

# **Willis Dady Emergency Shelter**

## **Shelter Confidentiality and Privacy Policy**

Clients seeking services at Willis Dady Emergency Shelter have a right of confidentiality and staff shall maintain standards of confidentiality for all client information. Information shall only be shared with those with a need to know, including, but not limited to: police officers, court officers, and similar professionals.

The agency makes available a release of information, in which clients may authorize communications with third parties to verify program participation and perform case/service coordination. Release of information forms are valid for one year from the date signed. Clients must submit a termination notice to staff in writing and sign it to terminate a release of information before the one year expiration date.

Willis Dady Emergency Shelter staff members have the right to disclose all pertinent information with those with a need to know in situations when a client or clients pose a danger to self or others. Information will also be used for the purpose of evaluating our services, gathering valuable research information and designing future programs, we may use aggregated case file information. Every effort will be made to protect client information from unauthorized parties when job duties are being performed.

### Who Will Have Access to Client Information:

1. Direct service staff of Willis Dady Emergency Shelter
2. Iowa Institute for Community Ailiances
3. U.S. Department of Housing and Urban Development