	No follow-up required. The client no longer lives in Ontario.
705.	1-2K95MLE	2018-04-20	2018-04-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-20	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-17	The Contact Centre Agent should call client and update address.	2018-04-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
706.	1-2KBJQ0Z	2018-04-23	2018-04-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-05-31	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
707.	1-2KLR11F	2018-04-26	2018-04-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-26	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-06-01	The Contact Centre Agent should call client and update address.	2018-04-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
708.	1-2KPYA7	2018-04-27	2018-04-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-06-05	The Contact Centre Agent should call client and update address.	2018-04-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
709.	1-2KTW1DC	2018-04-30	2018-04-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-05-02	The Contact Centre Agent should call client and update address.	2018-04-30	Address inactivated. CC was unable to obtain client's phone number from PCP.
710.	1-2KTW1JP	2018-04-30	2018-04-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-30	The Contact Centre Agent should call client and update address.	2018-04-30	Address inactivated. CC was unable to reach the client.

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711.	1-2L2NOB7	2018-05-07	2018-05-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-07	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-31	The Contact Centre Agent should call client and update address.	2018-05-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
712.	1-2L7LNB4	2018-05-07	2018-05-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-07	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-07	The Contact Centre Agent should inactivate the incorrect address.	2018-05-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
713.	1-2L91D25	2018-05-08	2018-05-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-08	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-08	The Contact Centre Agent should inactivate the incorrect address.	2018-05-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
714.	1-2LCLRKE	2018-05-10	2018-05-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-10	The Contact Centre Agent should inactivate the incorrect address.	2018-05-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
715.	1-2LEJUR4	2018-05-11	2018-05-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-11	The Contact Centre Agent should inactivate the incorrect address.	2018-05-11	No follow-up required. The client no longer lives in Ontario.
716.	1-2LEJZP0	2018-05-11	2018-05-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-11	The Contact Centre Agent should inactivate the incorrect address.	2018-05-11	No follow-up required. The client no longer lives in Ontario.
717.	1-2LLK00D	2018-05-15	2018-05-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-15	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-15	The Contact Centre Agent should inactivate the incorrect address.	2018-05-15	No follow-up required. The client no longer lives in Ontario.
718.	1-2LNEQW3	2018-05-16	2018-05-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-16	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-24	The Contact Centre Agent should call client and update address.	2018-05-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
719.	1-2LPDPR4	2018-05-17	2018-05-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-17	The Contact Centre confirmed the client's address as the client did not receive a screening letter that they were expecting.	2018-05-17	2018-05-17	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-05-17	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
720.	1-2LREGJG	2018-05-18	2018-05-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-18	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2018-05-18	2018-06-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-05-18	The Contact Centre Agent called the client and updated the address.

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721.	1-2M2JNBR	2018-05-24	2018-05-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-24	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-05-28	The Contact Centre Agent should inactivate the incorrect address.	2018-05-24	No follow-up required. The client no longer lives in Ontario.
722.	1-2M2JNT1	2018-05-24	2018-05-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-05-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-05-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
723.	1-2M2JNYR	2018-05-24	2018-05-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-06-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-05-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
724.	1-2M2JNZF	2018-05-24	2018-05-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-06-25	The Contact Centre Agent should call client and update address.	2018-05-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
725.	1-2M2JNZJ	2018-05-24	2018-05-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-05-31	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-05-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
726.	1-2M2JO07	2018-05-24	2018-05-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-06-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-05-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
727.	1-2M2JO0B	2018-05-24	2018-05-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-06-13	The Contact Centre Agent should call client and update address.	2018-05-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
728.	1-2M4KSS1	2018-05-25	2018-05-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-05-30	The Contact Centre Agent should call client and update address.	2018-05-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
729.	1-2M4KSU3	2018-05-25	2018-05-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-06-01	The Contact Centre Agent should call client and update address.	2018-05-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
730.	1-2M4KT3G	2018-05-25	2018-05-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-25	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-06-26	The Contact Centre Agent should call client and update address.	2018-05-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
731.	1-2MA1VHE	2018-05-28	2018-05-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-28	The Contact Centre Agent should inactivate the incorrect address.	2018-05-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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732.	1-2MBUK13	2018-05-29	2018-05-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-29	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-29	The Contact Centre Agent should inactivate the incorrect address.	2018-05-29	No follow-up required. The client no longer lives in Ontario.
733.	1-2MBWLX1	2018-05-30	2018-05-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-30	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-06-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-05-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
734.	1-2MG1WTG	2018-05-31	2018-05-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-31	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2018-05-31	2018-06-27	The Contact Centre Agent should call client and update address.	2018-05-31	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
735.	1-2MG2XA6	2018-06-01	2018-06-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-01	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-06-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
736.	1-2MI68OB	2018-06-01	2018-06-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-01	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-06-01	The Contact Centre Agent should inactivate the incorrect address.	2018-06-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
737.	1-2MI68OX	2018-06-01	2018-06-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-01	The Contact Centre Agent inactivated the incorrect address.	2018-06-01	2018-07-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-01	The Contact Centre Agent called the client and updated the address.
738.	1-2MRNF4P	2018-06-06	2018-06-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-06	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-08-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
739.	1-2MTQ02D	2018-06-07	2018-06-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-07	The Contact Centre Agent inactivated the incorrect address.	2018-06-07	2018-06-19	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-07	The Contact Centre Agent called the client and updated the address.
740.	1-2MTQ059	2018-06-07	2018-06-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-06-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
741.	1-2MTQ089	2018-06-07	2018-06-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-07	The Contact Centre Agent inactivated the incorrect address.	2018-06-07	2018-06-14	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-07	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.

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742.	1-2MXXL1G	2018-06-11	2018-06-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-11	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-07-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
743.	1-2N4TP3H	2018-06-13	2018-06-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-13	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-07-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
744.	1-2N4TPJC	2018-06-13	2018-06-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-13	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-07-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
745.	1-2NFPP9R	2018-06-19	2018-06-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-07-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
746.	1-2NFPP9V	2018-06-19	2018-06-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-19	CC inactivated incorrect address.	2018-06-19	2018-07-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-19	The Contact Centre Agent called the client and updated the address.
747.	1-2NFPP9Z	2018-06-19	2018-06-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-07-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
748.	1-2NJGDSA	2018-06-21	2018-06-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2018-06-21	2018-06-21	The Contact Centre Agent should inactivate the incorrect address.	2018-06-21	The Primary Care Provider was notified of the policy breach.
749.	1-2NLF947	2018-06-22	2018-06-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-22	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-07-18	The Contact Centre Agent should call client and update address.	2018-06-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
750.	1-2NLFERQ	2018-06-22	2018-06-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-22	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-06-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
751.	1-2NQPY32	2018-06-25	2018-06-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-07-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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752.	1-2NQTXRL	2018-06-25	2018-06-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-07-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
753.	1-2NQTXTC	2018-06-25	2018-06-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-07-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
754.	1-2NQTXU6	2018-06-25	2018-06-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-25	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-06-25	The Contact Centre Agent should inactivate the incorrect address.	2018-06-25	No follow-up required. The client no longer lives in Ontario.
755.	1-2NQTXUY	2018-06-25	2018-06-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-25	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2018-06-26	The Contact Centre Agent should inactivate the incorrect address.	2018-06-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
756.	1-2NQTY54	2018-06-26	2018-06-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-26	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
757.	1-2NQTY59	2018-06-26	2018-06-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-26	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-07-31	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
758.	1-2NQTY6O	2018-06-26	2018-06-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-26	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
759.	1-2NQTY7C	2018-06-26	2018-06-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-26	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
760.	1-2NUCHAN	2018-06-27	2018-06-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-27	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-07-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
761.	1-2O7KZ4X	2018-07-05	2018-07-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-07-05	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-07-17	The Contact Centre Agent should inactivate the incorrect address.	2018-07-05	No follow-up required. The client no longer lives in Ontario.

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762.	1-2O7KZ6A	2018-07-05	2018-07-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-07-05	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2018-07-05	2018-07-05	The Contact Centre Agent should inactivate the incorrect address.	2018-07-05	The Primary Care Provider was notified of the policy breach.
763.	1-2OBKK1E	2018-07-06	2018-07-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-07-06	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-08-24	The Contact Centre Agent should call client and update address.	2018-07-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
764.	1-2OKQ7C7	2018-07-11	2018-07-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-07-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-07-20	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-07-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
765.	1-2OMS88S	2018-07-12	2018-07-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-07-12	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-07-12	The Contact Centre Agent should inactivate the incorrect address.	2018-07-12	No follow-up required. The client no longer lives in Ontario.
766.	1-2OMS8FB	2018-07-12	2018-07-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-07-12	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-07-12	The Contact Centre Agent should inactivate the incorrect address.	2018-07-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
767.	1-2OMS8UV	2018-07-12	2018-07-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-07-12	The Contact Centre Agent inactivated the incorrect address.	2018-07-12	2018-07-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-07-12	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
768.	1-2OMS8UZ	2018-07-12	2018-07-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-07-12	The Contact Centre Agent inactivated the incorrect address.	2018-07-12	2018-07-27	The Contact Centre Agent should call client and update address.	2018-07-12	The Contact Centre Agent called the client and updated the address.
769.	1-2OMS8VD	2018-07-12	2018-07-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-07-12	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-07-31	The Contact Centre Agent should call client and update address.	2018-07-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
770.	1-2P2CXG8	2018-07-20	2018-07-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-07-20	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-07-20	The Contact Centre Agent should inactivate the incorrect address.	2018-07-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
771.	1-2P2CXOU	2018-07-20	2018-07-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-07-20	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-07-20	The Contact Centre Agent should inactivate the incorrect address.	2018-07-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
772.	1-2PBNLFD	2018-07-25	2018-07-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-07-25	The Contact Centre Agent inactivated the address and the Unintended Recipient will	N/A unable to reach client	2018-07-25	The Contact Centre Agent should inactivate the address and attempt to contact	2018-07-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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						destroy the letter.			intended recipient.		
773.	1-2PNFS95	2018-07-31	2018-07-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-07-31	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-07-31	The Contact Centre Agent should inactivate the incorrect address.	2018-07-31	No follow-up required. The client no longer lives in Ontario.
774.	1-2PPBG1L	2018-08-01	2018-08-01	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-01	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-08-01	The Contact Centre Agent should inactivate the incorrect address.	2018-08-01	No follow-up required. The client no longer lives in Ontario.
775.	1-2PPCBM6	2018-08-02	2018-08-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-02	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-08-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
776.	1-2PTFJNA	2018-08-03	2018-08-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-03	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-08-14	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
777.	1-2PTFSBS	2018-08-03	2018-08-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-03	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-08-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
778.	1-2QBWKY3	2018-08-14	2018-08-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-14	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-08-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-14	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
779.	1-2QFEQ1S	2018-08-15	2018-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-15	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-08-15	The Contact Centre Agent should inactivate the incorrect address.	2018-08-15	No follow-up required. The client no longer lives in Ontario.
780.	1-2QFEQ37	2018-08-15	2018-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
781.	1-2QFEQ5H	2018-08-15	2018-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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782.	1-2QFEQ71	2018-08-15	2018-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
783.	1-2QFEQ7R	2018-08-15	2018-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
784.	1-2QFEQ8F	2018-08-15	2018-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
785.	1-2QFEQ8J	2018-08-15	2018-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
786.	1-2QFEQ8N	2018-08-15	2018-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
787.	1-2QJAP13	2018-08-20	2018-08-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-20	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-08-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
788.	1-2QJAP7M	2018-08-20	2018-08-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-20	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-08-20	The Contact Centre Agent should inactivate the incorrect address.	2018-08-20	No follow-up required. The client no longer lives in Ontario.
789.	1-2QJAP88	2018-08-20	2018-08-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-20	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-08-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
790.	1-2QQ64E2	2018-08-21	2018-08-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-08-21	The Contact Centre Agent should inactivate the incorrect address.	2018-08-21	No follow-up required. The client no longer lives in Ontario.
791.	1-2QQ64EG	2018-08-21	2018-08-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-08-21	The Contact Centre Agent should inactivate the incorrect address.	2018-08-21	No follow-up required. The client no longer lives in Ontario.

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792.	1-2QTWWP7	2018-08-23	2018-08-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-23	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-08-23	The Contact Centre Agent should inactivate the incorrect address.	2018-08-23	No follow-up required. The client no longer lives in Ontario.
793.	1-2R125OM	2018-08-27	2018-08-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-09-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
794.	1-2R125Z2	2018-08-27	2018-08-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
795.	1-2R1263P	2018-08-27	2018-08-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-05	The Contact Centre Agent should call client and update address.	2018-08-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
796.	1-2R1263T	2018-08-27	2018-08-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
797.	1-2R1263X	2018-08-27	2018-08-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-29	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
798.	1-2R1264P	2018-08-27	2018-08-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
799.	1-2R12662	2018-08-27	2018-08-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
800.	1-2R12666	2018-08-27	2018-08-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
801.	1-2R1266U	2018-08-27	2018-08-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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802.	1-2R1266Y	2018-08-27	2018-08-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
803.	1-2R4JJMC	2018-08-29	2018-08-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
804.	1-2R4JJQ0	2018-08-29	2018-08-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-04	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
805.	1-2R4JJQP	2018-08-29	2018-08-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-29	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-09-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
806.	1-2R6O6ZA	2018-08-30	2018-08-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-30	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-09-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
807.	1-2RFGNT8	2018-09-05	2018-09-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-05	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-09-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
808.	1-2RH8B45	2018-09-05	2018-09-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
809.	1-2RH8B53	2018-09-05	2018-09-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-21	The Contact Centre Agent should call client and update address.	2018-09-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
810.	1-2RH8B5U	2018-09-05	2018-09-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
811.	1-2RH8B6S	2018-09-05	2018-09-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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812.	1-2RL10X7	2018-09-07	2018-09-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-07	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-09-12	The Contact Centre Agent should call client and update address.	2018-09-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
813.	1-2RRYOYO	2018-09-11	2018-09-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-09-11	The Contact Centre Agent should inactivate the incorrect address.	2018-09-11	No follow-up required. The client no longer lives in Ontario.
814.	1-2RTS4K8	2018-09-12	2018-09-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-12	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-09-12	The Contact Centre Agent should inactivate the incorrect address.	2018-09-12	No follow-up required. The client no longer lives in Ontario.
815.	1-2RVNMFG	2018-09-13	2018-09-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-09-13	The Contact Centre Agent should inactivate the incorrect address.	2018-09-13	No follow-up required. The client no longer lives in Ontario.
816.	1-2RVNMWI	2018-09-13	2018-09-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
817.	1-2RVNMXI	2018-09-13	2018-09-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-09-13	The Contact Centre Agent should inactivate the incorrect address.	2018-09-13	No follow-up required. The client no longer lives in Ontario.
818.	1-2RVNTXZ	2018-09-13	2018-09-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-09-13	The Contact Centre Agent should call client and update address.	2018-09-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
819.	1-2RVNU1O	2018-09-13	2018-09-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-19	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
820.	1-2RVNU2C	2018-09-13	2018-09-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-19	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
821.	1-2RVNU2K	2018-09-13	2018-09-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-20	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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822.	1-2RVNUBC	2018-09-13	2018-09-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-09-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
823.	1-2S2SN22	2018-09-17	2018-09-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-17	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2018-09-17	2018-09-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-17	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
824.	1-2S4DVL6	2018-09-18	2018-09-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-18	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-10-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
825.	1-2SGR4KS	2018-09-25	2018-09-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-25	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-09-25	The Contact Centre Agent should inactivate the incorrect address.	2018-09-25	No follow-up required. The client no longer lives in Ontario.
826.	1-2SGR4SL	2018-09-25	2018-09-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-25	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-10-10	The Contact Centre Agent should call client and update address.	2018-09-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
827.	1-2SGRW2J	2018-09-25	2018-09-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-25	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	2018-09-25	2018-09-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
828.	1-2SKJSQF	2018-09-27	2018-09-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-27	The Contact Centre Agent should inactivate the incorrect address.	2018-09-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
829.	1-2SKJSQT	2018-09-27	2018-09-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
830.	1-2SKJSRB	2018-09-27	2018-09-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
831.	1-2STE2A0	2018-10-02	2018-10-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-03	The Contact Centre Agent should call client and update address.	2018-10-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
832.	1-2STE2AO	2018-10-02	2018-10-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-02	The Contact Centre Agent inactivated the incorrect address.	2018-10-02	2018-10-10	The Contact Centre Agent should inactivate the address and attempt to contact	2018-10-02	The Contact Centre Agent called the client and updated the address.

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									intended recipient.		
833.	1-2STE2AS	2018-10-02	2018-10-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
834.	1-2STE2BG	2018-10-02	2018-10-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
835.	1-2STE2BS	2018-10-02	2018-10-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
836.	1-2STE2KH	2018-10-03	2018-10-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-03	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-10-03	The Contact Centre Agent should inactivate the incorrect address.	2018-10-03	No follow-up required. The client no longer lives in Ontario.
837.	1-2STE2RR	2018-10-03	2018-10-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-03	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-10-04	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
838.	1-2SV4XYN	2018-10-03	2018-10-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-03	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-10-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
839.	1-2SV5NUA	2018-10-04	2018-10-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-04	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-10-04	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
840.	1-2SYZSHJ	2018-10-05	2018-10-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-05	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-10-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
841.	1-2T5XB0U	2018-10-09	2018-10-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-09	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-10-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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842.	1-2T7PWL6	2018-10-10	2018-10-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-10-10	The Contact Centre Agent should inactivate the incorrect address.	2018-10-10	No follow-up required. The client no longer lives in Ontario.
843.	1-2T9N23S	2018-10-11	2018-10-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-11	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-10-11	The Contact Centre Agent should inactivate the incorrect address.	2018-10-11	No follow-up required. The client no longer lives in Ontario.
844.	1-2TBL6E3	2018-10-12	2018-10-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-12	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
845.	1-2TBL6E7	2018-10-12	2018-10-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-12	The Contact Centre Agent inactivated the incorrect address.	2018-10-12	2018-10-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-12	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
846.	1-2TBL6EB	2018-10-12	2018-10-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-12	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
847.	1-2TBL6EP	2018-10-12	2018-10-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-12	The Contact Centre Agent inactivated the incorrect address.	2018-10-12	2018-10-19	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-12	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
848.	1-2TGYED3	2018-10-15	2018-10-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-15	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-10-15	The Contact Centre Agent should inactivate the incorrect address.	2018-10-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
849.	1-2TIMQ2Z	2018-10-17	2018-10-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-17	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-17	The Contact Centre Agent should inactivate the incorrect address.	2018-10-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
850.	1-2TKG7U0	2018-10-17	2018-10-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-17	The Contact Centre Agent inactivated the incorrect address.	2018-10-17	2018-10-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-17	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
851.	1-2TKG7VL	2018-10-17	2018-10-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-17	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-22	The Contact Centre Agent should call client and update address.	2018-10-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
852.	1-2TMDZDB	2018-10-18	2018-10-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-18	The Contact Centre Agent inactivated the address and the Unintended Recipient will	N/A unable to reach client	2018-10-18	The Contact Centre Agent should inactivate the incorrect address.	2018-10-18	No follow-up required. The client no longer lives in Ontario.

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					destroy the letter.						
853.	1-2TODISB	2018-10-19	2018-10-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-19	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-10-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
854.	1-2TODJG6	2018-10-22	2018-10-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
855.	1-2TODJGD	2018-10-22	2018-10-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
856.	1-2TODJIO	2018-10-22	2018-10-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
857.	1-2TZ0V5B	2018-10-25	2018-10-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-25	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-10-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
858.	1-2TZ0VBF	2018-10-25	2018-10-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-25	The Contact Centre Agent should call client and update address.	2018-10-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
859.	1-2TZ0VBJ	2018-10-25	2018-10-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-01	The Contact Centre Agent should call client and update address.	2018-10-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
860.	1-2TZ0VF4	2018-10-25	2018-10-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-25	The Contact Centre Agent inactivated the incorrect address.	2018-10-25	2018-11-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-25	The Contact Centre Agent confirmed and updated the address provided by the client.
861.	1-2TZ0Z1Q	2018-10-25	2018-10-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
862.	1-2TZ0Z3S	2018-10-25	2018-10-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-29	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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863.	1-2TZ0Z3W	2018-10-25	2018-10-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
864.	1-2TZ0Z40	2018-10-25	2018-10-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-25	The Contact Centre Agent inactivated the incorrect address.	2018-10-25	2018-10-25	The Contact Centre Agent should inactivate the incorrect address.	2018-10-25	The Contact Centre Agent confirmed and updated the address provided by the client.
865.	1-2TZ0Z40	2018-10-25	2018-10-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
866.	1-2U68MUG	2018-10-29	2018-10-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-29	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2018-10-29	2018-11-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-29	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
867.	1-2UDWOOU	2018-11-02	2018-11-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-02	The Contact Centre Agent inactivated the incorrect address.	2018-11-02	2018-11-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-11-02	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
868.	1-2UDWOR2	2018-11-02	2018-11-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-13	The Contact Centre Agent should call client and update address.	2018-11-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
869.	1-2UDX05L	2018-11-05	2018-11-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-05	The Contact Centre Agent should call client and update address.	2018-11-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
870.	1-2UDX06J	2018-11-05	2018-11-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-05	The Contact Centre Agent should call client and update address.	2018-11-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
871.	1-2UMH8TL	2018-11-07	2018-11-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-07	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-11-07	The Contact Centre Agent should call client and update address.	07-Nov	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
872.	1-2UMH8TW	2018-11-07	2018-11-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-07	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-11-07	The Contact Centre Agent should inactivate the incorrect address.	2018-11-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
873.	1-2UMH8V1	2018-11-07	2018-11-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-08	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-11-08	The Contact Centre Agent should call client and update address.	2018-11-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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874.	1-2UOCXNB	2018-11-09	2018-11-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-09	The Contact Centre Agent should call client and update address.	2018-11-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
875.	1-2UOCXRV	2018-11-09	2018-11-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-11-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
876.	1-2V9ES9F	2018-11-20	2018-11-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-20	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-11-20	The Contact Centre Agent should call client and update address.	2018-11-20	No follow-up required. The client no longer lives in Ontario.
877.	1-2VB87AX	2018-11-21	2018-11-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-21	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-21	The Contact Centre should confirm the address on file with the client, and inform them that the letter sent was received by another person. If the address on file is incorrect, it should be updated.	2018-11-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
878.	1-2VB87B4	2018-11-21	2018-11-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-21	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-12-03	The Contact Centre should confirm the address on file with the client, and inform them that the letter sent was received by another person. If the address on file is incorrect, it should be updated.	2018-11-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
879.	1-2VB87BE	2018-11-21	2018-11-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-21	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-21	The Contact Centre should confirm the address on file with the client, and inform them that the letter sent was received by another person. If the address on file is incorrect, it should be updated.	2018-11-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
880.	1-2VD3VVP	2018-11-22	2018-11-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-22	The Contact Centre Agent should call client and update address.	2018-11-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
881.	1-2VD3W97	2018-11-22	2018-11-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-11-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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882.	1-2VLXZN8	2018-11-27	2018-11-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-12-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-11-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
883.	1-2VLXZNQ	2018-11-27	2018-11-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-12-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-11-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
884.	1-2VLXZP3	2018-11-27	2018-11-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-27	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A unable to reach client	2018-11-27	The Contact Centre Agent should call client and update address.	2018-11-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
885.	1-2VLXZP7	2018-11-27	2018-11-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-27	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2018-11-27	2018-12-06	The Contact Centre Agent should call client and update address.	2018-11-27	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
886.	1-2VLXZPB	2018-11-27	2018-11-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-27	The Contact Centre Agent inactivated the incorrect address.	2018-11-27	2019-01-04	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-11-27	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
887.	1-2VLXZQB	2018-11-27	2018-11-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-27	The Contact Centre Agent inactivated the incorrect address.	2018-11-27	2019-01-16	The Contact Centre Agent should call client and update address.	2018-11-27	The Contact Centre Agent confirmed and updated the address provided by the client.
888.	1-2VLXZQP	2018-11-27	2018-11-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-08	The Contact Centre Agent should call client and update address.	2018-11-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
889.	1-2VLYK42	2018-11-27	2018-11-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-27	The Contact Centre Agent should inactivate the incorrect address.	2018-11-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
890.	1-2VPK877	2018-11-29	2018-11-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-12-05	The Contact Centre Agent should call client and update address.	2018-11-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
891.	1-2VXUV6I	2018-12-04	2018-12-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-12-04	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-12-04	The Contact Centre Agent should inactivate the incorrect address.	2018-12-05	No follow-up required. The client no longer lives in Ontario.
892.	1-2VXUVJO	2018-12-04	2018-12-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-12-04	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-12-04	The Contact Centre Agent should inactivate the incorrect address.	2018-12-04	No follow-up required. The client no longer lives in Ontario.

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893.	1-2VXVW56	2018-12-04	2018-12-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-12-04	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2018-12-11	2018-12-11	The Contact Centre Agent should call client and update address.	2018-12-11	The Contact Centre Agent called the client and updated the address.
894.	1-2VXVWIZ	2018-12-05	2018-12-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-12-05	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-12-05	The Contact Centre Agent should inactivate the incorrect address.	2018-12-05	No follow-up required. The client no longer lives in Ontario.
895.	1-2W16WBT	2018-12-07	2018-12-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-12-07	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-12-07	The Contact Centre Agent should inactivate the incorrect address.	2018-12-07	No follow-up required. The client no longer lives in Ontario.
896.	1-2W7MSTY	2018-12-10	2018-12-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-14	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2019-02-14	The Contact Centre Agent should inactivate the incorrect address.	2019-02-14	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
897.	1-2W93WF8	2018-12-11	2018-12-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-12-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-12-11	The Contact Centre Agent should inactivate the incorrect address.	2018-12-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
898.	1-2W15PGW	2018-12-18	2018-12-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-12-18	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-12-19	The Contact Centre Agent should inactivate the incorrect address.	2018-12-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
899.	1-2WJ8C49	2018-12-19	2018-12-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-12-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-01-22	The Contact Centre Agent should inactivate the incorrect address.	2018-12-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
900.	1-2WJ8C9E	2018-12-19	2018-12-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-12-19	The Contact Centre Agent inactivated the incorrect address.	2018-12-19	3019-01-08	The Contact Centre Agent should inactivate the incorrect address.	2018-12-19	The Contact Centre Agent called the client and updated the address.
901.	1-2WKBV39	2018-12-21	2018-12-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-12-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	21/21/2018	The Contact Centre Agent should inactivate the incorrect address.	2018-12-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
902.	1-2WUMLKS	2019-01-03	2019-01-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-01-03	The Contact Centre Agent should call client and update address.	2019-01-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
903.	1-2WVN9P1	2019-01-04	2019-01-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-01-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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904.	1-2WVN9P5	2019-01-04	2019-01-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-01-11	The Contact Centre Agent should call client and update address.	2019-01-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
905.	1-2WVN9PT	2019-01-04	2019-01-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-01	The Contact Centre Agent should call client and update address.	2019-01-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
906.	1-2WVN9PX	2019-01-04	2019-01-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-01-08	The Contact Centre Agent should call client and update address.	2019-01-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
907.	1-2X4X6U5	2019-01-09	2019-01-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-09	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-02-15	The Contact Centre Agent should call client and update address.	2019-02-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
908.	1-2X7IH7O	2019-01-10	2019-01-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-01-10	The Contact Centre Agent should inactivate the incorrect address.	2019-01-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
909.	1-2X7IHH4	2019-01-11	2019-01-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-01-23	The Contact Centre Agent should call client and update address.	2019-01-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
910.	1-2X7IWGC	2019-01-11	2019-01-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-02-06	The Contact Centre Agent should call client and update address.	2019-01-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
911.	1-2XFJXKC	2019-01-14	2019-01-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-14	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2019-02-22	2019-03-07	The Contact Centre Agent should call client and update address.	2019-02-22	The Contact Centre Agent called the client and updated the address.
912.	1-2XIBOJF	2019-01-15	2019-01-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-15	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-01-16	The Contact Centre Agent should call client and update address.	2019-01-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
913.	1-2XIBOKH	2019-01-15	2019-01-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-15	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2019-01-15	2019-02-19	The Contact Centre Agent should call client and update address.	2019-01-15	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
914.	1-2XIBON4	2019-01-15	2019-01-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-15	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2019-01-15	The Contact Centre Agent should inactivate the incorrect address.	2019-01-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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915.	1-2XIBOWC	2019-01-15	2019-01-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-15	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-01-16	The Contact Centre Agent should call client and update address.	2019-01-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
916.	1-2XR272N	2019-01-21	2019-01-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-02-11	The Contact Centre Agent should inactivate the incorrect address.	2019-01-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
917.	1-2XR27E8	2019-01-21	2019-01-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2019-01-16	2019-01-21	The Contact Centre Agent should call client and update address.	2019-01-16	The Contact Centre Agent called the client and updated the address.
918.	1-2Y2WC7T	2019-01-22	2019-01-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-01-22	The Contact Centre Agent should inactivate the incorrect address.	2019-01-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
919.	1-2Y2WC9N	2019-01-22	2019-01-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-22	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-01-25	The Contact Centre Agent should call client and update address.	2019-01-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
920.	1-2XR2732	2019-01-21	2019-01-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-21	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-18	The Contact Centre Agent should call client and update address.	2019-02-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
921.	1-2Y2X4UZ	2019-01-23	2019-01-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-23	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-02-19	The Contact Centre Agent should call client and update address.	2019-01-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
922.	1-2Y62OFI	2019-01-24	2019-01-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-08	The Contact Centre Agent should call client and update address.	2019-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
923.	1-2Y62OFM	2019-01-24	2019-01-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-24	The Contact Centre Agent inactivated the incorrect address.	2019-01-24	2019-01-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-01-24	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
924.	1-2Y62OGO	2019-01-24	2019-01-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-25	The Contact Centre Agent should call client and update address.	2019-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
925.	1-2Y9BGYX	2019-01-24	2019-01-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-24	The Contact Centre Agent should call client and update address.	2019-02-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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926.	1-2Y9BH5O	2019-01-24	2019-01-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-24	The Contact Centre Agent inactivated the incorrect address.	2019-01-24	2019-01-24	The Contact Centre Agent should call client and update address.	2019-01-24	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
927.	1-2Y9BH7Z	2019-01-24	2019-01-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-24	The Contact Centre Agent should call client and update address.	2019-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
928.	1-2Y9BH83	2019-01-24	2019-01-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-24	The Contact Centre Agent should call client and update address.	2019-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
929.	1-2Y9BH99	2019-01-24	2019-01-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-08	The Contact Centre Agent should call client and update address.	2019-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
930.	1-2Y9BHAF	2019-01-24	2019-01-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-08	The Contact Centre Agent should call client and update address.	2019-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
931.	1-2YWYJH9	2019-01-31	2019-01-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-30	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2019-01-31	2019-03-01	The Contact Centre Agent should call client and update address.	2019-01-31	The Contact Centre Agent called the client and updated the address.
932.	1-2Z0PRFD	2019-02-04	2019-02-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-04	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2019-03-11	The Contact Centre Agent should call client and update address.	2019-02-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
933.	1-2Z0PROE	2019-02-04	2019-02-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-04	Relative/Spouse of intended recipient opened the letter. Address change or inactivation is not required.	2019-02-04	2019-02-19	The Contact Centre Agent should call client and update address.	2019-02-04	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
934.	1-2ZSINBO	2019-02-11	2019-02-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-08	Contact Centre to call client/PCP and update address.	2019-02-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
935.	1-2ZVYWR8	2019-02-13	2019-02-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-14	The Contact Centre Agent should call client and update address.	2019-02-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
936.	1-2ZXTLLI	2019-02-14	2019-02-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-14	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-14	The Contact Centre Agent should inactivate the incorrect address.	2019-02-14	No follow-up required. The client no longer lives in Ontario.

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937.	1-2ZZQFC8	2019-02-15	2019-02-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-02-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
938.	1-2ZZS23Q	2019-02-15	2019-02-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-15	The Contact Centre Agent inactivated the incorrect address.	2019-02-15	2019-02-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-02-15	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
939.	1-306MFT9	2019-02-19	2019-02-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-08	The Contact Centre Agent should call client and update address.	2019-03-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
940.	1-306MFW0	2019-02-19	2019-02-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	3-8-2019	The Contact Centre Agent should call client and update address.	2019-03-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
941.	1-306MG24	2019-02-19	2019-02-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-01	The Contact Centre Agent should call client and update address.	2019-03-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
942.	1-306MGD2	2019-02-19	2019-02-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-26	The Contact Centre Agent should call client and update address.	2019-03-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
943.	1-306N7F2	2019-02-19	2019-02-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-08	The Contact Centre Agent should call client and update address.	2019-03-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
944.	1-306N7F6	2019-02-19	2019-02-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-21	The Contact Centre Agent should call client and update address.	2019-03-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
945.	1-306N7FU	2019-02-19	2019-02-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-08	The Contact Centre Agent should call client and update address.	2019-03-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
946.	1-306N7GG	2019-02-19	2019-02-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-08	The Contact Centre Agent should call client and update address.	2019-03-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
947.	1-306N841	2019-02-19	2019-02-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-20	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-20	The Contact Centre Agent should inactivate the incorrect address.	2019-02-20	No follow-up required. The client no longer lives in Ontario.
948.	1-308G576	2019-02-21	2019-02-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-21	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-21	The Contact Centre Agent should inactivate the incorrect address.	2019-02-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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949.	1-30J242W	2019-02-27	2019-02-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-27	The Contact Centre Agent should inactivate the incorrect address.	2019-02-27	No follow-up required. The client no longer lives in Ontario.
950.	1-30KT94S	2019-02-28	2019-02-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-02-28	The Contact Centre Agent should inactivate the incorrect address.	2019-02-28	No follow-up required. The client no longer lives in Ontario.
951.	1-30TRVYN	2019-03-04	2019-03-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-04	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-03-11	The Contact Centre Agent should call client and update address.	2019-03-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
952.	1-30X03H5	2019-03-06	2019-03-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-06	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2019-04-01	The Contact Centre Agent should call client and update address.	2019-04-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
953.	1-30X03HA	2019-03-06	2019-03-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-01	The Contact Centre Agent should call client and update address.	2019-04-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
954.	1-30X03HE	2019-03-06	2019-03-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-01	The Contact Centre Agent should call client and update address.	2019-04-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
955.	1-30X03IM	2019-03-06	2019-03-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-01	The Contact Centre Agent should call client and update address.	2019-04-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
956.	1-30X03IQ	2019-03-06	2019-03-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-01	The Contact Centre Agent should call client and update address.	2019-04-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
957.	1-30X03QV	2019-03-06	2019-03-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-08	The Contact Centre Agent should call client and update address.	2019-03-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
958.	1-30X03S3	2019-03-06	2019-03-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-06	The Contact Centre Agent inactivated the incorrect address.	2019-03-08	2019-04-02	The Contact Centre Agent should call client and update address.	2019-03-08	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
959.	1-30X03TG	2019-03-06	2019-03-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-08	The Contact Centre Agent should call client and update address.	2019-03-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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972.	1-30X03RR	2019-03-06	2019-03-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-15	The Contact Centre Agent should call client and update address.	2019-04-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
973.	1-30X03NV	2019-03-06	2019-03-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-06	The Contact Centre Agent inactivated the incorrect address.	2019-03-08	2019-03-12	The Contact Centre Agent should call client and update address.	2019-03-08	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
974.	1-30X03V6	2019-03-06	2019-03-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-12	The Contact Centre Agent should call client and update address.	2019-03-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
975.	1-30X0XT7	2019-03-07	2019-03-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-21	The Contact Centre Agent should call client and update address.	2019-03-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
976.	1-30YUBNP	2019-03-07	2019-03-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-18	The Contact Centre Agent should call client and update address.	2019-03-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
977.	1-30YUBNT	2019-03-07	2019-03-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-19	The Contact Centre Agent should call client and update address.	2019-03-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
978.	1-30YUBNX	2019-03-07	2019-03-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-21	The Contact Centre Agent should call client and update address.	2019-03-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
979.	1-30YUBOL	2019-03-07	2019-03-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-19	The Contact Centre Agent should call client and update address.	2019-03-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
980.	1-30YUBOP	2019-03-07	2019-03-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-15	The Contact Centre Agent should call client and update address.	2019-03-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
981.	1-30YUBP3	2019-03-07	2019-03-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-19	The Contact Centre Agent should call client and update address.	2019-03-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
982.	1-30YUBP7	2019-03-07	2019-03-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-15	The Contact Centre Agent should call client and update address.	2019-03-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
983.	1-30YUGE7	2019-03-08	2019-03-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-08	The Contact Centre Agent inactivated the address and the Unintended Recipient will	2019-03-11	2019-03-12	The Contact Centre Agent should call client and update address.	2019-03-11	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent did not re-send the correspondence

