

Non-Disclosure and Confidentiality Agreement

Personal information regarding personnel and clients shall be kept in confidence except in necessary compliance with the law, in situations of imminent harm, or in taking legal action. Personal information will be kept in confidence and shared only on a need to know basis. If a volunteer has obtained wage or other personal information on a need to know basis, that information may not be shared with anyone else except with those that would ordinarily have access to the information.

This confidentiality policy guides the actions of all paid and volunteer staff in ensuring the protection of all individuals from unwarranted invasion into their privacy, access to their own personal files by a client, access to their own personal files by an employee, and the protections of the interests of society by permitting disclosure without client consent only in very limited situations such as suspected child/adult abuse and medical emergencies.

Confidential records include all applications, records, papers, files and communications of HSI and other social services agencies which relate to specific programs and/or services for clients receiving assistance, and past and present personnel. Information which is not identified with any individual or family is not classified as confidential.

Volunteers at HSI have occasion to learn confidential information. Volunteers working directly with the clients may release client information and then in compliance with confidentiality procedures.

Proven violation of confidentiality of client information by a volunteer may result in disciplinary action up to and including termination. For purposes of implementing this policy, tenants in rental units shall not be considered clients, but their right to confidentiality shall also be respected under the general guidelines of this policy.

Individual volunteers shall not give out information about any employee, paid or volunteer, outside of the agency. Within the agency, shared information will be shared on a "need-to-know" basis only.

Additionally, I understand that Human Solutions' volunteers have an obligation to report any reasonable suspicion of abuse to a minor, persons with disabilities or the elderly to their site supervisor and shelter management. In these situations, confidentiality may be breached for the safety of yourself or others. Human Solutions policy is that volunteers first consult with management any abuse or negligence before breaching confidentiality outside the agency.

This policy shall be made known to all volunteers at the time of orientation. Each volunteer shall indicate understanding of this policy through a signed statement at the time of orientation and kept in the volunteer's personnel file. At least annually, the volunteer will read the policy and again sign a statement of compliance and understanding.

Requests for information which are not covered by stated policies or procedures must be referred to the Executive Director.

