

Confidentiality Agreement

Birthday Dreams is aware of the sensitive and confidential nature of serving vulnerable women and children who are living in protective shelters, transitional housing, and other confidential housing and/or programs. Therefore, all volunteers, paid employees and Board Members at Birthday Dreams are fully committed to keep the names, faces, and any other identifying information of the persons served in strict confidence.

Identifying information will not be shared with anyone outside of our agency, nor will it be used for any solicitation, marketing or exploitation of any vulnerable adult or child without the specific written consent of each adult individual. Head of household must sign for minors under 18 years of age.

When working with clients, volunteers agree they will not take pictures of clients. At times, Birthday Dreams will ask for photos and will obtain signed agreements from clients, but this can only be done by authorized staff or board members.

All records, whether verbal, written, or electronic that contain client identifying information will be kept in a confidential manner. Hard copies will be kept in a secure locked area with limited access and destroyed within two years by an authorized record destruction company or shredded in-house by one staff person and one witness. Electronic records will be protected by password, assuring protection from any unauthorized access. Verbal conversations containing client identifying information must be held within a confidential area protected from any potential intruders.

This agreement will be reviewed with all staff, board members and relevant volunteers prior to hiring and volunteering. Each staff member/volunteer will be required to sign and date this agreement. For staff, the completed form will be placed into each personnel file.

Exception: Laws and regulations allow release of identifying information **if**:

- A crime is committed by a client on the Birthday Dreams' premises
- A client commits a crime against any person who works for Birthday Dreams
- A client *threatens* to commit a crime against Birthday Dreams or any staff members, board members or volunteers
- Birthday Dreams is listed in a lawsuit initiated by a client