



TITLE: CONFIDENTIALITY

Policy 1.2
Rev. January 2019

PURPOSE AND SCOPE

The purpose of this policy is to ensure the confidentiality of personal information, both employee and client.

A. CLIENT RECORDS

All client information is confidential. No information, whether written or verbal, will be transferred to a third party without a written release of information signed by the client or legal guardian or unless such a release is authorized by a lawful court order.

1. Copies of current releases of information shall be kept in the client records available at the client's home. Original copies of all current releases should be kept in the client's master file in the office.
2. At hire, all employees must read and sign a confidentiality statement acknowledging the expectation of strict confidentiality as regards to client information.
3. Any unneeded printed material containing client information must be put in the locked shredding bin by the end of each business day.
4. Client information in electronic format may only be stored on secured Kokua computers. Employees are not permitted to have any Kokua documentation, client photographs or client information on personal devices including, but not limited to, flash drives, lap tops, smart phones or tablets.

Breaching client confidentiality is a serious policy violation and may be cause for disciplinary action up to, or including, termination.

B. EMPLOYEE RECORDS

Employee personnel records are confidential. Access to personnel records is limited to the Executive Director, the Human Resources Coordinator, the Administrative Assistant, and the Business Operations Coordinator.

No information from employee records will be shared with a third party without a written release of information from the employee or by a lawful court order.

Employees may have access to copies of their personnel file upon written request. Names of clients, third parties or potentially identifying circumstances must be redacted before the documents are released. Any excess printed material containing employee information must be put in the locked shredding bin to await disposal.

C. CONFIDENTIALITY

All office personnel will sign a copy of the Administrative Confidentiality Statement at the time of hire.