

## **Confidentiality**

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In order for residents to trust the Service Coordinator, confidentiality must be protected. To assure residents that the Service Coordinator will not breach confidentiality, the Service Coordinator will abide by and sign and date the Confidentiality Agreement with each resident during their initial meeting. A copy will be given to each resident for their own records. A sample Confidentiality Agreement, Release of information can be found under Sample Forms and Documents.

The Service Coordinator will not share the following types of information with the manager without the consent of the resident:

- Health conditions
- Family history and problems
- Personal problems and concerns

A written Consent for Release of Information is required as permission for the Service Coordinator to share information about the resident with any individuals or organizations. Such Consent must be updated annually.

**Exceptions to Confidentiality Protection:** The Service Coordinator has a legal responsibility to report the following:

- Abuse or neglect of any kind, including physical, mental, financial
- Endangerment – residents who are a danger to themselves or others
- Fraudulent activity and other violations of the law
- Lease violations
- Information pursuant to a proper court order