



## Policy: Client Privacy and Confidentiality in the Workplace Environment

**ChildNet Number:** CN 002.026  
**Original Approved Date:** November 19, 2010  
**Revised Date(s):** May 14, 2014  
**Sunset Date:**  
**COA Standard:** ASE 1.05, RPM 6.01

### Statement of Policy:

ChildNet maintains a work environment that is conducive to effectively providing services to clients and their families in a private and confidential manner.

**Definitions:** None

**Board Chair's Signature:**

**Date:**



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### Statement of Procedure:

ChildNet recognizes the importance of providing a secure work environment to protect sensitive client information. To ensure the privacy and confidentiality of this information, the following steps are taken:

- a. Documents containing client-specific information, including case files, are stored in a locked area when outside the presence of an employee.
  1. Case files and other documents with client-specific information cannot be left in open cubicles, unlocked offices, or in other open areas (e.g., on a table, printer, or copy machine) when outside the presence of an employee.
  2. Swipe cards are used by all employees when printing and copying documents in open areas.
  3. For additional information, please see Confidentiality of Case Records (CN 001.005).
- b. When retrieving voice mail messages or discussing client-specific information, employees refrain from using the speakerphone feature on cellular phones and land lines when in open areas, including, but not limited to, public places (e.g., Courthouse, parking lot), lobby areas, hallways, conference rooms, and cubicles.
- c. When speaking with clients, their families, Service Providers, other employees, or anyone else regarding client-specific information, employees ensure that their conversations are held in a confidential setting not frequented by the public.

For information on building security, such as wearing employee ID badges and escorting visitors, please see Health and Safety (policy CN 002.007).

**President's Signature:**

**Date:**

05-22-14