



Kids deserve the best.

Volunteer Client Confidentiality Agreement

I understand that Children's Wisconsin (hereafter Children's) strictly adheres to the ethical standards for confidentiality as set forth in the NASW Code of Ethics and the legal standards provided in Wisconsin and Federal Statute. In my capacity as a volunteer of Children's, I may have access to confidential information. I agree to abide by Children's confidentiality policy, which includes:

1. I will respect clients' right to privacy. I will not solicit private information from clients unless it is essential to providing services or conducting social work evaluation or research. Once private information is shared, standards of confidentiality apply.
2. I may disclose confidential information when appropriate with valid consent from a client or a person legally authorized to provide consent on behalf of a client.
3. I will protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons. The general expectation that I will keep information confidential does not apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to a client or other identifiable person. In all instances, I will disclose the least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made should be revealed.
4. I will inform clients, to the extent possible, about the disclosure of confidential information and the potential consequences, when feasible before the disclosure is made. This applies whether confidential information is disclosed on the basis of a legal requirement or client consent.
5. I will discuss with clients and other interested parties the nature of confidentiality and limitations of clients' right to confidentiality. I will review with clients, circumstances where confidential information may be requested and where disclosure of confidential information may be legally required. This discussion should occur as soon as possible in the relationship and as needed throughout the course of the relationship.
6. I will adhere to the privacy practices that Children's has developed, which follow federal requirements established by HIPAA, that allow health information to be disclosed, without client permission, for treatment, payment and business operations only.
7. I will not discuss confidential information in any setting unless privacy can be ensured. I will not discuss confidential information in public or semipublic areas such as hallways, waiting rooms, elevators, and restaurants.

8. I will protect the confidentiality of clients during legal proceedings to the extent permitted by law. When a court of law or other legally authorized body orders me to disclose confidential or privileged information without a client's consent and such disclosure could cause harm to the client, I will request that the court withdraw the order or limit the order as narrowly as possible or maintain the records under seal, unavailable for public inspection.
9. I will protect the confidentiality of clients when responding to requests from members of the media.
10. I will protect the confidentiality of clients' written and electronic records and other sensitive information.
11. I will take reasonable steps to ensure that clients' records are stored in a secure location and that clients' records are not available to others who are not authorized to have access.
12. I will take precautions to ensure and maintain the confidentiality of information transmitted to other parties through the use of computers, electronic mail, facsimile machines, telephones and telephone answering machines, and other electronic or computer technology. Disclosure of identifying information will be avoided whenever possible.
13. I will transfer or dispose of clients' records in a manner that protects clients' confidentiality and is consistent with state statutes governing records and social work or applicable licensure.
14. I will take reasonable precautions to protect client confidentiality in the event of an employee's termination of practice, incapacitation, or death.
15. I will not disclose identifying information when discussing clients for teaching or training purposes outside the agency, unless the client has consented to disclosure of confidential information.
16. I will not disclose identifying information when discussing clients with consultants, unless the client has consented to disclosure of confidential information or there is a compelling need for such disclosure.

I agree to adhere to this agreement and understand that any violation of this agreement could result in discharge from volunteer status and/or referral to law enforcement, child protective services, or other authorities as appropriate.

Volunteer Name (Please Print):	
Volunteer Signature:	Date: