**Welcome to EVE (End Violent Encounters)**

Dear Volunteer,

Welcome to EVE (End Violent Encounters). We are delighted that you have chosen to volunteer your time with us. We understand that your time is precious and we are honored that you are willing to spend some of it with us. Each and every day our agency depends on volunteers like you to ensure that we operate efficiently and successfully. Volunteers at EVE do everything from working with advocates, offering personal protection order assistance, presenting during community outreach activities, helping plan our events and sorting through donations. In short, EVE (End Violent Encounters) could not operate without dedicated volunteers like you.

The Volunteer Handbook provides answers to many of the questions you may have about the volunteer program we offer. It covers policies and procedures, and our mutual responsibilities. You are responsible for reading and understanding the Volunteer Handbook, Technology Policy, Social Media Policy, and Fraud Policy and for adhering to EVE, Inc. policies and procedures. If anything is unclear, please discuss the matter with the Director of Community Outreach, who is responsible for volunteer coordination.

Again, on behalf of our staff and everyone here at EVE (End Violent Encounters), we welcome you to our volunteer program. Thank you for taking the time to help us end the cycle of violence, one person at a time.

Sincerely,

Leah Dryer Jonquil Bertschi

Director of Community Outreach Executive Director

**Volunteer Classification**

**Volunteer:** A volunteer provides an in-kind service for the agency and does not receive financial compensation. Positions include internships and all volunteer positions including board of directors.

**Volunteer Purpose** - The purpose of EVE (End Violent Encounters) is to work with staff to assist survivors in creating pathways to safety by providing in-kind services such as resources and referrals, personal protection order assistance, office support and community education.

**Mission Statement**

To provide shelter and supportive services for survivors of domestic and sexual violence while empowering our community through education and awareness.

Goals of EVE include:

1. The operation of a shelter for the temporary housing of women and children survivors of domestic and sexual violence, and elder abuse.
2. Planning and implementation of residential and non residential programs, counseling, and legal aid for survivors of violence that support restructuring their lives.
3. Community education concerning the nature, causes and severity of domestic and sexual violence, elder abuse and stalking.
4. Development and implementation of domestic and sexual violence, stalking and elder abuse programs.
5. Working for systems changes to reduce incidences of domestic and sexual violence, stalking and elder abuse and to make systems more responsive to survivors.

**EVE Statement of Purpose and Agency Philosophy**

Domestic and sexual violence, elder abuse and stalking are rooted in a society that produces inequalities in roles, relationships, resources and power distribution between women, children and men in families. These types of violence damage not only individuals and their families but society as a whole.

EVE believes that survivors of dating and domestic violence, including sexual violence and elder abuse, have the right to be treated with dignity and respect. Survivor services provided by EVE promote safety, access to information and available options and community resources that will empower survivors to assert their right to self-determination. Support, advocacy and counseling are available to survivors at their request.

EVE works for social change by:

* advancing the empowerment of survivors
* holding batterers accountable
* advocating on behalf of survivors
* addressing and challenging community systems whose policies or operating procedures negatively impact survivors of domestic and sexual violence, elder abuse and stalking

Ultimately, EVE seeks to end domestic and sexual violence, stalking and elder abuse through public awareness and community education on the nature of these types ofl violence.

**Summary of Services**

EVE is a major service provider in the Tri-County area that specifically responds to the needs of survivors of violence and their children. We exist to provide shelter and services for survivors of domestic and sexual violence, stalking and elder abuse.

EVE provides the following programs and services:

1. Emergency Shelter 24 hours per day, 7 days per week
2. 24 Hour Crisis Information & Referral Services by telephone for survivors of domestic and sexual violence, stalking and elder abuse
3. Advocacy/Case Management Services: medical, financial, housing, legal assessments and referrals
4. Counseling Services: individual and group counseling for survivors and their children
5. Physical Needs Services: food, clothing, personal items and first aid / health needs
6. Personal Protection Order assistance
7. Children’s Services: childcare, support groups, tutoring, organized play
8. Supportive Services: transportation, domestic violence education, parenting groups
9. Prevention: Community Education Programs
10. Volunteer Programs
11. Donations Programs

**Volunteer/Intern Qualifications and Screening Process**

All volunteers and interns go through an application process to discuss interests and determine best fit within the agency.

