

Confidentiality & Security Guidelines

CONFIDENTIALITY

In order to provide for the safety of the survivors and families that we work with, we maintain a very strict confidentiality policy. 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 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.
- I will not take pictures of Service Participants or children without appropriate permission. If I am given permission, I must use SafeHouse Center equipment for all photo related activities.
- I will not give a Service Participant my personal contact details and I will re-direct Service Participants to the appropriate advocate when they request something outside of my role.
- In the unlikely event that I encounter a reason to breach someone's confidentiality (commission of a crime, child/vulnerable adult abuse and/or neglect, threats to self or others), I will immediately inform a SafeHouse Center supervisor.
- 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 my supervisor any concerns relating to confidentiality.
- I understand that should I violate someone's confidentiality, it may lead to termination.

SECURITY

SafeHouse Center's 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 work in Shelter, I will only allow SafeHouse Center staff, volunteers and current residents in to the shelter.
- I will direct donors to deliver donations 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 are locked.
- 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 my supervisor.

Printed Name

Date

Signature