

A NOTICE TO OUR PARTICIPANTS at WAIMANO TRAINING SCHOOL & HOSPITAL

As many of you know, until 2006 Responsive Caregivers of Hawaii ("RCH") operated out of the Hawaii Department of Health's ("DOH") Waimano Training School & Hospital in Pearl City. On February 14, 2018, the DOH notified us that it had found boxes of records belonging to RCH that were inadvertently left in storage at the facility when we relocated our participants to community-based locations.

We initiated an investigation of this incident, took immediate action to move all records to secure storage at our Kalaeloa office and to identify protected health information from the records. The records were very fragile condition because of their age; some were water damaged or decomposed and no longer legible. The old records will be shredded in accordance with our document retention and destruction policies.

We do not believe the information was improperly viewed or disseminated to anyone without authorization since access to the building where the records were found is controlled at the entrance, the premises are locked at night and visitors are required to sign in during regular business hours. That said, we take the privacy of our clients very seriously; because RCH was not in control of these records, it is possible that they may have been viewed by unauthorized individuals.

In an abundance of caution, we are notifying you of this potential breach of your protected health information. The information disclosed may have included name, address, diagnoses, social security number, telephone, next of kin, phone number. Because the information in the records included such personal identifiers, in an abundance of caution, we are notifying you of this potential breach of your protected health information and strongly encourage you to:

- Obtain and carefully review your credit reports.
- Check your bank and credit card statements regularly. Look for unusual or suspicious activities. If you find any, contact your financial institution immediately and verify the activity. If it is a fraudulent financial transaction, you may be a victim of identity theft.
- Check your social security statement to see whether earnings of someone else have been credited to your account.

Additional information about protecting yourself from identity theft is available on the Hawaii Attorney General's website at <http://ag.hawaii.gov/quick-links/id-theft/>.

We apologize for this incident and any inconvenience or concern it has caused you. Please contact me at the address or telephone number below if you have any questions or concerns or if you believe you have been a victim of identity theft because of this incident.

Sincerely,

W. Michael Lee

President & Chief Executive Officer
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