EVE will exercise reasonable care to prevent volunteers/interns from harming service participants or from using their position to inflict damage on the organization. The agency utilizes a comprehensive screening process to ensure EVE selects the best applicants to fill volunteer/intern positions and complies with state and local anti-discrimination laws. The agency has adopted the following screening objectives:

1. To assess volunteer/intern candidates to determine whether they would create an unreasonable risk if placed in a situation that grants access to vulnerable populations (children, abused adults, older victims and individuals with disabilities).
2. To prevent the placement of individuals who lack necessary skills.
3. To prevent the placement of potentially dangerous individuals that poses too great a risk to a particular agency position.

The agency has a full disclosure policy regarding screening. Candidates have the right to know and be informed at the outset of the application process about minimum qualifications, automatic disqualifications, and all screening procedures used by the agency applying screening practices. This information will be provided to the candidate in writing at the time of application.

**Age:** The minimum age of an EVE volunteer or intern is 18, unless specified otherwise. Anyone under the age of 18 may be required to have parental consent and supervision to volunteer.

**Background Investigation:** Due to the nature of our work and for the safety of staff, clients and volunteers, EVE completes criminal background checks including Michigan Public Sex Offender Registry, National Sex Offender Public Registry, and Criminal History.

**Volunteer Records**

Volunteer records are maintained for each volunteer by EVE, Inc. Each volunteer record contains application, signed releases of information, criminal history checks, correspondence and performance evaluations. Volunteer files will be maintained in the Administrative Office.

**EVE Volunteer-Intern Agreement**

I accept and agree to the following principles and practices designated to demonstrate respect for the clients and employees of EVE (End Violent Encounters) and to enhance EVE’s services available to survivors of domestic and sexual violence, stalking, and elder abuse.

1. I agree to help EVE fulfil its mission to strengthen, educate, and engage nonprofit organizations, so they can successfully achieve their missions
2. To perform my role as a volunteer intern (description attached) to the best of my ability
3. To adhere to the organization’s rules, procedures and standards, including health and safety procedures and its equal opportunities policy in relation to its staff, volunteers and clients
4. I agree to comply with the organization's policy of maintaining a drug and alcohol free work place in order to ensure a safe, healthy, and productive environment for all volunteers, interns and employees
5. I agree to maintain the confidential information of the organization and of its members including information relating to personnel matters, such as information regarding salaries, medical treatment or diagnosis, terminations, layoffs or promotions, and disciplinary measures regarding individual employees, financial information regarding contractual arrangements, pricing, letters of agreement or understanding, intellectual property developed by EVE employees, identifiable confidential matters, or information regarding prospective business of EVE and not to disclose such information to those inside or outside EVE, either during or after my volunteer service.
6. I agree, upon leaving my volunteer intern position, not to take with me any document or tangible evidence of confidential information or data belonging to or under the control of EVE, whether on an external device, recorded, or hard copy, whether an original or a reproduction
7. I agree to attend the required training and orientation. I understand that acceptance into the volunteer-intern program is contingent upon the successful completion of training as evaluated by trainers and staff.
8. If unable to fill the assigned shift, I will notify my EVE supervisor as soon as possible with a preferred 24-hour notice.
9. I agree to give a two-week written notice if I decide to resign from my position as an EVE volunteer/intern
10. I understand that as a volunteer I have unique knowledge and power and agree to use this power and knowledge in ways that will be supportive of the rights of clients seeking EVE’s services. I will not exploit the client's trust or dependency.
11. I agree that I have read, understand and will abide by all policies as addressed in the **Volunteer/Intern Handbook** as well as the **EVE, Inc. Technology Policy, Social Media Policy and Fraud Policy** given to me during my orientation and training period.
12. I understand that my services may not be needed if:
    1. I reveal confidential information
    2. I come to EVE under the influence of drugs or alcohol.
    3. I fail to meet overall acceptable standards of performance as a volunteer/intern according to EVE policies, standards, and supervisory expectations.
13. Upon my departure from EVE, I will maintain confidentiality relating to all client information as well as agency locale.

