Westmoreland County Food Bank
Client Confidentiality Policy

Purpose

Because of the nature of most of the work of Westmoreland County Food Bank [WCFB], all employees should be fully aware of the confidentiality of material and information with which they work. Personal data should remain confidential at all times. No employee is to discuss any confidential information that they become aware of during the course of performing their job unless, of course, it is necessary to perform their job. This duty to preserve the confidentiality continues even after the employee leaves the employ of WCFB.

No one is permitted to remove or make copies of confidential organizational records, reports or documents without the prior approval of the Chief Executive Officer [CEO]. Failure to adhere to this policy, or any breach of confidentiality, will result in disciplinary action, up to and including termination.

This policy is to safeguard the individual rights of persons served by WCFB by maintaining the confidentiality of the programs and any services that they receive or participate in from WCFB as provided by law.

Relationship to Mission/Vision/Values

WCFB is committed to providing services which treat people with dignity and respect, taking particular care to see that their rights are fully protected.

Policy

I. Information about the identity, diagnosis, evaluation or treatment of a person served is confidential.

II. All records and other information, paper-based and electronic, which identify a person served, will be maintained and stored in a secure environment; for paper-based, they should be secured in locked files and for electronic files, they should be password protected and/or destroyed [shredded] pursuant to all legal requirements.

III. Such information shall be released only:

   a. With proper authorization by the person served, his/her legal guardian or other legally authorized representative; or
   b. Where specifically authorized by law.

IV. The Chief Executive Officers [CEO] shall be responsible for the establishment and implementation of procedures pursuant to this policy. Such procedures shall apply to
all employees, consultants, volunteers, contracting agencies and affiliates. Such procedures shall comply with all appropriate statutes, rules, regulations, and other legal requirements.

V. All employees, consultants, volunteers, contracting agencies, and affiliates shall be appropriately trained concerning this policy of confidentiality. Any violators of this policy or the procedures implementing this policy will be subject to disciplinary action, including possible discharge from employment or other affiliation.

Signature of Staff/Volunteer/Consultant          Date