

## 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.

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*Printed Name*

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*Date*

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*Signature*