

CONFIDENTIALITY AGREEMENT

All individuals serving in any volunteer position with Northwest Valley Connect (NVC) are to respect the confidentiality rights of those receiving services through this organization.

No volunteer is to disclose confidential information on any client served to any person who is not either an employed staff member of NVC or a person specifically approved by the client.

Volunteers are not to discuss confidential information concerning clients in circumstances where an unauthorized person may overhear the conversation.

Volunteers are encouraged to use first names only when discussing a situation involving clients.

Confidential information on clients includes:

- Name and address
- Details on transportation requests
- Records of services provided
- Information received verbally from the client regarding: financial, family, medical, or social situations

Any documents and information relating to a client must be carefully safeguarded and released only to authorized persons.

When it is appropriate to share information with or to refer to another agency or service provider (i.e. Benevilla), an official current release of information is required before a volunteer can contact the agency or service provider.

All volunteers are required to sign this agreement annually.

NAME: _____

SIGNATURE: _____

DATE: _____