

Big Brothers Big Sisters of Central Virginia

Confidentiality Policy

1. To provide responsible and professional service, it is necessary for volunteers, children, and their parents or guardians to divulge extensive personal information about themselves and their families. This information is treated confidentially and maintained in the volunteer or client records. The documentation is the property of the agency and not the property of the staff, clients or volunteers.
2. Access to Confidential Information
 - a. Confidential information about volunteers or clients is shared only within the agency with the exception of specific situations listed below in section 3.
 - b. The right to confidentiality applies to written records, video/film pictures or use of clients or volunteers names in agency publications.
 - c. To best assess our clients and volunteers, information from outside sources including confidential references may be required. The clients or volunteers will sign a “Consent to Release Information” form to enable the agency to obtain the information.
 - d. Agency records are not available for review by clients or volunteers.
 - e. At the time of the interview, clients and volunteers will sign statements reflecting their understanding of the agency policy of confidentiality.
 - f. Agency records are stored in file cabinets in locked offices or storage rooms.
 - g. Situations where agency staff violate the Confidentiality Policy will be handled by the Executive Director according to the guidelines of the Personnel Policy.
3. Limits of confidentiality
 - a. Information will be released to other individuals or organizations upon presentation of an authorized “Consent to Release Information” form appropriately signed and dated by the client or volunteer.
 - b. Identifying information of clients or volunteers who have given permission may be used in agency publications or promotional materials.

- c. For purposes of program evaluation, audit, or accreditation, and with the prior approval of the Board of Directors, certain outside bodies may have access to client or volunteer records only upon authorization by formal motion by the Board of Directors.
- d. Records may be provided to law enforcement officials or the courts only upon presentation of a subpoena.
- e. State law mandates that suspected child abuse must be reported to the Department of Social Services. Agency staff, volunteers, and members of the Board of Directors are mandated reporters under the Child Protective Service Law, and shall report all instances of suspected child abuse to the Executive Director who will in turn report these instances to the Department of Social Services.
- f. If an agency staff member receives information that indicates a client or volunteer is dangerous to themselves or others, necessary steps will be taken to protect the appropriate party.
- g. At the time a child or volunteer is considered as a match candidate, information is shared between the prospective match partners. Each match party has the right to refuse the proposed match based on the information provided. The client or volunteer shall have the right to discuss the specific information with staff before it is presented to the potential match mate.
- h. For purposes of completing intake information on clients and volunteers, case records may be taken from the office by an agency employee.

I understand the above policy.

Volunteer/Parent/Guardian

Date

Match Support Specialist

Date