

Employment Information

Confidentiality - General

7.4

STANDARD

Boys & Girls Club of Cochrane & Area maintains the highest possible level of professional rigor and ethical conduct at all times.

POLICY

Information gained about clients and volunteers by virtue of employment with BGCCA is considered confidential and will not be disclosed to third parties without client consent and management approval, except as described in the agency's confidentiality policy.

Confidentiality shall be ensured in all areas of client information and records.

The client (and, if a minor, his/her parents and/or legal guardians) shall be considered the primary source of information about the client's need for service.

Unless otherwise required by law, advised by BGCCA's legal counsel, or in circumstances in which the client is endangered or may be harmful to others, written consent shall be obtained from the client or his/her legal guardian before any information is sought from or released to any other organization or person not employed or working as a volunteer for BGCCA.

This policy applies to the dissemination of information both internally and externally.

Breach of confidentiality will result in discipline up to and including termination.

PROCEDURE

Client information sought or released shall be related directly to the determination of needs, delivery of service, or other purpose mutually defined by the client or guardian and BGCCA.

Unless otherwise required, or approved by the E.D, client information or records sought by the courts, public officials, investigative units, law enforcement bodies, or other legally sanctioned persons shall only be released at the advice of BGCCA's legal counsel.

Employees shall testify in court regarding clients only if they are subpoenaed.

In cases where a client is known to engage in activities of potential harm to him/herself or others or the agency, appropriate action shall be taken in consultation with the supervisor and Executive Director.

Information within BGCCA shall be disclosed only to staff and supervisors involved in a particular case or with a particular client, and to any other persons serving in bona fide training programs or supervised volunteer programs when and to the extent performance of their duties require such information.

Auditing, contracting, licensing, research, accrediting, or quality assurance/evaluation personnel may have access to client information and records, as needed, with the approval of the Executive Director. In all cases a letter of confidentiality must be signed by the external body and the Executive Director of BGCCA.

All persons having access to client information shall adhere to the principle of confidentiality and to professional codes of ethics. Employees will be required to sign an oath of confidentiality.

