

# **Confidentiality and Disclosure Agreement**

## **Confidentiality:**

I understand that as a VOP volunteer or volunteer in training, I shall keep all information about VOP cases, complaints, residents, facilities and staff confidential even after I terminate my volunteer position with the VOP.

## **Documentation:**

For the purpose of program wide continuity and client confidentiality, the following is the policy regarding documentation practice and procedure. Please refer to this policy with regard to all volunteer documentation completed for the Vermont Ombudsman Project (VOP).

### **1.) Email**

Volunteers may use email to correspond with their Regional Ombudsman (RO). However, confidential client and facility information, may only be emailed by volunteers if they have a secure email account. The definition of a secure email account for the VOP is one that requires a password to log on. The email account must be the volunteers personal account, and may not be one that is shared with a spouse or anyone else. All VOP paperwork must be submitted in hard copy format to your RO or the Volunteer Coordinator. Paperwork includes mileage forms, activity logs and case documentation. Even if you use an electronic form to complete your paperwork, you must submit a hard copy of the paperwork.

### **2.) Computer Use**

Volunteers may use personal computers for case and activity documentation. The VOP encourages volunteers not to save any documents. If you have an ongoing case and would like to save computer files on a short term basis, files must be saved using password protect. If you choose to save documents using password protect then you must let your supervising RO know the password. Once a case is closed, it is required that you delete all associated computer files. If you need to refer back to a closed case your RO will have the file in their office.

### **3.) Hand Written Notes and Journaling**

Hand written notes or Journaling should be stored in your VOP file box. If you maintain a journal with facility or client information, it is crucial that your supervising RO is aware of this practice.

**4.) Conclusion of Volunteer Service**

Upon conclusion of your volunteer services with the VOP, all notes, journals and your file box with its contents should be returned to your supervising RO. Any remaining computer files must be deleted as well. Additionally, the VOP requires these materials to be returned within two weeks of the volunteers departure from the program.

**Conflict of Interest Disclosure:**

I acknowledge that I have disclosed all potential conflicts of interest to the VOP. Potential conflicts of interest include, but are not limited to:

- Having a financial interest in, employment, business association or business dealings with long term care facilities monitored by the VOP;
- Having a family member in a long term care facility I am assigned to monitor;
- Having direct involvement in the licensing or certification of a long term care facility in Vermont;
- Providing long term care services, including the provision of personnel for long term care facilities, or the operation of programs which control access to or services for long term care facilities; or
- Being a volunteer for any long term care facility in Vermont.

I agree to immediately disclose to the VOP any potential conflicts of interest that may arise after the date of this document.

I have read the above Confidentiality and Disclosure Agreement and understand what practices are expected of me as a volunteer for the VOP.

Volunteer

Date

Regional Ombudsman

Date

