

## Confidentiality

Every client seen at Sav-A-Life is promised confidentiality and every member of the center staff has a duty to uphold confidentiality. The only exceptions are when required by law or morally compelling circumstances to break confidentiality. If a client situation arises that may require reporting, that action is taken through the director.

Confidential information is shared only with persons who have a legitimate need to know, for example the Director or Client Services Director. Prayer requests made for clients are to be generic in nature and contain no identifying details. Volunteers will not discuss details of client cases with each other.

If a client knows a staff member, that client should be assured of confidentiality and the availability of other counselors.

Center staff will not identify themselves when leaving phone messages for clients.

Client files and information that reveals the identity of clients should be kept in a locked and secured area. The files may be kept unlocked during business hours, but locked at all other times. In general, only the Director and the Client Services Director should have the keys. Files should not leave the center

When anyone other than the client requests information concerning the client, that request will be refused unless the client's written permission has been obtained or a subpoena or court order is issued.

Client information is not to be given over the phone to anyone unless written permission has been obtained. (This includes parents, boyfriends, medical personnel, etc.)

Regarding donor lists:

Sav-A-Life never shares or sells our donor's contact information to anybody else. By providing your postal address or e-mail address to Sav-A-Life, you will only receive correspondence from us. We send occasional newsletters, alerts, and prayer requests to you. Your contact information will not be exchanged with our affiliated organizations or any other organization.