

Partnership for Children of Cumberland County, Inc.
Human Resources Policies and Procedures

Employment Information – Rules of Conduct
Section 520 – Client Confidentiality

1. Policies

- a. Partnership for Children of Cumberland County, Inc. (PFC) employees will, to the best of their ability, ensure confidentiality and privacy in regard to history, records and discussions about the people we serve.
- b. The very fact that an individual is serviced by PFC must be kept private or confidential.
- c. Disclosure can be made only under specified conditions for reasons relating to law enforcement or fulfillment of the mission and on a need-to-know basis.
- d. Employees shall not disclose any information about a person, including the fact that the person is or is not served by the organization, to anyone outside of this organization unless authorized by the President.
- e. The principle of confidentiality must be maintained in all programs, departments, functions and activities.
- f. No information about individuals or records will be released to state, federal or other agencies, except in the course of conducting official PFC business, that enable the identification of any person by name, address, Social Security number or other coding procedures.
- g. Employees will not discuss any individual's record with unauthorized individuals, whether on or off duty, and will be required to sign the confidentiality statement included in the Employee Acknowledgement Form stating their responsibility and commitment in regard to client information.
- h. Reporting Suspected Child Abuse - If at any time a PFC employee becomes aware of or suspects that child abuse, neglect or dependency has occurred, as defined in NC GS subsection 7B-101, that employee is required to immediately report such known or suspected abuse, neglect or dependency to the President or designee unless the child is subject to immediate harm or danger.
- i. Failure of the employee to immediately report known or suspected child abuse, neglect or dependency shall constitute breach of PFC policy and may result in termination. Failure to report may also carry criminal penalties.