



Family Support & Resource Center
101 Nob Hill Rd.
Madison, WI 53713
608/227-7630
www.fsrcdane.org

Privacy of Information

In the course of providing services to your family, staff at Family Support & Resource Center (FSRC) has access to identifying and confidential information both about the person in your family who has a disability, as well as about your family as a whole. It is our policy and our duty to protect confidential information about your family from unnecessary or improper disclosure.

This notice will inform you of our policies and practices regarding disclosure of confidential information, whether by oral, written, or electronic means.

Uses and disclosures of information for the purpose of providing services

We use and disclose information about your child and family for specific purposes related to providing the services that you have requested from us. For example, we may disclose confidential information:

- To obtain and maintain funding for your family's services, such as in documents required by county and state authorities for determining eligibility, applying for services, assessing and planning services, and reporting expenses, outcomes and staff activity.
- To coordinate planning, funding, and provision of services within our county system. FSRC routinely exchanges information with staff of Dane County's Department of Human Services. As a "purchase of service" agency for Dane County, our contract includes provisions for sharing information with Dane County as well as an agreement to comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its regulations.
- To provide case management, to recruit and support respite or other direct care providers, and/or to facilitate community inclusion for your family member. FSRC staff may disclose and exchange information with others who work with your family member, including respite and other direct care providers, school staff, medical and therapy providers, and others. Communication is limited to information that is relevant to providing the assistance or services you have requested.

Restrictions on FSRC's disclosure of information

FSRC will not disclose private identifying information for any purpose unrelated to providing specific services to your family (for example for marketing, fundraising, publicity, advertising, research, lobbying, advocacy, or networking) without first obtaining your permission to do so.

FSRC will not release written information about your family without first obtaining a signed written release of information form from you, except as required to obtain or maintain funding for services from state or county agencies,

FSRC will not disclose information about your family in response to questions or requests from others outside of our agency (e.g. school staff, medical providers, respite care providers, businesses, neighbors) if such communication is not required by or related to case management, financial assistance, respite provider recruitment, or inclusion facilitation that you have requested from FSRC. Exceptions to this policy include situations where FSRC staff are required by law to report suspected abuse or neglect of a child or vulnerable adult or to respond to a court order or similar processes.

Your rights

You have the right to inspect written information about your family that is filed at FSRC's offices.

You have the right to refuse permission for FSRC staff to obtain or disclose specific information or information from/to specific persons or organizations. However, FSRC reserves the right to discontinue services to you if these restrictions prohibit staff from providing effective services.

You have the right to file a grievance, using FSRC's complaint procedure, if you feel that information has been disclosed in violation of these policies.

Privacy safeguards

FSRC will use all reasonable caution and care to prevent improper use or disclosure of information about your family including, but not limited to, the following:

- Written information about service recipients is kept in private staff offices, out of view and only accessible to staff working directly with your family and to agency management. FSRC's offices are locked when staff are not present.
- Access to all FSRC's electronic (computer) files is strictly controlled through passwords and unavailable to people outside the agency.
- Respite care providers, members of the Board of Directors, other volunteers, student interns, and consultants receive and sign a copy of this policy, indicating that they agree to comply with FSRC's privacy policies and practices.
- FSRC's Executive Director will receive and act on all reports, complaints, or questions about improper disclosure of private information.

Privacy of Information Acknowledgement Form

I have received, read and agree to adhere to the Family Support and Resource Center, Privacy of Information Policy.

Name: _____

Relationship to FSRC: _____

Date : _____