

Our Lady's Inn

**Confidentiality Policy & Procedure**

Our Lady's Inn (OLI) respects the right to privacy of our clients and employees. An employee may have access to confidential information such as, but not limited to, protected health and personal information of OLI clients, employees, or volunteers of the agency. Confidential information transmitted or maintained in any form (paper, verbal or electronic) must be protected from unauthorized release to any person who does not, by law, have a right to such information. This includes information the employee may become aware of through incidental contact or conversation.

Client records are kept in a secure location accessible only by authorized program staff. The employee must exercise all appropriate business and professional practices and follow agency procedures to ensure the confidentiality of client, employee or volunteer information. This includes: not leaving information in areas where it could be seen by others; not discussing issues with personnel not involved in the case or situation; not discussing client or employees issues in open areas; always following the policy of minimal necessary disclosure when releasing information to others; reporting any unauthorized release of confidential information to the Executive Director; not discussing confidential information with family, staff or clients; and not engaging in any other practice that might expose confidential information to unnecessary risk of disclosure.

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Employee/Volunteer Signature

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Employee/Volunteer Printed Name

\_\_\_\_\_  
Date