

Families Helping Families of Greater New Orleans

Confidentiality Policy

Updated: September 26, 2022

All information concerning clients, former clients, our staff, volunteers, and financial data, and business records of Families Helping Families of Greater New Orleans (FHF) is confidential. "Confidential" means that you are free to talk about FHF and about your program and your position, but you are not permitted to disclose clients' names or talk about them in ways that will make their identity known. No information may be released without appropriate authorization. This is a basic component of client care and business ethics. The board of directors, staff and our clients rely on paid staff to conform to this rule of confidentiality. FHF expects you to respect the privacy of clients and to maintain their personal and financial information as confidential. All records dealing with specific clients must be treated as confidential. General information, policy statements or statistical material that is not identified with any individual or family is not classified as confidential. Staff members are responsible for maintaining the confidentiality of information relating to other staff members and volunteers, in addition to clients. Failure to maintain confidentiality may result in termination of your employment, or other corrective action. This policy is intended to protect you as well as FHF because in extreme cases, violations of this policy also may result in personal liability.