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						destroy the letter.					because they already have the information. updated client's address
984.	1-310QDP5	2019-03-11	2019-03-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-03-11	The Contact Centre Agent should inactivate the incorrect address.	2019-03-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
985.	1-318ZL10	2019-03-13	2019-03-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-03-13	The Contact Centre Agent should call client and update address.	2019-03-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
986.	1-31HLH71	2019-03-18	2019-03-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-14	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2019-03-18	The Contact Centre Agent should call client and update address.	2019-03-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
987.	1-31HLHDH	2019-03-18	2019-03-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-18	The Contact Centre Agent inactivated the incorrect address.	2019-03-19	2019-03-18	The Contact Centre Agent should inactivate the incorrect address.	2019-03-19	The Contact Centre Agent confirmed and updated the address provided by the client.
988.	1-31UWATW	2019-03-26	2019-03-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-26	The Contact Centre Agent inactivated the incorrect address.	2019-03-26	2019-03-26	The Contact Centre Agent should call client and update address.	2019-03-26	The Contact Centre Agent confirmed and updated the address provided by the client.
989.	1-31WLTJY	2019-03-28	2019-03-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-04-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
990.	1-3271LAU	2019-04-02	2019-04-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-02	The Contact Centre Agent inactivated the incorrect address.	2019-04-02	2019-04-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-04-02	The Contact Centre Agent called the client and updated the address.
991.	1-3271LAY	2019-04-02	2019-04-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-02	The Contact Centre Agent should call client and update address.	2019-04-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
992.	1-3271LCJ	2019-04-02	2019-04-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-04	The Contact Centre Agent should call client and update address.	2019-04-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
993.	1-3271LCN	2019-04-02	2019-04-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-04	The Contact Centre Agent should call client and update address.	2019-04-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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994.	1-3271LDB	2019-04-02	2019-04-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-16	The Contact Centre Agent should call client and update address.	2019-04-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
995.	1-3271LDF	2019-04-02	2019-04-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-15	The Contact Centre Agent should call client and update address.	2019-04-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
996.	1-3271LEN	2019-04-02	2019-04-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-04	The Contact Centre Agent should call client and update address.	2019-04-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
997.	1-3271LGA	2019-04-02	2019-04-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-02	The Contact Centre Agent inactivated the incorrect address.	2019-04-02	2019-04-02	The Contact Centre Agent should call client and update address.	2019-04-02	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
998.	1-32727H1	2019-04-02	2019-04-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-02	The Contact Centre Agent inactivated the incorrect address.	2019-04-02	2019-04-03	The Contact Centre Agent should call client and update address.	2019-04-02	The Contact Centre Agent confirmed and updated the address provided by the client.
999.	1-32727KI	2019-04-02	2019-04-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-02	The Contact Centre Agent inactivated the incorrect address.	2019-04-02	2019-04-02	The Contact Centre Agent should call client and update address.	2019-04-02	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
1000	1-32727PR	2019-04-02	2019-04-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-02	The Contact Centre Agent should call client and update address.	2019-04-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1001	1-327280X	2019-04-02	2019-04-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-03	The Contact Centre Agent should call client and update address.	2019-04-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1002	1-3271LCF	2019-04-02	2019-04-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-02	The Contact Centre Agent inactivated the incorrect address.	2019-04-02	2019-04-02	The Contact Centre Agent should call client and update address.	2019-04-02	The Contact Centre Agent called the client and updated the address.
1003	1-32ALMJQ	2019-04-04	2019-04-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-04	The Contact Centre Agent inactivated the incorrect address.	2019-04-15	2019-04-15	The Contact Centre Agent should call client and update address.	2019-04-15	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
1004	1-32ALMK4	2019-04-04	2019-04-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-04	The Contact Centre Agent should call client and update address.	2019-04-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1005	1-32ALMLI	2019-04-04	2019-04-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-04	The Contact Centre Agent inactivated the incorrect address.	2019-04-15	2019-04-18	The Contact Centre Agent should call client and update address.	4/15/2019	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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1006	1-32ALMLM	2019-04-04	2019-04-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-18	The Contact Centre Agent should call client and update address.	2019-04-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1007	1-32ALMM1	2019-04-04	2019-04-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-04	The Contact Centre Agent should call client and update address.	2019-04-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1008	1-32ALMME	2019-04-04	2019-04-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-18	The Contact Centre Agent should call client and update address.	2019-04-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1009	1-32ALMNV	2019-04-04	2019-04-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-04	The Contact Centre Agent inactivated the incorrect address.	2019-04-04	2019-04-04	The Contact Centre Agent should call client and update address.	2019-04-04	The Contact Centre Agent called the client and updated the address.
1010	1-32ALMQO	2019-04-04	2019-04-04	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-04	The Contact Centre Agent inactivated the incorrect address.	2019-04-04	2019-04-04	The Contact Centre Agent should call client and update address.	2019-04-04	The Contact Centre Agent confirmed and updated the address provided by the client.
1011	1-32CFXP1	2019-04-05	2019-04-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-05	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-04-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-04-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1012	1-32EBRPP	2019-04-05	2019-04-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-05	The Contact Centre Agent should inactivate the incorrect address.	2019-04-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1013	1-32HIWWX	2019-04-09	2019-04-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-04-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1014	1-32J0XRB	2019-04-09	2019-04-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-09	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-04-22	The Contact Centre Agent should call client and update address.	2019-04-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
1015	1-32J0Y49	2019-04-10	2019-04-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-04-16	The Contact Centre Agent should call client and update address.	2019-04-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1016	1-32KP9CR	2019-04-10	2019-04-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-04-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-04-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1017	1-32KPZDV	2019-04-10	2019-04-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-04-26	The Contact Centre Agent should call client and update address.	2019-04-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1018	1-32MHF3S	4/11/2019	4/11/2019	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	4/11/2019	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-04-12	The Contact Centre Agent should call client and update address.	2019-04-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1019	1-32MHF4Q	4/11/2019	4/11/2019	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	4/11/2019	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2019-04-12	2019-04-12	The Contact Centre Agent should call client and update address.	2019-04-12	The Contact Centre Agent called the client and updated the address.
1020	1-32T1A37	2019-04-15	2019-04-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-12	The Contact Centre Agent should call client and update address.	2019-07-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1021	1-32T6NOV	2019-04-15	2019-04-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	4/17/2019	The Contact Centre Agent should call client and update address.	2019-04-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1022	1-32T6NCW	2019-04-15	2019-04-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-23	The Contact Centre Agent should call client and update address.	2019-04-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1023	1-32W9UTN	2019-04-17	2019-04-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-17	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2019-04-22	The Contact Centre Agent should call client and update address.	2019-04-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1024	1-337J5F4	2019-04-24	2019-04-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-24	The Contact Centre Agent should call client and update address.	2019-04-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1025	1-337J5FN	2019-04-24	2019-04-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-24	The Contact Centre Agent should call client and update address.	2019-04-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1026	1-337JUY6	2019-04-24	2019-04-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-24	The Contact Centre Agent should call client and update address.	2019-04-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1027	1-337JUYA	2019-04-24	2019-04-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-24	The Contact Centre Agent should call client and update address.	2019-04-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1028	1-337JUYE	2019-04-24	2019-04-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-24	The Contact Centre Agent should call client and update address.	2019-04-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1029	1-337JV1W	2019-04-24	2019-04-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-24	The Contact Centre Agent should call client and update address.	2019-04-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
1030	1-337JV4J	2019-04-24	2019-04-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-24	The Contact Centre Agent should call client and update address.	2019-04-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1031	1-337JV7V	2019-04-24	2019-04-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-24	The Contact Centre Agent should call client and update address.	2019-04-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1032	1-337J5FN	2019-04-24	2019-04-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-24	The Contact Centre Agent should call client and update address.	2019-04-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1033	1-3396I8C	2019-04-25	2019-04-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-25	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-05-01	The Contact Centre Agent should call client and update address.	2019-04-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1034	1-337J5FG	2019-04-24	2019-04-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-24	The Contact Centre Agent inactivated the incorrect address.	2019-04-24	2019-04-26	The Contact Centre Agent should call client and update address.	2019-04-24	The Contact Centre Agent called the client and updated the address.
1035	1-33F8XV6	2019-04-29	2019-04-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-29	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-04-29	The Contact Centre Agent should call client and update address.	2019-04-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1036	1-33FDHUL	2019-04-29	2019-04-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-29	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-04-29	The Contact Centre Agent should call client and update address.	2019-04-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1037	1-33FDIB1	2019-04-30	2019-04-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-13	The Contact Centre Agent should call client and update address.	2019-06-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1038	1-33GXHI2	2019-04-30	2019-04-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-12	The Contact Centre Agent should call client and update address.	2019-06-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1039	1-33K24F8	2019-05-02	2019-05-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-05-02	The Contact Centre Agent should call client and update address.	2019-05-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1040	1-33K24KM	2019-05-02	2019-05-02	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-05-02	The Contact Centre Agent should call client and update address.	2019-05-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1041	1-33T28KA	2019-05-08	2019-05-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-08	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-05-08	The Contact Centre Agent should inactivate the incorrect address.	2019-05-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1042	1-33URQAC	2019-05-09	2019-05-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-09	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2019-06-03	The Contact Centre Agent should call client and update address.	2019-05-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1043	1-33URTYE	2019-05-09	2019-05-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-05-10	The Contact Centre Agent should call client and update address.	2019-05-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1044	1-33URU4U	2019-05-09	2019-05-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-05-09	The Contact Centre Agent should call client and update address.	2019-05-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1045	1-33URUCI	2019-05-09	2019-05-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-09	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2019-05-09	2019-05-13	The Contact Centre Agent should call client and update address.	2019-05-09	The Contact Centre Agent called the client and updated the address.
1046	1-33WJ29O	2019-05-10	2019-05-10	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-05-10	The Contact Centre Agent should inactivate the incorrect address.	2019-05-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1047	1-341EVPL	2019-05-13	2019-05-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-05-13	The Contact Centre Agent should inactivate the incorrect address.	2019-05-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1048	1-342UTB1	2019-05-14	2019-05-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-03	The Contact Centre Agent should call client and update address.	2019-05-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1049	1-346ACIY	2019-05-17	2019-05-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-17	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2019-05-24	2019-05-24	The Contact Centre Agent should call client and update address.	2019-05-24	The Contact Centre Agent called the client and updated the address.

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1050	1-3481R6T	2019-05-17	2019-05-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-21	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-05-17	The Contact Centre Agent should call client and update address.	2019-05-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1051	1-34EAOXS	2019-05-21	2019-05-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-05-21	The Contact Centre Agent should inactivate the incorrect address.	2019-05-21	No follow-up required. The client no longer lives in Ontario.
1052	1-34EBD5S	2019-05-21	2019-05-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-05-21	The Contact Centre Agent should call client and update address.	2019-05-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1053	1-34EAP1S	2019-05-21	2019-05-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-06-03	The Contact Centre Agent should call client and update address.	2019-06-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1054	1-34EBDJO	2019-05-22	2019-05-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-03	The Contact Centre Agent should call client and update address.	2019-06-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1055	1-34EBDKC	2019-05-22	2019-05-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-05-22	The Contact Centre Agent should call client and update address.	2019-05-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1056	1-34EBDO1	2019-05-22	2019-05-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-22	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-05-31	The Contact Centre Agent should call client and update address.	2019-05-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1057	1-34HMK7P	2019-05-23	2019-05-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-23	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2019-06-13	The Contact Centre Agent should call client and update address.	2019-06-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1058	1-34HMK88	2019-05-23	2019-05-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-18	The Contact Centre Agent should call client and update address.	2019-06-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1059	1-34JERP0	2019-05-24	2019-05-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-24	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-05-24	The Contact Centre Agent should call client and update address.	2019-05-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1060	1-34JERP4	2019-05-24	2019-05-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-24	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-05-24	The Contact Centre Agent should call client and update address.	2019-05-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1061	1-34PRQEZ	2019-05-28	2019-05-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-05-28	The Contact Centre Agent should call client and update address.	2019-05-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1062	1-34PSLCV	2019-05-29	2019-05-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-29	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-05-29	The Contact Centre Agent should call client and update address.	2019-05-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1063	1-34RGZ1A	2019-05-29	2019-05-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-29	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2019-06-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-06-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1064	1-34RGZ3Q	2019-05-29	2019-05-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-29	The Contact Centre Agent inactivated the incorrect address.	2019-05-29	2019-05-31	The Contact Centre Agent should call client and update address.	2019-05-29	The Contact Centre Agent confirmed and updated the address provided by the client.
1065	1-34RHRQ5	2019-05-29	2019-05-29	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-05-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-03	The Contact Centre Agent should call client and update address.	2019-06-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1066	1-34YQX8P	2019-06-03	2019-06-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-06-18	The Contact Centre Agent should call client and update address.	2019-06-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1067	1-3558QYO	2019-06-06	2019-06-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-06	The Contact Centre Agent inactivated the incorrect address.	2019-06-06	2019-06-06	The Contact Centre Agent should inactivate the incorrect address.	2019-06-06	The Contact Centre Agent confirmed and updated the address provided by the client.
1068	1-3558QZJ	2019-06-06	2019-06-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-06	The Contact Centre Agent should call client and update address.	2019-06-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1069	1-3558UMZ	2019-06-07	2019-06-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-06-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1070	1-3558USI	2019-06-07	2019-06-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-07	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-06-14	The Contact Centre Agent should call client and update address.	2019-06-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1071	1-359PMDDB	2019-06-11	2019-06-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-06-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1072	1-359PZK0	2019-06-11	2019-06-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-06-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-06-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1073	1-359QF9E	2019-06-12	2019-06-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-12	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-25	The Contact Centre Agent should call client and update address.	2019-06-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1074	1-359QFCG	2019-06-12	2019-06-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-12	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	2019-06-12	2019-06-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-06-12	The Contact Centre Agent called the client and updated the address.
1075	1-35B6U85	2019-06-12	2019-06-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-12	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2019-06-24	The Contact Centre Agent should inactivate the incorrect address.	2019-06-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1076	1-35B6UA7	2019-06-12	2019-06-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-12	The Contact Centre Agent inactivated the incorrect address.	2019-06-12	2019-06-24	The Contact Centre Agent should call client and update address.	2019-06-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1077	1-35B6UFD	2019-06-12	2019-06-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-12	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-12	The Contact Centre Agent should inactivate the incorrect address.	2019-06-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1078	1-35B6UKS	2019-06-12	2019-06-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-12	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-06-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1079	1-35B7MRO	2019-06-12	2019-06-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-12	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-06-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1080	1-35B7QWV	2019-06-13	2019-06-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-13	The Contact Centre Agent inactivated the incorrect address.	2019-06-13	2019-06-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-06-13	The Contact Centre Agent confirmed and updated the address provided by the client.
1081	1-35CRS5Z	2019-06-13	2019-06-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-17	The Contact Centre Agent should call client and update address.	2019-06-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1082	1-35CRSTI	2019-06-14	2019-06-14	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-14	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-07-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-06-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1083	1-35IOF7M	2019-06-17	2019-06-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-17	The Contact Centre Agent inactivated the incorrect address.	2019-06-14	2019-06-12	The Contact Centre Agent should inactivate the incorrect address.	2019-06-14	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
1084	1-35N47QF	2019-06-20	2019-06-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-20	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-20	The Contact Centre Agent should call client and update address.	2019-06-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1085	1-35T185G	2019-06-24	2019-06-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-24	The Contact Centre Agent should call client and update address.	2019-06-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1086	1-35UBTDB	2019-06-25	2019-06-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-25	The Contact Centre Agent should inactivate the incorrect address.	2019-06-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1087	1-35VSVE2	2019-06-26	2019-06-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-26	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-24	The Contact Centre Agent should call client and update address.	2019-07-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1088	1-35VSVE6	2019-06-26	2019-06-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-26	The Contact Centre Agent inactivated the incorrect address.	2019-07-12	2019-07-12	The Contact Centre Agent should call client and update address.	2019-07-12	The Contact Centre Agent called the client and updated the address.
1089	1-35VSVJN	2019-06-26	2019-06-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-26	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-06-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1090	1-35VT79U	2019-06-26	2019-06-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-26	The Contact Centre Agent inactivated the incorrect address.	2019-06-26	2019-06-27	The Contact Centre Agent should call client and update address.	2019-06-26	The Contact Centre Agent confirmed and updated the address provided by the client.
1091	1-35VT7G0	2019-06-26	2019-06-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-26	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-08	The Contact Centre Agent should call client and update address.	2019-07-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1092	1-35VT7X4	2019-06-26	2019-06-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-26	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-02	The Contact Centre Agent should call client and update address.	2019-06-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1093	1-35VT7Y7	2019-06-27	2019-06-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-03	The Contact Centre Agent should call client and update address.	2019-06-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1094	1-35XG4EK	2019-06-27	2019-06-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-06-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-27	The Contact Centre Agent should call client and update address.	2019-06-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1095	1-3699QGM	2019-07-05	2019-07-05	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-05	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2019-07-08	2019-07-19	The Contact Centre Agent should call client and update address.	2019-07-08	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
1096	1-36DJFJZ	2019-07-08	2019-07-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-08	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2019-07-08	The Contact Centre Agent should call client and update address.	2019-07-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1097	1-36DJIHB	2019-07-08	2019-07-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-08	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-15	The Contact Centre Agent should call client and update address.	2019-07-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1098	1-36DJIT2	2019-07-09	2019-07-08	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-08	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-24	The Contact Centre Agent should call client and update address.	2019-07-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1099	1-36P39QP	16-Jul-19	2019-07-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-16	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2019-09-17	The Contact Centre Agent should deactivate the address and attempt to contact intended recipient.	2019-07-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1100	1-36QKBS9	17-Jul-19	2019-07-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-17	The Contact Centre Agent inactivated the incorrect address.	2019-07-17	2019-07-18	The Contact Centre Agent should deactivate the address and attempt to contact intended recipient.	2019-07-17	The Contact Centre Agent confirmed and updated the address provided by the client.
1101	1-36XXXVV	22-Jul-19	2019-07-22	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-25	The Contact Centre Agent should call client and update address.	2019-07-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1102	1-36Z963Y	23-Jul-19	2019-07-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-23	The Contact Centre Agent should deactivate the incorrect address.	2019-07-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1103	1-36Z96QS	23-Jul-19	2019-07-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-23	The Contact Centre Agent should call client and update address.	2019-07-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1104	1-36Z96SK	23-Jul-19	2019-07-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-25	The Contact Centre Agent should call client and update address.	2019-07-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1105	1-36Z96TC	23-Jul-19	2019-07-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-25	The Contact Centre Agent should call client and update address.	2019-07-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1106	1-36Z9HNL	23-Jul-19	2019-07-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-23	The Contact Centre Agent should call client and update address.	2019-07-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1107	1-36Z9HRA	23-Jul-19	2019-07-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-23	The Contact Centre Agent should call client and update address.	2019-07-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1108	1-36Z9I3Q	2019-07-23	2019-07-23	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-23	The Contact Centre Agent should call client and update address.	2019-07-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1109	1-37B15RT	2019-07-31	2019-07-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-31	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-31	The Contact Centre Agent should call client and update address.	2019-07-31	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1110	1-37MV763	2019-08-09	2019-08-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-09	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-08-16	The Contact Centre Agent should call client and update address.	2019-08-14	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1111	1-37TKD41	2019-08-15	2019-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-08-26	The Contact Centre Agent should call client and update address.	2019-08-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1112	1-37TKD66	2019-08-15	2019-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-08-26	The Contact Centre Agent should call client and update address.	2019-08-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1113	1-37TKD7I	2019-08-15	2019-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-15	The Contact Centre Agent inactivated the incorrect address.	2019-08-27	2019-08-29	The Contact Centre Agent should call client and update address.	2019-08-27	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
1114	1-37TKD89	2019-08-15	2019-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-08-15	The Contact Centre Agent should call client and update address.	2019-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1115	1-37TKD8S	2019-08-15	2019-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-08-15	The Contact Centre Agent should call client and update address.	2019-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1116	1-37V2HUM	2019-08-15	2019-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-08-15	The Contact Centre Agent should call client and update address.	2019-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1117	1-37V2I55	2019-08-15	2019-08-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-15	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-08-19	The Contact Centre Agent should call client and update address.	2019-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1118	1-37V2O77	2019-08-16	2019-08-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-16	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-08-23	The Contact Centre Agent should call client and update address.	2019-08-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1119	1-37WL753	2019-08-16	2019-08-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-16	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-08-16	The Contact Centre Agent should call client and update address.	2019-08-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1120	1-380OLDG	2019-08-19	2019-08-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-10-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-08-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1121	1-380OLDX	2019-08-19	2019-08-19	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-08-19	The Contact Centre Agent should call client and update address.	2019-08-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1122	1-383AKPD	2019-08-21	2019-08-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-21	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-16	The Contact Centre Agent should call client and update address.	2019-08-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1123	1-38AC94F	2019-08-26	2019-08-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-26	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-11	The Contact Centre Agent should call client and update address.	2019-09-11	No follow-up required. The client no longer lives in Ontario.
1124	1-38AEU3B	2019-08-27	2019-08-26	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-26	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-08-26	The Contact Centre Agent should call client and update address.	2019-08-26	No follow-up required. The client no longer lives in Ontario.
1125	1-38BOVZ1	2019-08-27	2019-08-27	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-11	The Contact Centre Agent should call client and update address.	2019-09-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1126	1-38GCNJF	2019-08-30	2019-08-30	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-08-30	The Contact Centre Agent should call client and update address.	2019-08-30	No follow-up required. The client no longer lives in Ontario.
1127	1-38LQ0E7	2019-09-03	2019-09-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-03	The Contact Centre Agent inactivated the incorrect address.	2019-09-17	2019-09-17	The Contact Centre Agent should call client and update address.	2019-09-17	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
1128	1-38Q4Y47	2019-09-06	2019-09-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-06	The Contact Centre Agent should call client and update address.	2019-09-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1129	1-38Q5T54	2019-09-06	2019-09-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-06	The Contact Centre Agent inactivated the incorrect address.	2019-09-06	2019-09-06	The Contact Centre Agent should call client and update address.	2019-09-06	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
1130	1-38Q5T8Q	2019-09-06	2019-09-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-06	The Contact Centre Agent inactivated the incorrect address.	2019-09-06	2019-09-06	The Contact Centre Agent should call client and update address.	2019-09-06	The Contact Centre Agent confirmed and updated the address provided by the client.

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1131	1-38Q5TC8	2019-09-06	2019-09-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-06	The Contact Centre Agent should call client and update address.	2019-09-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1132	1-38Q5TGM	2019-09-06	2019-09-06	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-06	The Contact Centre Agent should call client and update address.	2019-09-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1133	1-38UD48K	2019-09-09	2019-09-09	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-10-09	The Contact Centre Agent should call client and update address.	2019-10-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1134	1-38VRKVD	2019-09-11	2019-09-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-11	The Contact Centre Agent should call client and update address.	2019-09-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1135	1-38X6SNJ	2019-09-11	2019-09-11	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-17	The Contact Centre Agent should deactivate the address and attempt to contact intended recipient.	2019-09-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1136	1-38X7M8J	2019-09-12	2019-09-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-12	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-09-12	The Contact Centre Agent should deactivate the address and attempt to contact intended recipient.	2019-09-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1137	1-38YQ40Z	2019-09-12	2019-09-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-12	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-12	The Contact Centre Agent should deactivate the address and attempt to contact intended recipient.	2019-09-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1138	1-38YQ4D0	2019-09-12	2019-09-12	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-12	The Contact Centre Agent inactivated the incorrect address.	2019-09-12	2019-10-04	The Contact Centre Agent should deactivate the address and attempt to contact intended recipient.	2019-09-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1139	1-390AVFG	2019-09-13	2019-09-13	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-13	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	2019-09-13	2019-09-13	The Contact Centre Agent should call client and update address.	2019-09-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1140	1-395WURF	2019-09-17	2019-09-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-17	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-10-28	The Contact Centre Agent should deactivate the address and attempt to contact intended recipient.	2019-10-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1141	1-395WUW0	2019-09-17	2019-09-17	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-17	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-09-17	The Contact Centre Agent should deactivate the incorrect address.	2019-09-17	No follow-up required. The client no longer lives in Ontario.

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1142	1-397DO4H	2019-09-18	2019-09-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-18	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-09-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1143	1-397EDRS	2019-09-18	2019-09-18	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-18	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-09-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1144	1-398Y43G	2019-09-20	2019-09-20	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-20	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-10-08	The Contact Centre Agent should call client and update address.	2019-09-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1145	1-39G6VX4	2019-09-24	2019-09-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-24	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-09-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-09-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1146	1-39HMXW4	2019-09-25	2019-09-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-25	The Contact Centre Agent inactivated the incorrect address.	2019-09-25	2019-09-25	The Contact Centre Agent should call client and update address.	2019-09-25	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
1147	1-39HMYK9	2019-09-25	2019-09-25	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-09-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1148	1-39TVPCM	2019-10-03	2019-10-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-10-03	The Contact Centre Agent should inactivate the incorrect address.	2019-10-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1149	1-39TVPJB	2019-10-03	2019-10-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-03	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2019-10-24	2019-10-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-10-24	The Contact Centre Agent called the client and updated the address.
1150	1-39TW7HX	2019-10-03	2019-10-03	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-03	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-10-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-10-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1151	1-39ZZUL8	2019-10-07	2019-10-07	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-07	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2019-10-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-10-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1152	1-3ABZYXV	2019-10-15	2019-10-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-15	The Contact Centre Agent inactivated the address and the Unintended Recipient will	N/A unable to reach client	2019-10-15	The Contact Centre Agent should inactivate the address and attempt to contact	2019-10-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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						destroy the letter.			intended recipient.		
1153	1-3ABZZ19	2019-10-15	2019-10-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-10-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-10-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1154	1-3ABZZEV	2019-10-15	2019-10-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-15	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-10-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-10-25	No follow-up required. The client no longer lives in Ontario.
1155	1-3AC11BY	2019-10-15	2019-10-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-15	The Contact Centre Agent inactivated the incorrect address.	2019-10-15	2019-10-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-10-15	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
1156	1-3AC11MQ	2019-10-15	2019-10-15	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-10-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-10-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1157	1-3ADJEEG	2019-10-16	2019-10-16	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-16	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-10-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-10-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1158	1-7167996525	2019-10-21	2019-10-21	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-21	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	10-25-2019	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-10-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1159	1-7172619185	2019-10-24	2019-10-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-24	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-10-29	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-10-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1160	1-7175226753	2019-10-24	2019-10-24	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-24	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-10-31	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-10-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1161	1-7185011908	2019-10-28	2019-10-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-11-06	Address to be inactivated. Contact Centre Agent should attempt to contact intended client.	2019-10-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1162	1-7185012241	2019-10-28	2019-10-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening	2019-10-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-10-30	Contact Centre Agent should call client and update address.	2019-10-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the

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			Program), client's address, client's screening status.							client.	
1163	1-7185012248	2019-10-28	2019-10-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-10-28	Address to be inactivated. Contact Center Agent should attempt to contact intended client.	2019-10-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1164	1-7185012321	2019-10-28	2019-10-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-10-28	Address to be inactivated. Contact Center Agent should attempt to contact intended client.	2019-10-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1165	1-7185207422	2019-10-28	2019-10-28	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-11-06	Address to be inactivated. Contact Center Agent should attempt to contact intended client.	2019-10-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1166	1-7192480000	2019-10-31	2019-10-31	Misdirected Communication: Client's Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-31	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-11-04	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-10-31	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1167	1-1PUKV8K	2017-02-24	2017-02-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-02-24	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	2017-02-24	2017-03-20	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-24	The Contact Centre Agent called the client and updated the address.
1168	1-1JIO3F6	2016-11-01	2016-11-01	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-11-01	The Contact Centre Agent inactivated the incorrect address.	2016-11-01	2016-11-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-01	The Contact Centre Agent confirmed and updated the address provided by the client.
1169	1-1JLFI2U	2016-11-02	2016-11-02	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-11-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2016-11-04	The Contact Centre Agent should inactivate the address. Contact Centre Agent should attempt to contact intended recipient.	2016-11-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1170	1-1JLFI60	2016-11-02	2016-11-02	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-11-02	The Contact Centre Agent inactivated the incorrect address.	2016-11-02	2016-11-11	The Contact Centre Agent should inactivate the address. Contact Centre Agent should attempt to contact intended recipient.	2016-11-04	The Contact Centre Agent called the client and updated the address.
1171	1-1JMZ9GH	2016-11-03	2016-11-03	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-11-03	The Contact Centre Agent inactivated the incorrect address.	2016-11-11	2016-11-11	The Contact Centre Agent should call client and update address.	2016-11-11	The Contact Centre Agent called the client and updated the address.
1172	1-1JT1M0H	2016-11-07	2016-11-07	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-11-07	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2016-11-08	2016-11-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-11	The Contact Centre Agent called the client and updated the address.

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1173	1-1JUDLWS	2016-11-09	2016-11-09	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-11-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2016-11-10	The Contact Centre Agent should call client and update address.	2016-11-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1174	1-1JYSG4O	2016-11-11	2016-11-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-11-11	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2016-12-20	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1175	1-1JYSOQX	2016-11-11	2016-11-10	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-11-11	The Contact Centre Agent inactivated the incorrect address.	2016-11-22	2016-11-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-22	The Contact Centre Agent called the client and updated the address.
1176	1-1JYST8A	2016-11-14	2016-11-14	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-11-14	The Contact Centre Agent inactivated incorrect address.	2016-11-14	2016-11-14	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-14	The Contact Centre Agent called the client and updated the address.
1177	1-1K4JHQ4	2016-11-16	2016-11-16	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-11-16	The Contact Centre Agent inactivated incorrect address.	2016-12-05	2016-12-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-05	The Contact Centre Agent called the client and updated the address.
1178	1-1KH7HCW	2016-11-23	2016-11-23	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-11-23	The Contact Centre Agent inactivated the address and Unintended Recipient will destroy the letter.	N/A unable to reach client	2016-11-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-11-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1179	1-1KJ0VMY	2016-11-24	2016-11-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-11-24	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2016-12-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1180	1-1KH7HWS	2016-11-23	2016-11-23	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-11-23	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	2016-11-23	2016-12-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-15	The Contact Centre Agent called the client and updated the address.
1181	1-1KTP57W	2016-11-30	2016-11-30	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-11-30	The Contact Centre Agent inactivated incorrect address.	N/A unable to reach client	2016-12-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1182	1-1L2EQT4	2016-12-05	2016-12-05	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-12-05	The Contact Centre agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A unable to reach client	2016-12-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1183	1-1LQG961	2016-12-19	2016-12-19	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-12-19	The Contact Centre Agent inactivated incorrect address.	2016-12-19	2016-12-19	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-19	The Contact Centre Agent called the client and updated the address.
1184	1-1LQIQL	2016-12-20	2016-12-20	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-12-20	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	2017-01-11	2017-01-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-11	The Contact Centre Agent called the client and updated the address.
1185	1-1LQIR6J	2016-12-20	2016-12-20	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-12-20	The Contact Centre Agent inactivated the incorrect address.	2017-01-10	2017-01-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-10	The Contact Centre Agent called the client and updated the address.
1186	1-1LRS7E8	2016-12-20	2016-12-20	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-12-20	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2016-12-20	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1187	1-1LT2IE0	2016-12-21	2016-12-21	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2016-12-21	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2016-12-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2016-12-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1188	1-1M7KDN3	2017-01-04	2017-01-04	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-01-04	The Contact Centre Agent inactivated incorrect address.	2017-01-04	2017-01-04	The Contact Centre Agent should call client and update address.	2017-01-04	The Contact Centre Agent called the client and updated the address.
1189	1-1M96D4U	2017-01-04	2017-01-04	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-01-04	The Contact Centre Agent inactivated the incorrect address.	2017-01-04	2017-01-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-04	The Contact Centre Agent called the client and updated the address.
1190	1-1MMEVQ6	2017-01-10	2017-01-10	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-01-10	The Contact Centre Agent inactivated the incorrect address.	2017-01-10	2017-01-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-10	The Contact Centre Agent called the client and updated the address.
1191	1-1MMEVRG	2017-01-10	2017-01-10	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-01-10	The Contact Centre Agent inactivated the incorrect address.	2017-01-10	2017-01-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-10	The Contact Centre Agent called the client and updated the address.
1192	1-1MOP0Y6	2017-01-11	2017-01-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-01-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-01-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1193	1-1N1ELMI	2017-01-17	2017-01-17	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-01-17	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-01-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1194	1-1N6K4TD	2017-01-18	2017-01-18	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-01-18	The Contact Centre Agent inactivated the incorrect address.	2017-01-18	2017-02-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-18	The Contact Centre Agent called the client and updated the address.
1195	1-1NL8QRS	2017-01-25	2017-01-25	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-01-25	The Contact Centre Agent inactivated the incorrect address.	2017-01-25	2017-02-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-25	The Contact Centre Agent called the client and updated the address.
1196	1-1NOGOWZ	2017-01-26	2017-01-26	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-01-26	The Contact Centre Agent inactivated the incorrect address.	2017-01-26	2017-02-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-01-26	The Contact Centre Agent called the client and updated the address.
1197	1-1O8KZ5Q	2017-02-01	2017-02-01	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-02-01	The Contact Centre Agent inactivated the incorrect address.	2017-02-01	2017-02-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-01	The Contact Centre Agent called the client and updated the address.
1198	1-1OBY09C	2017-02-02	2017-02-02	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-02-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1199	1-1OT0K7N	2017-02-08	2017-02-08	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-02-08	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	2017-02-08	2017-03-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-08	The Contact Centre Agent called the client and updated the address.
1200	1-1P4XD9D	2017-02-14	2017-02-14	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-02-14	The Contact Centre Agent inactivated the incorrect address.	2017-02-14	2017-02-14	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-14	The Contact Centre Agent called the client and updated the address.
1201	1-1P4XD9H	2017-02-14	2017-02-14	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-02-14	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A unable to reach client	2017-02-14	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-14	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1202	1-1PEA7VI	2017-02-17	2017-02-17	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-02-17	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-02-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-02-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1203	1-1QCEUYF	2017-03-06	2017-03-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-03-06	The Contact Centre Agent inactivated incorrect address.	2017-03-06	2017-03-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-06	The Contact Centre Agent called the client and updated the address.
1204	1-1QOAGQS	2017-03-09	2017-03-09	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-03-09	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	2017-03-10	2017-03-23	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-10	The Contact Centre Agent called the client and updated the address.
1205	1-1R07A5H	2017-03-15	2017-03-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-03-15	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	N/A unable to reach client	2017-03-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1206	1-1RFHDX6	2017-03-23	2017-03-23	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-03-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-03-31	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1207	1-1T0CEC4	2017-04-10	2017-04-10	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-04-10	The Contact Centre Agent inactivated the incorrect address.	2017-04-10	2017-04-10	The Contact Centre Agent should inactivate the incorrect address.	2017-04-10	The Contact Centre Agent confirmed and updated the address provided by the client.
1208	1-1T3MRIN	2017-04-11	2017-04-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-04-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-04-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-04-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1209	1-1TBIEMU	2017-04-13	2017-04-13	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-03-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-04-19	The Contact Centre Agent should call client and update address.	2017-04-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1210	1-1TV4N5K	2017-04-18	2017-04-18	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-05-26	The Contact Centre Agent inactivated the incorrect address.	2017-04-18	2017-04-18	The Contact Centre Agent should inactivate the incorrect address.	2017-04-18	The Contact Centre Agent confirmed and updated the address provided by the client.
1211	1-1US2B3C	2017-04-24	2017-04-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-04-24	The Contact Centre Agent inactivated the incorrect address.	2017-04-24	2017-04-24	The Contact Centre Agent should inactivate the incorrect address.	2017-04-24	The Contact Centre Agent confirmed and updated the address provided by the client.
1212	1-1UW7CEP	2017-04-25	2017-04-25	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-04-25	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2017-06-21	The Contact Centre Agent should inactivate the incorrect address.	2017-04-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
1213	1-1VMC5BR	2017-05-01	2017-05-01	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-05-02	The Contact Centre Agent inactivated the incorrect address.	2017-05-01	2017-05-01	The Contact Centre Agent should inactivate the incorrect address.	2017-05-01	The Contact Centre Agent confirmed and updated the address provided by the client.

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1214	1-1WHFFX7	2017-05-10	2017-05-10	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-07-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-05-10	The Contact Centre Agent should call client and update address.	2017-05-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
1215	1-1VMERP6	2017-05-01	2017-05-01	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-04-05	Containment Measures	N/A unable to reach client	2017-05-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1216	1-1X19AFY	2017-05-18	2017-05-18	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-05-18	The Contact Centre Agent inactivated the incorrect address.	2017-05-18	2017-05-18	The Contact Centre Agent should inactivate the incorrect address.	2017-05-18	The Contact Centre Agent confirmed and updated the address provided by the client.
1217	1-1VMC52T	2017-05-01	2017-05-01	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-05-02	The Contact Centre Agent inactivated the incorrect address.	2017-05-02	2017-05-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-02	The Contact Centre Agent called the client and updated the address.
1218	1-1WAOYB7	2017-05-08	2017-05-08	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-05-08	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-05-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1219	1-1XQ45XE	2017-05-23	2017-05-23	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-05-23	The Contact Centre Agent inactivated the incorrect address.	2017-05-23	2017-05-23	The Contact Centre Agent should inactivate the incorrect address.	2017-05-23	The Contact Centre Agent confirmed and updated the address provided by the client.
1220	1-1Y4YKVL	2017-05-26	2017-05-26	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-05-26	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-05-26	The Contact Centre Agent should call client and update address.	2017-05-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
1221	1-1YR0IIC	2017-05-30	2017-05-30	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-05-30	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2017-05-30	2017-05-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-05-30	The Contact Centre Agent called the client and updated the address.
1222	1-20IYK3X	2017-06-09	2017-06-09	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-06-09	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2017-08-04	The Contact Centre Agent should call client and update address.	2017-06-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
1223	1-21X0HJR	2017-06-19	2017-06-19	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-06-19	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1224	1-22JUQEE	2017-06-19	2017-06-19	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-06-19	The Contact Centre Agent inactivated the incorrect address.	2017-06-19	2017-06-19	The Contact Centre Agent should inactivate the incorrect address.	2017-06-19	The Contact Centre Agent confirmed and updated the address provided by the client.

