

POLICY: CONFIDENTIALITY

POLICY STATEMENT: The CASA of L & C and B Counties Friends of CASA volunteers shall adhere to the following guidelines with respect to maintaining confidentiality and respecting the privacy of others in all matters relating to any and all information. The guidelines are set out below, they govern circumstances in which the volunteer may receive directly or indirectly information. However, these guidelines cannot cover every possible situation which may arise. Any questions and/or concerns of the volunteer regarding confidentiality or the application of this policy should be discussed with the CASA Executive Director. These will be resolved on a case by case basis.

POLICY GUIDELINES:

1. Friends of CASA volunteers have not been trained to function as CASA Advocates. They will have no direct or indirect contact with families or children that the program provides services to. They will have no direct or indirect access to any of the case information available in the CASA office.
2. Friends of CASA volunteers who may know a family and/or children that are having services provided to them by the CASA Program, are expected to maintain confidentiality of any and all information regarding that family and/or children.
3. Friends of CASA volunteers who may come into contact with families and/or children at the CASA office, Child Protective Services office, or any function or activity that CASA is involved in shall maintain total confidentiality of who these people are within the community. They shall never discuss any information about those individuals in a purely conversational purpose.
4. Friends of CASA volunteers must respect families and children's rights to privacy in regard to personal information.
5. Friends of CASA volunteers shall not have access to any printed information, records, files, computer files, reports, or related information regarding families and children. They shall refrain from reading any and all information they may come in contact with within the CASA office.
6. All Friends of CASA volunteers will sign a statement of confidentiality upon completing their orientation and it will be placed into the individuals file at the CASA program.

Date: \_\_\_\_\_

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Signature

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Program Dir./President of Board