**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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| --- | --- |
| Section: | Human Resources |
|  | Also in Program  Also in Spir. Care |
| Date Created: | February 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Confidentiality

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to both Legislation and established best practices with regards to Agency and Client Confidentiality.

**Procedure:**

All information related to clients and their families is confidential. A “Release Of Information” form must be signed by the client prior to any information being released about that client. No personal or identifying information shall be disclosed to any source by staff members. All client files and anecdotal notes will be stored in locked cabinets and maintained in a confidential manner.

All staff members, students, and volunteers must sign a “Client Confidentiality Form and Agency Confidentiality Form” prior to commencement of association with The Women’s Counselling Centre. Copies of these forms are attached.

Staff members, students and volunteers who do not comply with this policy will be disciplined and may be terminated from their association with The Women’s Counselling Centre.

**The Salvation Army**

**Women’s Counselling Centre**

## Confidentiality Policy

It is a matter of professional ethics, that the strictest confidentiality be maintained regarding any information obtained for and/or about the clients we serve. It is also essential that information pertaining to the business, administrative and financial situation of the Women’s Counselling Centre is also kept confidential. All employees, students, interns and volunteers of the Women’s Counselling Centre must not divulge any information concerning confidential material.

I understand that it is imperative that the confidentiality of our clients be maintained. I further understand that the identities of the Women’s Counselling Centre clients must not be disclosed to the media and/or general public.

Confidential Information Includes but is not limited to the following:

**Client Information**

* Client File Contents and Information
* Client Identifying Information
* Client Treatment Details
* Details regarding Client’s Family Members

**Business and Agency Information**

* Contact Information for Staff, students, interns and volunteers
* Personal Information regarding Staff, Students, Interns and volunteers
* Minutes of Internal Meetings
* Business, Administrative and Financial Information regarding The Women’s Counselling Centre (In the spirit of collaboration, in some cases, exceptions to this clause may be made but only with the prior consent of the Director.)

I understand that other policies are in place governing the appropriate release of information to other professionals with signed consent, research and removal of files from the premises. I agree that my behaviour will be governed by those policies also.

I understand that anyone found to be in violation of this policy will be subject to appropriate disciplinary action.

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**AGREEMENT**

I understand the above and agree to total confidentiality of Client, Business and Agency information pertaining to The Salvation Army Women’s Counselling Centre. I understand that a copy of this document will be kept in my personnel file.

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Signature Date

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