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1225	1-22PWC17	2017-06-20	2017-06-20	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-06-20	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	2017-06-20	2017-06-20	The Contact Centre Agent should inactivate the incorrect address.	2017-06-20	The Contact Centre Agent confirmed and updated the address provided by the client.
1226	1-23Z9D8B	2017-06-28	2017-06-28	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-06-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-06-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1227	1-24A4DAJ	2017-06-29	2017-06-29	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-06-29	The Contact Centre Agent inactivated the incorrect address.	2017-06-29	2017-06-29	The Contact Centre Agent should inactivate the incorrect address.	2017-06-29	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
1228	1-24A4OXA	2017-06-29	2017-06-29	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-06-29	The Contact Centre Agent inactivated the incorrect address.	2017-07-18	2017-07-18	The Contact Centre Agent should call client and update address.	2017-07-18	The Contact Centre Agent called the client and updated the address.
1229	1-24FX1VC	2017-06-30	2017-06-30	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-06-30	The Contact Centre Agent inactivated the incorrect address.	2017-07-28	2017-07-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-28	The Contact Centre Agent called the client and updated the address.
1230	1-24FQNOG	2017-06-30	2017-06-30	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-06-30	The Contact Centre Agent inactivated the incorrect address.	2017-07-12	2017-06-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-12	The Contact Centre Agent called the client and updated the address.
1231	1-258X4IP	2017-07-07	2017-07-07	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-07-07	The Contact Centre Agent inactivated the incorrect address.	2017-07-07	2017-07-07	The Contact Centre Agent should inactivate the incorrect address.	2017-07-07	The Contact Centre Agent confirmed and updated the address provided by the client.
1232	1-25V1V6K	2017-07-11	2017-07-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-07-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-07-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-07-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1233	1-27OZCBO	2017-08-09	2017-08-09	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-08-09	The Contact Centre Agent inactivated the incorrect address.	2017-08-09	2017-08-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1234	1-27TL7Q	2017-08-11	2017-08-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-08-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-11	The Contact Centre Agent should inactivate the incorrect address.	2017-08-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1235	1-27TL7V	2017-08-11	2017-08-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-08-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-08-16	The Contact Centre Agent should inactivate the address and attempt to contact	2017-08-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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									intended recipient.		
1236	1-27YXKS0	2017-08-16	2017-08-16	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-08-16	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2017-08-16	2017-09-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-16	The Contact Centre Agent called the client and updated the address.
1237	1-281ZUXZ	2017-08-18	2017-08-18	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-08-18	The Contact Centre Agent inactivated the incorrect address.	2017-08-18	2017-08-18	The Contact Centre Agent should inactivate the incorrect address.	2017-08-18	The Contact Centre Agent confirmed and updated the address provided by the client.
1238	1-287FF60	2017-08-22	2017-08-22	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-08-22	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2017-08-22	2017-10-03	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-22	The Contact Centre Agent called the client and updated the address.
1239	1-288UUE9	2017-08-23	2017-08-23	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-08-23	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2017-08-23	2017-09-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-08-23	The Contact Centre Agent called the client and updated the address.
1240	1-28TCT97	2017-09-06	2017-09-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-09-06	The Contact Centre Agent inactivated the incorrect address.	2017-09-06	2017-09-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-06	The Contact Centre Agent called the client and updated the address.
1241	1-28TCT9B	2017-09-06	2017-09-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-09-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-09-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1242	1-295O75S	2017-09-18	2017-09-18	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-09-18	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2017-09-18	2017-11-24	The Contact Centre Agent should inactivate the incorrect address.	2017-09-18	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
1243	1-29BIYP2	2017-09-19	2017-09-19	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-09-19	The Contact Centre Agent inactivated the incorrect address.	2017-09-19	2017-09-20	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-09-19	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
1244	1-2A0803D	2017-10-05	2017-10-05	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-10-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-03-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1245	1-2A9AJGW	2017-10-11	2017-10-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-10-11	The Contact Centre Agent inactivated the incorrect address.	2017-10-11	2017-11-29	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-11	The Contact Centre Agent called the client and updated the address.
1246	1-2A9AJI4	2017-10-11	2017-10-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-10-11	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-10-19	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1247	1-2ACK10D	2017-10-13	2017-10-13	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-10-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-10-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1248	1-2ACM111	2017-10-13	2017-10-13	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-10-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-10-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1249	1-2AIHYUV	2017-10-17	2017-10-17	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-10-17	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-11-09	The Contact Centre Agent should call client and update address.	2017-10-17	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
1250	1-2AK1AKW	2017-10-19	2017-10-19	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-10-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-10-20	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1251	1-2ALMMLC	2017-10-19	2017-10-19	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-10-19	The Contact Centre Agent inactivated the incorrect address.	2017-10-19	2017-11-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-19	The Contact Centre Agent called the client and updated the address.
1252	1-2AT4FUY	2017-10-24	2017-10-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-10-24	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-10-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-10-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1253	1-2B5HC63	2017-11-01	2017-11-01	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-11-01	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-12-21	The Contact Centre Agent should call client and update address.	2017-11-01	The Contact Centre Agent confirmed and updated the address provided by the client.
1254	1-2BEYZEL	2017-11-07	2017-11-07	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-11-07	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2017-11-07	2017-12-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-07	The Contact Centre Agent called the client and updated the address.
1255	1-2C07IYR	2017-11-20	2017-11-20	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-11-20	The Contact Centre Agent inactivated the incorrect address.	2017-11-20	2017-11-20	The Contact Centre Agent should inactivate the incorrect address.	2017-11-20	The Contact Centre Agent confirmed and updated the address provided by the client.

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1256	1-2C1Q1UZ	2017-11-21	2017-11-21	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-11-21	The Contact Centre Agent inactivated the incorrect address.	2017-11-21	2017-12-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-21	The Contact Centre Agent called the client and updated the address.
1257	1-2C1Q1V6	2017-11-21	2017-11-21	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-11-21	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-30	The Contact Centre Agent should call client and update address.	2017-11-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1258	1-2C3DEQD	2017-11-22	2017-11-22	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-11-22	The Contact Centre Agent inactivated the incorrect address.	2017-11-22	2018-01-08	The Contact Centre Agent should inactivate the incorrect address.	2017-11-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1259	1-2CBZSR9	2017-11-27	2017-11-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-11-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2017-11-27	2017-12-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-27	The Contact Centre Agent called the client and updated the address.
1260	1-2CBZSSS	2017-11-27	2017-11-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-11-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2017-11-27	2017-12-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-27	The Contact Centre Agent called the client and updated the address.
1261	1-2CF5F6T	2017-11-29	2017-11-29	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-11-29	The Contact Centre Agent inactivated the incorrect address.	2017-11-29	2017-12-20	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-29	The Contact Centre Agent called the client and updated the address.
1262	1-2CF5SV7	2017-11-29	2017-11-29	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-11-29	The Contact Centre Agent inactivated the incorrect address.	2017-11-29	2018-01-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-29	The Contact Centre Agent called the client and updated the address.
1263	1-2CF5TD2	2017-11-29	2017-11-29	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-11-29	The Contact Centre Agent inactivated the incorrect address.	2017-11-29	2017-12-18	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-29	The Contact Centre Agent called the client and updated the address.
1264	1-2CF5TDF	2017-11-29	2017-11-29	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-11-29	The Contact Centre Agent inactivated the incorrect address.	2017-11-29	2018-01-11	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-29	The Contact Centre Agent called the client and updated the address.
1265	1-2CGYGS0	2017-11-30	2017-11-30	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-11-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2017-11-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-11-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1266	1-2CY7VD3	2017-12-12	2017-12-12	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-12-12	The Contact Centre Agent inactivated the incorrect address.	2017-12-11	2017-12-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-12-11	The Contact Centre Agent called the client and updated the address.
1267	1-2CZIR9C	2017-12-12	2017-12-12	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-12-12	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2017-12-12	The Contact Centre Agent should inactivate the incorrect address.	2017-12-12	No follow-up required. The client no longer lives in Ontario.
1268	1-2D3IEZL	2017-12-18	2017-12-18	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-12-18	The Contact Centre Agent inactivated the incorrect address.	2017-12-18	2017-12-19	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-12-18	The Contact Centre Agent called the client and updated the address.
1269	1-2D94RKB	2017-12-20	2017-12-20	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2017-12-20	The Contact Centre Agent logged the internal breach in InScreen	2018-01-22	2018-01-22	The Contact Centre Management should coach the relevant Agent on standard operating procedures for authenticating clients and for Personal Health Information disclosure.	2017-12-20	The Contact Centre Agent received appropriate coaching from the Contact Centre Management.
1270	1-2DH5V4E	2018-01-02	2018-01-02	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-01-02	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2018-01-29	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1271	1-2DNPB10	2018-01-04	2018-01-04	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-01-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1272	1-2E1QOVY	2018-01-10	2018-01-10	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-01-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-01-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1273	1-2E47CR6	2018-01-11	2018-01-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-01-11	The Contact Centre Agent inactivated the incorrect address.	2018-01-11	2018-01-29	The Contact Centre Agent should inactivate the incorrect address.	2018-01-11	The Contact Centre Agent confirmed and updated the address provided by the client.
1274	1-2E6NUGY	2018-01-12	2018-01-12	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-01-12	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2018-01-12	2018-02-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-12	The Contact Centre Agent called the client and updated the address.
1275	1-2EO9LEO	2018-01-19	2018-01-19	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-01-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1276	1-2F28004	2018-01-24	2018-01-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-01-24	The Contact Centre Agent inactivated the incorrect address.	2018-01-24	2018-01-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-24	The Contact Centre Agent called the client and updated the address.
1277	1-2F286YK	2018-01-24	2018-01-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-01-24	The Contact Centre Agent inactivated the incorrect address.	2018-01-24	2018-01-25	The Contact Centre Agent should inactivate the incorrect address.	2018-01-24	The Contact Centre Agent confirmed and updated the address provided by the client.
1278	1-2F58RG0	2018-01-25	2018-01-25	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-01-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-31	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1279	1-2F58UPG	2018-01-25	2018-01-25	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-01-25	The Contact Centre Agent inactivated the incorrect address.	2018-01-25	2018-02-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-25	The Contact Centre Agent called the client and updated the address.
1280	1-2F58URE	2018-01-25	2018-01-25	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-01-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1281	1-2G1AX90	2018-02-05	2018-02-05	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-02-05	The Contact Centre Agent inactivated the incorrect address.	2018-02-05	2018-02-15	The Contact Centre Agent should inactivate the incorrect address.	2018-02-05	The Contact Centre Agent confirmed and updated the address provided by the client.
1282	1-2G4DUG7	2018-02-07	2018-02-07	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-02-07	The Contact Centre Agent inactivated the incorrect address.	2018-02-07	2018-02-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-07	The Contact Centre Agent called the client and updated the address.
1283	1-2GSR8RK	2018-02-22	2018-02-22	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-02-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-02-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1284	1-2GSRCI5	2018-02-22	2018-02-22	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-02-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-26	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-02-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1285	1-2GSRD0Z	2018-02-22	2018-02-22	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-02-22	The Contact Centre Agent inactivated the incorrect address.	2018-02-22	2018-05-03	The Contact Centre Agent should call client and update address.	2018-02-22	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
1286	1-2H0JPK4	2018-02-28	2018-02-28	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-02-28	The Contact Centre Agent inactivated the incorrect address.	2018-02-28	2018-03-07	The Contact Centre Agent should inactivate the incorrect address.	2018-02-28	The Contact Centre Agent confirmed and updated the address provided by the client.

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1287	1-2H4EBC8	2018-03-01	2018-03-01	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-01	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-03-14	The Contact Centre Agent should call client and update address.	2018-03-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1288	1-2HFW4D2	2018-03-07	2018-03-07	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-03-23	The Contact Centre Agent should call client and update address.	2018-03-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1289	1-2HHV7IP	2018-03-08	2018-03-08	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-08	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	N/A unable to reach client	2018-04-13	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-03-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1290	1-2HRBDWV	2018-03-13	2018-03-13	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-13	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2018-03-13	2018-05-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-03-13	The Contact Centre Agent called the client and updated the address.
1291	1-2HVJ7TU	2018-03-15	2018-03-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-15	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	2018-03-15	2018-04-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-03-15	The Contact Centre Agent called the client and updated the address.
1292	1-2HXWJAN	2018-03-16	2018-03-16	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-16	The Contact Centre Agent inactivated the incorrect address.	2018-03-16	2018-04-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-03-16	The Contact Centre Agent called the client and updated the address.
1293	1-2I6DAPA	2018-03-20	2018-03-20	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-20	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-03-20	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1294	1-2INCBWQ	2018-03-27	2018-03-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-27	The Contact Centre Agent inactivated the incorrect address.	2018-03-27	2018-04-03	The Contact Centre Agent should call client and update address.	2018-03-27	The Contact Centre Agent updated the address in the client's profile. The Contact Centre Agent was able to contact the client via the telephone number provided by their rostered Primary Care Provider.
1295	1-2IPX1TX	2018-03-28	2018-03-28	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-03-28	The Contact Centre Agent should inactivate the incorrect address.	2018-03-28	No follow-up required. The client no longer lives in Ontario.
1296	1-2J5XC82	2018-04-03	2018-04-03	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1297	1-2J5XC8P	2018-04-03	2018-04-03	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-03	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-17	The Contact Centre Agent should inactivate the address and attempt to contact	2018-04-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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									intended recipient.		
1298	1-2JDJX7R	2018-04-06	2018-04-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-06	The Contact Centre Agent inactivated the incorrect address.	2018-04-06	2018-05-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-06	The Contact Centre Agent called the client and updated the address.
1299	1-2JV7RJ7	2018-04-16	2018-04-16	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-16	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1300	1-2K2H28S	2018-04-16	2018-04-16	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-16	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1301	1-2KLR0TI	2018-04-25	2018-04-25	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1302	1-2KNTONX	2018-04-27	2018-04-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-27	The Contact Centre should confirm the address on file with the client, and inform them that the letter sent was received by another person. If the address on file is incorrect, it should be updated.	2018-04-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1303	1-2KNTOOH	2018-04-27	2018-04-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-05-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-04-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1304	1-2KYYVPB	2018-05-02	2018-05-02	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-05-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-02	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-05-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1305	1-2L91DHU	2018-05-08	2018-05-08	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-05-08	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-05-08	The Contact Centre Agent should inactivate the incorrect address.	2018-05-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1306	1-2M2JS6B	2018-05-24	2018-05-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-05-24	The Contact Centre Agent inactivated the incorrect address.	2018-05-24	2018-06-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-05-24	The Contact Centre Agent called the client and updated the address.

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1307	1-2MDTF8T	2018-05-31	2018-05-31	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-05-31	CC inactivated address + Unintended Recipient asked to return letter.	2018-05-31	2018-06-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-05-31	The Contact Centre Agent called the client and updated the address.
1308	1-2MI68OJ	2018-06-01	2018-06-01	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-01	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-06-27	The Contact Centre Agent should call client and update address.	2018-06-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1309	1-2MPPHC6	2018-06-05	2018-06-05	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-05	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	2018-06-05	2018-06-28	The Contact Centre Agent should inactivate the incorrect address.	2018-06-05	The Contact Centre Agent called the client and updated the address.
1310	1-2N1FF2B	2018-06-11	2018-06-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-11	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	2018-06-11	2018-06-22	The Contact Centre Agent should inactivate the incorrect address.	2018-06-11	The Contact Centre Agent confirmed and updated the address provided by the client.
1311	1-2NFPPA3	2018-06-19	2018-06-19	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-07-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1312	1-2NJGDLV	2018-06-21	2018-06-21	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-21	The Contact Centre Agent inactivated the incorrect address.	2018-06-21	2018-07-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-21	The Contact Centre Agent called the client and updated the address.
1313	1-2NQTXRQ	2018-06-25	2018-06-25	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-25	The Contact Centre Agent inactivated the incorrect address.	2018-06-25	2018-08-14	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-25	The Contact Centre Agent called the client and updated the address.
1314	1-2NSGFRZ	2018-06-26	2018-06-26	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-26	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	2018-06-26	2018-07-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-06-26	The Contact Centre Agent called the client and updated the address.
1315	1-2NUBPOE	2018-06-27	2018-06-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-07-26	The Contact Centre Agent should call client and update address.	2018-06-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
1316	1-2OUIISMV	2018-07-16	2018-07-16	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-07-16	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-07-16	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-07-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1317	1-2OWBSVQ	2018-07-18	2018-07-18	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-07-18	Address inactivated - letter will not be returned.	2018-07-18	2018-07-18	The Contact Centre Agent should inactivate the incorrect address.	2018-07-18	The Contact Centre Agent confirmed and updated the address provided by the client.

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1318	1-2QDJEZD	2018-08-14	2018-08-14	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-14	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2018-08-14	2018-08-14	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-14	The Contact Centre Agent called the client and updated the address.
1319	1-2QFEQ3B	2018-08-15	2018-08-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-15	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1320	1-2QFEQ5D	2018-08-15	2018-08-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1321	1-2QFEQ5R	2018-08-15	2018-08-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-15	CC inactivated incorrect address.	2018-08-15	2018-08-17	The Contact Centre Agent should call client and update address.	2018-08-15	The Contact Centre Agent called the client and updated the address.
1322	1-2QFEQ5V	2018-08-15	2018-08-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-23	The Contact Centre Agent should inactivate the incorrect address.	2018-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1323	1-2QFEQ5Z	2018-08-15	2018-08-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-17	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1324	1-2QFEQ63	2018-08-15	2018-08-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-15	The Contact Centre Agent inactivated the incorrect address.	2018-08-15	2018-08-20	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-15	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
1325	1-2QJAP8K	2018-08-20	2018-08-20	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-20	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	2018-08-20	2018-08-20	The Contact Centre Agent should call client and update address.	2018-08-20	The Contact Centre Agent confirmed and updated the address provided by the client.
1326	1-2QQ64LC	2018-08-21	2018-08-21	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-21	The Contact Centre Agent inactivated the incorrect address.	2018-08-21	2018-08-21	The Contact Centre should confirm the address on file with the client, and inform them that the letter sent was received by another person. If the address on file is incorrect, it should be updated.	2018-08-21	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
1327	1-2QQ6V61	2018-08-21	2018-08-21	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-21	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2018-08-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1328	1-2R1262M	2018-08-27	2018-08-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1329	1-2R1262Q	2018-08-27	2018-08-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1330	1-2R1265R	2018-08-27	2018-08-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-27	The Contact Centre Agent inactivated the incorrect address.	2018-08-27	2018-08-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-27	The Contact Centre Agent called the client and updated the address.
1331	1-2R1265V	2018-08-27	2018-08-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-24	The Contact Centre Agent should call client and update address.	2018-08-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to obtain client's phone number from their rostered Primary Care Provider.
1332	1-2R4JJNA	2018-08-29	2018-08-29	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-29	The Contact Centre Agent inactivated the incorrect address.	2018-08-29	2018-09-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-29	The Contact Centre Agent called the client and updated the address.
1333	1-2R4JJNE	2018-08-29	2018-08-29	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1334	1-2R4JJQ5	2018-08-29	2018-08-29	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-29	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-08-31	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-08-29	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1335	1-2RH8B57	2018-09-05	2018-09-05	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-05	The Contact Centre Agent inactivated the incorrect address.	2018-09-05	2018-09-07	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-05	The Contact Centre Agent called the client and updated the address.
1336	1-2RH8B5Q	2018-09-05	2018-09-05	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1337	1-2RQCUYU	2018-09-10	2018-09-10	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-10	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	2018-09-10	2018-10-03	The Contact Centre Agent should inactivate the incorrect address.	2018-09-10	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.

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1338	1-2RVNU38	2018-09-13	2018-09-13	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-13	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-09-20	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-13	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1339	1-2S65TTB	2018-09-19	2018-09-19	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-19	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	2018-09-19	2018-09-19	The Contact Centre Agent should inactivate the incorrect address.	2018-09-19	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
1340	1-2SKJSR7	2018-09-27	2018-09-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-09-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1341	1-2T7QWMK	2018-10-10	2018-10-10	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-10	The Contact Centre Agent uploaded the fax to an activity in InScreen. The Agent then hard deleted the fax from CCO's systems.	2018-10-10	2018-10-10	The Contact Centre should confirm the address on file with the client, and inform them that the letter sent was received by another person. If the address on file is incorrect, it should be updated.	2018-10-10	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
1342	1-2TBL6ET	2018-10-12	2018-10-12	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-12	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-19	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1343	1-2TBL6GQ	2018-10-12	2018-10-12	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-12	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1344	1-2TODJEC	2018-10-22	2018-10-22	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1345	1-2TODJF3	2018-10-22	2018-10-22	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-22	The Contact Centre Agent inactivated the incorrect address.	2018-10-22	2018-11-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-22	The Contact Centre Agent confirmed and updated the address provided by the client.
1346	1-2TODJFK	2018-10-22	2018-10-22	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-22	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1347	1-2TODJGI	2018-10-22	2018-10-22	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-22	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1348	1-2TODJIX	2018-10-22	2018-10-22	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-22	The Contact Centre Agent inactivated the incorrect address.	2018-10-22	2018-10-24	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-22	The Contact Centre Agent confirmed and updated the address provided by the client.
1349	1-2TZ0VDL	2018-10-25	2018-10-25	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-05	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1350	1-2TZ0VF0	2018-10-25	2018-10-25	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-10-30	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-10-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1351	1-2UDWORT	2018-11-02	2018-11-02	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-02	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-02	The Contact Centre Agent should call client and update address.	2018-11-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1352	1-2UOCXOQ	2018-11-09	2018-11-09	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-09	The Contact Centre Agent inactivated the incorrect address.	2018-11-09	2018-11-09	The Contact Centre should confirm the address on file with the client, and inform them that the letter sent was received by another person. If the address on file is incorrect, it should be updated.	2018-11-09	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
1353	1-2UOCXOU	2018-11-09	2018-11-09	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-09	The Contact Centre should confirm the address on file with the client, and inform them that the letter sent was received by another person. If the address on file is incorrect, it should be updated.	2018-11-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1354	1-2UQAARD	2018-11-09	2018-11-09	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-11-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1355	1-2UYVWBZ	2018-11-14	2018-11-14	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-14	The Contact Centre Agent scanned the paper document to an activity in InScreen then destroyed the paper document.	2018-11-14	2018-11-14	The Contact Centre should confirm the address on file with the client, and inform them that the letter sent was received by another person. If the address on file is incorrect, it should be updated.	2018-11-14	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
1356	1-2VLXZNM	2018-11-27	2018-11-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-27	The Contact Centre Agent inactivated the incorrect address.	2018-11-27	2018-12-10	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-11-27	The Contact Centre Agent confirmed and updated the address provided by the client.
1357	1-2VLXZNU	2018-11-27	2018-11-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-27	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-27	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-11-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1358	1-2VPK7LR	2018-11-29	2018-11-29	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-29	The Contact Centre Agent inactivated the incorrect address.	2018-11-29	2018-12-04	The Contact Centre Agent should call client and update address.	2018-11-29	The Contact Centre Agent confirmed and updated the address provided by the client.
1359	1-2VRHCWK	2018-11-30	2018-11-30	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-11-30	The Contact Centre Agent should call client and update address.	2018-11-30	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1360	1-2VRHU2B	2018-12-03	2018-12-03	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-12-05	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-12-05	The Contact Centre Agent should call client and update address.	2018-12-05	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1361	1-2VXUVE4	2018-12-04	2018-12-04	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-12-04	The Contact Centre Agent inactivated the incorrect address.	2018-12-11	2018-12-11	The Contact Centre Agent should inactivate the incorrect address.	2018-12-11	The Contact Centre Agent confirmed and updated the address provided by the client.
1362	1-2W16WKG	2018-12-07	2018-12-07	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-12-07	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-01-21	The Contact Centre Agent should call client and update address.	2018-12-07	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1363	1-2W7MTD0	2018-12-10	2018-12-10	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-12-10	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-12-10	The Contact Centre Agent should inactivate the incorrect address.	2018-12-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1364	1-2WREU6Y	2018-12-31	2018-12-21	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-12-31	The Contact Centre Agent inactivated the incorrect address.	2018-12-31	2018-12-31	The Contact Centre Agent should inactivate the incorrect address.	2018-12-31	The Contact Centre Agent confirmed and updated the address provided by the client.

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1365	1-2WUMLKI	2019-01-03	2019-01-03	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-01-03	The Contact Centre Agent should call client and update address.	2019-01-03	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1366	1-2WVN9ON	2019-01-04	2019-01-04	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-01-04	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-01-08	The Contact Centre Agent should call client and update address.	2019-01-04	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1367	1-2Y9BH5S	2019-01-24	2019-01-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-01-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-14	The Contact Centre Agent should call client and update address.	2019-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1368	1-2Y9BH6N	2019-01-24	2019-01-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-01-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-14	The Contact Centre Agent should call client and update address.	2019-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1369	1-2Y9BH7V	2019-01-24	2019-01-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-01-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-24	The Contact Centre Agent should call client and update address.	2019-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1370	1-2Y9BH8B	2019-01-24	2019-01-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-01-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-14	The Contact Centre Agent should call client and update address.	2019-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1371	1-2Y9BH9D	2019-01-24	2019-01-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-01-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-02-08	The Contact Centre Agent should call client and update address.	2019-01-24	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1372	1-2YCM3VN	2019-01-24	2019-01-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-01-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-01-25	The Contact Centre Agent should call client and update address.	2019-01-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1373	1-2Z0PMMV	2019-02-01	2019-02-02	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-01	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-02-13	The Contact Centre Agent should call client and update address.	2019-02-01	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1374	1-2ZALZYK	2019-02-05	2019-02-05	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-05	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	2019-02-05	2019-02-05	The Contact Centre should confirm the address on file with the client, and inform them that the letter sent was received by another person. If the address on file is incorrect, it should be updated.	2019-02-05	The Contact Centre Agent confirmed and updated the address provided by the client.
1375	1-2ZSINJB	2019-02-11	2019-02-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-11	The Contact Centre Agent inactivated address and the Unintended Recipient will	2019-02-11	2019-02-11	The Contact Centre Agent should call client and update address.	2019-02-11	The Contact Centre Agent confirmed and updated the address provided by the client.

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						return the letter to CCO.					
1376	1-2ZZS2CB	2019-02-15	2019-02-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-15	The Contact Centre Agent inactivated the address on file. The letter will not be returned.	2019-02-15	2019-02-15	The Contact Centre should confirm the address on file with the client, and inform them that the letter sent was received by another person. If the address on file is incorrect, it should be updated.	2019-02-15	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
1377	1-306N7FY	2019-02-19	2019-02-19	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-19	The Contact Centre Agent inactivated the incorrect address.	2019-04-01	2019-04-01	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-04-01	The Contact Centre Agent confirmed and updated the address provided by the client.
1378	1-306N7GC	2019-02-19	2019-02-19	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-03-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1379	1-30KS6YE	2019-02-27	2019-02-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-27	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2/27/2019	2019-03-29	The Contact Centre Agent should call client and update address.	2/27/2019	The Contact Centre Agent confirmed and updated the address provided by the client.
1380	1-30MPI9F	2019-02-28	2019-02-28	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2019-06-04	2019-06-04	The Contact Centre Agent should call client and update address.	2019-06-04	The Contact Centre Agent confirmed and updated the address provided by the client.
1381	1-30X03RZ	2019-03-06	2019-03-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-06	The Contact Centre Agent inactivated the incorrect address.	2019-03-08	2019-03-11	The Contact Centre Agent should call client and update address.	2019-03-08	Contact Centre confirmed that the address on file was not a match with the client's address. The Contact Centre resent the missing correspondence to the client, at their request. updated client's address
1382	1-30X03VA	2019-03-06	2019-03-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-06	The Contact Centre Agent inactivated the incorrect address.	2019-03-08	2019-03-11	The Contact Centre Agent should call client and update address.	2019-03-08	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
1383	1-30X03QZ	2019-03-06	2019-03-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-06	The Contact Centre Agent should call client and update address.	2019-03-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1384	1-30YUG71	2019-03-08	2019-03-08	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-08	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2019-03-14	The Contact Centre Agent should call client and update address.	2019-03-08	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1385	1-310QDHZ	2019-03-11	2019-03-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-11	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	2019-03-14	2019-03-19	The Contact Centre Agent should call client and update address.	2019-03-14	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
1386	1-31J5475	2019-03-19	2019-03-19	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-19	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-03-19	The Contact Centre Agent should call client and update address.	2019-03-19	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1387	1-31WLT8R	2019-03-28	2019-03-28	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-28	The Contact Centre Agent inactivated the incorrect address.	2019-03-28	2019-03-28	The Contact Centre Agent should call client and update address.	2019-03-28	The Contact Centre Agent confirmed and updated the address provided by the client.
1388	1-31WKUBS	2019-03-27	2019-03-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-27	The Contact Centre Agent inactivated the incorrect address.	2019-03-27	2019-03-27	The Contact Centre Agent should inactivate the incorrect address.	2019-03-27	The Contact Centre Agent confirmed and updated the address provided by the client.
1389	1-32J0Y25	2019-04-10	2019-04-10	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-10	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-04-20	The Contact Centre Agent should call client and update address.	2019-04-22	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1390	1-32MHB1N	4/11/2019	4/11/2019	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	4/11/2019	The Contact Centre Agent inactivated the incorrect address.	2019-04-11	2019-04-11	The Contact Centre Agent should inactivate the incorrect address.	2019-04-11	The Contact Centre Agent confirmed and updated the address provided by the client.
1391	1-32T1AFB	2019-04-15	2019-04-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-04-16	The Contact Centre Agent should call client and update address.	2019-04-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1392	1-337J5GU	2019-04-24	2019-04-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-24	The Contact Centre Agent inactivated the incorrect address.	2019-04-24	2019-04-24	The Contact Centre Agent should call client and update address.	2019-04-24	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
1393	1-33FDI70	2019-04-30	2019-04-30	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-30	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-05-02	The Contact Centre Agent should call client and update address.	2019-05-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1394	1-33K2LKB	2019-05-02	2019-05-02	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-02	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-05-02	The Contact Centre Agent should call client and update address.	2019-05-02	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1395	1-33Q6RK7	2019-05-06	2019-05-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-06	The Contact Centre Agent inactivated the incorrect address.	2019-05-06	2019-05-06	The Contact Centre Agent should inactivate the incorrect address.	2019-05-06	The Contact Centre Agent confirmed and updated the address provided by the client.

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1396	1-33Q9X6M	2019-05-06	2019-05-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-06	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2019-06-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-05-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1397	1-33URU3F	2019-05-09	2019-05-09	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-05-10	The Contact Centre Agent should call client and update address.	2019-05-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1398	1-344KQA4	2019-05-16	2019-05-16	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-16	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-05-29	The Contact Centre Agent should call client and update address.	2019-05-16	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1399	1-3481R3T	2019-05-17	2019-05-17	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-17	The Contact Centre Agent inactivated the incorrect address.	2019-05-17	2019-05-17	The Contact Centre should confirm the address on file with the client, and inform them that the letter sent was received by another person. If the address on file is incorrect, it should be updated.	2019-05-17	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
1400	1-3481R73	2019-05-17	2019-05-17	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-17	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-05-28	The Contact Centre Agent should call client and update address.	2019-05-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1401	1-34EBDDD	2019-05-21	2019-05-21	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-21	The Contact Centre Agent inactivated the incorrect address.	2019-05-21	2019-05-21	The Contact Centre Agent should inactivate the incorrect address.	2019-05-21	The Contact Centre Agent confirmed and updated the address provided by the client.
1402	1-353INP3	2019-06-06	2019-06-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-06	The Contact Centre Agent inactivated the incorrect address.	2019-06-06	2019-06-06	The Contact Centre Agent should inactivate the incorrect address.	2019-06-06	The Contact Centre Agent confirmed and updated the address provided by the client.
1403	1-35B6UC9	2019-06-12	2019-06-12	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-12	The Contact Centre Agent inactivated the incorrect address.	2019-06-12	2019-06-12	The Contact Centre Agent should call client and update address.	2019-06-12	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1404	1-35VSVM5	2019-06-26	2019-06-26	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-26	The Contact Centre Agent inactivated the incorrect address.	2019-06-26	2019-06-28	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-06-26	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
1405	1-35VSVN8	2019-06-26	2019-06-26	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-26	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-06-26	The Contact Centre Agent should call client and update address.	2019-06-26	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1406	1-364T06B	2019-07-03	2019-07-03	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-07-03	Relative/Spouse of intended recipient opened the letter. Address change or inactivation is not required.	2019-07-03	2019-07-03	The Contact Centre Agent should inactivate the incorrect address.	2019-07-03	The Contact Centre Agent confirmed and updated the address provided by the client.
1407	1-36Z9I0J	23-Jul-19	2019-07-23	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-07-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-23	The Contact Centre Agent should call client and update address.	2019-07-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1408	1-36Z9I3L	23-Jul-19	2019-07-23	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-07-23	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-07-23	The Contact Centre Agent should call client and update address.	2019-07-23	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1409	1-37IGOIF	2019-08-06	2019-08-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-06	The Contact Centre Agent inactivated the incorrect address.	2019-08-14	2019-08-14	The Contact Centre Agent should call client and update address.	2019-08-14	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
1410	1-37TKD7M	2019-08-15	2019-08-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-04	The Contact Centre Agent should call client and update address.	2019-08-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1411	1-37V2HYU	2019-08-15	2019-08-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-15	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-08-15	The Contact Centre Agent should call client and update address.	2019-08-15	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1412	1-3AC11F1	2019-08-15	2019-08-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-15	The Contact Centre Agent inactivated the incorrect address.	2019-08-15	2019-10-15	The Contact Centre Agent should call client and update address.	2019-08-15	The Contact Centre Agent confirmed and updated the address provided by the client.
1413	1-37V2O7C	2019-08-16	2019-08-16	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-16	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-08-27	The Contact Centre Agent should call client and update address.	2019-08-27	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1414	1-37V2OEH	2019-08-16	2019-08-16	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-27	The Contact Centre Agent inactivated the incorrect address.	2019-08-27	2019-08-30	The Contact Centre Agent should call client and update address.	2019-08-27	The Contact Centre Agent confirmed and updated the address provided by the client.
1415	1-386ARNT	2019-08-23	2019-08-23	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-23	The Contact Centre Agent inactivated the incorrect address.	2019-08-23	2019-08-23	The Contact Centre Agent should call client and update address.	2019-08-23	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.
1416	1-386ARO6	2019-08-23	2019-08-23	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-23	The Contact Centre Agent inactivated the incorrect address.	2019-08-27	2019-08-28	The Contact Centre Agent should call client and update address.	2019-08-27	The Contact Centre Agent confirmed and updated the address provided by the client.
1417	1-38BPIGE	2019-08-27	2019-08-27	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-27	The Contact Centre Agent inactivated the incorrect address.	2019-08-27	2019-08-27	The Contact Centre Agent should inactivate the incorrect address.	2019-08-27	The Contact Centre Agent spoke with client. The client did not want to update address. The address in the profile was inactivated.

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1418	1-38N3KT8	2019-09-04	2019-09-04	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-09-04	The Contact Centre Agent inactivated the incorrect address.	2019-09-11	2019-09-11	The Contact Centre Agent should call client and update address.	2019-09-11	The Contact Centre Agent confirmed and updated the address provided by the client.
1419	1-38Q5T6D	2019-09-06	2019-09-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-09-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-09-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1420	1-38Q5THP	2019-09-06	2019-09-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-09-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-06	The Contact Centre Agent should call client and update address.	2019-09-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1421	1-38Q5TI9	2019-09-06	2019-09-06	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-09-06	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-09-06	The Contact Centre Agent should inactivate the incorrect address.	2019-09-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1422	1-38X6SWX	2019-09-11	2019-09-11	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-09-11	The Contact Centre Agent inactivated the incorrect address.	2019-09-11	2019-09-11	The Contact Centre Agent should inactivate the incorrect address.	2019-09-11	The Contact Centre Agent confirmed and updated the address provided by the client.
1423	1-38YQ4BC	2019-09-12	2019-09-12	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-09-12	The Contact Centre Agent inactivated the incorrect address.	2019-09-12	2019-09-12	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-09-12	The Contact Centre Agent confirmed and updated the address provided by the client.
1424	1-39EVNEV	2019-09-24	2019-09-24	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-09-24	The Contact Centre Agent inactivated the incorrect address.	2019-09-24	2019-09-24	The Contact Centre should confirm the address on file with the client, and inform them that the letter sent was received by another person. If the address on file is incorrect, it should be updated.	2019-09-24	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
1425	1-39HNAD6	2019-09-25	2019-09-25	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-09-25	The Contact Centre Agent inactivated the incorrect address.	2019-10-03	2019-09-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-10-03	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
1426	1-39HNAW2	2019-09-25	2019-09-25	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-09-25	The Contact Centre Agent inactivated the incorrect address.	2019-09-25	2019-09-25	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-09-25	The Contact Centre Agent confirmed and updated the address provided by the client.
1427	1-3A1EI9D	2019-10-08	2019-10-08	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-08	The Contact Centre Agent inactivated the incorrect address.	2019-10-10	2019-10-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-10-18	The Contact Centre Agent confirmed and updated the address provided by the client.
1428	1-3AC11CO	2019-10-15	2019-10-15	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-15	The Contact Centre Agent inactivated the address and the	2019-10-18	2019-10-18	The Contact Centre Agent should inactivate the address and	2019-10-18	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the

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						Unintended Recipient will destroy the letter.			attempt to contact intended recipient.		client.
1429	1-3A2WMP6	2019-10-09	2019-10-09	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-24	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-11-06	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-11-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1430	1-7167996926	2019-10-21	2019-10-21	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-21	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2019-10-21	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2019-10-21	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1431	1-7185012229	2019-10-28	2019-10-28	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-28	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2019-10-28	Address to be inactivated. Contact Centre Agent should attempt to contact intended client.	2019-10-28	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1432	1-7185207420	2019-10-10	2019-10-10	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-10	The Contact Centre Agent inactivated address and the Unintended Recipient will return the letter to CCO.	N/A unable to reach client	2019-10-25	Address to be inactivated. Contact Center Agent should attempt to contact intended client.	2019-10-10	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1433	1-7185207457	2019-10-28	2019-10-28	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-28	The Contact Centre Agent inactivated the address and the Unintended Recipient will destroy the letter.	N/A unable to reach client	2019-11-06	Address to be inactivated. Contact Center Agent should attempt to contact intended client.	2019-11-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1434	1-7185207605	2019-10-28	2019-10-28	Misdirected Communication: Client's Result Letter containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-28	The Contact Centre Agent inactivated the incorrect address.	2019-10-28	2019-10-31	Contact Centre Agent should inactivate incorrect address, letter was received by intended client opened	2019-10-28	The Contact Centre Agent confirmed and updated the address provided by the client.
1435	1-2DX6JXU	2018-01-09	2018-01-09	Misdirected Communication: Participant Blank Information Form mailed to wrong address. Form indicates client on envelope is eligible for a CCO screening program.	2018-01-09	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-01-09	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2018-01-09	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1436	1-2KLR0OL	2018-04-25	2018-04-25	Misdirected Communication: Privacy Notice letter containing client's name, client address, and general age information (age range for eligibility for the Screening Program).	2018-04-25	The Contact Centre Agent inactivated the incorrect address.	N/A unable to reach client	2018-04-25	The Contact Centre Agent should inactivate the incorrect address.	2018-04-25	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
1437	1-1QI1BG1	2017-03-06	2017-03-06	Misdirection Communication: Client's Invitation/Reminder Letter (Screening Status/Eligibility)	2017-03-06	The Contact Centre Agent inactivated address and the Unintended Recipient was asked to return the letter.	N/A unable to reach client	2017-03-08	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-03-06	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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1438	1-1KE44WB	2016-11-21	2016-11-21	Unauthorized Collection: Client Personal Health Information intended for an external High Risk OBSP site was provided to OH (CCO) by a Primary Care Provider, in electronic, voicemail, or paper form.	2016-11-21	The Privacy Specialist hard deleted the fax.	2016-11-28	2016-11-28	The Contact Centre Agent should call the Primary Care Provider and inform them of the breach. The Contact Centre Agent should direct the Primary Care Provider to send requisitions directly to the High Risk OBSP site	2016-11-28	The Primary Care Provider was notified of the breach, and directed to send the requisition to the High Risk OBSP site.
1439	1-1YLK1WL	2017-05-29	2017-05-29	Unauthorized Collection: Client Personal Health Information intended for an external High Risk OBSP site was provided to OH (CCO) by a Primary Care Provider, in electronic, voicemail, or paper form.	2017-05-29	The Contact Centre agent hard deleted the fax	2017-05-29	2017-05-29	The Contact Centre Agent should call the Primary Care Provider and inform them of the breach. The Contact Centre Agent should direct the Primary Care Provider to send requisitions directly to the High Risk OBSP site.	2017-05-29	The Primary Care Provider was notified of the breach, and directed to send the requisition to the High Risk OBSP site.
1440	1-1LRSCPH	2016-12-21	2016-12-21	Unauthorized Collection: Client PHI intended for an external High Risk OBSP site was provided to OH (CCO) by a Primary Care Provider, in electronic, voicemail, or paper form.	2016-12-21	The Contact Centre agent hard deleted the fax.	2017-01-10	2016-12-21	The Contact Centre Agent should call the Primary Care Provider and inform them of the breach. The Contact Centre Agent should direct the Primary Care Provider to send requisitions directly to the High Risk OBSP site.	2016-12-21	The Primary Care Provider was notified of the breach, and directed to send the requisition to the High Risk OBSP site.
1441	1-26R820D	2017-07-21	2017-07-21	Unauthorized Collection: Client PHI intended for an external OCSP referral was provided to OH (CCO) by a Primary Care Provider, in electronic, voicemail, or paper form.	2017-07-21	The Contact Centre agent hard deleted the fax from CCO's systems.	2017-07-21	2017-07-21	The Contact Centre Agent should call the Primary Care Provider and inform them of the breach. The Contact Centre Agent should direct the Primary Care Provider to send the information directly to the referred physician for processing.	2017-07-21	The Primary Care Provider was notified of the breach, and to send the request for referral to the physician.
1442	1-28ACOOOP	2017-08-24	2017-08-24	Unauthorized Collection: Unsolicited Lab reports containing Personal Health Information (pathology, diagnostics, screening, treatment) were sent to CCO.	2017-08-24	The Manager of Laboratory Services notified the program partner/lab of the policy breach.	2017-08-24	2017-08-24	The Laboratory Services Manager should contact the external partner/lab and instruct them as to the proper means of transmission of the required Personal	2017-08-24	The Manager of Laboratory Services has confirmed that their partner has been notified of the policy breach. The Contact Centre or Privacy Specialist shredded the Personal Health Information.

