

**Western Arizona Council of Governments**  
**Area Agency on Aging**  
**Volunteer Services Program**  
**Volunteer Confidentiality Guidelines**

All volunteers who have access to personal information have a responsibility by which they are bound to the client, Western Arizona Council of Governments, the Area Agency on Aging, the Volunteer Services Program, workstations, the community and themselves. The clients act in good faith, expecting that their circumstances and personal matters will remain confidential. Thus, we are obliged by both law and ethics to honor their trust.

Though not all inclusive, the following is presented to provide some guidelines concerning the matter of confidentiality.

1. No identifying information such as names, addresses, social security numbers, physical disabilities etc. should be revealed to anyone outside of Western Arizona Council of Governments, the Area Agency on Aging, the Volunteer Services Program or its or the assigned workstation. A volunteer, without proper written authorization, will provide no information regarding clients or staff.
2. Discussing personal circumstances concerning another individual, even through names, addresses or social security numbers are not revealed, is also considered a breach of confidentiality. That is, a volunteer might possibly describe in detail personal circumstances and information concerning an individual for whom they have provided volunteer services, and even through the name and address is not revealed, this descriptive or description of a client's personal information or circumstances is considered detrimental to the client's right to confidentiality.
3. The fact that a case has been made public through the news media does not alter the fact that the individual still has confidentiality privileges within Western Arizona Council of Governments, the Area Agency on Aging, Volunteer Service and all of its approved workstations. Thus, in these situations, confidentiality should still be maintained.
4. Inquires or requests for information from news media; i.e., newspapers, television, or radio stations, should be referred to the Executive Director.

By signing below I am stating that I have read and understand the Volunteer Confidentiality Guidelines and agree to comply with the contents of this form. Volunteers are asked to sign the following guide line to respect the confidentiality of all individuals for whom they come in contact with through the Volunteer Services Program. This form will be kept on file through Western Arizona Council of Governments, Area Agency on Aging Volunteer Services Program.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date