

PEOPLE'S PLACE

Confidentiality Policy

Approved By: Board of Directors
Review/Revision Date:03/01/2022

I. PURPOSE

The purpose of this policy is to ensure that the confidentiality of client, staff and agency information is securely maintained.

II. POLICY STATEMENT

It is the policy of People's Place that access to all confidential information is restricted to authorized representatives or when required by law and in accordance with program policy.

III. APPLICATION

This policy applies to all People's Place staff, volunteers, vendors, and board members.

IV. DEFINITIONS

Confidential information – information of a legal, proprietary, sensitive, private or personal nature.

V. STANDARDS

- A. Client and agency information should be disclosed only to authorized representatives or when required by law, regulation or is an issue of safety and may require prior approval from the client, client guardian, and/or administration. Information may be removed or hidden before access is approved. This policy applies to information regarding active and inactive clients.
- B. All client, staff and agency confidential information, written or electronic, must be secured to the extent possible at all times.
- C. Staff will continue to maintain confidentiality after leaving agency employment.
- D. The agency will obtain a signed statement of confidentiality upon hire.
- E. All Staff, Volunteers, Vendors and Board members must properly secure all confidential information during and after use.
- F. Questions regarding confidentiality procedures should be directed to your Supervisor, or for vendors/Board members, to an Associate Director or Executive Director.
- G. An employee's failure to maintain confidentiality will result in disciplinary action up to and including termination.

VI. PROCEDURES

Individual Responsible

Action

Staff/Vendor	<ol style="list-style-type: none">1. Staff reports any breach of confidentiality or concern to supervisor.2. Vendor reports any breach of confidentiality or concern to an Associate Director or Executive Director.
Supervisor	<ol style="list-style-type: none">1. Supervisor informs Program Director.
Program Director/Associate Director	<ol style="list-style-type: none">1. Investigates confidentiality complaint, follows disciplinary action procedures as appropriate.2. Reports findings/actions to the Associate Director.
Associate Director	<ol style="list-style-type: none">1. Informs Executive Director of confidentiality breach.
Executive Director or Designee	<ol style="list-style-type: none">1. Initiates an investigation.2. Determines outcome of confidentiality complaint.3. Reports necessary information to Board President.

VII. ATTACHMENTS

- A. Confidentiality Statement for Staff, Volunteers and Interns
- B. Confidentiality Agreement for Vendors, Contractors, and Consultants