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									Health Information. The Contact Centre Agent or Privacy Specialist should then shred the Personal Health Information.		
1443	1-1LJYJK9	2016-12-16	2016-12-16	Unauthorized Collection: Unsolicited Lab reports containing PHI (pathology, diagnostics, screening, treatment) were sent to CCO.		The Contact Centre Agent logged the internal policy breach in InScreen and completed a Privacy Breach Report that was submitted to the Legal and Privacy Office.	2016-12-12	2016-12-12	The Laboratory Services Manager should contact the external partner/lab and instruct them as to the proper means of transmission of the required Personal Health Information. The Contact Centre Agent or Privacy Specialist should then shred the Personal Health Information.	2016-12-12	The Primary Care Provider was notified of the policy breach, and about the policy regarding client Personal Health Information maintenance.
1444	1-1SJ9F98	2017-04-06	2017-04-06	Unauthorized Collection: Unsolicited Lab reports containing PHI (pathology, diagnostics, screening, treatment) were sent to CCO.	2017-04-06	The Contact Centre Agent inactivated the incorrect address.	2017-04-11	2017-04-06	The Laboratory Services Manager should contact the external partner/lab and instruct them as to the proper means of transmission of the required Personal Health Information. The Contact Centre Agent or Privacy Specialist should then shred the Personal Health Information.	2017-04-11	The Manager of Laboratory Services has confirmed that their partner has been notified of the policy breach. The Contact Centre or Privacy Specialist shredded the Personal Health Information.
1445	1-27YXKST	2017-08-16	2017-08-16	Unauthorized Collection: Unsolicited Lab reports containing PHI (pathology, diagnostics, screening, treatment) were sent to CCO.	2017-08-16	The Manager of Laboratory Services notified the program partner/lab of the policy breach.	2017-08-16	2017-08-16	The Laboratory Services Manager should contact the external partner/lab and instruct them as to the proper means of transmission of the required Personal Health Information. The Contact Centre Agent or Privacy Specialist should then shred the Personal Health Information.	2017-08-16	The Manager of Laboratory Services has confirmed that their partner has been notified of the policy breach. The Contact Centre or Privacy Specialist shredded the Personal Health Information.
1446	1-28ACOOJ	2017-08-24	2017-08-24	Unauthorized Collection: Unsolicited Lab reports containing PHI (pathology, diagnostics, screening, treatment) were sent to CCO.	2017-08-24	The Manager of Laboratory Services notified the program partner/lab of the policy	2017-08-24	2017-08-24	The Laboratory Services Manager should contact the external partner/lab	2017-08-24	The Manager of Laboratory Services has confirmed that their partner has been notified of the policy breach. The Contact Centre or Privacy Specialist shredded the

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						breach.			and instruct them as to the proper means of transmission of the required Personal Health Information. The Contact Centre Agent or Privacy Specialist should then shred the Personal Health Information.		Personal Health Information.
1447	1-2GZ4DEO	2018-02-27	2018-02-27	Unauthorized Collection: Unsolicited Lab reports containing PHI (pathology, diagnostics, screening, treatment) were sent to CCO.	2018-02-27	The Manager of Laboratory Services notified the program partner/lab of the policy breach.	2018-02-27	2018-02-27	The Laboratory Services Manager should contact the external partner/lab and instruct them as to the proper means of transmission of the required Personal Health Information. The Contact Centre Agent or Privacy Specialist should then shred the Personal Health Information.	2018-02-27	The Manager of Laboratory Services has confirmed that their partner has been notified of the policy breach. The Contact Centre or Privacy Specialist shredded the Personal Health Information.
1448	1-1K99BWD	2016-11-18	2016-11-18	Unauthorized Disclosure: A representative from the Primary Care Provider's office who is not registered as a delegate of the Primary Care Provider is accessing the Screening Activity Reports, and calling the Contact Centre on behalf of the Primary Care Provider. The representative is not authorized to view clients' screening information, including screening results, age, address, etc.	2016-11-18	The Contact Centre Agent immediately ended the discussion regarding the Screening Activity Report. They informed the representative that the Screening Activity Report access constituted a privacy breach.	2016-11-18	2016-11-18	The Contact Centre Agent should advise the caller that they must register with CCO as a delegate of the Primary Care Provider before they can obtain access the Primary Care Provider's Screening Activity Report, or call CCO to discuss the Screening Activity Report. The caller should be directed to register for ONEID if they have not already.	2016-11-18	The Contact Centre Agent provided feedback to the representative, who agreed to register for ONE ID. The Contact Centre Agent transferred the representative to eHealth, or provided them with the eHealth phone number, so that they could be registered for a ONE ID account.
1449	1-1SCHOU1	2017-04-03	2017-04-03	Unauthorized Disclosure: A representative from the Primary Care Provider's office who is not registered as a delegate of the Primary Care Provider is accessing the Screening Activity Reports, and calling the Contact Centre on behalf of the Primary Care Provider. The representative is not authorized to view clients' screening information, including screening results, age, address, etc.	2017-04-03	The Contact Centre Agent immediately ended the discussion regarding the SAR. They informed the representative that the SAR report access constituted a privacy breach.	2017-04-03	2017-04-03	The Contact Centre Agent should advise the caller that they must register with CCO as a delegate of the Primary Care Provider before they can obtain access the Primary Care Provider's Screening Activity Report, or call CCO to	2017-04-03	The Contact Centre Agent provided feedback to the representative, who agreed to register for ONE ID. The Contact Centre Agent transferred the representative to eHealth, or provided them with the eHealth phone number, so that they could be registered for a ONE ID account.

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									discuss the Screening Activity Report. The caller should be directed to register for ONEID if they have not already.		
1450	1-1WAQZW5	2017-05-08	2017-05-08	Unauthorized Disclosure: A representative from the Primary Care Provider's office who is not registered as a delegate of the Primary Care Provider is accessing the Screening Activity Reports, and calling the Contact Centre on behalf of the Primary Care Provider. The representative is not authorized to view clients' screening information, including screening results, age, address, etc.		The Contact Centre agent immediately ended the discussion regarding the SAR. They informed the representative that the SAR report access constituted a privacy breach.	2017-05-08	2017-05-08	The Contact Centre Agent should advise the caller that they must register with CCO as a delegate of the Primary Care Provider before they can obtain access the Primary Care Provider's Screening Activity Report, or call CCO to discuss the Screening Activity Report. The caller should be directed to register for ONEID if they have not already.	2017-05-08	The Contact Centre agent provided feedback to the representative, who agreed to register for ONE ID. The Contact Centre agent transferred the representative to eHealth, or provided them with the eHealth phone number, so that they could be registered for a ONE ID account.
1451	1-270JDNA	2017-07-24	2017-07-24	Unauthorized Disclosure: A representative from the Primary Care Provider's office who is not registered as a delegate of the Primary Care Provider is accessing the Screening Activity Reports, and calling the Contact Centre on behalf of the Primary Care Provider. The representative is not authorized to view clients' screening information, including screening results, age, address, etc.	2017-07-24	The Contact Centre Agent immediately ended the discussion regarding the Screening Activity Report. They informed the representative that the Screening Activity Report access constituted a privacy breach.	2017-07-24	2017-07-24	The Contact Centre Agent should advise the caller that they must register with CCO as a delegate of the Primary Care Provider before they can obtain access the Primary Care Provider's Screening Activity Report, or call CCO to discuss the Screening Activity Report. The caller should be directed to register for ONEID if they have not already.	2017-07-24	The Contact Centre Agent provided feedback to the representative, who agreed to register for ONE ID. The Contact Centre Agent transferred the representative to eHealth, or provided them with the eHealth phone number, so that they could be registered for a ONE ID account.
1452	1-2FU7B4C	2018-02-02	2018-02-02	Unauthorized Disclosure: A representative from the Primary Care Provider's office who is not registered as a delegate of the Primary Care Provider is accessing the Screening Activity Reports, and calling the Contact Centre on behalf of the Primary Care Provider. The representative is not authorized to view clients' screening information, including screening results, age, address, etc.	2018-02-02	The Contact Centre Agent immediately ended the discussion regarding the Screening Activity Report. They informed the representative that the Screening Activity Report access constituted a privacy breach.	2018-02-02	2018-02-02	The Contact Centre Agent should advise the caller that they must register with CCO as a delegate of the Primary Care Provider before they can obtain access the Primary Care Provider's Screening Activity Report, or call CCO to discuss the Screening	2018-02-02	The Contact Centre Agent provided feedback to the representative, who agreed to register for ONE ID. The Contact Centre Agent transferred the representative to eHealth, or provided them with the eHealth phone number, so that they could be registered for a ONE ID account.

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									Activity Report. The caller should be directed to register for ONEID if they have not already.		
1453	1-2GZ0TOQ	2018-02-26	2018-02-26	Unauthorized Disclosure: A representative from the Primary Care Provider's office who is not registered as a delegate of the Primary Care Provider is accessing the Screening Activity Reports, and calling the Contact Centre on behalf of the Primary Care Provider. The representative is not authorized to view clients' screening information, including screening results, age, address, etc.	2018-02-26	The Contact Centre Agent immediately ended the discussion regarding the Screening Activity Report. They informed the representative that the Screening Activity Report access constituted a privacy breach.	2018-02-26	2018-02-26	The Contact Centre Agent should advise the caller that they must register with CCO as a delegate of the Primary Care Provider before they can obtain access the Primary Care Provider's Screening Activity Report, or call CCO to discuss the Screening Activity Report. The caller should be directed to register for ONEID if they have not already.	2018-02-26	The Contact Centre Agent provided feedback to the representative, who agreed to register for ONE ID. The Contact Centre Agent transferred the representative to eHealth, or provided them with the eHealth phone number, so that they could be registered for a ONE ID account.
1454	1-2H2ENJZ	2018-02-28	2018-02-28	Unauthorized Disclosure: A representative from the Primary Care Provider's office who is not registered as a delegate of the Primary Care Provider is accessing the Screening Activity Reports, and calling the Contact Centre on behalf of the Primary Care Provider. The representative is not authorized to view clients' screening information, including screening results, age, address, etc.	2018-02-28	The Contact Centre Agent immediately ended the discussion regarding the Screening Activity Report. They informed the representative that the Screening Activity Report access constituted a privacy breach.	2018-02-28	2018-02-28	The Contact Centre Agent should advise the caller that they must register with CCO as a delegate of the Primary Care Provider before they can obtain access the Primary Care Provider's Screening Activity Report, or call CCO to discuss the Screening Activity Report. The caller should be directed to register for ONEID if they have not already.	2018-02-28	The Contact Centre Agent provided feedback to the representative, who agreed to register for ONE ID. The Contact Centre Agent transferred the representative to eHealth, or provided them with the eHealth phone number, so that they could be registered for a ONE ID account.
1455	1-31MM94G	2019-03-21	2019-03-21	Unauthorized Disclosure: A representative from the Primary Care Provider's office who is not registered as a delegate of the Primary Care Provider is accessing the Screening Activity Reports, and calling the Contact Centre on behalf of the Primary Care Provider. The representative is not authorized to view clients' screening information, including screening results, age, address, etc.	2019-03-21	The Contact Centre Agent immediately ended the discussion regarding the Screening Activity Report. They informed the representative that the Screening Activity Report access constituted a privacy breach.	2019-03-21	2019-03-21	The Contact Centre Agent should advise the caller that they must register with CCO as a delegate of the Primary Care Provider before they can obtain access the Primary Care Provider's Screening Activity Report, or call CCO to discuss the Screening Activity Report. The	2019-03-21	The Contact Centre Agent provided feedback to the representative, who agreed to register for ONE ID. The Contact Centre Agent transferred the representative to eHealth, or provided them with the eHealth phone number, so that they could be registered for a ONE ID account.

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									caller should be directed to register for ONEID if they have not already.		
1456	1-1L41E7J	2016-12-06	2016-12-06	Unauthorized Disclosure: Screening-related status or confirmation of Personal Health Information was discussed with client over the phone without proper authentication by the Contact Centre Agent.	2016-12-06	The Contact Centre agent logged the internal policy breach in InScreen.	2016-12-06	2016-12-06	The Contact Centre Management should coach the relevant Agent on standard operating procedures for authenticating clients and for Personal Health Information disclosure.	2016-12-06	The Contact Centre Agent received appropriate coaching from the Contact Centre Management.
1457	1-1QYB6QK	2017-03-14	2017-03-14	Unauthorized Disclosure: Screening-related status or confirmation of Personal Health Information was discussed with client over the phone without proper authentication by the Contact Centre Agent.	2017-03-14	N/A	2017-03-14	2017-03-14	The Contact Centre Management should coach the relevant agent on standard operating procedures for authenticating clients and for PHI disclosure.	2017-03-14	The Contact Centre agent received appropriate coaching from the Contact Centre Management.
1458	1-26R7XSI	2017-07-20	2017-07-20	Unauthorized Disclosure: Screening-related status or confirmation of Personal Health Information was discussed with client over the phone without proper authentication by the Contact Centre Agent.	2017-07-20	N/A	2017-07-20	2017-07-20	The Contact Centre Management should coach the relevant Agent on standard operating procedures for authenticating clients and for Personal Health Information disclosure.	2017-07-20	The Contact Centre Agent received appropriate coaching from the Contact Centre Management.
1459	1-281ZV5B	2017-08-18	2017-08-18	Unauthorized Disclosure: Screening-related status or confirmation of Personal Health Information was discussed with client over the phone without proper authentication by the Contact Centre Agent.	2017-08-18	The Contact Centre Agent authenticated client before the end of the call.	2017-08-18	2017-08-18	The Contact Centre Management should coach the relevant Agent on standard operating procedures for authenticating clients and for Personal Health Information disclosure.	2017-08-18	The Contact Centre Agent received appropriate coaching from the Contact Centre Management.
1460	1-29QXB8X	2017-09-29	2017-09-29	Unauthorized Disclosure: Screening-related status or confirmation of PHI was discussed with client over the phone without proper authentication by the Contact Centre Agent.	2017-09-29	Relative/Spouse of intended recipient opened the letter. Address change or inactivation is not required.	2017-09-29	2017-09-29	The Contact Centre Management should coach the relevant Agent on standard operating procedures for authenticating clients and for Personal Health Information disclosure.	2017-09-29	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
1461	1-2CIUVIK	2017-12-04	2017-12-04	Unauthorized Disclosure: Screening-related status or confirmation of PHI was discussed with client over the phone without proper authentication by the Contact Centre Agent.	2017-12-04	The Contact Centre Agent logged the internal breach in InScreen	2017-12-07	2017-12-07	The Contact Centre Management should coach the relevant Agent on standard	2017-12-04	The Contact Centre Agent received appropriate coaching from the Contact Centre Management.

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									operating procedures for authenticating clients and for Personal Health Information disclosure.		
1462	1-2FHCLNC	2018-01-29	2018-01-29	Unauthorized Disclosure: Screening-related status or confirmation of PHI was discussed with client over the phone without proper authentication by the Contact Centre Agent.	2018-01-29	The Contact Centre Agent logged the internal breach in InScreen	2018-01-29	2018-01-29	The Contact Centre Management should coach the relevant Agent on standard operating procedures for authenticating clients and for Personal Health Information disclosure.	2018-01-29	The Contact Centre Agent received appropriate coaching from the Contact Centre Management.
1463	1-2O7KZAD	2018-07-05	2018-07-05	Unauthorized Disclosure: Screening-related status or confirmation of Personal Health Information was discussed with client over the phone without proper authentication by the Contact Centre Agent.	2018-07-05	The Contact Centre Agent logged the internal breach in InScreen	2018-07-05	2018-07-05	The Contact Centre Management should coach the relevant Agent on standard operating procedures for authenticating clients and for PHI disclosure.	2018-07-05	The Contact Centre Agent received appropriate coaching from the Contact Centre Management.
1464	1-30VA7CN	2019-03-05	2019-03-05	Unauthorized Disclosure: Screening-related status or confirmation of Personal Health Information was discussed with client over the phone without proper authentication by the Contact Centre Agent.	2019-03-05	The Contact Centre Agent logged the internal breach in InScreen	2019-03-06	2019-03-06	The Contact Centre Management should coach the relevant Agent on standard operating procedures for authenticating clients and for Personal Health Information disclosure.	2019-03-06	The Contact Centre Agent received appropriate coaching from the Contact Centre Management.
1465	1-30X038C	2019-03-06	2019-03-06	Unauthorized Disclosure: Screening-related status or confirmation of Personal Health Information was discussed with client over the phone without proper authentication by the Contact Centre Agent.	2019-03-06	The Contact Centre Agent logged the internal breach in InScreen	2019-03-06	2019-03-06	The Contact Centre Management should coach the relevant Agent on standard operating procedures for authenticating clients and for Personal Health Information disclosure.	2019-03-06	The Contact Centre Agent received appropriate coaching from the Contact Centre Management.
1466	1-32CFX9N	2019-04-05	2019-04-05	Unauthorized Disclosure: Screening-related status or confirmation of Personal Health Information was discussed with client over the phone without proper authentication by the Contact Centre Agent.	2019-04-05	The Contact Centre Agent logged the internal breach in InScreen	2019-04-05	2019-04-05	The Contact Centre Management should coach the relevant Agent on standard operating procedures for authenticating clients and for Personal Health Information disclosure.	2019-04-05	The Contact Centre Agent received appropriate coaching from the Contact Centre Management.

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Suspected Breaches											
1.	1-2NSHCKS	2018-06-26	2018-06-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-26	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-06-26	2018-06-26	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-06-26	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
2.	1-2KPYAJH	2018-04-27	2018-04-27	Possible Misdirected Communication: Client called CCO regarding a letter received for another person. There was not enough information provided to confirm the intended recipient.	2018-04-27	There was not enough information provided about the intended recipient to confirm address or name information.	N/A unable to reach client	2018-04-27	The Contact Centre Agent should attempt to get as much information as possible to identify the intended recipient.	2018-04-27	The Contact Centre Agent did not have enough information to contact the intended recipient.
3.	1-2BI83YF	2017-11-09	2017-11-09	Possible Misdirected Communication: Client called to advise the name on the letter was spelled incorrectly.	2017-11-09	No follow-up possible. The Contact Centre Agent was not provided with enough information to identify the client's profile.	N/A unable to reach client	2017-11-09	The Contact Centre Agent should attempt to contact the caller and validate address.	2017-11-09	No follow-up possible. The Contact Centre Agent was unable to reach client.
4.	1-21G5F9D	2017-06-14	2017-06-14	Possible Misdirected Communication: Client did not receive cancer screening correspondence containing screening test result, client name, address, and age (implied by eligibility)	2017-06-14	The Contact Centre Agent inactivated address.	N/A unable to reach client	2017-06-14	The Contact Centre Agent should inactivate the address and attempt to contact intended recipient.	2017-06-14	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
5.	1-2H617XJ	2018-03-02	2018-03-02	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-02	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-03-02	2018-03-02	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-03-02	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
6.	1-2H618KH	2018-03-05	2018-03-05	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-05	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-03-05	2018-03-05	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send	2018-03-05	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent did not re-send the correspondence because they already have the information. updated client's address

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									the letter at the client's request.		
7.	1-2HDYMT7	2018-03-06	2018-03-06	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-06	The address on file was incorrect and was inactivated.	2018-03-06	2018-03-06	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-03-06	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
8.	1-2HHVICO	2018-03-09	2018-03-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-09	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-03-09	2018-03-09	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-03-09	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
9.	1-2HJWRXI	2018-03-09	2018-03-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-09	The address on file was incorrect and was inactivated.	2018-03-09	2018-03-09	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-03-09	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
10.	1-2HRBE2U	2018-03-13	2018-03-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-13	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-03-13	2018-03-13	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-03-13	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
11.	1-2HXWDDZ	2018-03-16	2018-03-16	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-16	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-03-16	2018-03-16	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-03-16	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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								The Contact Centre Agent should re-send the letter at the client's request.			
12.	1-2IB3BN6	2018-03-22	2018-03-22	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-22	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-03-22	2018-03-22	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-03-22	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
13.	1-2IB3NKY	2018-03-22	2018-03-22	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-22	The address on file was incorrect and was inactivated.	2018-03-22	2016-03-22	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-03-22	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
14.	1-2IL14PS	2018-03-26	2018-03-26	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-03-26	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-03-26	2018-03-26	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-03-26	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
15.	1-2INCBPN	2018-03-27	2018-03-27	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-03-27	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-03-27	2018-03-27	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-03-27	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
16.	1-2J3P1SQ	2018-04-02	2018-04-02	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-04-02	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-04-02	2018-04-02	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-04-02	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.

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									The Contact Centre Agent should re-send the letter at the client's request.		
17.	1-2J5WRB0	2018-04-03	2018-04-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-03	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-04-03	2018-04-03	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-04-03	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
18.	1-2J5XCT2	2018-04-04	2018-04-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-04	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-04-04	2018-04-04	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-04-04	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
19.	1-2J8BDWW	2018-04-04	2018-04-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-04	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-04-04	2018-04-04	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-04-04	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
20.	1-2JDJXM3	2018-04-06	2018-04-06	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-06	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-04-06	2018-04-06	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-04-06	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
21.	1-2JKZVYK	2018-04-09	2018-04-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-09	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-04-09	2018-04-09	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-04-09	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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									The Contact Centre Agent should re-send the letter at the client's request.		
22.	1-2JNE6Z4	2018-04-10	2018-04-10	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-10	The address on file was incorrect and was inactivated.	2018-04-10	2018-04-10	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-04-10	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
23.	1-2JPWOZ4	2018-04-11	2018-04-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-11	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-04-11	2018-04-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-04-11	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
24.	1-2JV7LUW	2018-04-13	2018-04-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-13	The address on file was incorrect and was inactivated.	2018-04-13	2018-04-13	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-04-13	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
25.	1-2K955WK	2018-04-19	2018-04-19	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-19	The address on file was incorrect and was inactivated.	2018-04-19	2018-04-19	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-04-19	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
26.	1-2KBJK5T	2018-04-20	2018-04-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-20	The address on file was incorrect and was inactivated.	2018-04-20	2018-04-20	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-04-20	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address

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									The Contact Centre Agent should re-send the letter at the client's request.		
27.	1-2KHWDL6	2018-04-24	2018-04-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-24	The address on file was incorrect and was inactivated.	2018-04-24	2018-04-24	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-04-24	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
28.	1-2KJQ0GY	2018-04-24	2018-04-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-24	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-04-24	2018-04-24	. The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-04-24	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
29.	1-2KJQ0MF	2018-04-24	2018-04-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-24	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-04-24	2018-04-24	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-04-24	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
30.	1-2KJQ0TO	2018-04-24	2018-04-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-24	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-04-24	2018-04-24	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-04-24	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
31.	1-2KN TIUZ	2018-04-26	2018-04-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-26	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-04-26	2018-04-26	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-04-26	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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									The Contact Centre Agent should re-send the letter at the client's request.		
32.	1-2KVL57Q	2018-04-30	2018-04-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-04-30	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-04-30	2018-04-30	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-04-30	Contact Centre confirmed that the address on file was a match with the client's address. The Contact Centre resent the missing correspondence to the client, at their request.
33.	1-2L0SLPG	2018-05-03	2018-05-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-05-03	The address on file was incorrect and was inactivated.	2018-05-03	2018-05-03	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-05-03	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
34.	1-2L91D7J	2018-05-08	2018-05-08	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-05-08	Correct Address on file	2018-05-08	2018-05-08	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-05-08	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
35.	1-2LEJU2A	2018-05-11	2018-05-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-05-11	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-05-11	2018-05-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-05-11	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
36.	1-2LEJZOL	2018-05-11	2018-05-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-11	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-05-11	2018-05-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-05-11	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.

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									The Contact Centre Agent should re-send the letter at the client's request.		
37.	1-2LEJZM	2018-05-14	2018-05-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-05-14	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-05-14	2018-05-14	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-05-14	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
38.	1-2LJWPOY	2018-05-15	2018-05-15	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-05-15	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-05-15	2018-05-15	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-05-15	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
39.	1-2LLKOS7	2018-05-15	2018-05-15	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-05-15	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-05-15	2018-05-15	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-05-15	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
40.	1-2LREGT1	2018-05-22	2018-05-22	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-05-22	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-05-22	2018-05-22	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-05-22	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
41.	1-2M4KMB9	2018-05-25	2018-05-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-05-25	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-05-25	2018-05-25	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send	2018-05-25	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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									the letter at the client's request.		
42.	1-2MA1UZ2	2018-05-28	2018-05-28	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-05-28	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-05-28	2018-05-28	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-05-28	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
43.	1-2MG2XMW	2018-06-01	2018-06-01	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-01	The address on file was incorrect and was inactivated.	2018-06-01	2018-06-01	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-06-01	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
44.	1-2MI68D5	2018-06-01	2018-06-01	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-01	The address on file was incorrect and was inactivated.	2018-06-01	2018-06-01	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-06-01	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
45.	1-2MXXLG3	2018-06-11	2018-06-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-11	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-06-11	2018-06-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-06-11	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
46.	1-2N4TP9F	2018-06-13	2018-06-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-13	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-06-13	2018-06-13	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-06-13	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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									The Contact Centre Agent should re-send the letter at the client's request.		
47.	1-2N8SH1H	2018-06-18	2018-06-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-18	The address on file was incorrect and was inactivated.	2018-06-18	2018-06-18	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-06-18	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
48.	1-2NHJ1ID	2018-06-20	2018-06-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-20	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-06-20	2018-06-20	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-06-20	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
49.	1-2NHJ20V	2018-06-21	2018-06-21	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-21	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-06-21	2018-06-21	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-06-21	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
50.	1-2NQPXUU	2018-06-25	2018-06-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-25	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-06-25	2018-06-25	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-06-25	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
51.	1-2NUBPXT	2018-06-27	2018-06-27	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-27	The address on file was incorrect and was inactivated.	2018-06-27	2018-06-27	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-06-27	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address

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									The Contact Centre Agent should re-send the letter at the client's request.		
52.	1-2NUBQ06	2018-06-27	2018-06-27	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-27	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-06-27	2018-06-27	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-06-27	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
53.	1-2NYE2SH	2018-06-29	2018-06-29	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-06-29	The address on file was incorrect and was inactivated.	2018-06-29	2018-06-29	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-06-29	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
54.	1-2O5P67I	2018-07-03	2018-07-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-07-03	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-07-03	2018-07-03	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-07-03	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
55.	1-2OH4BQD	2018-07-10	2018-07-10	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-07-10	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-07-10	2018-07-10	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-07-10	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
56.	1-2OMSDD3	2018-07-13	2018-07-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-07-13	The address on file was incorrect and was inactivated.	2018-07-13	2018-07-13	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send	2018-07-13	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address

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									the letter at the client's request.		
57.	1-2OOW1W4	2018-07-16	2018-07-16	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-07-16	The address on file was incorrect and was inactivated.	2018-07-16	2018-07-16	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-07-16	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
58.	1-2OUISLY	2018-07-16	2018-07-16	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-07-16	The address on file was incorrect and was inactivated.	2018-07-16	2018-07-16	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-07-16	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
59.	1-2P09TRO	2018-07-19	2018-07-19	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-07-19	Breach Correct Address on file	2018-07-19	2018-07-19	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-07-19	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
60.	1-2P09U3Z	2018-07-20	2018-07-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-07-20	Breach Correct Address on file	2018-07-20	2018-07-20	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-07-20	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
61.	1-2P9PAGZ	2018-07-24	2018-07-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-07-24	The address on file was incorrect and was inactivated.	2018-07-24	2018-07-24	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's	2018-07-24	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address

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									request.		
62.	1-2PBMPQK	2018-07-25	2018-07-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-07-25	The address on file was incorrect and was inactivated.	2018-07-25	2018-07-25	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-07-25	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
63.	1-2PDOJF6	2018-07-26	2018-07-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-07-26	The address on file was incorrect and was inactivated.	2018-07-26	2018-07-26	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-07-26	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
64.	1-2PLHA8F	2018-07-30	2018-07-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-07-30	The address on file was incorrect and was inactivated.	2018-07-30	2018-07-30	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-07-30	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
65.	1-2PNFSMX	2018-07-31	2018-07-31	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-07-31	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-07-31	2018-07-31	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-07-31	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
66.	1-2PNFSND	2018-07-31	2018-07-31	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-07-31	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-07-31	2018-07-31	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-07-31	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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								The Contact Centre Agent should re-send the letter at the client's request.			
67.	1-2PRCOQW	2018-08-02	2018-08-02	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-02	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-08-02	2018-08-02	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-02	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
68.	1-2PTFSHM	2018-08-07	2018-08-07	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-07	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-08-07	2018-08-07	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-07	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
69.	1-2PTFSM0	2018-08-07	2018-08-07	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-07	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-08-07	2018-08-07	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-07	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
70.	1-2Q2NVGA	2018-08-08	2018-08-08	Possible Misdirected Communication: Client did not receive Cancer Screening containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-08	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-08-08	2018-08-08	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-08	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
71.	1-2Q6MYHI	2018-08-10	2018-08-10	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-10	The address on file was incorrect and was inactivated.	2018-08-10	2018-08-10	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send	2018-08-10	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address

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									the letter at the client's request.		
72.	1-2Q6MYL3	2018-08-10	2018-08-10	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-10	The address on file was incorrect and was inactivated.	2018-08-10	2018-08-10	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-10	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent did not re-send the correspondence because they already have the information. updated client's address
73.	1-2QBUPOI	2018-08-13	2018-08-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-13	The address on file was incorrect and was inactivated.	2018-08-13	2018-08-13	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-13	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
74.	1-2QFCMWP	2018-08-15	2018-08-15	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-15	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-08-15	2018-08-15	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-15	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
75.	1-2QJAGOQ	2018-08-17	2018-08-17	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-17	The address on file was incorrect and was inactivated.	2018-08-17	2018-08-17	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-17	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
76.	1-2QJAOZF	2018-08-20	2018-08-20	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-20	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-08-20	2018-08-20	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-08-20	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.

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									The Contact Centre Agent should re-send the letter at the client's request.		
77.	1-2QOLD0H	2018-08-21	2018-08-21	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-21	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-08-21	2018-08-21	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-21	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
78.	1-2QRZHK5	2018-08-22	2018-08-22	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-22	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-08-22	2018-08-22	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-22	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
79.	1-2QTTWVVP	2018-08-23	2018-08-23	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-23	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-08-23	2018-08-23	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-23	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
80.	1-2QTX7W	2018-08-23	2018-08-23	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-08-23	The address on file was incorrect and was inactivated.	2018-08-23	2018-08-23	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-23	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent did not re-send the correspondence because they already have the information. updated client's address
81.	1-2QTX179	2018-08-24	2018-08-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-24	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-08-24	2018-08-24	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-08-24	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.

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									The Contact Centre Agent should re-send the letter at the client's request.		
82.	1-2QVVQZ6	2018-08-24	2018-08-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-24	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-08-24	2018-08-24	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-24	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
83.	1-2QVVRDM	2018-08-24	2018-08-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-24	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-08-24	2018-08-24	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-24	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
84.	1-2R125JT	2018-08-27	2018-08-27	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-27	The address on file was incorrect and was inactivated.	2018-08-27	2018-08-27	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-27	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
85.	1-2R125TG	2018-08-27	2018-08-27	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-27	The address on file was incorrect and was inactivated.	2018-08-27	2018-08-27	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-27	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
86.	1-2R4IWOG	2018-08-29	2018-08-29	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-29	The address on file was incorrect and was inactivated.	2018-08-29	2018-08-29	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-08-29	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address

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								The Contact Centre Agent should re-send the letter at the client's request.		
87.	1-2RH8B97	2018-09-05	2018-09-05	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-05	The address on file was incorrect and was inactivated.	2018-09-05	2018-09-05	2018-09-05	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
88.	1-2RMYEAY	2018-09-10	2018-09-10	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-10	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-09-10	2018-09-10	2018-09-10	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
89.	1-2RQCUYP	2018-09-10	2018-09-10	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-10	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-09-10	2018-09-10	2018-09-10	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
90.	1-2RQCVBQ	2018-09-10	2018-09-10	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-10	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-09-10	2018-09-10	2018-09-10	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
91.	1-2RRYOU9	2018-09-11	2018-09-11	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-11	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-09-11	2018-09-11	2018-09-11	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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								The Contact Centre Agent should re-send the letter at the client's request.			
92.	1-2RRZF9X	2018-09-11	2018-09-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-11	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-09-11	2018-09-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-09-11	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
93.	1-2RTS55U	2018-09-13	2018-09-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-13	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-09-13	2018-09-13	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-09-13	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
94.	1-2RVNMNC	2018-09-13	2018-09-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-13	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-09-13	2018-09-13	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-09-13	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
95.	1-2RVNUAZ	2018-09-13	2018-09-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-13	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-09-13	2018-09-13	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-09-13	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
96.	1-2RXLA9W	2018-09-17	2018-09-17	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-17	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-09-17	2018-09-17	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-09-17	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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									The Contact Centre Agent should re-send the letter at the client's request.		
97.	1-2S2SMMK	2018-09-17	2018-09-17	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-17	The address on file was incorrect and was inactivated.	2018-09-17	2018-09-17	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-09-17	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
98.	1-2S4DF89	2018-09-18	2018-09-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-18	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-09-18	2018-09-18	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-09-18	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
99.	1-2S4DW72	2018-09-18	2018-09-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-18	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-09-18	2018-09-18	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-09-18	Contact Centre confirmed that the address on file was a match with the client's address. The Contact Centre resent the missing correspondence to the client, at their request.
100.	1-2S8263W	2018-09-20	2018-09-20	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-09-20	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-09-20	2018-09-20	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-09-20	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
101.	1-2S9ZTYC	2018-09-21	2018-09-21	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-09-21	The address on file was incorrect and was inactivated.	2018-09-21	2018-09-21	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-09-21	Contact Centre confirmed that the address on file was not a match with the client's address. The client declined to receive their correspondence because they already have the information. updated client's address

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									The Contact Centre Agent should re-send the letter at the client's request.		
102.	1-2SRP418	2018-10-01	2018-10-01	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-01	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-01	2018-10-01	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-10-01	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent did not re-send the correspondence because they already have the information. updated client's address
103.	1-2SRT25R	2018-10-02	2018-10-02	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-02	The address on file was incorrect and was inactivated.	2018-10-02	2018-10-02	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-10-02	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
104.	1-2STE2GI	2018-10-03	2018-10-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-03	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-03	2018-10-03	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-10-03	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
105.	1-2SYZGRE	2018-10-05	2018-10-05	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-05	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-05	2018-10-05	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-10-05	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
106.	1-2T5XAVW	2018-10-09	2018-10-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-09	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-09	2018-10-09	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send	2018-10-09	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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									the letter at the client's request.		
107.	1-2T7Q6FJ	2018-10-10	2018-10-10	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-10	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-10	2018-10-10	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-10-10	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
108.	1-2T7Q6N7	2018-10-10	2018-10-10	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-10	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-10	2018-10-10	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-10-10	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
109.	1-2T9N1VL	2018-10-11	2018-10-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-11	The address on file was incorrect and was inactivated.	2018-10-11	2018-10-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-10-11	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
110.	1-2T9N24I	2018-10-11	2018-10-11	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-11	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-11	2018-10-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-10-11	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
111.	1-2T9N257	2018-10-11	2018-10-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-11	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-11	2018-10-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-10-11	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.

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								The Contact Centre Agent should re-send the letter at the client's request.		
112.	1-2TBKU2R	2018-10-12	2018-10-12	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-12	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-11	2018-10-12	2018-10-12	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
113.	1-2TBKUMD	2018-10-12	2018-10-12	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-10-12	The address on file was incorrect and was inactivated.	N/A unable to reach client	2018-10-17	2018-10-12	The Contact Centre Agent inactivated the address and attempt to contact intended recipient. The Contact Centre Agent was unable to reach the client.
114.	1-2TGYEIK	2018-10-15	2018-10-15	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-15	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-15	2018-10-15	2018-10-15	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
115.	1-2TGYEU1	2018-10-15	2018-10-15	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-15	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-15	2018-10-15	2018-10-15	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
116.	1-2TKG7PD	2018-10-17	2018-10-17	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-17	The address on file was incorrect and was inactivated.	2018-10-17	2018-10-17	2018-10-17	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address

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117.	1-2TME3TE	2018-10-18	2018-10-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-18	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-18	2018-10-18	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-10-18	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
118.	1-2TME3TT	2018-10-18	2018-10-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-18	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-18	2018-10-18	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-10-18	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
119.	1-2TME47X	2018-10-19	2018-10-19	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-19	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-19	2018-10-19	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-10-19	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
120.	1-2TODJAT	2018-10-22	2018-10-22	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-22	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-22	2018-10-22	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-10-22	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
121.	1-2TVCBVX	2018-10-24	2018-10-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-24	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-24	2018-10-25	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-10-24	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
122.	1-2TZOV07	2018-10-25	2018-10-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence	2018-10-25	The address on file was incorrect and was	2018-10-25	2018-10-25	The Contact Centre should confirm the	2018-10-25	The Contact Centre Agent confirmed that the address on file did not match the

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			containing Screening Test Result, client's name, client address and age (implied by eligibility).		inactivated.			address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.		client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address	
123.	1-2TZ0VH6	2018-10-25	2018-10-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-25	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-25	2018-10-25	2018-10-25	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
124.	1-2U0YTNK	2018-10-26	2018-10-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-26	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-26	2018-10-26	2018-10-26	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
125.	1-2U0YTPZ	2018-10-26	2018-10-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-26	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-26	2018-10-26	2018-10-26	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
126.	1-2UA2E75	2018-10-31	2018-10-31	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-10-31	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-10-31	2018-10-31	2018-10-31	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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127.	1-2UJ6GCN	2018-11-05	2018-11-05	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-05	The address on file was incorrect and was inactivated.	2015-11-05	2018-11-05	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2015-11-05	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
128.	1-2UKR0IF	2018-11-06	2018-11-06	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-06	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-11-06	2018-11-06	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-11-06	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
129.	1-2UOCTE9	2019-11-08	2018-11-08	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-08	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-11-08	2018-11-08	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-11-08	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
130.	1-2UQAB3J	2018-11-09	2018-11-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-09	The address on file was incorrect and was inactivated.	2018-11-09	2018-11-09	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-11-09	The Contact Centre Agent confirmed and updated the address provided by the client.
131.	1-2UQAB8I	2018-11-09	2018-11-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-09	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-11-09	2018-11-09	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-11-09	The Contact Centre Agent confirmed and updated the address provided by the client.

