

**Confidentiality Policy**

It is the policy of Challenge to maintain the right to privacy and the confidentiality of information regarding employees and consumers served by the agency. It is also our policy to use the information held in case records and obtained in personal interviews and counseling sessions in the consumer's best interest.

Guidelines:

1. Access to consumer case records shall be limited to staff/volunteers and Board Members whose work responsibilities require such access.
2. In the event of an accident, injury, or other serious reportable incident, personal information may be released to the appropriate health or public safety personnel if, in the opinion of management handling the situation, this information must be released in order to protect the well-being of the consumer or employee.
3. Specific information regarding the exact nature of an individual's participation in Challenge programs, or incidents that occur during a consumer's participation in a program is confidential.
4. Any confidential or sensitive information should always be discussed in a private area that respects the confidentiality of the information and consumer or employee.
5. Special care must be exercised when publicizing agency matters. Therefore, no interviews or photographs of consumers or employees are allowed unless permission is given by consumer or guardian.
6. All staff are required to adhere to Challenge's Privacy Policy Statement and Notice of Privacy Practices, as required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Above all, staff must assure the rights and safety of consumers and co-workers are respected at all times. It is essential for all staff/volunteer and Board Members to maintain the right to privacy and confidentiality of information regarding all consumers and employees. Any employee of Challenge who violates this policy will be subject to disciplinary action, up to and including discharge, and possible referral for criminal prosecution, depending upon the nature a seriousness of the incident.

My signature below indicates that I have read the above policy and agree to treat all confidential information with privacy and respect for consumers and employees. This policy remains in effect while I am employed with Challenge and I will continue to protect the privacy of consumers' and employees' even when I no longer work or volunteer my services for Challenge.

\_\_\_\_\_  
Signature of Employee/Volunteer/Board Member

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Representative

\_\_\_\_\_  
Date