



Any Baby Can
Child & Family
Resource Center

1121 East 7th St.
Austin, Texas 78702

phone 512.454.3743
fax 512.454.0205

info@abcaus.org
www.abcaus.org

Confidentiality of Information

Any Baby Can Child and Family Resource Center is dedicated to the support and protection of our clients' dignity and privacy.

PRACTICE

All volunteers, unless specifically stated, are required to sign ABC's Client Confidentiality Statement. Due to the production and retention of confidential information, it is vital to ABC operations and for services the organization provides its clients, to strictly adhere to their right to privacy.

ABC is subject to and adheres to the mandates and procedures of Health Insurance Portability and Accountability Act of 1996 (HIPAA), the Individuals with Disabilities Education Act of 1975 (IDEA), and the Family Education Rights and Privacy Act of 1974 (FERPA).

PROCEDURE

1. All ABC volunteers are responsible for complying with all policies and/or practices relating to client confidentiality and the release of client-related information.

Information designated as confidential, such as clients' personal or family history, socio-economic information, medical information, recent crises, etc., is to be discussed with no one outside the organization and only discussed with ABC staff, such as a case manager or the Special Events and Volunteer Coordinator, on a "need to know" basis. Volunteers should not discuss client information with other volunteers, co-workers, family members, etc. Exceptions are agencies and other health care providers the agency is making client referrals to for the purpose of obtaining services.

If deemed necessary by ABC staff, ABC can offer an outlet to discuss anything upsetting that volunteers may have been exposed to while volunteering at ABC.

2. All outside requests for information about a program or are of a client nature should be directed to the department director and/or the Executive Director.
3. All outside requests for financial information should be directed to the CFO.
4. All outside media inquiries should be directed to the CFO, Director of Development, and/or the Executive Director.
5. Violators of the policy will be subject to disciplinary action, up to and including termination of employment or volunteer status.

The importance of client confidentiality has been explained to me, and I have read the above policy statement.

Printed Volunteer Name

Date

Volunteer Signature