

CONFIDENTIALITY OF CLIENT INFORMATION

As a volunteer/employee/board member with Faith in Action you may be exposed to information or materials that are of a confidential nature. FIA assures confidentiality to all clients. The protection of our clients' right to privacy and confidentiality are imperative because the pursuit of FIA's mission requires involvement in the personal lives of our clients, their medical conditions, financial status and family dynamics. The dissemination of information regarding a client may expose that person to deferential treatment or embarrassment based on the nature of the client's medical conditions or financial status. Without the trust of our clients, FIA will not be capable of carrying out its mission. In addition, a client could potentially bring a suit against FIA or a volunteer for defamation. Besides being criminally liable for defamation, FIA or the volunteer could be financially liable for any harm done to the client or their family due to the breach of confidentiality.

To address these and related issues, FIA requests that each volunteer adhere to the following guidelines:

- 1.** During the entire time you provide volunteer/employment/board services to FIA, and thereafter as long as necessary to assure confidentiality, any information, financial data, personal files of staff, board members and volunteers, family information, personal observations of the client, family and home environment, history of FIA client's and their families, medical records and procedures and any information obtained from professional sources, namely physicians, nurses, social workers and clergy, shall be considered and kept as the private and privileged records of FIA.
- 2.** Information shall not be divulged to any person, firm, corporation or other entity except on the direct authorization of the Board of Directors of FIA and the legal authorization from the client.
- 3.** If a Volunteer/employee/board member is provided with computer access by an assigned password, the computer information accessed by the Volunteer/employee/board member is confidential and may not be shared with others. The assigned password must also be kept confidential and shall not be divulged or given to others for their own use other than as required by FIA procedures.
- 4.** Upon the ending of volunteer/employment/board services, the Volunteer/employee/board member should continue to treat the information as private and privileged and not release any such information to any person, firm, corporation, or other entity, by written or verbal statements except upon direct written authority of the Board of Directors of FIA and legal authorization from the client.

I have read the above confidentiality policy, understand the importance of this document, and hereby acknowledge the same.

Date

Signature