During the introductory period of volunteering/interning at EVE, the volunteer/intern will be oriented to the operations of the agency and each of the programs and services we have to offer. In addition, s/he will also receive information relating to the structure of the agency, the operations of various teams and how all of these teams work together to accomplish our mission.

**Ethical Standards**

EVE provides shelter, support, advocacy, counseling, and crisis intervention for people experiencing domestic and sexual violence, stalking and elder abuse. Recognizing the special vulnerability of EVE’s clients during the period in which they utilize the shelter or other services, volunteer staff shall adhere to the principles, expectations, and rules outlined in this Handbook.

**Principle 1 - Non-Discrimination:**

Volunteer staff shall treat all clients equally. A client is a resident or non-resident who has received services. Any volunteer staff member who has direct knowledge of discriminatory conduct is to bring it to the attention of their direct supervisor. In cases where there is a conflict of interest they will report it to the Executive Director.

**Principle 2 - Conflict of Interest:**

Volunteer staff shall maintain a professional relationship with residents and not engage in activities or personal relationships that exploit the trust or dependency of a client.

Volunteer staff shall not provide direct services to personal friends or family members. In such cases that friends or family members of volunteer staff come to EVE, Inc, for services, the volunteer staff person must alert his/her/their Supervisor and remove himself/herself from the service provision position.

Any volunteer staff member who has a question or concern regarding potential conflicts of interest shall bring it to his/her/their supervisor.

**Principle 3 - Confidentiality:**

Volunteers shall safeguard confidential information about any person obtained through the volunteer’s association at EVE, Inc. Our professional ethics and state law require that each employee and volunteer maintain the highest degree of confidentiality when working with program participants. In order to maintain this professional confidence, no employee or volunteer shall disclose client information to a third party, including other program participants. Under no circumstances will client identity or information be disclosed without the express written permission and knowledge of the client. Exceptions to this principle of confidentiality are included in agency Standard Operating Procedures Manual under Release of Information.

Volunteer staff shall not divulge personal information regarding other staff/volunteer members to clients.

Volunteer staff cannot remove client files or any client information contained within those file from the workplace without the approval of the Executive Director.

\*EVE volunteers and interns are expected to read EVE’s confidentiality policy at the end of this handbook and sign a waiver stating they understand the terms within the policy. Any questions should be addressed with your direct supervisor.

**Principle 4 - Drug and Alcohol Free Workplace:**

**Drug and Alcohol-Free Workplace Policy**

EVE, INC. has a vital interest in ensuring a safe, healthy and efficient working environment for our staff, volunteers/interns and the clients we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger for everyone. In addition, as a federal grantee, we have a duty to comply with the requirements of the Drug-Free Workplace Act of 1988. For these reasons, we have established as a condition of the volunteer/intern program the following drug and alcohol-free workplace policy

Volunteers and interns are prohibited from reporting to EVE or volunteering while using or under the influence of alcohol, illegal or unauthorized controlled substances.

In addition, volunteers and interns are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale, possession or use of illegal drugs and alcohol on EVE, Inc. premises including vehicles or while engaged in EVE, Inc. activities such as, community outreach or EVE, Inc. events/fundraisers. Volunteers/interns are also prohibited from consuming alcohol during volunteer hours, including meal and break periods.

