



OZARK OPPORTUNITIES, INC.

701 E. PROSPECT • P.O. BOX 1400 • HARRISON, ARKANSAS 72602 • (870) 741-9406 • FAX: (870) 741-0924

STATEMENT OF CONFIDENTIALITY

The success of *Ozark Opportunities, Inc.* ("OOI") depends to a substantial extent upon the degree of confidentiality. For some, coming to an agency such as OOI can be a very frightening experience, especially when clients may be concerned that friends or neighbors may find out they are seeking assistance.

It is essential that everyone affiliated with OOI (employees, board members, and volunteers) have a commitment to confidentiality.

This involves respecting the clients' right to privacy and creating a level of trust so clients may receive effective services through open discussions and dialogue. The policy on confidentiality, as set forth below, will be adhered to:

1. **DO NOT** disclose to anyone, the name or identity of clients unless it is necessary for the purposes of providing services or otherwise required. Take particular caution of disclosure to family, friends, or other agencies (without signed disclosure authorization form).
2. **DO NOT** discuss a client's situation with non-staff persons without express consent from the Executive Director. This includes telephone calls or messages from clients; be especially careful about discussing a client or their situation openly in front of others.
3. **DO NOT** leave telephone messages or notes regarding client phone calls lying around in an open area. All messages should be processed and held in strict confidence.
4. **DO NOT** release client information to outside inquirers without appropriate verification of callers.
5. **DO** be aware of your surroundings when discussing a client or using client's name. Keep all client records and/or documentation secured to the extent possible.
6. **DO** handle inquiries from outsiders regarding clients or co-workers in the appropriate manner, i.e., refer inquiries to the Executive Director or supervisory level staff. This includes verification of employment of past and current co-workers/employees, as well as verification of services to clients.

I understand and hereby agree to hold all information obtained in the course of employment/volunteering/affiliation/contract with *Ozark Opportunities, Inc.* in the strictest confidence.

My signature implies that I respect the privacy of clients, the Agency, & its employees, and will not inappropriately discuss or disclose any information regarding client cases to which I have been assigned, and/or have access to. I will also abide by the confidentiality requirements set forth herein. I agree to deliver promptly to Ozark Opportunities, Inc. at the termination of my employment, or my affiliation/contract with OOI expires, or any other time at Ozark Opportunities request, without retaining any copies, all documents and other material in my possession relating, directly, and indirectly, to any confidential information.

Name

Date

Signature

*This agency is in compliance with Titles VI and VII Civil Rights Act
"Equal Opportunity Employer"
www.ozarkopp.org*