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132.	1-2UVIUMU	2018-11-09	2018-11-09	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-09	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-11-09	2018-11-09	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-11-09	The Contact Centre Agent confirmed and updated the address provided by the client.
133.	1-2UVIUNL	2018-11-09	2018-11-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-09	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-11-09	2018-11-09	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-11-09	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
134.	1-2UX2YE9	2018-11-09	2018-11-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-09	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-11-09	2018-11-09	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-11-09	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
135.	1-2UYV41G	2018-11-14	2018-11-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-14	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-11-14	2018-11-14	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-11-14	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
136.	1-2UYV463	2018-11-14	2018-11-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-14	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-11-14	2018-11-14	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-11-14	The Contact Centre Agent confirmed and updated the address provided by the client.

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137.	1-2V0RX8M	2018-11-14	2018-11-14	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-11-14	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-11-14	2018-11-14	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-11-14	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
138.	1-2V9FZT3	2018-11-21	2018-11-21	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-21	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-11-20	2018-11-21	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-11-20	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
139.	1-2VNN508	2018-11-28	2018-11-28	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-11-27	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-11-28	2018-11-28	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-11-28	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
140.	1-2VXUV6C	2018-12-04	2018-12-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-12-04	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-12-05	2018-12-04	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-12-05	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
141.	1-2W16WTO	2018-12-10	2018-12-10	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-12-10	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-12-10	2018-12-10	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-12-10	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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142.	1-2W93WNI	2018-12-12	2018-12-12	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-12-12	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-12-12	2018-12-12	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-12-12	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
143.	1-2WQNX7P	2018-12-27	2018-12-27	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-12-27	The address on file was incorrect and was inactivated.	2018-12-27	2018-12-27	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-12-27	The Contact Centre Agent confirmed that the address on file did not match the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
144.	1-2X4X76L	2019-01-10	2019-01-10	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-01-10	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-01-10	2019-01-10	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-01-10	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
145.	1-2XL59J3	2019-01-16	2019-01-16	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-01-16	The address on file was incorrect and was inactivated.	2019-01-16	2019-01-16	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-01-16	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
146.	1-2Y9BH1Z	2019-01-24	2019-01-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-01-24	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-01-24	2019-01-24	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-01-24	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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147.	1-2YTAGWD	2019-01-30	2019-01-30	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-01-30	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-01-30	2019-01-30	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-01-30	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
148.	1-2YTAH3B	2019-01-30	2019-01-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-01-30	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-01-30	2019-01-30	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-01-30	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
149.	1-2YTAH5G	2019-01-30	2019-01-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-01-30	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-01-30	2019-01-30	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-01-30	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
150.	1-2YTB8DI	2019-01-30	2019-01-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-01-30	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-01-30	2019-01-30	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-01-30	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
151.	1-2YX3OZJ	2019-02-01	2019-02-02	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-01-30	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-02-01	2019-02-01	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-02-01	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address

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152.	1-2ZD98RB	2019-02-05	2019-02-05	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-05	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-02-05	2019-02-05	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-02-05	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
153.	1-2ZDAH0Y	2019-02-05	2019-02-05	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	Feb-19	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-02-05	2019-02-05	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-02-05	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
154.	1-2ZM4D2A	2019-02-11	2019-02-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-11	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-02-11	2019-02-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-02-11	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
155.	1-2ZSIN0T	2019-02-11	2019-02-11	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-11	The correct address is in the client's profile, but the letter never reached the intended recipient.	N/A unable to reach client	2019-02-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-02-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.
156.	1-2ZSIN99	2019-02-11	2019-02-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-02-11	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-02-11	2019-02-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-02-11	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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157.	1-2ZSINIL	2019-02-11	2019-02-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-11	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-02-11	2019-02-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-02-11	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
158.	1-2ZSMHPO	2019-02-11	2019-02-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-11	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-02-11	2019-02-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-02-11	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
159.	1-306MFR7	2019-02-19	2019-02-19	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-19	The address on file was incorrect and was inactivated.	2019-02-19	2019-03-08	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-02-19	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
160.	1-306MFS0	2019-02-19	2019-02-19	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-19	The address on file was incorrect and was inactivated.	2019-02-19	2019-02-19	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-02-19	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
161.	1-30C9IO9	2019-02-22	2019-02-22	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-22	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-02-22	2019-02-22	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-02-22	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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162.	1-30HGKQS	2019-02-25	2019-02-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-25	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-02-25	2019-02-25	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-02-25	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
163.	1-30HGKQS	2019-02-25	2019-02-27	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-27	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-02-27	2019-02-27	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-02-27	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
164.	1-30OP8Y8	2019-03-01	2019-03-01	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-01	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-01	2019-03-01	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-01	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
165.	1-30OP8SS	2019-03-01	2019-03-01	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-01	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-01	2019-03-01	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-01	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
166.	1-30QKJA4	2019-03-04	2019-03-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-04	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-04	2019-03-04	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-04	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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167.	1-30VA6YW	2019-03-05	2019-03-05	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-05	The address on file was incorrect and was inactivated.	2019-03-05	2019-03-05	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-05	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
168.	1-30VB6VP	2019-03-06	2019-03-06	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-06	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-06	2019-03-06	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-06	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
169.	1-30VB6VP	2019-03-06	2019-03-06	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-06	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-06	2019-03-06	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-06	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
170.	1-30VB6FR	2019-03-06	2019-03-06	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-06	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-06	2019-03-06	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-06	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
171.	1-310PZG7	2019-03-08	2019-03-08	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-08	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-08	2019-03-08	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-08	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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172.	1-310PZGX	2019-03-08	2019-03-08	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-08	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-08	2019-03-08	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-08	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
173.	1-310PZI9	2019-03-08	2019-03-08	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-08	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-08	2019-03-08	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-08	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
174.	1-315SESG	2019-03-11	2019-03-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-11	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-11	2019-03-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-11	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
175.	1-318ZPDG	2019-03-13	2019-03-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-13	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-13	2019-03-13	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-13	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
176.	1-318ZPKO	2019-03-13	2019-03-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-13	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-13	2019-03-13	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-13	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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177.	1-31ASPWF	2019-03-14	2019-03-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-14	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-13	2019-03-14	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-13	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
178.	1-31COM40	2019-03-18	2019-03-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-14	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-18	2019-03-18	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-18	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
179.	1-31HLHDM	2019-03-18	2019-03-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-18	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-19	2019-03-18	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-19	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
180.	1-31HO2H2	2019-03-19	2019-03-18	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-19	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-19	2019-03-19	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-19	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent did not re-send the missing correspondence to the client since they already had the information.
181.	1-31HO2HX	2019-03-19	2019-03-19	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-19	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-19	2019-03-19	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-19	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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182.	1-31J54S0	2019-03-19	2019-03-19	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-19	The address on file was incorrect and was inactivated.	2019-03-19	2019-03-19	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-19	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
183.	1-31MMGNS	2019-03-22	2019-03-22	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-22	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-22	2019-03-22	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-22	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
184.	1-31TCFC8	2019-03-25	2019-03-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-25	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-22	2019-03-25	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-22	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
185.	1-31TCFDY	2019-03-25	2019-03-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-25	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-28	2019-03-28	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-28	The Contact Centre Agent confirmed and updated the address provided by the client.
186.	1-31TF1UU	2019-03-26	2019-03-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-26	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-26	2019-03-26	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-26	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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187.	1-31WL1GU	2019-03-27	2019-03-27	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-03-27	The address on file was incorrect and was inactivated.	2019-03-27	2019-03-27	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-27	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent did not re-send the correspondence because they already have the information. updated client's address
188.	1-31YI2LX	2019-03-28	2019-03-28	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-28	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-28	2019-03-28	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-28	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
189.	1-31YMJPC	2019-03-29	2019-03-29	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-29	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-29	2019-03-29	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-29	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
190.	1-31WL1J5	2019-03-27	2019-03-27	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-03-27	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-03-27	2019-03-27	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-03-27	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
191.	1-325IZFJ	2019-04-02	2019-04-02	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-02	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-04-02	2019-04-02	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-02	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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192.	1-3271LFN	2019-04-02	2019-04-02	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-02	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-04-02	2019-04-02	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-02	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
193.	1-328SB1X	2019-04-03	2019-04-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-03	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-04-03	2019-04-03	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-03	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
194.	1-328SEPF	2019-04-03	2019-04-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-03	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-04-03	2019-04-03	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-03	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
195.	1-32ALIS7	2019-04-04	2019-04-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-04	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-04-04	2019-04-10	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-04	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
196.	1-32ALIV1	2019-04-04	2019-04-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-04	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-04-04	2019-04-04	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-04	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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197.	1-32CFX6H	2019-04-05	2019-04-05	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-05	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-04-05	2019-04-05	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-05	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
198.	1-32HIW PW	2019-04-09	2019-04-09	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-09	The address on file was incorrect and was inactivated.	2019-04-09	2019-04-09	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-09	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
199.	1-32KQ342	4/11/2019	4/11/2019	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	4/11/2019	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-04-11	2019-04-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-11	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
200.	1-32T6RKC	2019-04-16	2019-04-16	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-04-16	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-04-16	2019-04-16	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-16	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
201.	1-32W9UX1	2019-04-17	2019-04-17	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-17	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-04-22	2019-04-22	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-22	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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202.	1-335YFEO	2019-04-23	2019-04-23	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-23	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-04-23	2019-04-23	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-23	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
203.	1-337JV8R	2019-04-24	2019-04-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-24	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-04-24	2019-04-24	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-24	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
204.	1-337J585	2019-04-24	2019-04-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-24	The Contact Centre Agent inactivated the incorrect address.	2019-04-24	2019-04-24	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-24	The Contact Centre Agent confirmed and updated the address provided by the client. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
205.	1-33AUOBQ	2019-04-26	2019-04-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-26	The address on file was incorrect and was inactivated.	2019-04-24	2019-04-26	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-26	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
206.	1-33F8XXS	2019-04-29	2019-04-29	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-04-29	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-04-29	2019-04-29	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-04-29	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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207.	1-33IFX21	2049-05-01	2019-05-01	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-01	The address on file was incorrect and was inactivated.	5-1-2019	2019-05-01	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	01-May	The Contact Centre Agent confirmed and updated the address provided by the client. The client did not want the missing correspondence re-sent since they already had the information.
208.	1-33IGO8H	2019-05-01	2019-05-01	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-01	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-05-01	2019-05-02	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-05-01	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
209.	1-33LPMGX	2019-05-03	2019-05-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-03	The address on file was incorrect and was inactivated.	2019-05-03	2019-05-03	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-05-03	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
210.	1-33Q6R7R	2019-05-06	2019-05-06	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-06	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-05-06	2019-05-06	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-05-06	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
211.	1-33Q6R7X	2019-05-06	2019-05-06	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-06	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-05-06	2019-05-06	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-05-06	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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212.	1-33Q9XJX	2019-05-07	2019-05-07	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-07	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-05-07	2019-05-06	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-05-07	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
213.	1-33WJ28H	2019-05-10	2019-05-10	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-10	The address on file was incorrect and was inactivated.	2019-05-23	2019-05-23	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-05-23	The Contact Centre Agent confirmed and updated the address provided by the client. The client did not require the missing correspondence to be re-sent since they already had the information.
214.	1-341ATRT	2019-05-13	2019-05-13	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-13	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-05-13	2019-05-13	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-05-13	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
215.	1-342UTNT	2019-05-14	2019-05-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-14	The address on file was incorrect and was inactivated.	2019-05-14	2019-05-14	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-05-14	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
216.	1-342WG6F	2019-05-14	2019-05-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-14	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-05-14	2019-05-14	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-05-14	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
217.	1-34EAOGF	2019-05-21	2019-05-21	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence	2019-05-21	The address on file was incorrect and was	2019-05-21	2019-05-21	The Contact Centre should confirm the	2019-05-21	The Contact Centre Agent confirmed that the address on file did not match the

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			containing Screening Test Result, client's name, client address and age (implied by eligibility).		inactivated.			address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.		client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address	
218.	1-34FXCJT	2019-05-22	2019-05-22	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-22	The address on file was incorrect and was inactivated.	2019-05-22	2019-05-22	2019-05-22	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
219.	1-34FY5O1	2019-05-23	2019-05-23	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-23	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-05-23	2019-05-23	2019-05-23	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
220.	1-34HNK5X	2019-05-23	2019-05-23	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-23	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-05-23	2019-05-23	2019-05-23	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
221.	1-34JEK0N	2019-05-24	2019-05-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-05-24	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-05-24	2019-05-24	2019-05-24	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
222.	1-34O6EHH	2019-05-27	2019-05-27	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address,	2019-05-27	The correct address is in the client's profile, but the letter never reached the intended recipient.	N/A unable to reach client	2019-05-27	2019-05-27	The Contact Centre should confirm the address on file with the client. If the address on	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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				client's screening status.					file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.		
223.	1-353HVJG	2019-06-05	2019-06-05	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-05	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-06-05	2019-06-03	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-06-05	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
224.	1-353HVVZ	2019-06-05	2019-06-05	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-05	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-06-05	2019-06-05	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-06-05	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
225.	1-3570BRU	2019-06-07	2019-06-07	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-07	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-06-07	2019-06-07	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-06-07	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
226.	1-358ERRS	2019-06-10	2019-06-10	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-10	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-06-10	2019-06-10	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-06-10	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
227.	1-35B7MJ8	2019-06-12	2019-06-12	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-12	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-06-12	2019-06-12	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2019-06-12	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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									The Contact Centre Agent should re-send the letter at the client's request.		
228.	1-35CRSKT	2019-06-14	2019-06-14	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-14	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-06-14	2019-06-14	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-06-14	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
229.	1-35IOFRL	2019-06-17	2019-06-17	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-17	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-06-17	2019-06-17	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-06-17	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
230.	1-35IT1FI	2018-06-18	2019-06-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-18	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-06-18	2019-06-18	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-06-18	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
231.	1-35LL0PV	2019-06-19	2019-06-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-18	The address on file was incorrect and was inactivated.	2019-06-18	2019-06-18	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-06-18	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
232.	1-35UBTBN	2019-06-25	2019-06-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-25	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-06-24	2019-06-25	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2019-06-24	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address

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									The Contact Centre Agent should re-send the letter at the client's request.		
233.	1-35VSV7F	2019-06-26	2019-06-26	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-26	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-06-26	2019-06-26	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-06-26	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
234.	1-35Z6Z94	2019-06-28	2019-06-28	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-28	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-06-28	2019-06-28	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-06-28	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
235.	1-35Z6ZH0	2019-07-02	2019-07-02	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-07-02	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-07-02	2019-07-02	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-07-02	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
236.	1-364S8U3	2019-07-02	2019-07-02	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-07-02	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-07-02	2019-07-02	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-07-02	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
237.	1-364S8VH	2019-07-02	2019-07-02	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-07-03	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-07-02	2019-07-02	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2019-07-02	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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									The Contact Centre Agent should re-send the letter at the client's request.		
238.	1-3668ATL	2019-07-04	2019-07-03	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-07-03	The address on file was incorrect and was inactivated.	2019-07-03	2019-07-03	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-07-03	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
239.	1-369AG9X	2019-07-08	2019-07-08	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-08	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-07-08	2019-07-08	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-07-08	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
240.	1-36HUS1E	2019-07-11	2019-07-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-07-11	The Contact Centre Agent inactivated the incorrect address.	2019-07-11	2019-07-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-07-11	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
241.	1-36JG100	2019-07-12	2019-07-12	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-07-12	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-07-12	2019-07-12	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-07-12	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
242.	1-36JG9GI	2019-07-12	2019-07-12	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-07-12	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-07-12	2019-07-12	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2019-07-12	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

Activity #	Date of the Breach	Date Breach was Identified or Suspected	Nature of Personal Health Information	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Recommendation(s)	Date Recommendation Addressed	Manner Recommendations were addressed
								The Contact Centre Agent should re-send the letter at the client's request.		
243.	1-36XZ5LI	22-Jul-19	2019-07-22	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-22	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-07-23	2019-07-22	2019-07-23	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
244.	1-370QL7L	2019-07-25	2019-07-25	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-25	The address on file was incorrect and was inactivated.	2019-07-25	2019-07-25	2019-07-25	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
245.	1-377ZOJS	2019-07-29	2019-07-29	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-07-29	The address on file was incorrect and was inactivated.	2019-07-29	2019-07-29	2019-07-29	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
246.	1-3783JR9	2019-07-30	2019-07-30	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-30	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-07-30	2019-07-30	2019-07-30	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
247.	1-379FTJG	2019-07-30	2019-07-30	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-30	The address on file was incorrect and was inactivated.	2019-07-30	2019-07-30	2019-07-30	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent did not re-send the correspondence because they already have the information. updated client's address

Activity #	Date of the Breach	Date Breach was Identified or Suspected	Nature of Personal Health Information	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Recommendation(s)	Date Recommendation Addressed	Manner Recommendations were addressed	
								The Contact Centre Agent should re-send the letter at the client's request.			
248.	1-379MGGT	2019-07-30	2019-07-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-07-30	The address on file was incorrect and was inactivated.	2019-07-30	2019-07-30	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-07-30	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
249.	1-3783JR9	2019-07-30	2019-07-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-07-30	The address on file was incorrect and was inactivated.	2019-07-30	2019-07-30	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-07-30	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
250.	1-379FTJG	2019-07-30	2019-07-30	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-07-30	The address on file was incorrect and was inactivated.	2019-07-30	2019-07-30	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-07-30	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
251.	1-379MGGT	2019-07-30	2019-07-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-07-30	The address on file was incorrect and was inactivated.	2019-07-30	2019-07-30	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-07-30	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
252.	1-37E4UYY	2019-08-06	2019-08-06	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-06	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-08-06	2019-08-06	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2019-08-06	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.

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								The Contact Centre Agent should re-send the letter at the client's request.		
253.	1-37E4VCF	2019-08-06	2019-08-06	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-06	The address on file was incorrect and was inactivated.	2019-08-06	2019-08-06	2019-08-06	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
254.	1-380OLE2	2019-08-19	2019-08-19	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-08-19	The address on file was incorrect and was inactivated.	2019-08-19	2019-08-19	2019-08-19	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent did not re-send the correspondence because they already have the information. updated client's address
255.	1-383AT2A	2019-08-21	2019-08-21	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-21	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-08-21	2019-08-21	2019-08-21	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
256.	1-38BOGP6	2019-08-27	2019-08-27	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-26	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-08-27	2019-08-27	2019-08-27	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
257.	1-38D32B7	2019-08-28	2019-08-28	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-28	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-08-27	2019-08-28	2019-08-27	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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								The Contact Centre Agent should re-send the letter at the client's request.			
258.	1-38ENVO1	2019-08-29	2019-08-29	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-29	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-08-29	2019-08-29	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-08-29	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
259.	1-38ENVRQ	2019-08-29	2019-08-29	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-29	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-08-29	2019-08-29	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-08-29	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
260.	1-38EU21L	2019-08-30	2019-08-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-30	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-08-30	2019-08-30	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-08-30	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
261.	1-38VRKJJ	2019-09-11	2019-09-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-09-11	The address on file was incorrect and was inactivated.	2019-09-11	2019-09-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-09-11	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
262.	1-397EDVT	2019-09-18	2019-09-18	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-09-18	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-09-18	2019-09-18	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2019-09-18	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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								The Contact Centre Agent should re-send the letter at the client's request.		
263.	1-398XYWI	2019-09-19	2019-09-19	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-09-19	The address on file was incorrect and was inactivated.	2019-09-19	2019-09-19	2019-09-19	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
264.	1-39HNAZ4	2019-09-25	2019-09-25	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-09-25	The address on file was incorrect and was inactivated.	2019-09-25	2019-09-25	2019-09-25	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
265.	1-39PCUQI	2019-09-30	2019-09-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-09-30	The address on file was incorrect and was inactivated.	2019-09-30	2019-09-30	2019-09-30	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the client's address
266.	1-39PHEJY	2019-09-30	2019-09-30	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-09-30	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-09-30	2019-09-30	2019-09-30	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
267.	1-39TWCB4	2019-10-04	2019-10-04	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-04	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-10-04	2019-10-04	2019-10-04	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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									The Contact Centre Agent should re-send the letter at the client's request.		
268.	1-39VKOKL	2019-10-04	2019-10-04	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-04	The address on file was incorrect and was inactivated.	2019-10-04	2019-10-04	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-10-04	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
269.	1-3A1EHOJ	2019-10-08	2019-10-08	Possible Misdirected Communication: Client did not receive Cancer Screening Privacy Notice letter containing client's name, client address, and general age information (age range for eligibility for the Screening Program).	2019-10-08	The correct address is in the client's profile, but the letter never reached the intended recipient (Suspected Breach).	2019-10-08	2019-10-08	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-10-08	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
270.	1-3A1EI29	2019-10-08	2019-10-08	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-08	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-10-08	2019-10-08	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-10-08	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
271.	1-3A4I61G	2019-10-10	2019-10-10	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-10	The address on file was incorrect and was inactivated.	2019-10-10	1900-10-10	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-10-10	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
272.	1-3A64LWU	2019-10-11	2019-10-11	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-11	The correct address is in the client's profile, but the letter never reached the intended recipient.	N/A unable to reach client	2019-10-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2019-10-11	The Contact Centre Agent inactivated the address in the client's profile. The Contact Centre Agent was unable to reach the client.

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								The Contact Centre Agent should re-send the letter at the client's request.		
273.	1-3A64MGC	2019-10-15	2019-10-15	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-15	The address on file was incorrect and was inactivated.	2019-10-15	2019-10-15	2019-10-15	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
274.	1-3ADIJDA	2019-10-16	2019-10-16	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-16	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-10-16	2019-10-16	2019-10-16	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
275.	1-3ADIJUO	2019-10-16	2019-10-16	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-16	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-10-16	2019-10-16	2019-10-16	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
276.	1-3AF3ZUV	2019-10-17	2019-10-17	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-17	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-10-16	2019-10-17	2019-10-16	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
277.	1-3AF3ZV6	2019-10-17	2019-10-17	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-17	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-10-17	2019-10-17	2019-10-17	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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									The Contact Centre Agent should re-send the letter at the client's request.		
278.	1-3AGQKBR	2019-10-18	2019-10-18	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-18	The Contact Centre Agent scanned the paper document to an activity in InScreen, then destroyed the paper document.	2019-10-18	2019-10-18	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-10-18	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
279.	1-7172619173	2019-10-24	2019-10-24	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-24	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-10-24	2019-10-24	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-10-24	Contact Centre confirmed that the address on file was a match with the client's address. The Contact Centre resent the missing correspondence to the client, at their request.
280.	1-7175229541	2019-10-24	2019-10-24	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-24	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-10-24	2019-10-24	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-10-24	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
281.	1-7175230323	2019-10-25	2019-10-25	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-25	The address on file was incorrect and was inactivated.	2019-10-25	2019-10-25	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-10-25	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
282.	1-7185208072	2019-10-29	2019-10-29	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-29	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-10-29	2019-10-29	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2019-10-29	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.

Activity #	Date of the Breach	Date Breach was Identified or Suspected	Nature of Personal Health Information	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Recommendation(s)	Date Recommendation Addressed	Manner Recommendations were addressed
								The Contact Centre Agent should re-send the letter at the client's request.		
283. 1-7192896613	2019-10-31	2019-10-31	Possible Misdirected Communication: Client did not receive Cancer Screening Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2019-10-31	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-10-31	2019-11-05	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-10-31	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
284. 1-35B7QF2	2019-06-12	2019-06-12	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-06-12	The address on file was incorrect and was inactivated.	N/A unable to reach client	2019-06-12	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-06-12	The Contact Centre Agent confirmed that the address on file did not match the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request. The Contact Centre Agent updated the address.
285. 1-3A64M20	2019-10-11	2019-10-11	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-10-11	The address on file was incorrect and was inactivated.	2019-10-11	2019-10-11	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-10-11	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
286. 1-2Q4MX9U	2018-08-09	2018-08-09	Possible Misdirected Communication: Client did not receive containing Screening Test Result, client's name, client address and age (implied by eligibility).	2018-08-09	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-08-09	2018-08-09	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-08-09	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.
287. 1-2LOS9FK	2018-05-03	2018-05-03	Possible Misdirected Communication: Client did not receive Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-03	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-05-03	2018-05-03	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2018-05-03	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.

	Activity #	Date of the Breach	Date Breach was Identified or Suspected	Nature of Personal Health Information	Date of Containment	Containment Measure	Date Notification Provided	Date Investigation Completed	Recommendation(s)	Date Recommendation Addressed	Manner Recommendations were addressed
									The Contact Centre Agent should re-send the letter at the client's request.		
288.	1-2LRE9IT	2018-05-18	2018-05-18	Possible Misdirected Communication: Client did not receive Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-05-18	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-05-18	2018-05-18	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-05-18	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
289.	1-2N4TPGM	2018-06-13	2018-06-13	Possible Misdirected Communication: Client did not receive Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-06-13	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-06-13	2018-06-13	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-06-13	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
290.	1-2O9JUGU	2018-07-06	2018-07-06	Possible Misdirected Communication: Client did not receive Invitation/Reminder Letter containing general age information (age-range for eligibility for Screening Program), client's address, client's screening status.	2018-07-06	The correct address is in the client's profile, but the letter never reached the intended recipient.	2018-07-06	2018-07-06	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2018-07-06	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
291.	1-37CJS4V	2019-08-01	2019-08-01	Possible Misdirected Communication: Client did not receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-08-01	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-08-01	2019-08-01	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated. The Contact Centre Agent should re-send the letter at the client's request.	2019-08-01	The Contact Centre Agent confirmed that the address on file matched the client's address. The client did not require the Contact Centre Agent to re-send their correspondence because they already have the information.
292.	1-2ZG4A93	2019-02-06	2019-02-06	Possible Misdirected Communication: Client didn't receive Cancer Screening correspondence containing Screening Test Result, client's name, client address and age (implied by eligibility).	2019-02-06	The correct address is in the client's profile, but the letter never reached the intended recipient.	2019-02-06	2019-02-06	The Contact Centre should confirm the address on file with the client. If the address on file is incorrect, it should be updated.	2019-02-06	The Contact Centre Agent confirmed that the address on file matched the client's address. The Contact Centre Agent re-sent the missing correspondence to the client, at their request.

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									The Contact Centre Agent should re-send the letter at the client's request.		
293.	1-2K95M09	2018-04-19	2018-04-19	Possible Misdirected Communication: Client left voicemail stating that CCO had the correct address, but the wrong name and requesting a call back.	2018-04-19	No follow-up possible. The Contact Centre Agent was not provided with enough information to identify the client's profile.	N/A unable to reach client	2018-04-19	The Contact Centre Agent should contact client and confirm that letter was sent to correct recipient.	2018-04-19	No follow-up possible. The Contact Centre Agent was not provided with enough information to identify the client's profile.

Appendix G – Privacy Complaint Log

Activity #	PE / PP	Complaint Received	Nature of Complaint	Investigate (Y/N)	Investigation Decision Date	Date complainant advised that no investigation will	Date Complainant advised that an investigation will be conducted	Agent conducting investigation	Date Investigation Commenced	Date Investigation Completed	Recommendations	Agent addressing recommendations	Date recommendations addressed	Manner in which recommendations addressed	Date complaint was advised of findings and measures taken
1-1JLFHW E	PP	2-Nov-16	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	2-Nov-16	N/A	2-Nov-16	Contact Centre Agent	2-Nov-16	2-Nov-16	Provide the Client further explanation about the nature of the screening programs and options to withdraw (facilitate as required).	Contact Centre Agent	2-Nov-16	Anonymous caller, refused to authenticate. Contact Centre Agent provided caller with legislative authority and correspondence information. No further action is possible without proper authentication.	2-Nov-16
1-1L2HOH C	PP	6-Dec-16	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	6-Dec-16	N/A	6-Dec-16	Contact Centre Agent	06-Dec-16	6-Dec-16	Provide Client with letter providing information on CCO's Privacy Framework, legislative authority and information, management and privacy practices.	Contact Centre Agent	6-Dec-16	Client sent a letter on CCO's Screening Programs and Privacy Framework. Letter also included information on CCO's legislative authority and information management and privacy practices. The letter informed the Client how to withdraw from receipt of correspondence, if Client so chooses.	06-Dec-16
1-2FKGX Q6	PP	31-Jan-17	Client expressed concerns that CCO was receiving copies of screening results and inquired about the cost incurred by the government to send out and run the cancer screening correspondence program.	Yes.	31-Jan-17	N/A	31-Jan-17	Contact Centre Agent	31-Jan-17	5-Feb-18	Provide the Client with information on CCO's Screening Program and CCO's mandate, including legislative authorities. Provide option to withdraw (facilitate as required) Provide Client with Information and Privacy Commissioner contact information.	Contact Centre Agent	5-Feb-18	Contact Centre Agent provided the Client with information about the screening programs, CCO's mandate and legislative authorities. Contact Centre Agent offered to withdraw the Client. Contact Centre Agent provided Information and Privacy Commissioner contact information.	05-Feb-18

Activity #	PE / PP	Complaint Received	Nature of Complaint	Investigate (Y/N)	Investigation Decision Date	Date complainant advised that no investigation will	Date Complainant advised that an investigation will be conducted	Agent conducting investigation	Date Investigation Commenced	Date Investigation Completed	Recommendations	Agent addressing recommendations	Date recommendations addressed	Manner in which recommendations addressed	Date complaint was advised of findings and measures taken
1-1O8KZ68	PP	1-Feb-17	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	1-Feb-17	N/A	1-Feb-17	Contact Centre Agent	01-Feb-17	1-Feb-17	Provide the Client with further explanation about the nature of the Screening Programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal if required.	Contact Centre Agent	1-Feb-17	Provided the Client explanation about the screening programs and CCO's legislative authority to operate the Screening Programs. Client was provided the option to withdraw. Contact Centre Agent facilitated withdrawal from correspondence.	01-Feb-17
1-1OFHU4R	PP	3-Feb-17	Client did not appreciate receiving the Privacy Notice, as they were already familiar with Screening Program.	Yes	3-Feb-17	N/A	3-Feb-17	Contact Centre Agent	03-Feb-17	3-Feb-17	Provide Client information on CCO's Privacy Notice and information on CCO's legislative authority to operate the Screening Programs	Contact Centre Agent	3-Feb-17	Provided the Client with information regarding the purpose of the newly created Privacy Notice for the Ontario Breast Screening Program. Provided the Client with information on the Screening Programs at CCO and the legislative authority to conduct this work.	03-Feb-17
1-1OORMR0	PP	6-Feb-17	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	6-Feb-17	N/A	6-Feb-17	Privacy Specialist, Contact Centre Agent	06-Feb-17	17-Feb-17	Provide Client information on CCO's legislative authority. Provide information on CCO's Screening Programs. Withdraw Client from correspondence programs.	Privacy Specialist and Contact Centre Agent	17-Feb-17	Provided information on CCO's Screening Programs and the authority that allows CCO to conduct this work. Escalation to the Legal and Privacy Office, for additional information regarding legislation. Client dissatisfied with the legislation explanation. Client requested to be withdrawn from receipt of further Cancer Screening correspondence.	06-Feb-17
1-1OVF5WX	PP	9-Feb-17	Client did not appreciate receiving cancer screening correspondence in the mail. Client has contacted	Yes	9-Feb-17	N/A	9-Feb-17	Contact Centre Agent	09-Feb-17	23-Mar-17	Contact Centre to investigate earlier interaction with this Client. Contact Centre Agent to withdraw Client from receipt of further correspondence.	Privacy Specialist, Contact Centre Agent	16-Jan-18	Contact Centre completed the withdrawal. The Client was sent a letter to confirm withdrawal from all three	23-Mar-17

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			CCO previously to express concerns.											Cancer Screening correspondence programs.	
1-1PUL18P	PP	24-Feb-17	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	24-Feb-17	N/A	24-Feb-17	Contact Centre Agent	24-Feb-17	24-Feb-17	Provide the Client with information on CCO's Screening Programs and the authority to collect Personal Health Information. Provide information on CCO's role as an agency of the Ministry of Health. Facilitate withdrawal from correspondence programs if required.	Contact Centre Agent	24-Feb-17	Provided information about CCO's authority to collect and use Personal Health Information for the purposes of the Cancer Screening Programs. Offered to withdraw the Client from receipt of further correspondence, but Client refused authentication. No further action possible.	24-Feb-17
1-1Q11FS0	PP	7-Mar-17	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information. Client requested a copy of the correspondence letter CCO sends as well as CCO's Privacy Notice and information about CCO's Privacy Policies.	Yes	7-Mar-17	N/A	7-Mar-17	Contact Centre Agent	07-Mar-17	7-Mar-17	Provide the Client with copy of original correspondence. Provide Client with Privacy Notice. Provide letter with information about CCO's Privacy Policies and legislative authority to operate the screening programs.	Privacy Specialist, Contact Centre Agent	7-Mar-17	Provided information on CCO's legislative authority and explained CCO's operation of the Screening Programs. Provided the client with a letter with information about CCO's Privacy Policies, the original correspondence letter and Privacy Notice.	07-Mar-17
1-1T3N7AX	PP	12-Apr-17	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes.	12-Apr-17	N/A	12-Apr-17	Contact Centre Agent	12-Apr-17	12-Apr-17	Provide Client with information on CCO's Privacy Policies, legislative authority and contact information for the Legal and Privacy Office. Withdraw Client if requested.	Contact Centre Agent	12-Apr-17	Provided information on CCO's authority under Personal Health Information Protection Act, and provided direction to CCO's website and provided the contact information for the Legal and Privacy Office. No further action is possible without proper authentication.	12-Apr-17

Activity #	PE / PP	Complaint Received	Nature of Complaint	Investigate (Y/N)	Investigation Decision Date	Date complainant advised that no investigation will	Date Complainant advised that an investigation will be conducted	Agent conducting investigation	Date Investigation Commenced	Date Investigation Completed	Recommendations	Agent addressing recommendations	Date recommendations addressed	Manner in which recommendations addressed	Date complaint was advised of findings and measures taken
1-1ZZHUSV	PP	6-Jun-17	Client expressed concerns about being unable to stop CCO from collecting their Personal Health Information. Subsequent concerns are related to legislation and despite withdrawal, that CCO still has their information.	Yes.	6-Jun-17	N/A	6-Jun-17	Privacy Specialist, Contact Centre Agent	06-Jun-17	23-Nov-17	Provide the Client with information of CCO's role in the healthcare system Provide Client with information on legislative authority Provide Client with link to CCO Privacy webpage for more information. Provide option for Client to withdraw from the screening programs	Privacy Specialist and Contact Centre	23-Nov-17	Provided information regarding CCO's role in the healthcare system and pointed the Client to CCO's Privacy webpage. Privacy Specialist was finally engaged to address complaint and addressed CCO's authorities and CCO's role in the healthcare system. Client was withdrawn from receiving correspondence.	06-Jun-17
1-24A4PKX	PP	29-Jun-17	Client called with concerns about CCO's authority to collect their personal health information.	Yes	29-Jun-17	N/A	29-Jun-17	Contact Centre Agent	29-Jun-17	29-Jun-17	Provide the Client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal if required.	Contact Centre Floor Supervisor	29-Jun-17	Provided information about CCO's authority to collect Personal Health Information for the purposes of the Cancer Screening, correspondence programs and information security at CCO. Client would not authenticate, so withdrawal was not possible.	29-Jun-17
1-27BMFQT	PP	31-Jul-17	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	31-Jul-17	N/A	31-Jul-17	Contact Centre Agent	31-Jul-17	30-Nov-17	Provide Client information on CCO's legislative authority to collect Provide information on Screening Programs Provide Client with Participant Information Form to withdraw from receiving correspondence letters.	Contact Centre Agent	31-Jul-17	Provided Client with information on CCO's Screening Programs. Offered to withdraw Client from receiving these letters and sent the Participant Information Form. Client returned completed Participant Information Form. Client was withdrawn from the correspondence letters.	31-Jul-17
1-280FOEY	PP	17-Aug-17	Client requested the information of the person who received their correspondence as a result of a privacy breach. Client was unsatisfied with the response and	Yes	17-Aug-17	N/A	17-Aug-17	Contact Centre Agent	17-Aug-17	30-Aug-17	Provide Client with information relating to CCO's inability to provide personal information. Provide Client with correspondence letter that had been breached.	Contact Centre Agent	30-Aug-17	Provided information that CCO cannot provide the name of the person that reported the letter being sent to the wrong address. Resent a copy of the initial	30-Aug-17

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			requested to speak to Privacy Office.											correspondence letter as requested by the Client.	
1-287FFC6	PP	22-Aug-17	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	22-Aug-17	N/A	22-Aug-17	Contact Centre Agent	22-Aug-17	22-Aug-17	Provide the Client with information on CCO's Screening Program Provide information on CCO's mandate and legislative authorities. Provide Participant Information Form to be withdrawn from correspondence	Contact Centre Agent	22-Aug-17	Provided information on CCO's authority to operate the Cancer Screening Programs. Provided option to withdraw from receiving correspondence. Mailed Participant Information Form to Client to be completed. Form was never returned. No further action possible.	22-Aug-17
1-287FFE G	PP	22-Aug-17	Anonymous Client contacted the Contact Centre indicating that they have already withdrawn from receiving correspondence letters. Unable to authenticate Client.	Yes	22-Aug-17	N/A	22-Aug-17	Contact Centre Agent	22-Aug-17	22-Aug-17	Provide Client with information on CCO's Screening Program and CCO's mandate, including legislative authorities. Offer to withdraw Client	Contact Centre Agent	22-Aug-17	Provided information on CCO's Screening Programs and the authority to conduct this work. Attempted to authenticate anonymous Client to confirm previous withdrawal. Client refused no further action possible.	22-Aug-17
1-288VCL M	PP	23-Aug-17	Anonymous Client called Contact Centre wanting to withdraw from receipt of further correspondence. Client would not authenticate.	Yes	23-Aug-17	N/A	23-Aug-17	Contact Centre Agent	23-Aug-17	23-Aug-17	Provide the Client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal if required.	Contact Centre Agent	23-Aug-17	Attempted to provide responses to Client's questions. Explained the Cancer Screening correspondence programs, answered questions about CCO's Privacy policies and offered to provide a phone number for the Ministry of Health.	23-Aug-17