**Smoke-Free Policy**

All offices, programs and vehicles owned or operated by EVE, Inc. are smoke-free. The only exception to this rule is in the designated smoking areas. All new volunteers and interns will be informed of these areas during their orientation period.

Your placement within the volunteer/intern program or association with EVE is conditioned upon your full compliance with the foregoing drug and alcohol free workplace policy.

**Principle 5 - Expected Behavior:**

EVE clients are very important to us. Volunteer staff is to be courteous, polite, and patient. If a situation arises in which staff is unsure how to proceed, s/he is to tell the client that s/he will consult with their Supervisor and get back to them promptly.

Volunteer staff is expected to treat each other, their Supervisors, agency administration, all clients, and all other connected with EVE, Inc. with respect, honesty, and integrity.

Physical violence, verbal or emotional abuse, or threat of physical violence is strictly prohibited.

Volunteer staff is expected to immediately report to the Executive Director all cases of verbal, emotional, or physical abuse to oneself, a fellow employee, client, visitor, or other persons associated with EVE, Inc. If the complaint involves an action or omission of the Executive Director, staff is expected to immediately notify the President of the Board of Directors.

Sexual, racial, ethnic, or religious discrimination or harassment of any other employee, client, visitor, or any other person associated with EVE is prohibited. Such harassment include, but is not limited to, unsolicited remarks, gestures or physical contact; display or circulation of written materials or pictures derogatory to gender, racial, ethnic, or religious groups.

**Sexual Harassment Policy**

It is the policy of EVE, Inc. not to tolerate any form of sexual harassment in the workplace and to maintain a working environment that is free from all forms of illegal harassment and intimidation.

Sexual harassment has many forms of variable seriousness. A person sexually harasses someone when they:

* Insinuate, propose or demand sexual favors of any kind.
* Invade another person’s personal space (e.g. inappropriate touching.)
* Stalk, intimidate, coerce or threaten another person to get them to engage in sexual acts.
* Send or display sexually explicit objects or messages.
* Comment on someone’s looks, dress, sexuality, or gender in a derogatory or objectifying manner or a manner that makes them uncomfortable.
* Make obscene comments, jokes, or gestures that humiliate or offend someone.
* Pursue or flirt with another person persistently without the other person’s willing participation.

Anyone who believes this policy has been violated is required to report the incident to the employee’s immediate supervisor, other supervisor and/or the Executive Director. EVE Inc. will not permit or tolerate any form or reprisal or retaliation against an employee for reporting in good faith any incident or claimed harassment.

It is everyone’s responsibility to eliminate all forms of harassment. In particular, it is the responsibility of each employee to prevent such behavior from occurring within his or her work area, and to provide a work environment free from all harassment. It is the responsibility of each and every person at EVE to report all incidents of harassment forbidden by this policy, using the complaint procedure described below. We require that you immediately file a report so that a complaint can be investigated

**Nondiscrimination/Inclusion**

**Nondiscrimination Policy**

EVE, Inc. is an equal opportunity employer which supports and subscribes to a policy of non-discrimination in all aspects of volunteers, employees, and participation in program services. EVE Inc. prohibits any unlawful discrimination because of race, creed, color, national origin, age, ancestry, nationality, marital or domestic partnership or civil union status, sex, gender identity or expression, disability, veteran or military service, affectional or sexual orientation, genetic information, weight, height, or other legal protected class.

**Cultural Competence and Diversity Inclusion Policy**

It is the intent of EVE, Inc. to adopt policies and create a workplace culture that reflects an open welcoming environment. All volunteers and staff members are expected to create an organization that values and respects diversity. Mutual respect, consideration and appreciation for the wide variety of professionals and life experiences of staff and an understanding of the value direct communication should characterize relationships between each staff and volunteer. EVE, Inc. is committed to fostering a workplace culture that respects differences in beliefs, heritage and culture, sexual orientations, and gender identities and expressions.

