



# Confidentiality

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## Purpose

At Lori's Place, confidentiality is foundational to our mission of providing safe, respectful, and trauma-informed care. Protecting the privacy of our clients, staff, volunteers, and organizational operations is essential to building trust, maintaining ethical standards, and fostering psychological safety. This policy outlines our shared responsibility to safeguard sensitive information and uphold the dignity of those we serve.

## Policy

All employees of Lori's Place are required to maintain strict confidentiality regarding any information obtained through their role. This includes, but is not limited to, client records, staff communications, organizational data, and any personal or sensitive details shared in the course of service delivery or internal operations.

Confidential information may not be disclosed to anyone outside the organization unless:

- Required by law (e.g., mandated reporting)
- Authorized by informed consent from the client or individual involved
- Approved by a supervisor for operational purposes

Employees must also avoid discussing confidential matters in public spaces, on social media, or with individuals who do not have a legitimate need to know.

## Employee Responsibilities

Employees are expected to:

- Protect all client and staff information, including names, records, disclosures, and identifying details
- Use secure systems and practices for storing, accessing, and transmitting sensitive data
- Refrain from discussing confidential matters in hallways, waiting areas, or social settings
- Avoid referencing internal matters on social media, even in vague or anonymized terms
- Report any suspected breaches or concerns immediately to a supervisor



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## Organizational Response

- Investigate all reported breaches promptly and confidentially
- Take appropriate corrective action, which may include retraining, disciplinary measures, or termination
- Provide ongoing education and support to help employees uphold confidentiality with empathy and professionalism