

Confidentiality

***“Now it is required that those who have been given a trust must prove faithful.”
1 Corinthians 4:2***

Every client seen at the PCPY 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 Executive Director.

Confidential information is shared only with persons who have a legitimate need to know, for example, another client advocate/staff member working with the client during Earn While You Learn, Bible Study, Abstinence Study, or with the Executive Director. Prayer requests made for clients are to be generic in nature and contain no identifying details. Volunteers & staff members will not discuss details of client cases with each other.

If a client knows a volunteer or staff member, that client should be assured of confidentiality and the availability of other peer counselors to meet with them.

Client files and information that reveals the identity of clients should be kept in a locked and secure area. The files may be kept unlocked during business hours, but locked at all other times. In general, only the Executive Director or designated staff should have keys.

Files should not leave the center, unless necessary for services offered at a satellite location. In general, these files should be transported and under the supervision of the Executive Director, or designated staff, as much as is possible.

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.)