**Reporting Procedures**

If you believe you have been discriminated against, immediately notify the Executive Director of the complaint. If the complaint involves an action of omission of the Executive Director, staff is expected to immediately notify the President of the Board of Directors

**Workplace Conditions, Health and Safety**

**Workplace Violence Policy**

EVE, Inc. provides a safe workplace for all employees. The purpose of this policy is to minimize the potential risk of personal injuries to employees, volunteers and interns while at EVE.

**Reporting Workplace Violence**

Any potentially dangerous situation must be reported immediately to a supervisor or the Executive Director. Reports can be made anonymously, and all reported incidents will be investigated. As with any violation of any policy, EVE Inc. may impose disciplinary measures including termination.

**Risk Reduction Measures**

Employees, volunteers, and interns are expected to exercise good judgment and to inform EVE, Inc. if any employee or non-employee exhibits the behavior, which could signal a dangerous situation. Such behavior includes:

* Discussing weapons or bringing them into the workplace
* Displaying overt signs of extreme stress, resentment, hostility, or anger
* Making threatening remarks
* Sudden or significant deterioration of performance
* Displaying irrational or inappropriate behavior

**Accident and Injury Reporting**

All volunteers and interns are required to report an accident or injury occurring on EVE, Inc. property or while conducting EVE, Inc. business outside the premises, within 24 hours to their supervisor. If the situation does not permit time for a written report, a telephone call to the supervisor is allowed until a report can be written.

**Orientation and Professional Development**

Our agency believes in supporting the individual growth of our volunteers. It is in the policy of EVE to provide orientation and other opportunities to staff and volunteers within the agency budget parameters. Training and other professional development may be in the form of on-site in-service, supervisory training, conferences, resource materials, web-based training, and or teleconference training.

**Volunteer Supervision and Training**

It is the policy of EVE that the work of all volunteers, and student interns will be assigned, directed, reviewed and trained by a supervisory employee.

The primary role of each supervisor is to provide ongoing support, guidance and performance feedback to volunteers and to communicate the goals and policy of the agency to volunteers and student interns. Supervisors should support the agency open door policy and encourage suggestions and feedback from volunteers and interns to better the volunteer/intern program.

**Open Door Policy**

It is the desire of EVE, Inc. to provide good working conditions and maintain harmonious working relationships among employees, volunteers/interns and management. In order to address any work-related problems, EVE, Inc. management staff must be fully informed about them. To facilitate open communication, EVE, Inc. has an open door problem solving policy. Volunteer/interns are encouraged to first discuss concerns or suggestions with those involved and then, if necessary, with their immediate supervisor.

**Absence:** Volunteers who are scheduled to provide service and unable to do so should let their direct supervisor know as soon as possible so alternative arrangements can be made. If they are unable to reach their direct supervisor they may contact the Director of Community Outreach. Please note that at least 24-hour notice is standard practice but EVE does realize that certain situations arise that 24-hour notice cannot be given. If attendance issues become reoccurring issue EVE holds the right to terminate the volunteer/intern from the Volunteer/Intern Program.

**Separation from Employment or Volunteer Program:**

Should you decide to leave the volunteer program with us, we ask that you provide your direct supervisor and the Director of Community Outreach with at least two weeks advance notice. All organization property, must be returned upon separation.

It is the policy of EVE to terminate employment or volunteer placement when there is an employee resignation, discharge, volunteer placement termination or resignation, the expiration of an employment contract, or permanent reduction in staffing under the agency’s layoff policy.

