

**TOWN OF GLASTONBURY  
HUMAN SERVICES DEPARTMENT  
SENIOR & COMMUNITY SERVICES  
Part-time and Volunteer Staff**

**CLIENT/PARTICIPANT  
CONFIDENTIALITY POLICY**

All interactions between staff and volunteers of the Glastonbury Senior and Community Services and clients/participants are to be undertaken with the utmost respect for client confidentiality. All client/participant information, including application, medical condition, contact information, and communications related to clients/participants or their services is confidential. The following rules must be abided by when addressing client/participant-related information:

1. Client/participant information is not to be released to any agency or individual without a Release of Information form signed by the client/participant or client/participant's guardian/conservator/power of attorney. Any persons not so authorized, including family members, must have the client/participants' written approval to access any confidential information.
2. As a general rule, information requested for release must relate to the services the client/participants received at Senior and Community Services. Inappropriate disclosure of information can result in severe disciplinary and/or legal actions. Unauthorized access to information contained in client/participants' files is a legal violation of the client/participant's right for privacy and confidentiality.
3. The only exceptions to this are:
  - a. A legally mandated referral to the state Protective Services for the Elderly or Department of Child and Family Services;
  - b. In answer to a legally executed subpoena or search warrant; or
  - c. To another Town of Glastonbury department as may be deemed necessary in order to provide optimal service to the client/participants – for example, the Police Department or Health Department.
4. All client/participant information must be adequately secured with limited access by designated Youth and Family Services staff or other individuals. Youth and Family Services volunteers and unauthorized staff should not be allowed access to any client/participant information.
5. Examples of documents that contain client/participant information which may not be release without written consent by the client/participant are:
  - Any document with client addresses/signatures/phone number.
  - Program applications/related forms.
  - Lists of participants of Friendship Circle programs and Social Service programs.

6. Protection of Social Security Numbers

Client/participant's Social Security numbers are not to be taken unless necessary for completion of an application or form with which the client/participant has asked a Youth and Family staff person for assistance.

7. Duplication

Authorized persons who have valid access to such documents may not make copies of the documents or otherwise make notes concerning their contents except for providing necessary documentation. Employees who make copies of any confidential documents must secure the documents while in their possession. It is the sole responsibility of the individual who obtained the duplicates to ensure that these copies are either destroyed or securely stored.

**Employees who fail to follow these rules are subject to appropriate disciplinary action, up to and including termination of employment.**

I have received and reviewed this policy on \_\_\_\_\_  
(date)

Signed: \_\_\_\_\_