

ARROWHEAD ECONOMIC OPPORTUNITY AGENCY

General Client Confidentiality Policy

The staff and/or volunteers shall, as far as possible, guarantee confidentiality and privacy in regard to treatment, records and discussions of, or about, any people served by AEOA. The very fact that an individual is served by this organization must be kept private or confidential; such disclosure can be made only under certain specified conditions, which are described below, for sufficient reason relating to law enforcement and fulfillment of mission. The principle of confidentiality must be maintained in all programs, departments, functions and activities.

A. Internally

1. No records or lists will be maintained where they may be seen or read by other people we serve, volunteers, or members of the community.
2. Staff and/or volunteers, whether secretaries, paraprofessionals or professional personnel, will have access to such records on a need-to-know basis only.
3. All staff and/or volunteers will be reminded continually of the need to maintain confidentiality of records and contracts.
4. "Gossip sessions" and other non-professional discussions of individuals and records by staff and/or volunteers are strictly forbidden.

B. Externally - Agencies or programs not included in Program and/or General Disclaimers

1. No information about a client requested by anyone outside the Agency will be given out unless the requesting party falls under the need-to-know basis and is included within the Program Disclaimer. This includes whether or not a person is or was served by the Agency.
2. Release-of-information forms will be fully explained and completed by the affected person prior to the release of information.
3. No information will be released without specific written consent that will allow the identification of any person by name, address, Social Security number, etc.
4. If, for any reason, records are to be inspected by any outside agency with authority to do so, the individual(s) inspecting the records must be specifically authorized to do so by the Executive Director. The taking of notes, copying of records, or removal of records is specifically prohibited in such cases.
5. Staff and/or volunteers will not discuss any individual's record with unauthorized individuals, formally or informally, whether on or off duty.
6. Records will be kept safe from loss, destruction, theft, and unauthorized use.

**Arrowhead Economic Opportunity Agency
702 Third Avenue South
Virginia, MN 55792-2797**

Please click the link below to acknowledge you have read and understood the General Confidentiality Policy

<https://forms.aeo.org/Forms/OIDIs>

Distribution:

Employee's Personnel File