

VOLUNTEER CONFIDENTIALITY AGREEMENT

Alliston Out of The Cold (AOTC) is committed to protecting all guest information, especially confidential guest information. AOTC staff and volunteers have a legal, moral and professional duty to safeguard guest confidentiality.

AOTC is committed to respecting the confidentiality of guest records, data and verbal information. This commitment ensures that all information about guests is used and disclosed responsibly. Access to guest records is limited to authorized staff/volunteers. Confidential guest information is protected always.

- Confidentiality is vital to running a safe, inclusive program for all those who access AOTC. All names and information provided by individuals accessing AOTC are confidential and not to be disclosed to anyone outside of the space or other guests.
 - If someone calls AOTC or comes to the door looking for a guest, do not release any information about whether the person(s) is there or not. This applies to everyone: friends, family, other programs, police, etc.
- If a volunteer encounters a guest outside of the AOTC program, they are to follow the lead of the guest in how they would like to interact. Some guests may be eager to talk to volunteers, others may not. Do not disclose how you know the guest to others or ask personal information of the guest.
- Volunteers are not to share information with anyone other than volunteers for shift change and updating in-coming volunteers. Information shared amongst volunteers should speak to actions that were witnessed on shift and should be free from judgment. This kind of information sharing is necessary for the running of AOTC and does not require a release of information form to be completed.
- If the On-Call Team Lead must be contacted, every attempt should be made to ensure that guests' personal information is safeguarded.
 - No texting of personal information – this should be shared verbally, either by phone or in person.
- All names and information provided by individuals accessing AOTC will be treated as confidential, and will not be disclosed without a guest's informed consent. Unless required by law, guests must consent before any information can be released to a third party.
 - However, while AOTC volunteers will make every reasonable effort to safeguard guests' privacy and confidentiality, it may not be possible to maintain absolute confidentiality in all circumstances. AOTC may disclose a guest's information in any circumstances in which it is legally or ethically compelled to do so, including the following:
 1. If a guest presents as a danger to themselves or others, including AOTC volunteers.
 2. If there are reasonable grounds of suspicion, or confirmation of child abuse under the Child and Family Services Act. This includes witnessing of violence in the home or risk to children due to the caregiver's use of alcohol or drugs.
 - If a guest is under the age of 16 and attempting to access AOTC, we have the duty to report the information to CAS.

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3. An order, subpoena or summons is served by a court or other legal authority requiring disclosure.
 4. If there is a legal duty to report to a professional organization. (For example, when it is suspected that a guest has been the victim of a professional who has breached a professional Code of Ethics).
 5. If a guest presents a risk in the operation of a motor vehicle. (E.g. a person arrives at AOTC impaired and insists on driving, the police will be notified if alternative arrangements are refused).
- AOTC employs reasonable security arrangements to ensure that guests' personal information can only be accessed by program volunteers and is not inadvertently or accidentally disclosed to third parties.
 - Except as specifically described above or as required by law, AOTC will not release guests' personal information to other organizations/individuals unless they have first given permission for us to do so.

I, _____(name) acknowledge that we have read, understand and agree to adhere to AOTC confidentiality protocols. I understand that a breach of confidentiality may result in my dismissal from AOTC volunteering. I acknowledge that unless given authority and/or specific instructions to do so, I am not to access guest files or information obtained at intake, other than a guest's name, to perform duties for the shift. Any personal information that guests share with me during my shift shall remain confidential and may not be disclosed or discussed outside of AOTC.

Volunteer Name:

Witness Name:

(please print)

(please print)

Signature:

Signature:

Date: _____

Date: _____