

Confidentiality Policy *I started the new policy on the second page.*

Updated June 2017

Information about Welcome Home of Chattanooga(WHC), its employees, residents, volunteers and suppliers is to be kept confidential and divulged only to individuals within WHC with a need to receive and authorized to receive such information. If in doubt as to whether information should be divulged, err in favor of not divulging information and discuss the situation with the manager on duty. Of course, we all have stories that we want to share, very special experiences. If this is the case, please don't include names or identifying details when sharing a memory about Welcome Home. There have been several residents and family members who have given us permission to share their story and photos.

All records and files maintained by WHC, in whatever form, are confidential and remain the property of WHC. Records and files are not to be disclosed to any outside party (except for the applicable hospice agency) in any manner without the express permission of the Executive Director or the Board Chair. Confidential information may not be removed from WHC premises without express written authorization.

Photos or videos of residents are not to be taken or shared with others outside of WHC unless you have the written consent of the resident and the Executive Director or Manager on duty is aware. No pictures are to be shared on social media without the written consent of the resident and the Director.

We are not allowed to provide information to others outside of Welcome Home who call or visit without that resident's permission. We will keep a list in the resident's chart of who we are allowed to speak with about their condition.

When assisting an individual with obtaining benefits (Social Security, VA, etc.), we must have their written consent to provide information to agencies.

Visitors are allowed only as scheduled and planned so our residents will be aware and can act accordingly.

All employees and volunteers are required to enter into a written confidentiality agreement.

Confidentiality Policy

Updated January 2019

Information about Welcome Home of Chattanooga (WHC), its employees, residents, volunteers, and suppliers is to be kept confidential and be divulged to individuals who have been authorized to receive such information. If in doubt as to whether information should be divulged, err in favor of not divulging information and discuss the situation with the manager on duty. Of course, we all have stories that we want to share of our very special experiences. If this is the case, please do not include names or any identifying details when sharing a memory about Welcome Home. WHC will obtain written consent from a resident before sharing the resident's story or photos on social media or with others.

All records and files maintained by WHC, in whatever form, are confidential and remain the property of WHC. Records and files are not to be disclosed to any outside party (except for the applicable hospice agency) in any manner without the expressed permission of the Executive Director or the Board Chair. Confidential information may not be removed from WHC premises without express written authorization from the Executive Director.

Photos and videos of residents should not be posted on any personal social media sites without the written permission of the resident per picture/video. Residents will have the option to sign a "photo release waiver" allowing WHC to post photos of them on their social media. Other organizations will have to obtain written permission from the resident and Executive Director to post photos of residents on their social media.

Information about residents is not to be shared with anyone outside of WHC who call or visit. A list of individuals the resident would like to share their location with will be posted in the resident's file along with a list of people who are staff and volunteers that a resident's information can be shared with.

When discussing personal information about a resident, volunteers and staff will go to a private area (sunroom with doors closed, residents rooms with door closed, downstairs TV room with door closed) to discuss such information. Volunteers and staff will not talk about other residents in front of, around, or in a common area where others can hear.

When assisting an individual with obtaining benefits (Social Security, VA, etc.), WHC must have the resident's written consent to provide information to agencies.

Visitors are allowed only as scheduled and planned so our residents will be aware and can act accordingly.

Anyone who interacts with the residents will need to sign a confidentiality agreement provided by the WHC staff. This includes all staff, volunteers, interns, dinner club members, and any other individuals who come in contact with the residents at WHC.

All employees and volunteers are required to enter into a written confidentiality agreement and will be updated on this policy every three months by the resident care coordinator.