**Guidelines Regarding Volunteer/Intern Conduct That May Lead To Disciplinary Action**

Our experience has shown that rules and regulations are necessary. The best working conditions prevail when staff, volunteers and interns conduct themselves with respect and consideration for each other and observe reasonable rules and regulations relating to personal conduct. The following examples are illustrative of the type of misconduct that may lead to disciplinary action, up to discharge from the volunteer/intern program. **These examples are not all-inclusive; they are meant only as a guideline for volunteer and interns.**

* Breaching client and/or staff confidentiality
* Dishonesty including:
  + Theft, unauthorized use or misappropriation of the property of an employee of EVE, Inc.
  + Falsification of personnel or other EVE Inc. records including volunteer application
  + Misuse or unauthorized removal from EVE, Inc. premises of any records, information, or property.
  + Bribery or fraudulent or unethical conduct of any nature
  + Failure to report violations of the law and EVE policies and regulations
  + Unauthorized consumption or use of illegal controlled substances, or alcoholic beverages, or being under the influence of alcoholic beverages or illegal controlled substances, either while volunteering at EVE, Inc. premises or while engaged in volunteer work off premises
* Possession of guns or weapons of any kind while on EVE, Inc. property or other work locations or in EVE, Inc. vehicles.
* Fighting on EVE, Inc. premises or while volunteering off premises
* Failure to follow EVE, Inc. safety rules as set forth in this handbook
* Insubordination, including refusal to obey supervisor’s instructions and refusal to accept changes in work assignments
* Negligently or willfully damaging EVE, Inc. property or equipment.
* Failure to meet volunteer/intern expectations.
* Unreasonable absenteeism or tardiness
* Making a knowingly false complaint about another employee, volunteer, agent or client of EVE, Inc.

**At-Will Volunteer Status**

All volunteers of EVE are available on an “at-will” basis. Volunteers may be terminated with or without notice at any time. The provisions contained in this policy supersede any and all previous oral or written statements or representations that have been made by EVE. The Executive Director has the overall authority to hire and terminate staff on an at-will basis.

**NASW Code of Ethics**

(https://www.socialworkers.org/About/Ethics/Code-of-Ethics/Code-of-Ethics-English)

Volunteers and Interns, especially BSW & MSW Students are expected to uphold to the NASW Code of Ethics listed below:

The following broad ethical principles are based on social work's core values of service, social justice, dignity and worth of the person, importance of human relationships, integrity, and competence. These principles set forth ideals to which all social workers should aspire.  
  
**Value: Service**  
  
Ethical Principle: Social workers' primary goal is to help people in need and to address social problems.  
  
Social workers elevate service to others above self-interest. Social workers draw on their knowledge, values, and skills to help people in need and to address social problems. Social workers are encouraged to volunteer some portion of their professional skills with no expectation of significant financial return (pro bono service).  
  
**Value: Social Justice**  
  
**Ethical Principle: Social workers challenge social injustice.**  
  
Social workers pursue social change, particularly with and on behalf of vulnerable and oppressed individuals and groups of people. Social workers' social change efforts are focused primarily on issues of poverty, unemployment, discrimination, and other forms of social injustice. These activities seek to promote sensitivity to and knowledge about oppression and cultural and ethnic diversity. Social workers strive to ensure access to needed information, services, and resources; equality of opportunity; and meaningful participation in decision making for all people.  
  
**Value: Dignity and Worth of the Person**  
  
**Ethical Principle: Social workers respect the inherent dignity and worth of the person.**  
  
Social workers treat each person in a caring and respectful fashion, mindful of individual differences and cultural and ethnic diversity. Social workers promote clients' socially responsible self-determination. Social workers seek to enhance clients' capacity and opportunity to change and to address their own needs. Social workers are cognizant of their dual responsibility to clients and to the broader society. They seek to resolve conflicts between clients' interests and the broader society's interests in a socially responsible manner consistent with the values, ethical principles, and ethical standards of the profession.  
 **Value: Importance of Human Relationships  
  
Ethical Principle: Social workers recognize the central importance of human relationships.**  
  
Social workers understand that relationships between and among people are an important vehicle for change. Social workers engage people as partners in the helping process. Social workers seek to strengthen relationships among people in a purposeful effort to promote, restore, maintain, and enhance the well-being of individuals, families, social groups, organizations, and communities.  
 **Value: Integrity  
  
Ethical Principle: Social workers behave in a trustworthy manner.**  
  
Social workers are continually aware of the profession's mission, values, ethical principles, and ethical standards and practice in a manner consistent with them. Social workers act honestly and responsibly and promote ethical practices on the part of the organizations with which they are affiliated.  
  
