



CONFIDENTIALITY POLICY

Choices for Women adheres to a strict code of confidentiality. Each client who comes to the center deserves our utmost care and respect. At no time should our clients fear betrayal on the part of the very people they have come to for help.

The basis for confidentiality in a client-helper relationship:

Confidentiality Breeds Trust:

Trust is a basic ingredient in human relationships. It is the basis upon which a solid friendship is formed. Without this trust, the likelihood of meeting the needs of clients who come to our center is virtually destroyed. A client assured of confidentiality is more likely to trust his/her helper and thus be more willing to respond to counsel.

Confidentiality Protects Integrity:

Confidentiality protects the integrity of Choices and prevents the possibility of unnecessary legal entanglements. Copies of the client information sheets are to be kept private. After they are entered in the computer, shred the originals and file all information in the client file. The client files should be locked.

Confidentiality Prevents Gossip:

Confidentiality protects volunteers from the temptation to gossip. At the same time, this releases other volunteers from the temptation to listen to gossip! Discussing client problems with other volunteers should never be done for the purpose of aiding yourself in the counseling process. Client situations are to be discussed only with the Client Services Director or the Executive Director. Prayer with and for other staff persons is encouraged including a generic "please meet the needs of our clients." God knows their names. Learn to unload on God. This will help you keep problems in the proper perspective.

Maintaining Confidentiality:

1. Do not relay any factual information about a client to anyone other than a Staff Member (Executive Director, Client Services Director, Administrative Director, Nurse Manager).
2. I understand that I must report all suspicion of abuse, threat or underage sexual activity (under 16) to the Executive Director before the client leaves.
3. Client must sign "Release of Information Form" before discussing a client with personnel from another agency (including pastoral staff at a church).
4. Destroy all papers containing confidential material by shredding.

I agree to maintain the standards of Confidentiality as outlined in this form.