

Section One: Confidentiality

POLICY: To protect and respect participant confidential and identifiable information.

PROCEDURE:

Confidentiality for staff:

All individuals referred for services will be informed of the confidentiality policy.

Case File Storage:

1. All case files will be maintained in locked cabinets at a secure location with access restricted to authorized personnel of the TVR program.
2. Case files will be kept safe in fire resistant file cabinets.
3. All participant hard copy and electronic records will not be left unattended.
4. The program manager and VR Counselors will maintain possession of keys to participant files. Files will not be removed from the office.
5. TVR program staff will abide with TVR program's social media policies about confidentiality.

Confidentiality for Participant Information:

Participant personal information may be released under the following conditions:

1. The participant and/or representative will sign a release of information (ROI) form listing who the ROI will be released to and what the reason will be for the use.
2. If an ROI is received from another program, the TVR program staff will only release documents or information that has been generated by the program.
3. If the participant expresses self-harm and/or the intent to harm others, this information can be released without the participant's consent.
4. If the participant record is subpoenaed by the courts, the staff may release the record.
5. At times the participant may request to receive a copy of their case record information. In general, a record may be released provided the participant makes the request in writing and if the information is not harmful to the individual.

Modes of Communication

Persons who are unable to communicate in English or who rely on special modes of communication shall be informed of TVR program's policy on confidentiality in a manner which assures adequate understanding.