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1-28HBZ2 A	PP	29-Aug-17	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	29-Aug-17	N/A	29-Aug-17	Contact Centre Agent	29-Aug-17	29-Aug-17	Provide information on CCO's Screening Programs Provide Participant Information Form Provide information on CCO's mandate and legislative authorities. Provide CCO's Legal and Privacy Office contact information.	Contact Centre Agent	29-Aug-17	Provided Client with information on CCO's Screening Programs and the legislative authority to do this work. Client was authenticated and withdrawn. Participant Information Form not required. Client declined the confirmation of withdrawal letter.	29-Aug-17
1-28ISKK 5	PP	30-Aug-17	Client called the Contact Centre to request a withdrawal from Screening Programs. Client also had questions regarding CCO's Privacy Program.	Yes	30-Aug-17	N/A	30-Aug-17	Privacy Specialist, Contact Centre Agent	30-Aug-17	30-Aug-17	Provide the Client with information on CCO's Screening Program and CCO's mandate, including legislative authorities.	Contact Centre Agent	30-Aug-17	Provided the Client with information on CCO's Screening Programs and Privacy Program. Provided information on CCO's legislative authority to conduct this work.	30-Aug-17
1-28ISP2 G	PP	30-Aug-17	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	30-Aug-17	N/A	30-Aug-17	Contact Centre Agent	30-Aug-17	8-Sep-17	Provide Client information on CCO's legislative authority Provide information on CCO's Screening Programs Facilitate Client withdrawal from correspondence letters.	Contact Centre Agent	8-Sep-17	Provided Client with information on CCO's Screening Programs and the legislative authority to conduct this work. Withdrew Client from receiving correspondence letters and sent the withdrawal confirmation letter to the Client.	30-Aug-17

Activity #	PE / PP	Complaint Received	Nature of Complaint	Investigate (Y/N)	Investigation Decision Date	Date complainant advised that no investigation will	Date Complainant advised that an investigation will be conducted	Agent conducting investigation	Date Investigation Commenced	Date Investigation Completed	Recommendations	Agent addressing recommendations	Date recommendations addressed	Manner in which recommendations addressed	Date complaint was advised of findings and measures taken
1-2912AYH	PP	12-Sep-17	CCO Privacy Office received a copy of an Information and Privacy Commissioner Complaint. Client expressed their disappointment that the laboratory could not process FOBT kit due to missing information.	Yes	12-Sep-17	N/A	12-Sep-17	Privacy Specialist, Contact Centre Agent	12-Sep-17	19-Sep-17	Provide Client with rationale for why the lab may have rejected their test (e.g. lack of date of birth listed). Provide information as to why Date of Birth is required. Provided information on legislative authorities	Privacy Specialist and Contact Centre Agent	19-Sep-17	Generated response to the Information and Privacy Commissioner Complaint. Provided information as to certain information is required to process FOBT Kits. Letter also included CCO's mandate and authorities. Letter sent to Information and Privacy Commissioner and to Client.	12-Sep-17
1-29P96RK	PP	28-Sep-17	Client expressed concerns about CCO having their information. Client felt it was an invasion of their privacy.	Yes	28-Sep-17	N/A	28-Sep-17	Contact Centre Agent	28-Sep-17	28-Sep-17	Provide the Client with information on CCO's Screening Program Provide information on CCO's mandate, including legislative authorities. Facilitate withdrawal and send confirmation of withdrawal letter.	Contact Centre Agent	28-Sep-17	Provided Client with information on CCO's screening programs, including CCO's authority to conduct this work. Facilitated withdrawal over the phone and sent withdrawal confirmation letter.	28-Sep-17
1-2BI845X	PP	9-Nov-17	Client contacted CCO requesting to be withdrawn from the CCO Screening Programs.	Yes	9-Nov-17	N/A	9-Nov-17	Privacy Specialist	09-Nov-17	10-Nov-17	CCO's Legal and Privacy Office to work with Contact Centre to withdraw Client from the Screening Programs Send confirmation of withdrawal letter.	Privacy Specialist	10-Nov-17	Client was withdrawn for all correspondence from CCO. A confirmation letter was sent to the Client.	10-Nov-17
1-2BN6SH9	PP	13-Nov-17	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	13-Nov-17	N/A	13-Nov-17	Privacy Specialist, Contact Centre Agent	13-Nov-17	30-Nov-17	Provide information on CCO's Screening Program and CCO's mandate. Facilitate withdrawal of Client and send confirmation of withdrawal letter.	Privacy Specialist, Contact Centre Agent	30-Nov-17	Provided an email to the Client explaining CCO's Screening Programs and CCO's mandate including CCO's legislative authority to operate the Screening Programs. Withdrew the Client from receipt of all correspondence and was notified that a confirmation letter was going to be sent in the mail.	13-Nov-17
1-2BTJ0VQ	PP	16-Nov-17	Client is upset that CCO has their Personal Health Information. Client felt it was an invasion of their privacy and CCO should not	Yes	16-Nov-17	N/A	16-Nov-17	Contact Centre Agent	16-Nov-17	24-Nov-17	Provide Client with information on CCO's Screening Program and CCO's mandate, including legislative authorities.	Contact Centre Agent	24-Nov-17	Provided information that CCO is an agency of the Ministry of Health and runs the Cancer Screening Programs in	24-Nov-17

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			have their personal health information											Ontario. Withdrew the Client from receipt of correspondence letters.	
1-2D94RK1	PP	20-Dec-17	Client called the Contact Centre to withdraw from receiving correspondence letters. Client felt it was an invasion of their privacy and CCO should not have their personal health information	Yes	20-Dec-17	N/A	20-Dec-17	Privacy Specialist, Contact Centre Agent	20-Dec-17	30-Apr-17	Provide the Client with the Participant Information Form Facilitate withdrawal of Client from receiving correspondence letters.	Privacy Specialist, Contact Centre Agent	28-Dec-17	Provided the Client with the Participant Information Form. Client did not want to complete the form. Contact Centre Agent withdrew the Client from receiving correspondence from CCO.	28-Dec-17
1-2GR2D VY	PP	21-Feb-18	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	21-Feb-18	N/A	21-Feb-18	Privacy Manager	21-Feb-18	22-Feb-18	Provide information about CCO's mandate and legislative authorities Facilitate withdrawal of Client from receiving correspondence letters. Send confirmation of withdrawal letter.	Privacy Manager	22-Feb-18	Withdrew Client form receiving correspondence letters from CCO. Provided Client with information on CCO's mandate and legislative authority to run the Screening Programs.	22-Feb-18
1-2HVJ7F0	PP	15-Mar-18	Client advised they wanted to opt in only to receive results and no additional correspondence. Client was upset that this was not possible. Client asked to be removed from the database.	Yes	15-Mar-18	N/A	15-Mar-18	Privacy Manager	15-Mar-18	28-Mar-18	Provide Client with information on CCO's mandate, including legislative authorities to operate the Screening Programs. Provide written correspondence to Client informing on CCO's Prescribed Person designation, and why consent is not required. Provide copy most recent screening result to Client	Privacy Specialist and Contact Centre Agent	28-Sep-18	Provided information on CCO's Prescribed Person designation and CCO's mandate in the healthcare system. Sent a copy of most recent screening results to Client. Client was withdrawn again from receiving correspondence letters. No confirmation letter was sent.	28-Mar-18
1-2FHCLS7 (IPC HC18-9 & HC18-18)	PP	15-Mar-18	Correspondence from Information and Privacy Commissioner on behalf of a patient who believes their Personal Health Information was shared inappropriately by CCO. Complainant requested audit of their CCO record to	Yes	15-Mar-18	N/A	15-Mar-18	Privacy Manager, Product Management, Contact Centre Agent	15-Mar-18	10-Apr-18	Complete audit of InScreen and Screening Activity Report (SAR) reports to ensure access was appropriate. Write to Information and Privacy Commissioner following audit to advise that access was appropriate.	Privacy Manager	10-Apr-18	Audit of access to InScreen and SAR report completed by Product Management. Access confirmed appropriate. Privacy Manager sent response letter back to Information and Privacy Commissioner	23-Apr-18

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			ensure that access was appropriate.												
1-2JV7QXX	PP	13-Apr-18	Client expressed concerns about receiving screening correspondence in the mail.	No	7-May-18	N/A, unable to authenticate client.	N/A	Privacy Specialist, Contact Centre Agent	N/A	N/A	Contact client and clarify their complaint. Provide Client with information on CCO's mandate and legislative authorities to run to Screening Programs	Privacy Manager and Contact Centre Agent	7-May-18	Attempted to contact Client on multiple occasions. Client was not available. No subsequent action possible.	N/A
1-2L2NO6K	PP	7-May-18	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	7-May-18	N/A	7-May-18	Contact Centre Agent	7-May-18	7-May-18	Provide the Client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal if required.	Contact Centre Agent	7-May-18	Provided responses to Client's questions. Contact Centre Agent explained the Cancer Screening correspondence programs, answered questions about CCO's Privacy policies and legislative authority, and explained withdrawal procedure. Client refused to authenticate and ended call.	07-May-18
1-2LAQFPH	PP	9-May-18	Client expressed concerns that their neighbor was receiving their screening correspondence by mistake. Letter was sealed when Client received it from their neighbour.	Yes	9-May-18	N/A	9-May-18	Contact Centre Agent	09-May-18	14-May-18	Provide Client with information about updating screening site with proper address.	Contact Centre Agent	14-May-18	Advised Client to update screening site with proper address.	14-May-18
1-2LJWPPC	PP	15-May-18	Client expressed concerned that CCO was faxing and mailing letters, because these are not secure methods of transfer.	Yes	15-May-18	N/A	15-May-18	Privacy Specialist	15-May-18	1-Jun-18	Facilitate withdrawal of Client Provide Client with information on rationale for using fax and mail and intentions to move towards an electronic communication method in the future	Privacy Specialist	1-Jun-18	Privacy Specialist wrote a letter in response to the Client explaining the Privacy and Security practices and policies in place at CCO.	1-Jun-18

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OBSP-18	PP	18-Jun-18	A Radiologist contacted CCO with concerns about how PHI was being shared for the purposes of the OBSP program. Specifically, an independent health facility owner had received PHI from an OBSP site even though the owner were not a physician.	Yes	18-Jun-18	N/A	22-Jun-18	Privacy Manager	22-Jun-18	August 13, 2018	Review whether it was appropriate for the radiologist to share the PHI with the independent health facility owner.	Privacy Manager	22-Jun-18	The privacy manager reviewed the context of the PHI handling in discussion with the hospital where the OBSP is located and with the regional cancer program director. It was determined that the access and sharing of PHI occurred by the radiologist in their capacity as an agent of the hospital (not as an agent of CCO). The hospital investigated the matter further.	13-Aug-18
1-2NYE329	PP	27-Jun-18	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	27-Jun-18	27-Jun-18	27-Jun-18	Privacy Manager	27-Jun-18	5-Jul-18	Provide information on CCO's mandate and CCO's legislative authority to run the Screening Programs Facilitate withdrawal of Client from receipt of correspondence letters. Privacy Office to contact Client to discuss concerns	Privacy Manager	27-Jun-18	Provided Client with information on CCO's Screening Programs and informed Client that we are unable to remove them from our database. Withdrew the Client from receiving correspondence letters. Privacy Manager attempted to contact Client and requested the Client to call back should they wish to discuss the matter further.	27-Jun-18

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IPC Complaint #HC18-00148	PE	4-Jul-18	Client emailed CCO, copying Information and Privacy Commissioner with complaint about the ISAAC Survey structure for the EPIC Survey at a Regional Cancer Centre. Client was concerned that they were not informed that the survey was voluntary and that the survey was being conducted in a public space with inadequate privacy controls. Following the email, the Information and Privacy Commissioner issued a formal privacy complaint to investigate this matter further.	Yes	4-Jul-18	N/A	5-Jul-18	Privacy Specialist, Patient Centred Care	5-Jul-18	In Progress	Privacy Manager and Privacy Specialist to work with Information and Privacy Commissioner and CCO Portfolio to address Client concerns. Review EPIC Tool documentation, to ensure privacy requirements are accurately captured. Provide updated wording for the EPIC tool to indicate that responses are not mandatory. Work with Privacy Office at Hospital where Regional Cancer Centre is located and ask them to provide privacy training to Regional Cancer Centre staff.	Privacy Specialist	In Progress	Privacy complaint is being mediated with the Information and Privacy Commissioner. CCO's Legal and Privacy Office is providing information as requested to address Clients concerns and to ensure successful mediation of this complaint.	N/A Complainant is in communication with the Information and Privacy Commissioner
HRL-18	PE	5-Jul-18	Complaint contacted CCO through an anonymous participant survey to advise that a High Risk Lung site was leaving the Client's Personal Health Information on their voicemail.	No	5-Jul-18	N/A	N/A	Privacy Specialist	5-Jul-18	5-Jul-18	CCO High Risk Lung Program was asked to advise the High Risk Lung Cancer sites of this feedback and ask them to review the Hospital's policies regarding voicemail.	High Risk Lung Team	5-Jul-18	CCO's High Risk Lung Program followed up with High Risk Lung Cancer sites to advise them of the complaint and ask them to review the Hospital's privacy policies regarding voicemail.	5-Jul-18
1-20KQ79 F	PP	11-Jul-18	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	No	13-Jul-18	13-Jul-18	N/A	Contact Centre Agent	11-Jul-18	13-Jul-18	Provide the Client with information on CCO's Screening Program and CCO's mandate, including legislative authorities.	Contact Centre Agent	N/A	Contact Centre Agent attempted to contact Client, requesting they call back to address concerns. Client never returned calls.	N/A

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1-2PDOM UA	PP	26-Jul-18	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	26-Jul-18	N/A	26-Jul-18	Privacy Manager, Contact Centre Agent	26-Jul-18	26-Jul-18	Provide Client with information on CCO's mandate and legislative authority to operate the Screening Programs. Facilitate Client withdrawal from receipt of correspondence letter. Provide Client with confirmation of withdrawal letter.	Privacy Manager	26-Jul-18	Withdrew Client from receipt of correspondence letters. Provided information on CCO's legislative authority. Client requested to speak to someone in CCO's Legal and Privacy Office. Privacy Manager called Client, and began to explain the authority, but the Client hung-up. Privacy Manager generated a letter outlining CCO's authorities to collect Personal Health Information and mandate to operate the screening programs. No response from Client.	26-Jul-18
1-2PTFJ89	PP	13-Aug-18	Client expressed concerns about receiving screening correspondence. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	13-Aug-18	N/A	13-Aug-18	Privacy Manager	13-Aug-18	13-Aug-18	Provide information on CCO's mandate and legislative authorities to operate the screening programs. Facilitate withdrawal of the Client from receiving correspondence letters. Send confirmation of withdrawal letter. Provide Client with a letter explaining CCO's Prescribed Person legislative authority	Privacy Manager	13-Aug-18	Withdrew the Client from receipt of correspondence letters. Client refused confirmation of withdrawal letter. Privacy Manager sent Client a letter detailing CCO's Prescribed Person legislative authority.	13-Aug-18
1-2R2QC11	PP	28-Aug-18	Client was upset that CCO was collecting Personal Health Information without consent and requested a 'lockbox' be placed on their file. Client does not want to receive correspondence letters.	Yes	28-Aug-18	N/A	28-Aug-18	Contact Centre Agent	28-Aug-18	28-Aug-18	Provide Client with information on CCO's mandate and legislative authority, including lockbox information. Facilitate withdrawal of Client from receipt of correspondence letters. Provide confirmation of withdrawal letter.	Privacy Specialist, Contact Centre Agent, Contact Centre Floor Supervisor	28-Aug-18	Withdrew Client from receipt of correspondence letters. Client did not want to receive the confirmation letter. Explained CCO's authority under <i>Personal Health Information Protection Act</i> and provided information about lockbox.	28-Aug-18

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1-2R2QB RL	PP	28-Aug-18	Client felt it was an invasion of their privacy and CCO should not have their personal health information. Client would not provide any information and refused to speak to Contact Centre Agent. Contact Centre Agent redirected Client to Legal and Privacy Office.	Yes	28-Aug-18	N/A	28-Aug-18	Privacy Manager	28-Aug-18	28-Aug-18	Provide the Client with information on CCO's Screening Program and CCO's mandate, including legislative authorities.	Privacy Manager	28-Aug-18	Provided Client with CCO's mandate and legislative authorities to operate the Screening Programs. Privacy Manager spoke to Client. Client requested a formal letter detailing CCO's authority to collect Personal Health Information. Created letter with information on CCO's Screening Programs, including information on <i>Personal Health Information Protection Act</i> .	28-Aug-18
1-2RQCV GL	PP	10-Sep-18	Client was concerned that neighbour opened mail. Client also concerned that CCO uses mail to send Personal Health Information	Yes	13-Sep-18	N/A	10-Sep-18	Contact Centre Agent	13-Sep-18	25-Sep-18	Provide the Client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal if required. Escalate issue to Service Management	Privacy Specialist, Contact Centre Agent, Service Management Agent	2-Oct-18	Provided the Client with information on CCO's Screening Programs. Withdrew the Client from receiving correspondence letters. Client did not want the confirmation letter, or the breach notification letter. Privacy Specialist created a response letter addressing concerns regarding the misdelivered Client's results.	2-Oct-18
1-2S826L J	PP	21-Sep-18	Client was concerned about lack of consent in CCO's collection of Personal Health Information. Client indicated that they would be going to the Information Privacy Commissioner of Ontario.	Yes	21-Sep-18	N/A	2-Oct-18	Privacy Specialist, Contact Centre Agent	21-Sep-18	1-Oct-18	Provide the Client with information on CCO's Screening Program and CCO's mandate, including legislative authorities.	Privacy Specialist, Contact Centre Agent	2-Oct-18	Generated a response to the Client detailing CCO's mandate and legislative authority to operate the Screening Programs, as well as noting CCO's review and approval by the Information Privacy Commissioner of Ontario. The Participant Information	2-Oct-18

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														Form was attached, along with instructions on how to complete the form in order to be withdrawn from receiving correspondence letters. No response from Client.	
1-2T5XAY X	PP	9-Oct-18	Client called Contact Centre requesting to withdraw from the CCO Screening Programs and expressed concerns regarding privacy.	Yes.	9-Oct-18	N/A	9-Oct-18	Privacy Specialist	09-Oct-18	9-Oct-18	Provide the Client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal Provide contact information for the Legal and Privacy Office	Privacy Specialist, Contact Centre Agent	9-Oct-18	Provided information on CCO's legislative authority to operate the Screening Programs. Client was withdrawn from receipt of correspondence letters. Confirmation letter was sent. Provided contact information for Legal and Privacy Office should client wish to discuss further.	09-Oct-18
1-2TILXL R	PP	10-Oct-18	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	11-Oct-18	N/A	11-Oct-18	Contact Centre Agent	11-Oct-18	11-Oct-18	Provide the Client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal if required.	N/A	17-Oct-18	Provided the Client with information on CCO's legislative authority and mandate to operate the Screening Programs. Contact Centre Agent withdrew Client and sent confirmation letter.	17-Oct-18
1-2UDWOM VM	PP	2-Nov-18	Client received result letter from high risk OBSP site which was unsealed/open	No	5-Nov-18	5-Nov-18	N/A	N/A	5-Nov-18	N/A	CCO to forward complaint to OBSP site for investigation and response	N/A	5-Nov-18	CCO directed the Client to contact the Ontario Breast Screening Program site with this concern. CCO also forwarded this complaint to the Ontario Breast Screening Program site to be addressed.	5-Nov-18

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1-2UJ6G8F	PP	5-Nov-18	Client was concerned about CCO having their personal health information. Client wanted to know who provided the information.	Yes	5-Nov-18	N/A	5-Nov-18	Contact Centre Agent	5-Nov-18	5-Nov-18	Provide the Client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal if required.	Privacy Specialist, Contact Centre Agent	5-Nov-18	Provided Client with information on CCO's Screening Programs and legislative authority to conduct this work. Withdrew from correspondence programs. No confirmation letter was sent. No further action was taken.	5-Nov-18
1-2V0RX6Q	PP	5-Nov-18	Client concerned that CCO has Personal Health Information without consent. Client felt it was an invasion of their privacy and CCO should not have their personal health information	Yes	5-Nov-18	N/A	5-Nov-18	Contact Centre Agent	05-Nov-18	5-Nov-18	Provide the Client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal if required.	Contact Centre Agent	5-Nov-18	Provided Client with information on CCO's Screening Programs including legislative authority. Withdrew the Client from receipt of correspondence letters. Client refused withdrawal from correspondence programs.	05-Nov-18
1-2V7T5PR (IPC 18-89)	PP	19-Nov-18	Client wished to withdraw from the Screening Programs. Contact Centre was unable to authenticate Client. A complaint was registered with the Information and Privacy Commissioner of Ontario.	Yes	19-Nov-18	N/A	19-Nov-18	Privacy Specialist	19-Nov-18	26-Nov-18	Generate a response to the Information and Privacy Commissioner of Ontario Complaint, detailing interactions with the Client. Withdraw Client from receipt of correspondence letters.	Privacy Specialist, Contact Centre Agent	26-Nov-18	Withdrew the Client from receipt of correspondence letters. Generated a response letter to the Information and Privacy Commissioner of Ontario Complaint, outlining CCO's authority to run the Screening Programs. Letter was sent to Information and Privacy Commissioner of Ontario in response.	N/A Complainant is in communication with Information and Privacy Commissioner.
1-2VNN4Z3	PP	25-Nov-18	Client contacted the Contact Centre with concerns that their scans were not being sent to a site in the United States.	No	25-Nov-18	25-Nov-18	N/A	Privacy Specialist	25-Nov-18	25-Nov-18	Forward complaint to Ontario Breast Screening Program site for investigation and follow up	Service Delivery Agent	25-Nov-18	CCO forwarded the complaint to the Ontario Breast Screening Program site for investigation and follow-up.	25-Nov-18

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1-2X4X74M	PP	10-Jan-19	Client noted they do not want to receive correspondence letters and requested to be withdrawn from the Cancer Screening Correspondence Program.	Yes	10-Jan-19	N/A	10-Jan-19	Contact Centre Agent	10-Jan-19	21-Jan-19	Facilitate withdrawal of Client.	Contact Centre Agent	21-Jan-19	Client was withdrawn from receipt of further correspondence. No confirmation letter was sent.	21-Jan-19
1-2ZVXUJH (IPC HC-24)	PP	13-Feb-19	Anonymous Client had concerns about CCO having their PHI. A letter was received from the Information and Privacy Commissioner of Ontario.	Yes	8-Mar-19	N/A	N/A	Privacy Specialist, Privacy Manager	Mar/8/19	10-Jul-19	Provide a response to the Information and Privacy Commissioner of Ontario detailing CCO's authority under PHIPA, training of CCO employees, data security as well as information on CCO's Screening Programs	Privacy Specialist	14-Mar-19	Response letter generated addressing concerns of the client. Letter detailed CCO's Authorities under PHIPA, training of CCO employees and how data security is maintained. Response sent to Information and Privacy Commissioner of Ontario	N/A Complainant is in communication with Information and Privacy Commissioner.
1-30OP958	PP	1-Mar-19	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	8-Apr-19	N/A	N/A	Privacy Specialist	8-Apr-19	9-Apr-19	Provide the client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal by providing Participant Information Form. Provide letter from Cancer Screening Operations Director that addresses privacy and program concerns.	Privacy Specialist, Privacy Manager, Contact Centre Agent	10-May-19	Provided information on CCO's legislative authorities for operating the Screening Programs. Client returned the Participant Information Form and was withdrawn from correspondence letters. Client indicated they would escalate to the Ministry of Health and the IPC.	10-May-19
1-317AGY5	PP	12-Mar-19	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	12-Mar-19	N/A	12-Mar-19	Contact Centre Agent	12-Mar-19	12-Mar-19	Provide the client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal	Contact Centre Agent	12-Mar-19	Provided client with information on CCO's Screening Programs and the authority to conduct this work. Client was withdrawn from receipt of further correspondence. Client declined confirmation letter. Contact Centre Agent provided telephone number for the Ministry of Health.	12-Mar-19

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1-32MHF8R	PP	11-Apr-19	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes, will be investigated.	11-Apr-19	N/A	11-Apr-19	Privacy Specialist	11-Apr-19	17-Apr-19	Provide the client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal Provide information on how to submit a formal Freedom of Information Request.	Privacy Specialist	17-Apr-19	Provided information on CCO's legislative authority to operate Screening Programs. Contact Centre Agent offered to withdraw the client, but could not authenticate. Client could not be withdrawn for receiving correspondence letters. Privacy followed up and requested a convenient time to speak to the Client regarding their concerns. No response, no further action taken.	17-Apr-19
1-33AUTIW	PP	26-Apr-19	Client does not like that CCO has personal health information without consent. Client would like to be withdrawn from receiving correspondence letters.	Yes	29-Apr-19	N/A	29-Apr-19	Privacy Specialist	29-Apr-19	9-May-19	Provide the client with information on CCO's Screening Program and CCO's mandate, including legislative authorities. Facilitate withdrawal from Screening Programs	Privacy Specialist	9-May-19	Provided information to Client on Screening Programs and CCO's authority to conduct this work. Contact Centre Agent withdrew client. Sent client confirmation letter. Created a letter in response addressing authority under PHIPA, CCO's mandate and additional information on Screening Programs.	9-May-19
1-33FDIFA	PP	29-Apr-19	Client sent an email with concerns regarding the receipt of results from a third-party, not primary care provider. Client also has concerns with CCO's process to withdraw receipt from correspondence.	Yes	30-Apr-19	N/A	30-Apr-19	Contact Centre Agent	30-Apr-19	2-May-19	Provide the client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal Provided information about CCO's use of fax	Contact Centre Agent, Privacy Specialist	3-May-19	Provided information on CCO's Screening Programs as well as our authority to conduct this work and addressed CCO's use of fax. Contact Centre Agent sent Participant Information Form. Form was never returned to CCO.	06-May-19

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1-33RLBA2	PP	7-May-19	Client called saying they are concerned that their doctor shared their personal health information with CCO.	Yes	7-May-19	N/A	7-May-19	Contact Centre Agent	07-May-19	7-May-19	Provide the client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal if required.	Contact Centre Agent	7-May-19	Provided information on CCO's legislative authority to operate Screening Programs. Contact Centre Agent offered to withdraw the client. Client would not authenticate. No further action possible.	07-May-19
1-33T2GC C	PP	8-May-19	Client called wanting to be withdrawn from receipt of further correspondence. Would not authenticate.	Yes	8-May-19	N/A	8-May-19	Contact Centre Agent	08-May-19	8-May-19	Provide the client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Provide Participant Information Form	Contact Centre Agent	08-May-19	Provided information on CCO's legislative authority to operate Screening Programs. Contact Centre Agent offered to withdraw the client. Client would not authenticate. Contact Centre Agent provided information on the Participant Information Form. Call was disconnected	08-May-19
1-34YQX33	PP	27-May-19	Client sent letter with concerns over the correspondence they were receiving from CCO. Client also requested copies of CCO's privacy and security policies and procedures and explanation of CCO's authority to operate the Cancer Screening Program.	Yes	27-May-19	N/A	13-Jun-19	Privacy Manager	27-May-19	23-Sep-19	Provide letter response to client inquiries, addressing their concerns and withdrawal from screening correspondence program. Provide a copy of CCO's Privacy Policy and the contact information for the Ministry of Health.	Privacy Manager	23-Sep-19	The Privacy Manager included a copy of CCO's Privacy Policy, a link to the Memorandum of Understanding between the Ministry of Health and CCO, and requested contact information in second response. Client was withdrawn from receipt of correspondence letters.	23-Sep-19

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1-358ERJ4	PP	10-Jun-19	Client called with concerns about her PHI being shared with someone other than primary care provider.	Yes	10-Jun-19	N/A	10-Jun-19	Contact Centre Agent	10-Jun-19	10-Jun-19	Provide the client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal if required.	Contact Centre Agent	10-Jun-19	Provided information on Cancer Screening correspondence. Provided information on our authority to conduct this work. Contact Centre Agent sent the Client the Participant Information Form to withdraw from receipt of the correspondence letters. The Participant Information Form was never returned.	10-Jun-19
1-379FTCU	PP	30-Jul-19	Client had concerns around receiving screening results in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	31-Jul-19	N/A	31-Jul-19	Contact Centre Agent	31-Jul-19	31-Jul-19	Provide the client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal if required.	Contact Centre Agent	30-Jul-19	Provided the Client with information on CCO's Screening Programs and the authority to conduct this work. Client was withdrawn over the phone from receipt of the correspondence letters. Confirmation letter was sent.	31-Jul-19
1-394N4EA	PP	16-Sep-19	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	16-Sep-19	N/A	16-Sep-19	Contact Centre Agent	16-Sep-19	16-Sep-19	Provide the client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal if required.	Contact Centre Agent	16-Sep-19	Provided Client with information on CCO's Screening Program and CCO's authority to conduct this work. Contact Centre Agent withdrew Client from receipt of the correspondence letters. Confirmation letter was sent	16-Sep-19

Activity #	PE / PP	Complaint Received	Nature of Complaint	Investigate (Y/N)	Investigation Decision Date	Date complainant advised that no investigation will	Date Complainant advised that an investigation will be conducted	Agent conducting investigation	Date Investigation Commenced	Date Investigation Completed	Recommendations	Agent addressing recommendations	Date recommendations addressed	Manner in which recommendations addressed	Date complaint was advised of findings and measures taken
1-397EDV1	PP	18-Sep-19	Client expressed concerns about receiving screening correspondence in the mail. Client felt it was an invasion of their privacy and CCO should not have their personal health information.	Yes	18-Sep-19	N/A	18-Sep-19	Contact Centre Agent	18-Sep-19	18-Sep-19	Provide the client with further explanation about the nature of the screening programs. Provide information on CCO's mandate and legislative authority to operate the screening programs. Facilitate withdrawal if required.	Contact Centre Agent	18-Sep-19	Provided Client with information on CCO's Screening Programs and the authority to conduct this work. Contact Centre Agent withdrew the Client from receipt of the correspondence letters. Confirmation letter was sent.	18-Sep-19
N/A	PP	23-Sep-19	Client called with concerns regarding the content of the breach notification letter. Client would not authenticate.	No	23-Sep-19	23-Sep-19	N/A	Privacy Specialist	23-Sep-19	23-Sep-19	Facilitate withdrawal, if requested, once authenticated.	Contact Centre Agent	23-Sep-19	Client was advised that if they authenticate CCO could remove them from receipt of correspondence letters. Client refused to authenticate. No further action possible	

Appendix H – Log of Security Audits

The nature and type of the security audit conducted	System / Product	The date security audit completed	The agent(s) completing security audit	The recommendations arising from the security audit	The agent(s) responsible for addressing each recommendation
Technical Vulnerability Assessment	GI Endoscopy	2016-12-08	EISO	Ongoing configuration (hw/sw) changes	IT Operations
Security Assessment	HCMS (Workday)	2016-12-08	EISO	Software development improvements	IT Operations
Phishing Campaign	N/A	2016-12-20	EISO	Procedural and ongoing operations improvements	EISO
Security Assessment	KCA FNCR Reporting Project Phase 2	2017-01-16	EISO	Account management changes	IT Operations
				Data sharing, archiving, and disposal improvements	IT Operations
				Ongoing configuration (hw/sw) changes	IT Operations
				Procedural and ongoing operations improvements	IT Operations
				Procedural and ongoing operations improvements	Privacy
				Vendor update	IT Operations
Password Audit	N/A	2017-01-25	EISO	Account management changes	IT Operations, Service Desk, EISO
Vulnerability Assessment	HCMS (Workday)	2017-02-10	EISO	Ongoing configuration (hw/sw) changes	IT Operations
Security Assessment	ISAAC	2017-02-14	EISO	Deployment change	IT Operations
				Procedural and ongoing operations improvements	IT Operations/Project/Program
Security Assessment	ISAAC	2017-02-15	EISO	Procedural and ongoing operations improvements	IT Operations
Vulnerability Assessment	ISAAC	2017-02-17	EISO	Ongoing Configuration (Hardware/Software)	IT Operations
				Software development improvements	Development team
Phishing Campaign	N/A	2017-03-03	EISO	Procedural and ongoing operations improvements	EISO
Threat and Risk Assessment	eCTAS	2017-03-30	External	3rd Party components and integration improvements	IT Operations
				Deployment change	IT Operations
				Procedural and ongoing operations improvements	IT Operations
				Software development improvements	IT Operations
Security Assessment	HRLCS	2017-04-05	EISO	Account management changes	IT Operations
				Data sharing, archiving, and disposal improvements	IT Operations
				Data sharing, archiving, and disposal improvements	Privacy
Threat and Risk Assessment	Eclipse & Lexicon	2017-04-26	EISO	Deployment change	IT Operations
				Ongoing configuration (hw/sw) changes	IT Operations
				Ongoing configuration (hw/sw) changes	IT Operations & vendor
Threat and Risk Assessment	MS OneDrive	2017-05-10	EISO	Account management changes	IT Operations
				Data access and data management changes	IT Operations

The nature and type of the security audit conducted	System / Product	The date security audit completed	The agent(s) completing security audit	The recommendations arising from the security audit	The agent(s) responsible for addressing each recommendation
				Ongoing configuration (hw/sw) changes	IT Operations
				Procedural and ongoing operations improvements	IT Operations
Phishing Campaign	N/A	2017-06-28	EISO	Procedural and ongoing operations improvements	EISO
Threat and Risk Assessment	eCTAS	2017-07-28	EISO	3rd party components and integration improvements	IT Operations
				Design change	IT Operations
				Procedural and ongoing operations improvements	IT Operations
Password Audit	N/A	2017-08-16	EISO	Account management changes	IT Operations, Service Desk, EISO
Phishing Campaign	N/A	2017-09-21	EISO	Procedural and ongoing operations improvements	EISO
Security Assessment	CCO Family of Websites	2017-10-13	EISO	Account management changes	CCO Web Services Team
				Account management changes	Development team
				Data sharing, archiving, and disposal improvements	CCO Web Services Team
				Deployment change	IT Operations
				Design change	CCO Web Services Team
				Ongoing configuration (hw/sw) changes	CCO Web Services Team
				Procedural and ongoing operations improvements	CCO Web Services Team
Security Assessment	MCIQ	2017-11-01	EISO	Account management changes	IT Operations
				Deployment change	Development team
				Deployment change	IT Operations
				Procedural and ongoing operations improvements	IT Operations
Security Assessment	FIT	2017-11-27	EISO	3rd Party components and integration improvements	Development team
				Account management changes	IT Operations
				Account management changes	Project team
				Ongoing configuration (hw/sw) changes	Project team
				Procedural and ongoing operations improvements	IT Operations
				Procedural and ongoing operations improvements	Project/Program
				Software development improvements	Project/Program
Phishing Campaign	N/A	2018-01-20	EISO	Procedural and ongoing operations improvements	EISO
Vulnerability Assessment	ORRS	2018-03-07	EISO	Ongoing configuration (hw/sw) changes	Dev/Ops
				Ongoing configuration (hw/sw) changes	IT Operations
Phishing Campaign	N/A	2018-03-08	EISO	Procedural and ongoing operations improvements	EISO

The nature and type of the security audit conducted	System / Product	The date security audit completed	The agent(s) completing security audit	The recommendations arising from the security audit	The agent(s) responsible for addressing each recommendation
Password Audit	N/A	2018-03-22	EISO	Account management changes	IT Operations, Service Desk, EISO
Vulnerability Assessment	DSP	2018-04-16	EISO	Ongoing configuration (hw/sw) changes	IT Operations
				Vendor update	Development team
				Vendor update	IT Operations
Threat and Risk Assessment	OLIS	2018-05-01	EISO	Procedural and ongoing operations improvements	Data Assets
Phishing Campaign	N/A	2018-06-15	EISO	Procedural and ongoing operations improvements	EISO
Password Audit	N/A	2018-06-20	EISO	Account management changes	IT Operations, Service Desk, EISO
Vulnerability Assessment	iPort / iPort Access	2018-07-10	EISO	Ongoing configuration (hw/sw) changes	IT Operations
Phishing Campaign	N/A	2018-09-19	EISO	Procedural and ongoing operations improvements	EISO
Threat and Risk Assessment	PET	2018-09-28	EISO	Ongoing configuration (hw/sw) changes	Project/Program
				Procedural and ongoing operations improvements	Project/Program
Security Assessment	FIT	2018-11-16	EISO	Procedural and ongoing operations improvements	IT Operations
Threat and Risk Assessment	WTIS	2018-12-07	EISO	Procedural and ongoing operations improvements	Product Management
Phishing Campaign	N/A	2018-12-17	EISO	Procedural and ongoing operations improvements	EISO
Vulnerability Assessment	EDQMM	2018-12-21	EISO	Software development improvements	IT Operations
				Ongoing configuration (hw/sw) changes	IT Operations
Phishing Campaign	N/A	2019-02-13	EISO	Procedural and ongoing operations improvements	EISO
Vulnerability Assessment	Drug Formulary	2019-03-13	EISO	Ongoing configuration (hw/sw) changes	IT Operations
Vulnerability Assessment	FIT DSP Integration	2019-03-19	EISO	Ongoing configuration (hw/sw) changes	IT Operations
Vulnerability Assessment	ALR-DSP	2019-05-27	EISO	Ongoing configuration (hw/sw) changes	IT Operations
Vulnerability Assessment	DSP SSO-Kyphoplasty Vertebroplasty	2019-05-28	EISO	Ongoing configuration (hw/sw) changes	IT Operations
Vulnerability Assessment	eClaims	2019-06-13	EISO	Ongoing configuration (hw/sw) changes	IT Operations
				Ongoing configuration (hw/sw) changes	Dev/Ops
Security Assessment	Workday	2019-09-18	External	Address Medium priority Findings from SA	IT Operations
Phishing Campaign	N/A	2019-09-19	EISO	Procedural and ongoing operations improvements	IT Operations, EISO
Password Audit	N/A	2019-09-20	EISO	Account management changes	IT Operations, Service Desk, EISO
Vulnerability Assessment	eCTAS	2019-09-27	External	Address Critical and High Vulnerabilities from VA	Development team
				Address Medium Vulnerabilities from VA	IT Operations

