

## Privacy Policy

Information about participants, their families, or any other identifying information will not be divulged to anyone other than the person who are duly authorized to receive such information. This policy extends to both internal and external disclosures. Any communication with unauthorized persons requires a participant release of information. Written releases are required prior to all in-person, telephone, written, faxed, electronic or any other means of communication. Given that a participant does sign a release of information, all information will be shared with the maximum respect for the confidentiality of the participant. Without a release, staff will not even acknowledge whether someone is a participant of the agency. The only exceptions to the privacy policy are when a funding or oversight body needs to review records for compliance purposes, when records are duly subpoenaed by a court of law, and in the case of suspected child or dependant adult abuse or neglect, which we are mandated to report.