

**PLEDGE OF CONFIDENTIALITY FOR NON-CERTIFIED
STAFF AND/OR VOLUNTEERS**

As paid or volunteer staff, you will have access to confidential information via telephone, case files, or in office meetings and, therefore, must sign a statement of confidentiality.

Confidentiality:

All conversations with, or related to, residents are confidential. To breach the confidentiality requirement, in any manner, is a violation of the law, even if it occurs without intent. The trust of the residents of long-term care facilities or any complainants must be maintained.

The Older Americans Act prohibits the disclosure of the identity of any complainant or resident with respect to whom the Office maintains such files or record unless the complainant or resident, or the legal representative of the complainant or resident, consents to the disclosure and the consent is given in writing; the complainant or resident gives consent orally; and the consent is documented contemporaneously in a writing made by a representative of the Office; or the disclosure is required by court order.

Statement of Confidentiality

I declare the following:

That I will exercise good faith and every effort to maintain the confidentiality ethics mandated pursuant to section 42 U.S.C. 3058g(d) (Older Americans Act) and the California Welfare and Institutions Code, Section 9725 et seq.

That, in adhering to the established procedures of the LTC Ombudsman Program, I will maintain inviolate all confidences and information revealed to me through records, files, and statements made in person, by telephone, or on video. I further declare that I will not disclose any information relating to any complaint or investigation made regarding the identities of complainants, witnesses or residents unless such disclosure is authorized by the resident or his/her conservator or legal representative. No disclosures shall be made outside of the Program without the legal consent of any named witness, resident, client or complainant.

Print Name

Signature

/ /
Date