



Yukon
Ombudsman



Yukon
Information
and Privacy
Commissioner



Yukon
Public Interest
Disclosure
Commissioner

NEWS RELEASE

FOR IMMEDIATE RELEASE

MARCH 23, 2020

COVID-19 prompts change to way complaints are received by Office of Yukon Ombudsman, Information and Privacy Commissioner and Public Interest Disclosure Commissioner

WHITEHORSE – The Yukon Ombudsman, Information and Privacy Commissioner and Public Interest Disclosure Commissioner, Diane McLeod-McKay, is adjusting the way her office interacts with the public, as a result of the risks associated with COVID-19.

In order to support efforts underway to implement “social distancing” and for the protection of her staff and the public, McLeod-McKay is limiting personal contact by accepting complaints and enquiries by phone and email rather than in-person.

“Our office will remain open and we will continue our work, but any complaints or questions from citizens, under any of our mandates, will for now be accepted only by telephone or, to a more limited degree, through email,” said McLeod-McKay. “Yukoners should be aware that email is not a secure form of communication, so emails should not include sensitive personal information. Telephone is the preferred method of communication at this time.”

The contact information for the Yukon Office of the Ombudsman, Information and Privacy Commissioner, and Public Interest Disclosure Commissioner is:

Phone: 867-667-8468

Toll free in Yukon: 1-800-661-0408 (ext 8468)

Fax number: 867-667-8469

Email: info@ombudsman@yk.ca

(more)

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In her capacity as Yukon Information and Privacy Commissioner, McLeod-McKay has also recently issued guidance documents for public bodies and custodians. One outlines the provisions in Yukon's privacy laws that authorize the disclosure of personal information and personal health information in an emergency. The other document provides guidance for employees of public bodies and custodians who are handling personal information and personal health information as they work from home.

Both documents are available online at www.ombudsman.yk.ca. The guidance on disclosure of information in an emergency is located [here](#) and the guidance on working remotely is located [here](#).

The Ombudsman, Information and Privacy Commissioner, and Public Interest Disclosure Commissioner is an independent officer of the Yukon Legislative Assembly. For more information, please go to www.ombudsman.yk.ca/.

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