

CONFIDENTIALITY POLICY

It is the policy of Charlotte Family Housing (CFH) that each staff member and volunteer has a continuing obligation to protect its internal business affairs and other confidential information. In recognition of this fact, all employees, volunteers and outside partners who require access to confidential information shall be required to sign the Confidentiality Agreement upon hire; volunteers will sign a Volunteer Confidentiality Agreement upon acceptance within the agency. Non-compliance with this policy may result in an employee's termination from employment, the immediate dismissal of a volunteer, and civil penalties for improper release or disclosure of participant confidential information.

“Confidential information” includes, **but is not limited to:**

- Any information that would constitute a trade secret under applicable law.
- All medical and personal information concerning Charlotte Family Housing’ participants, employees and volunteers.
- Information regarding the provision of services; internal and external staff providers and their credentials or credentialing status.

PARTICIPANT CONFIDENTIALITY

All information concerning a participant's presence at the agency (from appointments to participant records) will be considered confidential.

LIMITS TO CONFIDENTIALITY

Social workers should protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons. In all instances, social workers should disclose the least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made should be revealed. The general expectation that social workers will keep information confidential does not apply when disclosure is necessary to:

- Prevent serious, foreseeable, and imminent harm to a participant or other identifiable person.
- Child Abuse and / or Neglect.
- When laws or regulations require disclosure without a participant's consent.

LEGAL PROCEEDINGS

Social workers should protect the confidentiality of participants during legal proceedings to the extent permitted by law. When a court of law or other legally authorized body orders social workers to disclose confidential or privileged information without a participant's consent and such disclosure could cause harm to the client, social workers should request that the court withdraw the order or limit the order as narrowly as possible or maintain the records under seal, unavailable for public inspection.