

Lifelines Counseling Services
Confidentiality Statement

Insuring privacy and confidentiality is essential, if clients are to feel confidence in our agency and a willingness to share vital information.

It is this agency's policy that every volunteer and employee has a fundamental obligation to protect personal information about clients of Lifelines.

We ask that you, as a volunteer, agree to the following:

- Protect the identity of clients at all times.
- Never discuss clients or their circumstances with anyone outside the agency.
- Never discuss one client with another client.
- Never read case records which you might see in agency offices, unless invited to do so by caseworker/counselor. Staff will share with volunteers any client information necessary to the performance of their job.
- Never publicly acknowledge an agency client.

AGREEMENT: I agree to abide by all the above rules respecting client confidentiality, and pledge my commitment to upholding this agreement.

Name (please print) _____

Signature _____

Date _____