

**CONFIDENTIALITY & RELEASE OF INFORMATION REGARDING  
PROGRAM PARTICIPANT**  
(Core Manual)

**Policy:** Raintree Services shall protect the privacy and confidentiality of all persons served in conformity with all applicable legal requirements.

**Purpose:** Maintaining the privacy and confidentiality of the persons served by Raintree is essential to a productive relationship between the participant and the staff members with whom they interest.

**Procedure:**

1. Raintree staff members will not solicit private information from a participant unless such information is essential to service delivery.
2. During the initial interview or upon admission, Raintree staff members will discuss with participants and their legal representative, if applicable, the nature of confidentiality and the limits of a participant's right to confidentiality such as a participant's danger to him/herself or to others or when required by a court order, for example.
3. In the event of a court order for confidential information, Raintree, upon advice of legal counsel, takes all steps to disclose the least amount of information necessary to meet the request while also seeking to protect the confidentiality of anyone else mentioned in the case record.
4. In the event that a court may order the release of confidential information potentially harmful to the participant, Raintree, upon advice of legal counsel, may request that the records be maintained under seal.
5. When a request for release of confidential information is received from a third party, Raintree will first establish that the request is legitimate and not harmful to the participant before obtaining a signed, written consent form from the participant or his/her representative, if the participant is a minor or otherwise interdicted.
6. Copies of signed consent forms will be given to the participant or his/her representative and a copy will be placed in the participant's record.
7. Raintree staff members will always take precautions to ensure that confidential information is not discussed publicly without guarantee of privacy and that appropriate precautions are taken to avoid confidential information being distributed through electronic means to unauthorized persons.
8. Raintree may use materials from case records for teaching or research purposes, development of the governing body's understanding and knowledge of our services, or similar educational purposes **provided** the names are deleted and other similar identifying information is disguised or deleted and other similar identifying information is disguised or deleted. Raintree complies with federal and state laws governing educational records.