**Value: Competence  
  
Ethical Principle: Social workers practice within their areas of competence and develop and enhance their professional expertise.**  
  
Social workers continually strive to increase their professional knowledge and skills and to apply them in practice. Social workers should aspire to contribute to the knowledge base of the profession.

**Contact Information**

Listed below are the members of our leadership and volunteer team. If you have any questions, you can contact a member of our lead team listed below and we will happily put you in touch with an appropriate staff member.

**Leah Dryer**

Director of Community Outreach

517-372-5976 X 111

ldryer@eveinc.org

**Betsie Shoedel**

Director of the Department of Empowerment & Survivor Healing

517-372-3382 X 222

bshoedel@eveinc.org

**Keiondra Grace**

Director of Shelter Programs

517-372-3382 X 228

kgrace@eveinc.org

**Kaitlynn Dwyer**

Director of Legal Programs

517-483-6546

[kdwyer@eveinc.org](mailto:kdwyer@eveinc.org)

**EVE Administration Office**

1221 N. Grand River Ave.

Lansing, MI. 48906

Phone: 517-372-5976

Fax: 517-702-9908

Hours: 9:00 am – 4:00 pm, Monday – Friday

**Personal Protection Order Office**

Veterans Memorial Courthouse

303 W. Kalamazoo St. (Floor 3R)

Lansing, MI 48933

Phone: 517-483-6545

**Confidentiality Policy**

All information concerning clients, former clients, our staff, volunteers, and financial data, and business records of EVE, Inc. is confidential. “Confidential” means that you are free to talk about EVE, Inc. and about your program and your position, but you are not permitted to disclose clients’ names or talk about them in ways that will make their identity known, including during support group. Additionally, volunteers will not keep personal client information on their personal phones or emails. A work email is provided to those you may need to email clients directly. No personal emails should be used for this purpose. No information may be released, including to outside partners, without appropriate authorization. This is a basic component of client care and business ethics. The board of directors, staff and our clients rely on volunteer staff to conform to this rule of confidentiality.

EVE, Inc. expects you to respect the privacy of clients and to maintain their personal and financial information as confidential. All records dealing with specific clients must be treated as confidential. General information, policy statements or statistical material that is not identified with any individual or family is not classified as confidential. Volunteers are responsible for maintaining the confidentiality of information relating to other staff members and volunteers, in addition to clients. Failure to maintain confidentiality may result in termination from the volunteer program, or other corrective action.

This policy is intended to protect you as well as EVE, Inc. because in extreme cases, violations of this policy also may result in personal liability.

**Rationale**

Confidentiality is the preservation of privileged information. By necessity personal and private information is disclosed in a professional working relationship. Part of what you learn is necessary to provide services to the applicant or client; other information is shared within the development of a helping, trusting relationship. Therefore, most information gained about individual clients through an assignment is confidential in terms of the law, and disclosure could make you legally liable. Disclosure could also damage your relationship with the client and have other unintended consequences. Before you begin your assignment as a staff member/volunteer, you should be aware of the laws and penalties for breaching confidentiality. Although the agency is liable for your acts within the scope of your duty, giving information to an unauthorized person could result in the agency's refusal to support you in the event of legal action. Violation of the state statutes regarding confidentiality of records is punishable upon conviction by fines or by imprisonment or by both.

**Certification**

I have read EVE, Inc.’s policy on confidentiality and the Statement of Confidentiality presented above. I agree to abide by the requirements of the policy and inform my supervisor immediately if I believe any violation (unintentional or otherwise) of the policy has occurred. I understand that violation of this policy will lead to disciplinary action, up to and including termination of my service with EVE, Inc.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_