Appendix I – Security Incident Log

Incident Category	Date of Incident Occurrence	Date Discovered / Reported	Sensitivity of Information Involved	Security Breach	Containment Measures	Containment Date	External Notification Date	Investigation Complete Date	Investigated By	Recommendations	Manner of Recommendations Implementations	Recommendations Implemented Date	Implementer
Malicious Logic or Code	2019-10-11	2019-10-11	Not Applicable	No	Isolate the laptop	2019-10-11		2019-10-11	EISO	Verify policy enforcement	- Run Full Windows Defender scan - Reimage the laptop	2019-10-11	EISO, Service Desk, IT Ops
Malicious Logic or Code	2019-10-02	2019-10-02	Not Applicable	No	Isolate the laptop	2019-10-02		2019-10-07	EISO	User education	- Run Full Antivirus scan - Reimage the laptop - Provided user education	2019-10-07	EISO, Service Desk, IT Ops
Malicious Logic or Code	2019-10-02	2019-10-02	Not Applicable	No	Laptop was isolated	2019-10-02		2019-10-02	EISO	Verify policy enforcement	- Run a Full Scan - Reimage Laptop	2019-10-02	EISO, Service Desk, IT Ops
Malicious Logic or Code	2019-09-20	2019-09-20	Not Applicable	No	Report the phishing email	2019-09-20		2019-09-20	EISO	Verify policy enforcement	Delete the email and inform Microsoft	2019-09-20	EISO
Malicious Logic or Code	2019-09-18	2019-09-18	Not Applicable	No	- Confirm with the partner if they are receiving CCO emails - Report the email with Report Phishing	2019-09-18	2019-09-18	2019-09-18	EISO	User education	- Request was sent to eHealth Ontario to fix their overloaded server - Provided user education	2019-09-18	EISO, eHealth Ontario
Malicious Logic or Code	2019-09-15	2019-09-15	Not Applicable	No	Clear Browser cache	2019-09-16		2019-09-27	EISO	User education; Verify policy enforcement	- Run a Full Windows Defender scan - User Education	2019-09-27	EISO
Malicious Logic or Code	2019-09-11	2019-09-11	Not Applicable	No	- Clear the Download folder - Clear the browser cache	2019-09-12		2019-09-27	EISO	User education; Verify policy enforcement	- Run a Full Windows Defender Scan - Confirm that the files have been removed - Provided user education	2019-09-12	EISO
Malicious Logic or Code	2019-08-26	2019-08-26	Not Applicable	No	Delete the file	2019-08-26		2019-08-26	EISO	User education	- Run a Full Windows Defender scan - Provided user education	2019-08-26	EISO
Malicious Logic or Code	2019-08-24	2019-08-24	Not Applicable	No	Delete the AppData	2019-08-26		2019-08-26	EISO	User education	- Run a Full Windows Defender scan - Confirm that the cache was cleared - Provided user education	2019-08-26	EISO
Malicious Logic or Code	2019-08-21	2019-08-21	Not Applicable	No	Delete the file	2019-08-21		2019-08-21	EISO	User education	- Run a Full Windows Defender scan - Provided user education	2019-08-21	EISO, IT Operations, Service Desk
Malicious Logic or Code	2019-08-12	2019-08-12	Not Applicable	No	Delete the file	2019-08-12		2019-08-13	EISO	User education	- Run a Full Windows Defender scan - Confirm that the files were deleted - Provided user education	2019-08-12	EISO
Malicious Logic or Code	2019-08-09	2019-08-09	Not Applicable	No	Delete the file	2019-08-12		2019-08-12	EISO	User education	- Run a Windows Defender scan - Provided user education	2019-08-12	EISO
Malicious Logic or Code	2019-08-06	2019-08-06	Not Applicable	No	Delete the AppData	2019-08-07		2019-08-07	EISO	User education	- Run a Full Windows Defender scan - Confirm file deletion - Provided user education	2019-08-07	EISO

Incident Category	Date of Incident Occurrence	Date Discovered / Reported	Sensitivity of Information Involved	Security Breach	Containment Measures	Containment Date	External Notification Date	Investigation Complete Date	Investigated By	Recommendations	Manner of Recommendations Implementations	Recommendations Implemented Date	Implementer
Malicious Logic or Code	2019-08-05	2019-08-05	Not Applicable	No	Delete the file	2019-08-06		2019-08-07	EISO	User education	- Run a Full Windows Defender scan - Provided user education	2019-08-09	EISO
Malicious Logic or Code	2019-07-31	2019-07-31	Not Applicable	No	- Delete the file - Clear the Cache	2019-07-31		2019-08-02	EISO	Verify policy enforcement	Run a Full Windows Defender scan	2019-08-02	EISO
Malicious Logic or Code	2019-07-30	2019-07-30	Not Applicable	No	Delete the file	2019-07-31		2019-07-31	EISO	Verify policy enforcement	Investigate the file activity	2019-07-31	EISO
Reconnaissance Activity	2019-07-30	2019-07-30	Not Applicable	No	Delete the email	2019-07-30		2019-07-31	EISO	Verify policy enforcement	- Confirm email deletion - Send out a notice about the Phishing emails	2019-07-31	EISO
Malicious Logic or Code	2019-07-29	2019-07-29	Not Applicable	No	Delete the file	2019-07-30		2019-07-30	EISO	Verify policy enforcement	Run a Full Windows Defender scan	2019-07-30	EISO
Malicious Logic or Code	2019-07-29	2019-07-29	Not Applicable	No	Delete the file	2019-07-30		2019-07-30	EISO	Verify policy enforcement	Run a Full Windows Defender scan	2019-07-30	EISO
Malicious Logic or Code	2019-07-29	2019-07-29	Not Applicable	No	Delete the file	2019-07-29		2019-07-29	EISO	Verify policy enforcement	Run a Full Windows Defender scan	2019-07-29	EISO
Malicious Logic or Code	2019-07-26	2019-07-26	Not Applicable	No	Delete the file	2019-07-26		2019-07-26	EISO	Verify policy enforcement	Run a Full Windows Defender scan	2019-07-26	IT Operations
Malicious Logic or Code	2019-07-19	2019-07-19	Not Applicable	No	Clear the AppData	2019-07-19		2019-07-19	EISO	Verify policy enforcement	Validate the Network Activity	2019-07-19	IT Operations
Malicious Logic or Code	2019-07-18	2019-07-18	Not Applicable	No	Delete the file	2019-07-18		2019-07-18	EISO	Verify policy enforcement	Run a Full Windows Defender scan	2019-07-18	Service Desk
Malicious Logic or Code	2019-07-17	2019-07-17	Not Applicable	No	Clear the Cache	2019-07-17		2019-07-17	EISO	Verify policy enforcement	Run a Full Windows Defender scan	2019-07-17	EISO
Malicious Logic or Code	2019-07-17	2019-07-17	Not Applicable	No	Stop file activity	2019-07-17		2019-07-17	EISO	Verify policy enforcement	Run a Full Windows Defender scan	2019-07-17	EISO
Malicious Logic or Code	2019-07-15	2019-07-15	Not Applicable	No	Delete the file	2019-07-15		2019-07-15	EISO	Verify policy enforcement	- Run a Full Windows Defender scan - Confirm that the file has been deleted	2019-07-15	EISO
Malicious Logic or Code	2019-07-15	2019-07-15	Not Applicable	No	Suspicious traffic was Blocked	2019-07-15		2019-07-18	EISO	Verify policy enforcement	- Monitor events - Collect 400 Error message information	2019-07-15	EISO
Malicious Logic or Code	2019-07-10	2019-07-10	Not Applicable	No	Clear Browser Cache	2019-07-10		2019-07-10	EISO	Verify policy enforcement	- Run Full Windows Defender scan	2019-07-10	EISO
Malicious Logic or Code	2019-06-18	2019-06-18	Not Applicable	No	Delete the file	2019-06-18		2019-06-18	EISO	User education; Verify policy enforcement	- Run a full Windows Defender scan - Clear internet browser cache - Provided user education	2019-06-18	EISO
Malicious Logic or Code	2019-06-09	2019-06-09	Not Applicable	No	Delete the file	2019-06-10		2019-06-10	EISO	User education; Verify policy enforcement	- Run a full Windows Defender scan - Confirm that the file has been deleted - Provided user education	2019-06-10	EISO
Malicious Logic or Code	2019-06-05	2019-06-05	Not Applicable	No	- Cleared cache tied to user browsing -Submitted URL reputation changes for relevant sites	2019-06-05		2019-06-05	EISO	User education	- Submitted URL reputation change - User security awareness	2019-06-05	EISO

Incident Category	Date of Incident Occurrence	Date Discovered / Reported	Sensitivity of Information Involved	Security Breach	Containment Measures	Containment Date	External Notification Date	Investigation Complete Date	Investigated By	Recommendations	Manner of Recommendations Implementations	Date Recommendations Implemented	Implementer
Malicious Logic or Code	2019-06-05	2019-06-05	Not Applicable	No	- Windows Defender detected the temp files and removed them - IT Operations indicates user does not have local admin rights, nor access to PHI - Looks to be temporary internet data stored in In the cache folder	2019-06-05		2019-06-05	EISO	User education; Verify policy enforcement	- Windows Defender clean-up of temp files - Provided user education	2019-06-05	IT Operations
Malicious Logic or Code	2019-06-05	2019-06-05	Not Applicable	No	Clear the cache	2019-06-05		2019-06-17	EISO	User education; Verify policy enforcement	- Delete the Appdata - Run a full Windows Defender scan - Provided user education	2019-06-05	EISO
Malicious Logic or Code	2019-06-05	2019-06-05	Not Applicable	No	Clear browser cache	2019-06-05		2019-06-17	EISO	User education; Verify policy enforcement	- Delete the file from AppData - Run a full Windows Defender scan - Provided user education	2019-06-05	EISO
Malicious Logic or Code	2019-06-04	2019-06-04	Not Applicable	No	- User does not have local admin rights - User has access to PHI - File was never executed, nor were any child processes executed	2019-06-04		2019-06-04	EISO	User education	User security awareness	2019-06-04	IT Operations
Malicious Logic or Code	2019-06-03	2019-06-03	Not Applicable	No	Delete the file	2019-06-03		2019-06-17	EISO	User education; Verify policy enforcement	- Run a Windows Defender scan - Block affected websites - Provided user education	2019-06-03	EISO
Malicious Logic or Code	2019-05-31	2019-05-31	Not Applicable	No	- IT Operations determined that user does not have local admin rights or PHI access - File was removed prior to execution - No abnormal behaviour from the user at that point in time	2019-05-31		2019-05-31	EISO	User education	- Advanced Endpoint Protection investigation included access levels, execution, user behaviour analytics - Provided user education	2019-05-31	EISO
Malicious Logic or Code	2019-05-29	2019-05-29	Not Applicable	No	Deleted file, ran full Windows Defender scan	2019-05-30		2019-05-30	EISO	User education	- Run a full Windows Defender scan - Provided user education	2019-05-30	EISO
Malicious Logic or Code	2019-05-24	2019-05-24	Not Applicable	No	Delete the file from Download	2019-05-24		2019-05-24	EISO	User education; Verify policy enforcement	- Run a full Windows Defender scan - Confirm that the file has been deleted - Provided user education	2019-05-24	EISO
Malicious Logic or Code	2019-05-21	2019-05-21	Not Applicable	No	Delete the file from the Recycle Bin	2019-05-21		2019-05-21	EISO	User education	- Run a full Windows Defender scan - Confirm that the file has been deleted - Provided user education	2019-05-21	EISO

Incident Category	Date of Incident Occurrence	Date Discovered / Reported	Sensitivity of Information Involved	Security Breach	Containment Measures	Containment Date	External Notification Date	Investigation Complete Date	Investigated By	Recommendations	Manner of Recommendations Implementations	Date Recommendations Implemented	Implementer
Malicious Logic or Code	2019-05-20	2019-05-20	Not Applicable	No	Delete the file from downloads	2019-05-23		2019-05-23	EISO	User education; Verify policy enforcement	- Run a full Windows Defender scan - Confirm that the file has been deleted - Provided user education	2019-05-23	EISO
Malicious Logic or Code	2019-05-19	2019-05-19	Not Applicable	No	Delete the file from Downloads	2019-05-21		2019-05-21	EISO	User education; Verify policy enforcement	- Run a full Windows Defender scan - Confirm that the file has been deleted - Provided user education	2019-05-21	EISO
Malicious Logic or Code	2019-05-15	2019-05-15	Not Applicable	No	Clear the Recycle Bin	2019-05-15		2019-05-15	EISO	User education; Verify policy enforcement	- Run a full Windows Defender scan - Confirm that the file in the Recycle Bin was deleted - Provided user education	2019-05-15	EISO
Malicious Logic or Code	2019-05-10	2019-05-10	Not Applicable	No	Delete the downloaded file	2019-05-13		2019-05-13	EISO	User education; Verify policy enforcement	- Run a full Windows Defender scan - Confirm that the file has been deleted - Provided user education	2019-05-13	EISO
Malicious Logic or Code	2019-05-08	2019-05-08	Not Applicable	No	Disable laptop in AD	2019-05-08		2019-05-09	EISO	User education; Verify policy enforcement	- Run a Tier 2 scan - Provided user education	2019-05-09	EISO, Service Desk
Malicious Logic or Code	2019-05-07	2019-05-07	Not Applicable	No	Clear the cache	2019-05-07		2019-05-08	EISO	User education; Verify policy enforcement	- Run a full Windows Defender scan - Confirmed that the cache has been cleared - Provided user education	2019-05-08	EISO
Malicious Logic or Code	2019-05-06	2019-05-06	Not Applicable	No	Disconnect the laptop from the network	2019-05-06		2019-05-08	EISO	Verify policy enforcement	Run a Tier 2 scan	2019-05-07	Service Desk
Malicious Logic or Code	2019-05-02	2019-05-02	Not Applicable	No	Clear the cache	2019-05-02		2019-05-02	EISO	User education	- Run a full Windows Defender scan - Confirm cache cleared - Provided user education	2019-05-02	EISO
Malicious Logic or Code	2019-04-30	2019-04-30	Not Applicable	No	Delete the downloaded file	2019-05-01		2019-05-02	EISO	Verify policy enforcement	- Run a full Windows Defender scan - Confirm that the file was deleted	2019-05-01	Service Desk
Malicious Logic or Code	2019-04-30	2019-04-30	Not Applicable	No	Clear the cache	2019-04-30		2019-05-02	EISO	User education	- Run a full Windows Defender scan - Confirm cache cleared - Confirm that the AppData was deleted - Provided user education	2019-05-02	EISO
Malicious Logic or Code	2019-04-25	2019-04-25	Not Applicable	No	Clear the cache	2019-04-26		2019-04-26	EISO	Verify policy enforcement	- Run a full Windows Defender scan - Confirm that the cache was clear - Delete the AppData	2019-04-26	EISO

Incident Category	Date of Incident Occurrence	Date Discovered / Reported	Sensitivity of Information Involved	Security Breach	Containment Measures	Containment Date	External Notification Date	Investigation Complete Date	Investigated By	Recommendations	Manner of Recommendations Implementations	Date Recommendations Implemented	Implementer
Inappropriate Use	2019-04-10	2019-04-10	Not Applicable	No	Stop the file transfer to the USB	2019-04-10		2019-04-10	EISO	Verify policy enforcement	- Format the USB - Identify the files copied by the user	2019-04-10	EISO
Malicious Logic or Code	2019-03-28	2019-03-28	Not Applicable	No	Clear the cache	2019-03-29		2019-03-29	EISO	Verify policy enforcement	- A full Windows defender scan was run - Cache was confirmed to be cleared	2019-03-29	EISO
Malicious Logic or Code	2019-03-25	2019-03-25	Not Applicable	No	Delete the file	2019-03-25		2019-03-25	EISO	Verify policy enforcement	Confirm that the file was deleted	2019-03-25	EISO
Malicious Logic or Code	2019-03-25	2019-03-25	Not Applicable	No	Delete the file	2019-03-26		2019-03-26	EISO	User education; Verify policy enforcement	- Deleted the Windows.old folder - Ran a Tier 2 scan - Provided user education	2019-03-27	Service Desk
Other Policy Violation	2019-03-25	2019-03-25	Not Applicable	No	Delete the PHI data on the Share	2019-04-12		2019-04-12	EISO	User education	- Change the directory permissions to the correct ones - Confirm that the PHI data is removed - Provided user education	2019-04-11	EISO
Malicious Logic or Code	2019-03-17	2019-03-17	Not Applicable	No	Delete the file	2019-03-18		2019-03-18	EISO	Verify policy enforcement	Confirm that the file was deleted - not needed as the laptop is with Service Desk	2019-03-18	EISO
Malicious Logic or Code	2019-03-15	2019-03-15	Not Applicable	No	Delete the file	2019-03-18		2019-03-18	EISO	Verify policy enforcement	- Run a full Windows Defender scan - Confirm that the file was deleted	2019-03-18	EISO
Malicious Logic or Code	2019-03-14	2019-03-14	Not Applicable	No	Take the tablet off the network	2019-03-14		2019-03-15	EISO	User education	- Confirm that the tablet was taken off the network - Verify that the .exe is not malicious - Provided user education	2019-03-15	EISO
Malicious Logic or Code	2019-03-11	2019-03-11	Not Applicable	No	Clear the cache	2019-03-11		2019-03-11	EISO	Verify policy enforcement	- Run a full Windows scan - Confirm that the cache was cleared	2019-03-11	EISO
Malicious Logic or Code	2019-03-05	2019-03-05	Not Applicable	No	Delete the file	2019-03-05		2019-03-05	EISO	Verify policy enforcement	- Run a full Windows Defender scan - Confirm that the file was deleted	2019-03-05	EISO
Malicious Logic or Code	2019-02-26	2019-02-26	Not Applicable	No	Delete the file	2019-02-26		2019-02-27	EISO	User education	- Run a full Windows Defender scan - Run a Tier 2 scan - Confirm that the file was deleted - Provided user education	2019-02-27	EISO
Malicious Logic or Code	2019-02-22	2019-02-22	Not Applicable	No	- Disconnect from the CCO network - Turn off the laptop	2019-02-22	2019-02-25	2019-02-26	EISO	User education; Verify policy enforcement	- Tier 2 scan was run - Laptop was reimaged - The partner was notified of the spoof/compromised email - Provided user education	2019-02-25	EISO, Service Desk

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Malicious Logic or Code	2019-02-17	2019-02-17	Not Applicable	No	Confirm file deletion	2019-02-19		2019-02-19	EISO	User education	- Files were confirmed deleted - Policy was verified - A full Windows Defender scan was run - Provided user education	2019-02-19	EISO
Malicious Logic or Code	2019-02-15	2019-02-15	Not Applicable	No	- Unplug the D: Drive device - Delete the files on the D: Drive device	2019-02-15		2019-02-15	EISO	User education	- Formatted the CCO back up drive - Provided user education	2019-02-15	EISO
Malicious Logic or Code	2019-02-11	2019-02-11	Not Applicable	No	- Delete the file - Clear cache	2019-02-11		2019-02-15	EISO	User education; Verify policy enforcement	- Run a Windows Defender scan - Escalated to run a herdProtect scan - Reimaged the laptop based on the results - Provided user education	2019-02-11	EISO, Service Desk
Malicious Logic or Code	2019-02-06	2019-02-06	Not Applicable	No	- Unplug the USB device - Delete the files	2019-02-07		2019-02-07	EISO	User education	- Run a full Windows Defender scan - Confirmed why the USB was used - Provided user education	2019-02-07	EISO
Malicious Logic or Code	2019-02-05	2019-02-05	Not Applicable	No	- Unplug the D: Drive device - Delete the file	2019-02-05		2019-02-05	EISO	User education	- Run a full Windows Defender scan - Provided user education	2019-02-05	EISO
Malicious Logic or Code	2019-02-04	2019-02-04	Not Applicable	No	Delete the files in Downloads	2019-02-04		2019-02-04	EISO	User education	- Run a full Windows Defender scan - Confirm that the files were deleted from the Downloads folder - Provided user education	2019-02-04	EISO
Malicious Logic or Code	2019-02-01	2019-02-01	Not Applicable	No	Clear the cache	2019-02-01		2019-02-01	EISO	User education	- Run a full Windows defender scan - Confirm that the cache was cleared - Provided user education	2019-02-01	EISO
Malicious Logic or Code	2019-01-29	2019-01-29	Not Applicable	No	Clear the cache	2019-01-29		2019-01-29	EISO	Verify policy enforcement	- Run a full Windows Defender scan - Confirm that the cache was cleared	2019-01-29	EISO
Malicious Logic or Code	2019-01-26	2019-01-26	Not Applicable	No	Delete the file	2019-01-26		2019-01-31	EISO	Verify policy enforcement	- Run a full Windows Defender scan - Run a Tier 2 scan - Confirm who had the laptop	2019-01-29	EISO
Malicious Logic or Code	2019-01-25	2019-01-25	Not Applicable	No	Delete the file from the Downloads file	2019-01-25		2019-01-25	EISO	User education; Verify policy enforcement	- Run a full Windows Defender scan - Confirm that the file was deleted - Provided user education	2019-01-25	EISO
Malicious Logic or Code	2019-01-24	2019-01-24	Not Applicable	No	Delete the file from Downloads	2019-01-24		2019-01-24	EISO	Verify policy enforcement	- Run a full Windows Defender scan	2019-01-24	EISO

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											- Confirm that the file was deleted		
Malicious Logic or Code	2019-01-23	2019-01-23	Not Applicable	No	Delete the 2 files	2019-01-24		2019-01-24	EISO	Verify policy enforcement	- Run a full Windows Defender scan - Opened a ticket with Service Desk to run a herdProtect scan	2019-01-24	EISO
Malicious Logic or Code	2019-01-23	2019-01-23	Not Applicable	No	- Delete the emails and inform all stakeholders of the phishing emails - Set up the SPF to filter emails	2019-01-25	2019-01-23	2019-01-28	EISO	Verify policy enforcement	- Monitor the emails to stakeholders - Confirm the full deployment of the SPF filters	2019-01-28	EISO
Malicious Logic or Code	2019-01-18	2019-01-18	Not Applicable	No	Clear the cache	2019-01-18		2019-01-18	EISO	Verify policy enforcement	- Run a full Windows Defender scan - Confirm that cache was cleared	2019-01-18	EISO
Malicious Logic or Code	2019-01-18	2019-01-18	Not Applicable	No	Clear the cache	2019-01-18		2019-01-18	EISO	Verify policy enforcement	- Run a full Windows Defender scan - Confirm the cache was cleared	2019-01-18	EISO
Malicious Logic or Code	2019-01-18	2019-01-18	Not Applicable	No	Delete the Apple Backup files	2019-01-18		2019-01-18	EISO	Verify policy enforcement	- Run a full Windows Defender scan - Confirm that the file is deleted	2019-01-18	EISO
Malicious Logic or Code	2019-01-08	2019-01-08	Not Applicable	No	Delete the file from the Recycle Bin	2019-01-08		2019-01-29	EISO	Verify policy enforcement	- Run a full Windows Defender scan - Confirm file deletion	2019-01-29	EISO
Malicious Logic or Code	2018-12-27	2018-12-27	Not Applicable	No	- Remove local admin - User education	2018-12-28		2018-12-28	EISO	User education	- Run a full AV scan - Provide user education	2018-12-28	EISO, IT Operations
Malicious Logic or Code	2018-12-24	2018-12-24	Not Applicable	No	- Run AV scan - User education	2018-12-27		2018-12-27	EISO	User education	- Run a full AV scan - Provide user education	2018-12-27	EISO, IT Operations
Malicious Logic or Code	2018-12-18	2018-12-18	Not Applicable	No	Delete the partial downloaded files	2018-12-18		2018-12-18	EISO	Verify policy enforcement	- Ran a full Windows Defender scan - Confirmed file deletion	2018-12-18	EISO, IT Operations
Inappropriate Use	2018-11-28	2018-11-28	Not Applicable	No	- Unplug the device - Remove the file	2018-11-28		2018-11-28	EISO	User education	- Run a full AV scan - Confirm that the file has been deleted - Provide user education	2018-11-28	EISO, IT Operations
Malicious Logic or Code	2018-11-28	2018-11-28	Not Applicable	No	- Lock the Account - Change all connected passwords	2018-11-29		2018-11-29	EISO	User education	- Run a Tier 2 scan on the laptop - Confirm that the passwords have been changed - Provided user education	2018-11-29	EISO, IT Operations
Malicious Logic or Code	2018-11-22	2018-11-22	Not Applicable	No	Delete the file	2018-11-22		2018-11-22	EISO	User education	- Run a full AV/Windows Defender scan - Confirm file is deleted - Provide user education	2018-11-22	EISO, IT Operations
Inappropriate Use	2018-11-10	2018-11-10	Not Applicable	No	Remove the files from the USB	2018-11-12		2018-11-12	EISO	User education; Verify policy enforcement	- Inform the user of the USB policy - Confirm that the files have	2018-11-12	EISO, IT Operations

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											been removed from the USB - Have a tier 2 herdProtect scan done to confirm clear result - Provide user education		
Malicious Logic or Code	2018-11-06	2018-11-06	Not Applicable	No	Clear cache	2018-11-06		2018-11-06	EISO	Verify policy enforcement	Run a full AV scan	2018-11-06	EISO, IT Operations
Malicious Logic or Code	2018-10-30	2018-10-30	Not Applicable	No	Clear cache	2018-10-30		2018-10-30	EISO	Verify policy enforcement	Run a full AV scan	2018-10-30	EISO, IT Operations
Malicious Logic or Code	2018-10-27	2018-10-27	Not Applicable	No	Delete the files	2018-10-29		2018-10-30	EISO	Verify policy enforcement	Run a full Windows Defender scan to confirm file deletion	2018-10-29	EISO, IT Operations
Malicious Logic or Code	2018-10-22	2018-10-22	Not Applicable	No	Clean cache	2018-10-22		2018-10-22	EISO	Verify policy enforcement	- Run a full AV scan - Confirm that the cache has been cleaned	2018-10-22	EISO, IT Operations
Malicious Logic or Code	2018-10-18	2018-10-18	Not Applicable	No	Clear cache	2018-10-18		2018-10-19	EISO	Verify policy enforcement	Ran full AV scan	2018-10-19	EISO, IT Operations
Lost or Stolen Device	2018-10-14	2018-10-14	Not Applicable	No	- Disable the laptop's access - Disable User's badge access	2018-10-14		2018-10-15	EISO	Verify policy enforcement	Disabled Laptop AD, Laptop account and access badge	2018-10-14	Service Desk
Malicious Logic or Code	2018-10-14	2018-10-14	Not Applicable	No	Delete the file	2018-10-15		2018-10-16	EISO	Verify policy enforcement	Run a full Windows Defender scan to confirm deletion	2018-10-15	EISO, IT Operations
Malicious Logic or Code	2018-10-10	2018-10-10	Not Applicable	No	Clear the cache	2018-10-10		2018-10-10	EISO	Verify policy enforcement	Run full AV scan	2018-10-10	EISO, IT Operations
Malicious Logic or Code	2018-10-09	2018-10-09	Not Applicable	No	- Clear cache - Delete file	2018-10-09		2018-10-10	EISO	Verify policy enforcement	- Run a full AV scan - Confirm file delete	2018-10-09	EISO, IT Operations
Disruption of Service	2018-10-05	2018-10-05	Not Applicable	No	Lock Accounts	2018-10-05		2018-10-05	EISO	Verify policy enforcement	Accelerate the migration of O365 login to Azure AD to prevent the out of sync accounts	2018-10-05	EISO, IT Operations
Malicious Logic or Code	2018-10-04	2018-10-04	Not Applicable	No	Delete the file	2018-10-04		2018-10-04	EISO	Verify policy enforcement	- Run a full AV Scan - Confirm file deletion	2018-10-04	EISO, IT Operations
Malicious Logic or Code	2018-09-30	2018-09-30	Not Applicable	No	Clear Internet cache	2018-10-01		2018-10-01	EISO	Full AV Scan	- Run full AV Scan - Remove Quarantined Files	2018-10-01	EISO, IT Operations
Malicious Logic or Code	2018-09-27	2018-09-27	Not Applicable	No	- Have the user delete the file - Confirm clean scan	2018-09-27		2018-09-28	EISO	Verify policy enforcement	Have user run a full AV scan	2018-09-27	EISO, IT Operations
Malicious Logic or Code	2018-09-18	2018-09-18	Not Applicable	No	Create Service Request and have Tier 2 run a scan	2018-09-18		2018-09-21	EISO	Verify policy enforcement	- Service Request created - Assigned to Tier 2 for them to run a herdProtect scan	2018-09-21	EISO, IT Operations
Malicious Logic or Code	2018-09-14	2018-09-14	Not Applicable	No	Delete the Program	2018-09-14		2018-09-27	EISO	Verify policy enforcement	- Have the user delete FileZilla as it is not an approved program - Have the user run a full AV scan	2018-09-14	EISO, IT Operations
Malicious Logic or Code	2018-09-12	2018-09-12	Not Applicable	No	Advanced Endpoint Protection blocked the program	2018-09-12		2018-09-13	EISO	Verify policy enforcement	- Run a full AV scan - Remove the program	2018-09-12	EISO, IT Operations

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Malicious Logic or Code	2018-09-11	2018-09-11	Not Applicable	No	AV removed one of the PDF files	2018-09-11		2018-09-19	EISO	User education	- Had the user run a full AV scan - Let the user know how to handle phishing emails in the future, by reporting them with phishing notification tool	2018-09-12	EISO, IT Operations
Disruption of Service	2018-09-05	2018-09-05	Not Applicable	No	Lock user account	2018-09-05		2018-09-05	EISO	Verify policy enforcement	- Monitoring Remote user logins - Unlock account once verified	2018-09-05	EISO, IT Operations
Disruption of Service	2018-09-05	2018-09-05	Not Applicable	No	Lock user account	2018-09-05		2018-09-05	EISO	Verify policy enforcement	- Monitoring Remote user logins - Unlock account once verified	2018-09-05	EISO, IT Operations
Disruption of Service	2018-09-05	2018-09-05	Not Applicable	No	Block Traffic	2018-09-05		2018-09-05	EISO	Work with Vendor to mitigate the DDoS	- Monitoring the Public Sites - Enabling Cloud WAF on sites as needed	2018-09-05	EISO, IT Operations
Malicious Logic or Code	2018-08-30	2018-08-30	Not Applicable	No	Unplug D: Drive Device	2018-08-30		2018-09-27	EISO	User education	Provide user education	2018-09-27	EISO, IT Operations
Malicious Logic or Code	2018-08-22	2018-08-23	Not Applicable	No	- Delete the file - Run a full AV scan	2018-08-27		2018-08-27	EISO	User education; Verify policy enforcement	- Confirm that the file has been deleted - Move the tasks users do with FileZilla to WinSCP - Provide user education	2018-08-27	EISO, IT Operations
Malicious Logic or Code	2018-08-15	2018-08-15	Not Applicable	No	- Run full AV scan - Remove the file	2018-08-15		2018-08-16	EISO	Verify policy enforcement	Confirm the deletion of the file	2018-08-16	EISO, IT Operations
Malicious Logic or Code	2018-08-13	2018-08-13	Not Applicable	No	- Delete the file - Run a full AV scan	2018-08-13		2018-08-14	EISO	Verify policy enforcement	Confirmed the deletion of the file	2018-08-14	EISO, IT Operations
Malicious Logic or Code	2018-08-03	2018-08-03	Not Applicable	No	Run full AV scan	2018-08-03		2018-08-03	EISO	Verify policy enforcement	Have AV remove file	2018-08-03	EISO, IT Operations
Disruption of Service	2018-07-19	2018-07-19	Not Applicable	No	Block Traffic with Cloud WAF	2018-07-19		2018-07-19	EISO, IT Operations	Work with Vendor to mitigate the DDoS	- Monitoring the Public Sites - Enabling Cloud WAF on sites as needed	2018-07-19	Vendor
Inappropriate Use	2018-07-16	2018-07-16	Not Applicable	No	- Run AV Scan - Delete identified file from device	2018-07-17		2018-08-02	EISO	User education; Escalate to User's Manager	EISO manager met with user's manager. User's manager advised to educate user on policy. User's manager confirmed education provided.	2018-08-02	Development
Malicious Logic or Code	2018-07-05	2018-07-05	Not Applicable	No	Empty Recycle Bin	2018-07-05		2018-07-06	EISO	User education	- User Education - Full AV Scan	2018-07-06	EISO, IT Operations
Malicious Logic or Code	2018-06-25	2018-06-25	Not Applicable	No	Clear the cache	2018-06-26		2018-06-26	EISO	Full AV Scan	Run a full AV scan	2018-06-26	EISO, IT Operations
Inappropriate Use	2018-06-19	2018-06-19	Not Applicable	No	- Unplug the drive - Delete the files that triggered the alert from the drive	2018-06-19		2018-06-20	EISO	User education; Verify policy enforcement	- Informed user of USB policy - Had user run a full AV scan	2018-06-19	EISO, IT Operations
Malicious Logic or Code	2018-06-07	2018-06-07	Not Applicable	No	Delete file	2018-06-07		2018-06-08	EISO	User education	- Verify program used - Run full AV scan - Provide user education	2018-06-08	EISO, IT Operations

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Malicious Logic or Code	2018-06-05	2018-06-05	Not Applicable	No	Delete the file and clear the cache	2018-06-06		2018-06-06	EISO	User education	- Run a full AV Scan - Monitor laptop - Provide user education	2018-06-05	EISO, IT Operations
Inappropriate Use	2018-05-16	2018-05-16	Not Applicable	No	- Delete files - Unplug drive	2018-05-16		2018-05-17	EISO	User education; Verify policy enforcement	- Informed user of the USB policy - Run AV scan - Monitor system	2018-05-16	EISO, IT Operations
Malicious Logic or Code	2018-05-14	2018-05-14	Not Applicable	No	Delete the file	2018-05-14		2018-05-14	EISO	Full AV Scan	- Monitor system for an impact - Scan with AV	2018-05-14	EISO, IT Operations
Inappropriate Use	2018-05-10	2018-05-10	Not Applicable	No	Delete the files	2018-05-10		2018-05-11	EISO	User education; Verify policy enforcement	- Informed user of the USB policy - Run an AV scan	2018-05-11	EISO, IT Operations
Malicious Logic or Code	2018-05-09	2018-05-09	Not Applicable	No	Remove the file from SharePoint	2018-05-09		2018-05-10	EISO	User education	- Create new version of the file with new save of the embedded objects - Scan all affected systems - Re-upload the new file and monitor activity - Provide user education	2018-05-10	EISO, IT Operations
Inappropriate Use	2018-05-09	2018-05-09	Not Applicable	No	- Delete the file - Run an AV scan	2018-05-09		2018-05-10	EISO	User education	- Scan was complete - User was informed of the USB policy	2018-05-10	EISO, IT Operations
Malicious Logic or Code	2018-04-20	2018-04-20	Not Applicable	No	- Remove the files from the Downloads folder - Scan the laptop	2018-04-20		2018-04-20	EISO	User education	- Scan the laptop - Inform the user not to download unneeded files from the internet	2018-04-20	EISO, IT Operations
Malicious Logic or Code	2018-04-17	2018-04-17	Not Applicable	No	- Remove the files from Downloads - Do a full system scan	2018-04-17		2018-04-17	EISO	User education	- Remove the files from Downloads - Do a full system scan - Provided user education	2018-04-17	EISO, IT Operations
Malicious Logic or Code	2018-04-16	2018-04-16	Not Applicable	No	Had user clear out Recycle Bin, and scan laptop with a full scan	2018-04-16		2018-04-17	EISO	Full AV Scan	Scan of the laptop	2018-04-17	EISO, IT Operations
Unauthorized Access	2018-04-03	2018-04-03	Business	No	Had user change Password and run a full scan of laptop	2018-04-03		2018-04-03	EISO	User education; Monitor laptop	- Scan of his laptop - Monitoring his laptop for any unusual activity - Provide user education	2018-04-03	EISO, IT Operations
Inappropriate Use	2018-03-31	2018-03-31	Not Applicable	No	Removal of USB device	2018-03-31		2018-04-02	EISO	User education	- Informed user of USB plugin policy - Ran AV Scan	2018-04-02	EISO, IT Operations
Other Policy Violation	2018-03-26	2018-03-26	PHI	Yes	MCC laptop segregated on discovery of CCO files	2018-03-26		2018-05-08	EISO, LPO	Verify policy enforcement; See Appendix F(1) – Privacy Breach Log, #163	Disable external drive capability for all staff with PHI access (among others)	2018-05-08	EISO
Malicious Logic or Code	2018-03-21	2018-03-21	Not Applicable	No	- Policy Ban of the File by Advanced Endpoint Protection - Scan of the laptop with AV	2018-03-21		2018-03-22	EISO	User education; Verify policy enforcement	- Scan of the laptop with AV - Monitoring CPU Usage - Provide user education	2018-03-22	EISO, IT Operations

