

E. Privacy Practices and Clients' Right to Confidentiality

1. All SAFE staff are bound by Federal and Oregon law to maintain the confidentiality of all SAFE clients and all times, on duty and off. All staff, volunteers, and Board members are bound by this policy and must sign an agreement to maintain the confidentiality of SAFE clients.
2. SAFE is required by law to maintain the privacy of its clients' personal information and to provide each client with notice of SAFE's legal duties and privacy practices with respect to clients' protected personal information.
3. Federal and Oregon law requires that SAFE staff must obtain a client's written authorization/consent before SAFE may use and/or disclose any personal information. With written permission, SAFE may disclose to any person identified by the client, their protected personal information that directly relates to that person's involvement in the client's services. When agreed upon, SAFE may use or disclose protected information to notify or assist in notifying a family member, personal representative or any other person that is responsible for the client's care of their location, general condition, or death.
4. In certain situations, SAFE staff may disclose personal information without a client's consent or opportunity to agree or object. These circumstances are detailed below:
 - a. An advocate may share a client's personal information with a SAFE program supervisor and/or service team for the purpose of improving quality of services to the client. These professionals are bound by the same confidentiality and privacy agreements as detailed in this section.
 - b. An advocate may disclose a client's personal information to SAFE's Executive Director in order to resolve any complaints the client may have and ensure that they are comfortable receiving services from SAFE.
 - c. A SAFE employee may disclose personal information to Oregon Child Protective Services only if the SAFE employee is a mandatory reporter under ORS 419B.005-0.050 and believes that a child has been neglected or abused either physically or sexually. Only that information which is required by law to be in a report and which is available at the time the report is made is authorized for disclosure. SAFE employees who are

mandatory reporters are required to inform clients of their mandate prior to delivering services.

- d. SAFE may disclose limited personal information in the event of a medical emergency.
 - e. An advocate may use clients' personal information to contact them to provide appointment reminders or information about service alternatives or other program related benefits and services that may be of interest to them.
 - f. SAFE may use and disclose a client's personal information when for any other purpose required by law that is not already described to in the preceding categories.
5. Client's Rights Regarding Confidentiality:
- a. Every client has the right to be informed of SAFE's confidentiality policies and procedures, and the benefits and risks of disclosure of information before providing authorization for release of information.
 - b. Clients may revoke their authorization by delivering a verbal or written statement to their advocate or SAFE's office.
 - c. Clients may obtain a paper or electronic copy of SAFE's policies and procedures pertaining to their services.
 - d. Clients have the right to request to receive confidential communications from SAFE by alternative means or at an alternative location. SAFE will accommodate reasonable requests, and will not request an explanation from you as to the reason for the request.
 - e. No part of a client's protected personal information may be disclosed to family members, friends, or service providers who may be involved in their services or for notification purposes as described in the Notice of Privacy Practices without the client's prior authorization. Authorization must state the specific conditions requested and to whom the conditions to apply.
 - f. Clients have the right to choose to work with an advocate who is or is not a mandatory reporter under ORS 419B.005-0.050
 - g. Clients have the right to receive notification of pending disclosures that are required to be made by court order or state statute, if any, of their protected personal information. This right applies to disclosures for purposes other than previously agreed upon and as described in the Notice of Privacy Practices.