

SAFEHOUSE

C E N T E R

Confidentiality and Security

Confidentiality

In order to provide for the safety of the survivors and families that we work with, we maintain a very strict confidentiality policy. To volunteer with SafeHouse Center, it is necessary that you agree to the following confidentiality guidelines.

- I will not confirm or deny that anyone is a service participant with SafeHouse Center. This includes children, and anyone that I see in or around SafeHouse Center facilities. If I am asked directly about someone's presence at SafeHouse Center, I will state that I have no information, not "She's not there."
- I will not take pictures of service participants or children, without permission. If I am given permission, I must use SafeHouse Center equipment for all photo related activities, including development and downloading) unless provided with a SafeHouse Center camera.
- In the unlikely event that I encounter a reason to breach someone's confidentiality (commission of a crime, child abuse or neglect, threats to self or others), I will immediately speak to a SafeHouse Center staff member.
- I will not give a service participant my home or work telephone numbers, and I will re-direct service participants to their advocates when they request something outside of my volunteer role.
- I will immediately disclose any and all violations of confidentiality. My supervisor understands that mistakes are made from time to time, and I will share with her my concerns regarding confidentiality.
- I understand that should I willingly or knowingly violate someone's confidentiality, I will no longer be allowed to volunteer at SafeHouse Center, including future endeavors.

Security

SafeHouse Center's state of the art security system is only as effective as the people using it. Therefore, we ask that you agree to the following security guidelines.

- I will not prop open locked doors, especially those leading into the shelter from the outside or from the public side of the building. If I encounter a propped door, I will question why it is propped, and if I see an unattended propped door, I will close it.
- I will not let anyone in to the shelter. If I am a crisis line/shelter volunteer, I will only allow SafeHouse Center staff, volunteers and current residents into the shelter.
- I will direct donors to deliver items to the public lobby rather than the shelter door.
- I will ask my ride to wait in their vehicle *in a parking spot* when picking me up. I will identify the vehicle to SafeHouse Center staff.
- When entering and exiting the public lobby after business hours, I will double check that the front doors have closed and latched.
- I will notify a SafeHouse Center staff person immediately if I encounter any breach of security and/or any suspicious people on the premises.
- If I am issued a key pass, I will not share it. Nor will I add any identifying information to my key pass or its holder. If I lose or misplace my key pass, I will immediately inform the Administrative Assistant at extension 296.

Signature

Date

Printed Name



Please copy for volunteer.