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Inappropriate Use	2018-03-14	2018-03-14	Not Applicable	No	- Scan of the laptop with AV - Removal of D: drive device	2018-03-14		2018-03-24	EISO	User education; Verify policy enforcement	- Scan of laptop with AV - Informed user of USB policy	2018-03-24	EISO, IT Operations
Malicious Logic or Code	2018-03-09	2018-03-09	Not Applicable	No	- Had the user run an AV scan of the laptop - Went through Advanced Endpoint Protection for the RCA	2018-03-09		2018-03-09	EISO	User education; Verify policy enforcement	- Scan of the laptop with AV - Reminding the user of what the policy is on Advanced Endpoint Protection	2018-03-09	EISO, IT Operations
Malicious Logic or Code	2018-03-07	2018-03-07	Not Applicable	No	- Had the user run an AV scan of the laptop - Went through Advanced Endpoint Protection for the RCA	2018-03-13		2018-03-13	EISO	User education	- Scan of the laptop with AV - Reminding the user of what the policy is on Advanced Endpoint Protection	2018-03-13	EISO, IT Operations
Other Policy Violation	2017-11-10	2018-03-06	PHI	No	Files deleted from facility folder	2018-03-09		2018-03-13	EISO	See Appendix F(1) – Privacy Breach Log, #162	Files deleted from facility folder.	2018-03-13	EISO
Multiple Component	2018-03-04	2018-03-04	Not Applicable	No	Laptop was disconnected from any wireless network and rules were activated on Advanced Endpoint Protection to prevent any further activity of the malicious programs	2018-03-04		2018-03-06	EISO	User education	- Laptop was disconnected from any wireless network and rules were activated on Advanced Endpoint Protection to prevent any further activity of the malicious programs - User education provided	2018-03-06	EISO, IT Operations
Malicious Logic or Code	2018-02-21	2018-02-21	Not Applicable	No	Clear Google Chrome cache	2018-02-22		2018-02-22	EISO	User education	- Educate user on appropriate use of CCO assets when browsing the Internet - Run an AV scan	2018-02-22	EISO, IT Operations
Malicious Logic or Code	2018-02-21	2018-02-21	Not Applicable	No	Provided user security awareness around appropriate use of CCO assets	2018-02-22		2018-02-22	EISO	User education; Verify policy enforcement	- Requested user to run an AV scan for verification - Provided user education	2018-02-22	EISO, IT Operations
Inappropriate Use	2018-02-17	2018-02-17	Not Applicable	No	Hacktool: AutoKMS quarantined by AV	2018-02-16		2018-02-16	EISO	User education; Escalate to User's Manager	EISO manager met with user's manager. User's manager advised to educate user on policy. User's manager advised this is complete.	2018-02-23	IS Mgr, User's Manager
Inappropriate Use	2018-02-16	2018-02-16	Not Applicable	No	PUA CandyOpen removed by AV	2018-02-16		2018-02-16	EISO	User education; Escalate to User's Manager	EISO manager met with user's manager. User's manager advised to educate user on policy. User's manager advised this is complete.	2018-02-20	IS Mgr, User's Manager
Reconnaissance Activity	2018-02-12	2018-02-12	Not Applicable	No	- AV discovered credential-stealing information in a crafted email page sent to User - IS Advisor reached out to the affected user and reminded to report any suspicious emails to EISO via Phishing notification tool	2018-02-12		2018-02-13	EISO	User education	- Reminded affected user to report any suspicious emails to EISO	2018-02-12	EISO, IT Operations

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Malicious Logic or Code	2018-02-08	2018-02-11	Not Applicable	No	Tools combined with full AV scan	2018-02-13		2018-02-14	EISO	User education	- Assess laptop for further malware and reimage of laptop once it is back in the office - Advice to end user to include Service Desk and/or EISO when notifying about browsing mishaps in future	2018-02-14	EISO
Malicious Logic or Code	2018-02-06	2018-02-06	Not Applicable	No	- AV scan - Security awareness training for end user	2018-02-07		2018-02-07	EISO	User education	- AV scan - Security awareness training for end user	2018-02-07	EISO, IT Operations
Malicious Logic or Code	2018-02-05	2018-02-05	Not Applicable	No	AV scan was run and Google Chrome cache was cleared	2018-02-05		2018-02-05	EISO	User education	User education provided	2018-02-05	EISO, IT Operations
Malicious Logic or Code	2018-02-05	2018-02-05	Not Applicable	No	Reached out to end user to run an AV scan, clear Google Chrome cache and educated user on appropriate use of CCO assets	2018-02-06		2018-02-06	EISO	User education	User education provided	2018-02-06	EISO, IT Operations
Malicious Logic or Code	2018-02-05	2018-02-05	Not Applicable	No	Online research shows this is a potentially unwanted application that gives misleading information about issues on the PC and asks for monetary payment. User confirmed the partial download via Chrome of file and was educated on the risks of downloading unapproved software.	2018-02-06		2018-02-06	EISO	User education	- User security awareness training - Launch AV scan	2018-02-06	EISO, IT Operations
Lost or Stolen Device	2017-10-23	2018-01-09	Not Applicable	No	- User account disabled. - Laptop disabled. - User had no access to PHI - User advised to change password - BitLocker was enabled on the device	2017-10-23		2018-01-24	EISO	User education; Verify policy enforcement	User education; Call with Legal and Privacy Office (LPO) and follow-up email	2018-01-24	EISO
Inappropriate Use	2017-12-11	2017-12-11	Business	No	- User removed the USB promptly - Security awareness education provided	2017-12-11		2017-12-11	EISO	User education; Verify policy enforcement	- Provided security awareness overview and reminded user of the security risks posed, especially a high-risk user with access to PHI - User acknowledged the training and will not be using personal USBs for personal use with CCO assets	2017-12-11	EISO

Incident Category	Date of Incident Occurrence	Date Discovered / Reported	Sensitivity of Information Involved	Security Breach	Containment Measures	Containment Date	External Notification Date	Investigation Complete Date	Investigated By	Recommendations	Manner of Recommendations Implementations	Recommendations Implemented Date	Implementer
Inappropriate Use	2017-12-06	2017-12-06	Business	No	- Advanced Endpoint Protection reported several new files on asset on Dec 6 2017 - IT Ops performed an investigation and found suspicious files were not executed - User contacted, regarding incident on Dec 15 2017 - Confirmed user does not have administrative privileges or access to PHI - User acknowledged security incident and education	2017-12-06		2017-12-12	EISO	User education; Verify policy enforcement	Security awareness provided to user. User acknowledged the education and incident is logged.	2017-12-15	EISO
Multiple Component	2017-11-30	2017-11-30	Business	No	- AV automatically removed identified malicious file from external drive - User education awareness, acknowledgement of policy	2017-11-30		2017-12-01	EISO	User education	- AV automatically removed identified malicious file from external drive - User education awareness, acknowledgement of policy	2017-12-01	EISO
Multiple Component	2017-11-25	2017-11-25	Not Applicable	No	- AV automatically removed identified malicious file from external drive - User education awareness, acknowledgement of policy	2017-11-25		2017-12-01	EISO	User education	- AV automatically removed identified malicious file from external drive - User education awareness, acknowledgement of policy	2017-12-01	EISO
Malicious Logic or Code	2017-11-23	2017-11-23	Not Applicable	No	- Initial assessment done by IT Ops (execution of file, bad reputation identified, registry keys modified) - Isolated laptop from corporate network, recommended wiping device as remediation - Onsite support pick up the laptop and send it to EISO - Backed up needed information for user - User provided a replacement laptop - Investigated phishing attachment - Asset reformat	2017-11-23		2017-11-30	EISO, IT Operations	User education; Verify policy enforcement	- Isolated laptop from corporate network, disable network connectivity - Deliver laptop to EISO for investigation - Interview users on origin of file - Perform testing on the phishing email user received - Contact Advanced Endpoint Protection regarding Advanced Endpoint Response behaviour - Reformat laptop - Provided user education	2017-11-30	EISO, Tier 2 Onsite Support
Unauthorized Access	2017-11-20	2017-11-20	Not Applicable	No	- Called travel vendor to inform them that OH (CCO) agents member had no travel plans and did not call them to book travel - Requested vendor	2017-11-20	2017-11-20	2017-11-28	EISO	Vendor education	Admin called vendor indicating further investigation required by them. Finance notified to not process an invoice if received.	2017-11-20	EISO

Incident Category	Date of Incident Occurrence	Date Discovered / Reported	Sensitivity of Information Involved	Security Breach	Containment Measures	Containment Date	External Notification Date	Investigation Complete Date	Investigated By	Recommendations	Manner of Recommendations Implementations	Recommendations Implemented Date	Implementer
					investigate further - Informed Finance not to process the invoice - Informed CFO and Internal Audit to ensure the current financial controls account has checks to ensure invoices are legitimate								
Multiple Component	2017-11-05	2017-11-05	Not Applicable	No	- AV detected potentially unwanted application on laptop - AV successfully removed FreemakeVideoConverterSetup.exe - IS followed up with user on 11/6/2017 at 11:28 AM - User confirmed he used a personal USB on 11/5/2017 to transfer some files - User ran full AV scan on laptop and provided the results to IS on 11/6/2017 at 5:16 PM - User acknowledges that personal USBs (and by extension phones acting as mass storage devices) pose as a security threat (especially to local admin users) at 5:25 PM	2017-11-06		2017-11-06	EISO	User education	- AV detection and removal - User education - Full AV scan with AV	2017-11-06	EISO
Lost or Stolen Device	2017-10-24	2017-10-24	Business	No	- EISO picked up the ticket and notified Manager - Service Desk disconnected the laptop from the network - Access control reviewed two login accounts for user and confirmed neither is in a PHI user group - IT Ops confirmed the laptop has hard-disk encryption enabled	2017-10-24		2017-10-24	EISO	User education; Verify policy enforcement; Verify laptop was encrypted at the time of the incident, disable account, ensure no PHI resides on laptop	- User education provided - Service Desk disconnected the laptop from the network - Access control reviewed two login accounts for user and confirmed neither is in a PHI user group - Confirmed the laptop has hard-disk encryption enabled	2017-10-24	EISO, IT Operations
Multiple Component	2017-10-16	2017-10-16	Not Applicable	No	- Globally banned file in Advanced Endpoint Protection - User education - User deleted entire folder contents	2017-10-18	2017-10-16	2017-10-18	EISO	User education; Globally banned file in Advanced Endpoint Protection	- Globally banned file in Advanced Endpoint Protection - User education	2017-10-18	IT Operations

Incident Category	Date of Incident Occurrence	Date Discovered / Reported	Sensitivity of Information Involved	Security Breach	Containment Measures	Containment Date	External Notification Date	Investigation Complete Date	Investigated By	Recommendations	Manner of Recommendations Implementation	Recommendations Implemented Date	Implementer
Inappropriate Use	2017-09-05	2017-09-05	Not Applicable	No	USB disconnect/removal and user education	2017-09-05		2017-09-05	EISO	User education; Verify policy enforcement	Contacted user regarding alert. User informed of CCO's Information Security Policy regarding prohibited use of personal USBs. User acknowledged the warning.	2017-09-05	EISO
Multiple Component	2017-08-28	2017-08-28	Business	No	- User Education - Management notification and ratification - Run AV scan	2017-08-29		2017-08-29	EISO	User education; Team education; Verify policy enforcement	EISO manager met with user's manager. User's manager advised to educate user on policy. User's manager advised this is complete.	2017-08-29	IS Mgr, User's Manager
Malicious Logic or Code	2017-08-03	2017-08-03	Not Applicable	No	- Laptop came up as non-compliant in the monthly audit report lacking BitLocker encryption - IT Ops investigated non-compliant unencrypted machine and found TPM (secure storage for BitLocker encryption key) was under attack and prevented the laptop from enabling BitLocker - IT Ops updated/flashed the BIOS and re-imaged the drive and activated BitLocker	2017-08-03		2017-08-09	EISO	User education	- Remediation via flashing the BIOS and re-imaging the laptop - Service Desk flashed the BIOS, Tier 2 Onsite Support re-imaged the hard drive and activated BitLocker - User education provided	2017-08-09	EISO, Tier 2 Onsite Support
Reconnaissance Activity	2017-04-08	2017-07-24	Not Applicable	No	- Modify password policy to 12 char min - Conduct audit for weak passwords - Communications, education and training materials	2017-07-25		2017-08-30	EISO	User education; Verify policy enforcement	User education provided	2017-07-28	EISO, IT Operations
Inappropriate Use	2017-06-05	2017-06-05	Business	No	- Removed personal USB device from CCO laptop - Perform AV scan with updated antivirus, spyware definitions and scanning engine - Educated user going forward	2017-06-05		2017-06-06	EISO	User education; Escalate to User's Manager	- Escalated to employee's manager. Logged with HR. - Verified laptop is clean by investigating MS ATA and AV results - Educated user going forward	2017-06-06	EISO
Malicious Logic or Code	2017-05-20	2017-05-20	Not Applicable	Yes	- Exchange Online Protection Spam Analysis System has automatically blocked user from sending outbound mail - User's account credentials were changed - AD account and Exchange Account disabled	2017-05-20		2017-05-25	EISO	User education; Deployment of Advanced EP Protection	- Improve email logging and traceability - Improve triage efforts with the use of Advanced Endpoint Protection - User education provided	2017-05-23	IT Operations, EISO, Tier 2 Onsite Support

Incident Category	Date of Incident Occurrence	Date Discovered / Reported	Sensitivity of Information Involved	Security Breach	Containment Measures	Containment Date	External Notification Date	Investigation Complete Date	Investigated By	Recommendations	Manner of Recommendations Implementations	Recommendations Implemented Date	Implementer
					- Service Desk issued new laptop and re-enabled AD account and Exchange account - Information stored on laptop backed up and reformatted								
Inappropriate Use	2017-05-12	2017-05-12	Business	No	- Reformatted USB - Restarted PC - Educated on CCO policy and USB use	2017-05-12		2017-05-19	EISO	User education	User education and policy enforcement	2017-05-19	EISO
Multiple Component	2017-04-27	2017-04-27	Business	No	Forcibly removed unapproved software AusLogics' BoostSpeed 8 and AusLogics' Disk Defrag with 3rd party tool Revo	2017-05-04		2017-05-04	EISO	User education	Educated user on use of approved software only	2017-05-04	EISO
Inappropriate Use	2017-04-16	2017-04-16	Business	No	- User responded to IS request for a full AV scan. Results came back clean. - User had plugged in a personal USB triggering AV on 4/16/2017 - Educated user to not plug in personal USBs regardless of use (business or non-business)	2017-04-26		2017-04-26	EISO	User education	Educated user to not plug in personal USBs regardless of use (business or non-business)	2017-04-26	EISO
Inappropriate Use	2017-04-11	2017-04-11	Not Applicable	No	AV detected the use of a USB key, which were executable files that were not copied to the user's laptop	2017-04-11		2017-04-11	EISO	User education; Escalate to User's Manager	EISO manager met with user's manager. User's manager advised to educate user on policy. User's manager advised this is complete.	2017-04-18	IS Mgr, User's Manager
Lost or Stolen Device	2017-03-29	2017-03-29	Not Applicable	No	Building Security collected a CCO laptop immediately after person left it in lobby	2017-03-29		2017-03-30	EISO	User education	User education provided	2017-03-30	EISO, IT Operations
Multiple Component	2017-02-17	2017-02-17	Business	No	- Removed unauthorized USB - Scanned with AV - Educate user	2017-02-17		2017-02-21	EISO	User education; Verify policy enforcement; Escalate to User's Manager	EISO manager met with user's manager. User's manager advised to educate user on policy. User's manager advised this is complete.	2017-02-17	IS Mgr, User's Manager
Multiple Component	2017-02-16	2017-02-16	Not Applicable	No	- Confiscated laptop - Ran AV scan - Removed malicious files - Educated user	2017-02-17		2017-02-24	EISO	User education; Verify policy enforcement	Laptop confiscated, scanned with latest AV definitions and used SD's administrative rights to remove malicious file detected. IE cache cleared and provided back to end user. End user educated on the acceptable use of CCO assets.	2017-02-24	EISO

Incident Category	Date of Incident Occurrence	Date Discovered / Reported	Sensitivity of Information Involved	Security Breach	Containment Measures	Containment Date	External Notification Date	Investigation Complete Date	Investigated By	Recommendations	Manner of Recommendations Implementations	Recommendations Implemented Date	Implementer
Multiple Component	2017-01-20	2017-01-20	Business	Yes	- Sent out company-wide communications - Reformatted users compromised by spam - User education	2017-01-31		2017-01-31	EISO, IT Operations	User education; Team education; Verify policy enforcement	Disabled AD account, disabled access to OWA. User education provided.	2017-01-31	IT Operations
Malicious Logic or Code	2017-01-17	2017-01-17	Not Applicable	No	User disconnected from CCO network and ran a full AV scan. User education.	2017-01-17		2017-01-17	EISO	User education	User education provided	2017-01-17	EISO, IT Operations
Inappropriate Use	2017-01-09	2017-01-09	Business	No	AV successfully removed TrojanLWin32/Hider.gen	2017-01-09		2017-01-09	EISO	User education	Contacted user and reminded that use of unauthorized USBs is prohibited by policy	2017-01-09	EISO
Malicious Logic or Code	2016-12-23	2016-12-23	Business	No	IS was the first responder to malware Trojan:HTML/Phishbank.BC on laptop. On 12/23/2016 1:25 PM, IS advised the AD user account and computer object to be disabled, wireless connection turned off, and run a full AV scan. On 12/28/2016 12:07 PM, IS followed up with user and AV scan came back clean. The manual check for the identified files was also non-existent.	2016-12-23		2016-12-28	EISO	User education	- Disable user account and computer object in AD; turn off wireless connectivity; run full AV scan; proof of clean scan results screenshot; confirm the deletion of file in specified location - User education provided	2016-12-23	EISO
Unauthorized Access	2016-11-28	2016-11-28	Not Applicable	No	Disabled CCO account and laptop object in AD. Concluded alert was a false positive on Application Architect's laptop. Re-enabled his CCO account and laptop object.	2016-11-28		2016-11-29	EISO	User education	Temporarily disabled user's AD account and laptop object	2016-11-29	EISO
Multiple Component	2016-11-23	2016-11-23	Business	No	Disconnect USB and run AV scan; educate user	2016-11-17		2016-11-23	EISO	User education; Verify policy enforcement	- Removed personal USB. Client machine ran a full AV scan that came back clean. - User education provided	2016-11-23	EISO
Other Policy Violation	2016-11-17	2016-11-17	Not Applicable	No	Discussed file in question with IS and witnessed file being removed	2016-11-17		2016-11-17	EISO	User education	- Deleted offending file - User education provided	2016-11-17	EISO
Malicious Logic or Code	2016-11-01	2016-11-01	Not Applicable	No	IS Advisor created ticket IR370422 to disable user and laptop object in AD	2016-11-01		2016-11-02	EISO	User education	Provided education	2016-11-02	EISO

Appendix J – Privacy Communications Log

Training/Awareness Activity	Communication Type	Date of Communication
Contact Centre Privacy Refresher Training	In Person - Dept. Specific	November 1, 2016
CCO Fall Info Fair	Other	November 10, 2016
Security Fair	Other	December 1, 2016
Privacy 101	In Person - Dept. Specific	March 28, 2017
CCO Board Orientation Session	In Person - Dept. Specific	April 18, 2017
CCO Research Day 2017	Other	April 19, 2017
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	August 1, 2017
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	September 27, 2017
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	October 25, 2017
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	November 27, 2017
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	December 19, 2017
Privacy Training - Fulfillment House	In Person – Dept. Specific	January 8, 2018
De-Identification/Privacy Roadshow - Analytics & Business Intelligence Quarterly meeting	In Person - Topic Specific	February 1, 2018
De-Identification/Privacy Roadshow - Analytics Subcommittee	In Person - Topic Specific	February 5, 2018
Contact Centre Staff Privacy Training	In Person – Dept. Specific	February 13, 2018
People Leader Compliance Refresher Training - Session 1	In Person - Topic Specific	February 13, 2018
Everything you wanted to know about Privacy at CCO...but were afraid to ask?" Privacy Training for CCO Directors	In Person – Dept. Specific	February 26, 2018
People Leader Compliance Refresher Training - Session 2	In Person - Topic Specific	February 27, 2018
People Leader Compliance Refresher Training - Session 3	In Person - Topic Specific	February 28, 2018
Privacy Training for Directors	In Person – Dept. Specific	March 6, 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	April 5, 2018
De-Identification/Privacy Roadshow - Data Assets Team Meeting	In Person - Topic Specific	April 6, 2018
Privacy Training for ORN	In Person – Dept. Specific	April 11, 2018
CCO Research Day 2018	Other	April 12, 2018
De-Identification/Privacy Roadshow - OCR Surveillance Team Meeting	In Person - Topic Specific	April 30, 2018
Legal and Privacy Training for Screening Program Design Team	In Person – Dept. Specific	May 1, 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	May 2, 2018
Contact Centre Privacy Training	In Person – Dept. Specific	May 11, 2018
Patient Family Advisor Privacy Training	Skype – Dept. Specific	May 24, 2018
Privacy Training for CPQI Managers	In Person – Dept. Specific	May 28, 2018
Privacy Authorities Training - new LPO hires	In Person – Dept. Specific	Spring / Summer 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	June 5, 2018
Privacy Training New Contact Centre Agents	In Person – Dept. Specific	July 4, 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	July 5, 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	October 1, 2018

Training/Awareness Activity	Communication Type	Date of Communication
Contact Centre Privacy Training	In Person – Dept. Specific	October 16, 2018
Incident Breach Tabletop Exercise - Vendor Scenario	In Person - Table Top Exercise	October 19, 2018
Privacy Training for CPQI Director (Marta Yurcan)	In Person – Dept. Specific	October 22, 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	November 1, 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	December 3, 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	January 8, 2019
Quarterly Cyber Security Law Update	In Person - Topic Specific	1-Nov-18, 24-Jan-19
Privacy Training for Planning & Regional Programs Directors	In Person - Topic Specific	January 15, 2019
Contact Centre Privacy Training	In Person – Dept. Specific	January 15, 2019
Refresher Training on Privacy Legislation with Manager, Data Disclosure Team	In Person - Topic Specific	January 16, 2019
Privacy Training for ORN Directors	In Person – Dept. Specific	January 17, 2019
Fulfillment House Annual Privacy and AODA Training	Hard Copy w/ Acknowledgement	15-Jan-19 - 30-Jan-19
Data Privacy Awareness Week - Data Protection Open House	Other	January 28, 2019
Privacy Question of the Day	Yammer Post	January 28, 2019
Privacy Question of the Day	Yammer Post	January 29, 2019
Privacy Question of the Day	Yammer Post	January 30, 2019
Data Privacy Awareness - Presentation by the Information & Privacy Commissioner of Ontario	In Person - External Speaker	January 31, 2019
Privacy Question of the Day	Yammer Post	January 31, 2019
Privacy Question of the Day	Yammer Post	February 1, 2019
New Employee Training	Privacy Team	February 4, 2019
Privacy Authorities Training with Data Assets	In Person - Topic Specific	February 6, 2019
Privacy Training with Cancer Screening	In Person – Dept. Specific	February 13, 2019
Privacy Refresher with Ontario Renal Network	In Person – Dept. Specific	February 22, 2019
Privacy Training with Population Health	In Person - Dept. Specific	February 25, 2019
Staff Awareness of CCO's updated De-Identification Guideline	eCCO Article	March 1, 2019
Privacy Awareness with Cancer Screening Program Operations	In Person – Dept. Specific	March 12, 2019
Regional Primary Care Lead Support Staff Privacy training	In Person - Topic Specific	March 20, 2019
Program Operations Privacy Training	In Person – Dept. Specific	March 26, 2019
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	April 3, 2019
Privacy Training to Person Centered Care staff on changes to Patient, Family Advisor supporting materials	In Person - Topic Specific	April 10, 2019
Privacy Training to Ontario Renal Network staff on changes to Patient, Family Advisor supporting materials	In Person - Topic Specific	April 23, 2019
Staff Awareness of CCO's updated Personnel Privacy Policy & Privacy Breach Management Procedure	eCCO Article	May 2, 2019
Privacy Refresher training with Contact Centre	In Person – Dept. Specific	May 8, 2019
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	May 9, 2019
CPQI - Patient, Family Advisor Training	In Person - Topic Specific	June 5, 2019
Staff Awareness of CCO's updated Internal Data Sharing Procedure	eCCO Article	July 1, 2019
Staff Awareness of CCO's updated Privacy Procedures	eCCO Article	July 25, 2019

Training/Awareness Activity	Communication Type	Date of Communication
CPQI - Patient, Family Advisor Training	In Person - Topic Specific	August 22, 2019
Staff Awareness of CCO's Data Sharing Agreement Initiation Standard	eCCO Article	August 27, 2019
Ontario Health Privacy Orientation	In Person - Topic Specific	September 23, 2019

Appendix K – Security Communications Log

Training/Awareness Activity	Communication Type	Date of Communication
Security games, booths and activities during CCO's Fall Fair	Other	December 1, 2016
December Yammer posts & discussions	Yammer post	December 1, 2016
Multiple posts & discussions	Yammer post	January 1, 2017
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	August 1, 2017
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	September 27, 2017
Cyber security awareness month - Topic of the week	eCCO Article	October 3, 2017
Cyber security awareness month - poster campaign	Other	October 3, 2017
Cyber security awareness month - Topic of the week	eCCO Article	October 12, 2017
Cyber security awareness month - Behaviour Bingo	Other	October 12, 2017
Cyber security awareness month - Topic of the week	eCCO Article	October 16, 2017
Cyber security awareness month - Passwords	Lunch & Learn	October 16, 2017
Cyber security awareness month - Topic of the week	eCCO Article	October 23, 2017
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	October 25, 2017
Cyber security awareness month - Security Challenge Quiz	Other	October 26, 2017
Cyber security awareness month - The Human Side of Security	Panel discussion	October 26, 2017
Updated password requirements training & resources	Other	November 1, 2017
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	November 27, 2017
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	December 19, 2017
Multiple posts & discussions	Yammer post	January 1, 2018
Deliver cyber security perspective and information to CCO's people leaders.	People Leader Compliance Training	February 13, 2018
Deliver cyber security perspective and information to CCO's people leaders.	People Leader Compliance Training	February 13, 2018
Deliver cyber security perspective and information to CCO's people leaders.	People Leader Compliance Training	February 27, 2018
Deliver cyber security perspective and information to CCO's people leaders.	People Leader Compliance Training	February 28, 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	April 5, 2018
Monthly Security Challenge	Yammer post	April 5, 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	May 2, 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	June 5, 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	July 5, 2018
Monthly Security Challenge	Yammer post	July 5, 2018

Training/Awareness Activity	Communication Type	Date of Communication
Monthly Security Challenge	Yammer post	September 7, 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	October 1, 2018
Cyber security awareness month - 4 articles	eCCO Article	October 3, 2018
Cyber security awareness month - poster campaign	Other	October 4, 2018
Cyber security awareness month - Crypto 101	Lunch & Learn	October 11, 2018
Cyber security awareness month - Security @ Home	Lunch & Learn	October 16, 2018
Cyber security awareness month - Hacker Jeopardy game	Other	October 25, 2018
Cyber security awareness month - Security Fails	Panel discussion	October 31, 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	November 1, 2018
Deliver cyber security perspective and information to CCO's people leaders.	People Leader Compliance Training	November 12, 2018
Deliver cyber security perspective and information to CCO's people leaders.	People Leader Compliance Training	November 19, 2018
Deliver cyber security perspective and information to CCO's people leaders.	People Leader Compliance Training	November 20, 2018
Deliver cyber security perspective and information to CCO's people leaders.	People Leader Compliance Training	November 27, 2018
Deliver cyber security perspective and information to CCO's people leaders.	People Leader Compliance Training	November 29, 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	December 3, 2018
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	January 8, 2019
Phishing attacks post & discussion	Yammer post	January 20, 2019
Data Protection Open House - Data Escape Room	Other	January 28, 2019
The "secret" question - security theatre	Yammer post	January 31, 2019
Estonia's volunteer cyber militia	Yammer post	February 21, 2019
Facebook - again...	Yammer post	March 22, 2019
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	April 3, 2019
Flexibility at expense of security.	Yammer post	April 16, 2019
Embrace new tech, but don't trade on security	Yammer post	May 6, 2019
Explain like I'm 5 - on Security & discussion	Yammer post	May 7, 2019
Mandatory training for new employees (staff and contingent workers)	New Employee Readiness Training (NERT)	May 9, 2019
Create Development Security News channel for Development Teams	Dev Security News	May 10, 2019
GitHub wiki	Dev Security News	May 10, 2019
MongoDB wiki	Dev Security News	May 10, 2019
Sass wiki	Dev Security News	May 10, 2019
What's app and keeping s/w up to date	Yammer post	May 14, 2019
Security data is BIG data	Yammer post	May 17, 2019
New phishing attacks circulating	Yammer post	June 3, 2019

Training/Awareness Activity	Communication Type	Date of Communication
Mandatory training for new employees (new OHA staff)	New Employee Readiness Training (NERT)	August 27, 2019
Most dangerous software bug types	Dev Security News	September 18, 2019
Updates to Security P&Ps	eCCO Article	October 7, 2019
Copy and Paste - Code vulnerability perpetuation	Dev Security News	October 9, 2019
Cyber security awareness month - Trivia Contest	Other	October 14, 2019
Cyber security awareness month - Topic of the week	eCCO Article	October 16, 2019
Cyber security awareness month - Incident Management Process	Lunch & Learn	October 16, 2019
Cyber security awareness month - Topic of the week	eCCO Article	October 23, 2019
Cyber security awareness month - Security for Travel	Lunch & Learn	October 24, 2019
Adobe Creative Cloud information exposed	Yammer post	October 29, 2019
Cyber security awareness month - Topic of the week	eCCO Article	October 30, 2019

Appendix L – Business Continuity & Disaster Recovery Test Log

Test Scenario	Test Start Date/Time	Test End Date/Time
File Level Recovery	2016-12-22 11:00	2016-12-22 11:15
Hyper-V Server Recovery	2016-12-22 11:00	2016-12-22 11:20
File Level Recovery	2017-01-30 14:10	2017-01-30 14:20
Hyper-V Server Recovery	2017-01-30 15:55	2017-01-30 16:15
SQL DB Recovery	2017-02-23 12:00	2017-02-23 12:20
File Level Recovery	2017-02-23 12:50	2017-02-23 13:00
Hyper-V Server Recovery	2017-02-24 13:30	2017-02-24 14:20
Oracle DB Recovery	2017-02-24 15:00	2017-02-24 15:20
File Level Recovery	2017-04-25 16:00	2017-04-25 16:10
Hyper-V Server Recovery	2017-04-25 16:15	2017-04-25 4:30
File Level Recovery	2017-04-27 14:25	2017-04-27 14:50
File Level Recovery	2017-05-18 9:45	2017-05-18 9:55
SQL DB Recovery	2017-06-28 9:40	2017-06-28 9:50
File Level Recovery	2017-07-05 13:15	2017-07-05 13:30
SQL DB Recovery	2017-07-05 13:50	2017-07-05 14:00
Hyper-V Server Recovery	2017-07-05 14:00	2017-07-05 14:00
Oracle DB Recovery	2017-07-06 13:15	2017-07-06 13:25
File Level Recovery	2017-08-17 9:55	2017-08-18 10:05
Hyper-V Server Recovery	2017-08-28 8:50	2017-08-28 9:10
File Level Recovery	2017-08-28 9:30	2017-08-28 10:00
Oracle DB Recovery	2017-08-29 9:50	2017-08-29 10:05
File Level Recovery	2017-10-17 10:25	2017-10-17 10:30
Hyper-V Server Recovery	2017-10-17 14:00	2017-10-17 14:00
Oracle DB Recovery	2017-11-28 9:00	2017-11-28 10:00
File Level Recovery	2017-11-28 16:00	2017-11-28 16:25
Hyper-V Server Recovery	2017-11-29 11:00	2017-11-29 12:00
Hyper-V Server Recovery	2017-12-27 14:00	2017-12-27 15:00
File Level Recovery	2017-12-27 14:00	2017-12-27 14:30
SQL DB Recovery	2018-01-02 15:00	2018-01-02 15:25
Hyper-V Server Recovery	2018-01-16 12:10	2018-01-16 13:50
Hyper-V Server Recovery	2018-02-28 14:30	2018-02-28 15:00
Oracle DB Recovery	2018-02-28 15:40	2018-02-28 15:50
File Level Recovery	2018-02-28 16:00	2018-02-28 16:00
SQL DB Recovery	2018-03-28 13:00	2018-03-28 13:10
SQL DB Recovery	2018-04-23 13:00	2018-04-23 13:10
	2018-04-30 12:40	2018-04-30 13:00
File Level Recovery	2018-05-14 11:00	2018-05-14 11:00
File Level Recovery	2018-05-30 11:00	2018-05-30 11:00
File Level Recovery	2018-06-26 11:00	2018-06-26 11:00
SQL DB Recovery	2018-07-04 11:00	2018-07-04 11:00

	2018-07-20 10:00	2018-07-20 11:15
Oracle DB Recovery	2018-08-29 8:10	2018-08-29 8:30
SQL DB Recovery	2018-08-29 8:25	2018-08-29 8:40
File Level Recovery	2018-08-29 11:40	2018-08-29 11:45
Hyper-V Server Recovery	2018-08-29 12:00	2018-08-29 12:00
Hyper-V Server Recovery	2018-09-19 13:40	2018-09-19 13:50
File Level Recovery	2018-10-24 10:25	2018-10-24 10:30
File Level Recovery	2018-10-30 10:00	2018-10-30 10:15
File Level Recovery	2018-11-14 15:00	2018-11-14 15:05
File Level Recovery	2018-11-14 15:30	2018-11-14 15:35
	2018-11-23 11:30	2018-11-23 12:15
SQL DB Recovery	2018-12-11 10:40	2018-12-11 10:50
Hyper-V Server Recovery	2018-12-11 10:40	2018-12-11 10:55
File Level Recovery	2019-01-16 11:40	2019-01-16 11:50
Hyper-V Server Recovery	2019-01-21 15:00	2019-01-21 15:40
Oracle DB Recovery	2019-01-24 15:10	2019-01-24 15:25
File Level Recovery	2019-02-15 14:00	2019-02-15 14:30
File Level Recovery	2019-02-18 14:00	2019-02-18 15:00
	2019-02-28 12:00	2019-02-28 13:00
Hyper-V Server Recovery	2019-03-12 10:25	2019-03-12 11:00
File Level Recovery	2019-03-19 12:00	2019-03-19 12:30
SQL DB Recovery	2019-03-19 15:00	2019-03-19 15:15
File Level Recovery	2019-04-05 15:30	2019-04-05 16:00
Hyper-V Server Recovery	2019-04-05 16:10	2019-04-05 17:20
SQL DB Recovery	2019-04-08 9:00	2019-04-08 9:20
Oracle DB Recovery	2019-04-08 9:35	2019-04-08 10:05
File Level Recovery	2019-07-31 9:00	2019-07-31 17:00
Oracle DB Recovery	2019-08-14 10:00	2019-08-14 10:30
File Level Recovery	2019-08-29 11:00	2019-08-29 16:00
SQL DB Recovery	2019-09-17 14:00	2019-10-17 14:05
Oracle DB Recovery	2019-09-25 11:00	2019-10-25 11:30
File Level Recovery	2019-10-22 12:00	2019-10-22 12:00
File Level Recovery	2019-10-22 12:45	2019-10-22 12:50

Appendix M – Glossary

Acronym	Description
BCP	Business Continuity Plan
CAB	Change Advisory Board
CCO	Cancer Care Ontario
CEASAR	CCO Enterprise Applications Solution Architecture Repository
CEO	Chief Executive Officer
CMDB	Configuration Management Change Database
Contact Centre	OCSF Contact Center
CPO	Chief Privacy Officer
CPU	Central Processing Unit
CR	Change Request
D & T	Digital & Technology
DASC	Data & Analytics Steering Committee
Data Asset List	OH (CCO) Data Asset and Statements of Purpose List
DCP	Dataset Creation Plan
DDSC	Data Disclosure Subcommittee
DDWG	Data Disclosure Working Group
DERF	Data Engagement Request Form
DNS	Domain Name Server
DRP	Disaster Recovery Plan
DSA	Data Sharing Agreement
eCCO	OH (CCO)'s Intranet
EDAS	Enterprise Data & Analytics Services
EISO	Enterprise Information Security Office
ERM	Enterprise Risk Management
ESC	Executive Services Council
ET	Executive Team
FARC	Finance, Audit, and Risk Committee
GPMC	Gating and Portfolio Management Committee
HCMS	Human Capital Management System
HICs	Health Information Custodians
HL7	Health Level Seven
IDAR	Internal Data Access Request
IDS/IPS	Intrusion Detection / Prevention System
IRT	Incident Response Team
ISMS	Information Security Management System
IT	Information Technology
ITCS	Information Technology Change Subcommittee
ITIL	Information Technology Infrastructure Library
ITOM	Information Technology Operations Manager
ITRC	IT Risk Management & Compliance
ITSM	IT Service Management
LMAS	Logging, Monitoring and Auditing System
LMS	Learning Management Platform
LPO	Legal & Privacy Office
MDSA	Master Data Sharing Agreement
MFT	Managed File Transfer
MOH	Ministry of Health
MOU	Memorandum of Understanding
NAID	National Association for Information Destruction
NIST	National Institute of Standards and Technology
OAGO	Office of the Auditor General of Ontario
OCSF	Ontario Cancer Screening Program
OH	Ontario Health
OSCR	Ontario Cancer Screening Registry
PE	Prescribed Entity
PHI	Personal Health Information
PI	Personal Information
PIA	Privacy Impact Assessment
PIRT	Privacy Incident Response Team
PP	Prescribed Person
PPLA	Preliminary Privacy Legal Assessment

Acronym	Description
RDDA	Research Data Disclosure Agreement
REB	Research Ethics Board
SaaS	Software-as-a-Service
SAR	Screening Activity Report
SOP	Standard Operating Procedure
TOM	Target Operating Model
TRA	Threat Risk Assessment
TSC	Technical Subcommittee
VA	Vulnerability Assessment
VOR	Vendor of Record
VP	Vice President
VPN	Virtual Private Network

Sworn Affidavit

Sworn Affidavit

I, Matthew Anderson, Chief Executive Officer of Ontario Health (OH) MAKE OATH AND SAY:

1. OH, a prescribed entity under subsection 18(1) of Ontario Regulation 329/04 to the Ontario *Personal Health Information Protection Act, 2004* (PHIPA) for the purposes of subsection 45(1) of PHIPA and a prescribed person under subsection 13(1) of Ontario Regulation 329/04 for the purposes of subsection 39(1)(c) of PHIPA, has in place policies, procedures and practices to protect the privacy of individuals whose personal health information is received and to maintain the confidentiality of that information.
2. The policies, procedures and practices implemented by OH pertaining to the applicable Prescribed Persons and Prescribed Entities within OH (formerly managed by Cancer Care Ontario) comply with PHIPA and the regulations thereto.
3. The policies, procedures and practices implemented by Cancer Care Ontario (CCO), a former business unit of OH comply with the *Manual for the Review and Approval of Prescribed Persons and Prescribed Entities* that has been published by the Information and Privacy Commissioner of Ontario.
4. Ontario Health (Cancer Care Ontario) has submitted a written report to the Information and Privacy Commissioner of Ontario in compliance with the *Manual for the Review and Approval of Prescribed Persons and Prescribed Entities*.
5. OH has taken steps that are reasonable in the circumstances to ensure compliance with the policies, procedures and practices implemented and to ensure that the personal health information received is protected against theft, loss and unauthorized use or disclosure and to ensure that records containing personal health information are protected against unauthorized copying, modification or disposal.

SWORN (OR AFFIRMED OR DECLARED))
BEFORE ME remotely by Matthew Anderson)

stated as being located in the City of Toronto, in)
the Province of Ontario before me in the Town of)
Oakville, in the Province of Ontario, on October)
23, 2020)

in accordance with O. Reg 431/20, Administering)
Oath or Declaration Remotely.)



Commissioner for Taking Affidavits



Matthew Anderson, in his capacity as
Chief Executive Officer of Ontario
Health and not in his personal
capacity