

## **Confidentiality**

Every client seen at the Women's Resource Centers of Southern Nevada is promised confidentiality and every member of the Center staff has a duty to uphold confidentiality. The only exceptions are when required by law to break confidentiality. If a client situation arises that may require reporting, that action is taken through the Director of Client Services or the Chief Executive Officer.

Confidential information is shared only with persons who have a legitimate need to know, for example, the Chief Executive Officer or Director of Client Services. Prayer requests made for clients are to be generic in nature and contain no identifying details. Volunteers will not discuss details of client cases with each other.

If a client knows a staff member, that client should be assured of confidentiality and the availability of other counselors.

Center staff will not identify themselves when leaving phone messages for clients or call from an unblocked phone unless prior permission is obtained from the client.

Client files and information that reveals the identity of clients should be kept in a locked and secured area. The files may be kept unlocked during business hours, but locked at all other times. In general, only the Chief Executive Officer and the Director of Client Services or the Client Coordinator should have the keys. Files should never leave the Center.

When anyone other than the client requests information concerning the client, that request will be refused unless a release of information is signed by the client or a subpoena or court order is issued.

Client information is not to be given over the phone to anyone unless written permission has been obtained. (This includes the client, parents, boyfriends, medical personnel, etc.)