

## Confidentiality- Releasing Information Form

### Policy/Approach:

The provision of quality services is the driving principle in the sharing of information. Open communication within the agency is crucial to a complete and comprehensive understanding of the child and family. Information shared outside of the agency will only be released when required by law.

If the event arises when personally identifiable information must be released for a health and safety concern, the following is the process for initiating and releasing the information, development of an action plan, and the agency communication protocol.

#### Oregon Administrative Rules:

OAR 581-021-0340 Exceptions to Prior Consent OAR 581-021-0371 (Conditions for Disclosure of Information to Comply with Judicial Order or Subpoena).

OAR 581-021-0380 (Conditions for the Disclosure of Information in Health and Safety Emergencies).

OAR 581-021-0391 (Conditions for the Disclosure of Information to Juvenile Justice Agencies).

### Procedure:

The Site Manager/Sub Director gathers and documents the following information utilizing the Confidential Sharing Form (CSF). The CSF is located on the Staff Zone home page titled "Confidential Sharing Form".

1. **Obtain the following:** Name, Agency and Job title of the individual wishing to obtain the personal information. (Request a business card).
2. The Site Manager or Sub Director will:
  - Document the nature of the visit and the reason for the request.
  - Ask if the request for information may be shared with the family.
  - Contact the Safety Resource Manager If there is a question about whether the request is a legally qualifying health and safety concern. If the Safety Resource Manager can't be reached, the Site Manager Lead or the 0-5 Head Start Director is to be contacted.

- Make every effort to provide a confidential location for the interaction If the individual is interviewing a child, staff, or parent while onsite.
- Document the length of time the conversation took place, who was interviewed, and the location.
- Upon completion of the interview, inform the Site Manager Lead, Safety Resource Manager, and 0-5 Head Start Director that a CSF will be submitted.
- Debrief with staff and develop an action plan. If the release of PII can be shared with the family, a plan on the best approach and support for the family is developed. If the information cannot be shared with the family, the action plan must include how the center team will support the staff and family. Additionally, any implications for the other families must be considered before finalizing the action plan.
- Complete and submit the CSF on the Staff Zone home page, including all information listed below.
  - Agency Name
  - Name of Individual Representing Agency
  - Job Title
  - Nature of Request
  - Student Name and Center
  - Location of Interview
  - Summary of Action Plan For more support on what information to share with whom, please refer to the “Reference Chart for Sharing Information” form below.