MASH
Volunteer Confidentiality Policy and Procedures

MASH collects vital, protected information that enables all staff to better care for the guests in our program. The information obtained from contact with each individual, guest, or family assists us with:

- Referral Resources for the individual
- Awareness of the needs and interests of the individual
- Promotion of positive guest and staff relations

All guest information and records will be kept confidential. All files are stored when not in use. The use or disclosure of information about the guest will be restricted to purposes directly connected with administration of the program. Emergency contact information and medication log will be kept separate and accessible by staff at all times.

Access to Records

Mandatory Access

The following people or agencies may have access to guest records:

- MASH Executive Director, Shelter Managers, Behavioral Health Specialists, Case Managers, Shift Supervisors, Shift Leads, Intake Specialists, and MASH HR
- Officials for program audit and compliance
- Any court or law enforcement officials with appropriate identification and documentation i.e. subpoena, court order, warrant, etc.

Restricted Access

The following people or agencies may have access:

- Appropriate people in an emergency, and other shelter staff as authorized by the Executive Director or Shelter Managers
- People or agencies authorized by the guest(s) in a signed Release of Information (ROI)

All other access will be limited to guests or guardians by way of a signed ROI.

I _____ have read the above policy and agree to abide by the policy. I further agree to not disclose any information regarding the guests with whom I have contact.

_____ _____

Signature Date