



BBBSEMO policies require that all potential participants receive the full written versions of the agency's policies regarding Confidentiality, Communicable Diseases, and Electronic Communication. We ask that you read each policy in full but have included a summary of each below.

Confidentiality Policy

- All information shared with Big Brothers Big Sisters of Eastern Missouri will remain confidential within our agency. Exceptions to this are:
 - If the participant gives the agency his or her written permission to share information
 - If the agency is subpoenaed by a court of law
 - A mandated report to authorities in the event of a child's compromised safety
 - The pre-matching procedure, during which all parties have been approved for participation, are put into a potential match, and receive non-identifying but general information about one another

Communicable Disease Policy

- Big Brothers Big Sisters accepts children and volunteers if their communicable disease will not harm anyone else and if the child or volunteer meets other requirements.
- A communicable disease is an illness, disease, or sickness that can be passed to another person (e.g., meningitis, mononucleosis, HIV/AIDS, measles, etc.)
- The agency does not disclose a participant's communicable disease unless the participant is matched and it is necessary for the other party to be alerted.
- If a child or volunteer develops a communicable disease while matched, they should contact Big Brothers Big Sisters immediately. The match will be placed on hold, and the agency will contact the other member(s) of the match. Once the infected person obtains a doctor's note stating that he or she is no longer ill and contagious, the match may be taken off hold if all parties wish to continue participation.

Electronic Communication Policy

- Volunteers, children, and parents may use various forms of electronic communication, including but not limited to email, texting, and social media.
- A volunteer should obtain permission from the parent/guardian before beginning direct electronic communication with a child.
- Should a volunteer become aware of information that compromises a child's safety, he or she should contact Big Brothers Big Sisters immediately.
- Should a complaint regarding electronic communication arise, Big Brothers Big Sisters maintains the right to access the material of concern for compliance purposes.



POLICY: CONFIDENTIALITY POLICY

Approved On: 6/17/1993

Effective On: 7/1/1993

Revised On:

1/20/2005 – change to include “as well as disclosure of ownership or presence of a firearm;” change to replace “case management” with “match support;” delete “in the case of home-based supervision, the President/CEO has the right to approve the removal of match supervision books up to a 10 day period with only the last four contacts with the match contained in the books,” as electronic support notes are now utilized; replace “burning” with “professional shredding” of closed files

2/21/08- change to include “If the alleged offender is a Big Brother or Big Sister and it is determined they have an open case;” change to include “(if Children’s Division finds that the allegations are untrue);” change to include or making a mandated report;” change from “All case files, both active and closed, shall be kept in locked file cabinets or locked offices.” to: “All case files (active, closed, and in process) shall be kept in locked file cabinets or locked offices.”; change to include “active match or participant;” change to include “and the files should only be transported in a lock box.”; change to include “unless granted permission by the Vice President of Program, within the guidelines of section two.”; changed from: “Closed records for clients will be kept by the agency until the child reaches the age of 22 years. Closed records for volunteer will be kept for a minimum of 7 years. At the end of 7 years, or a child reaching 22 years of age, basic demographic information will be transferred from each file to a database for permanent keeping by the agency. The file may then be destroyed by professional shredding” to “Closed (hard copy) records for clients will be kept by the agency for 10 years or until the child reaches 25 years of age, whichever happens first. The destruction of the accompanying hard copy volunteer file will follow the client’s file. If a volunteer or client would re-activate their status, all contents of the file will be retained in future matching. Unmatched, closed client and volunteer records will be kept for 10 years. Basic demographic information will be transferred from each file to a database for permanent keeping by the agency. The file may then be destroyed by professional shredding.

3/19/09-Added the entire section entitled “Definition of Confidentiality” and re-ordered the previous policy information to allow for clearer comprehension. The following information was added into the new section: **Definition of Confidential Information** Confidential information of Big Brothers Big Sisters of Eastern Missouri refers to three main areas of the agency’s customers, both internal and external. It is the responsibility of staff and board of Big Brothers Big Sisters of Eastern Missouri to make all reasonable efforts to uphold this policy. Each customer has information that is unique to their sub-group and is explained below:

1. **Donors:** Financial account information and contact information of donors is confidential information that should not be shared externally, unless released by the donor. The donor’s name would only be confidential if it is requested to be anonymous by the donor.
2. **Staff:** Information that would be found in an employee’ personnel file is confidential, including but not limited to: salary, evaluations, 401K and other benefit information, and background checks connected to the name of the staff member.
3. **Program Participants:** Information that would be found in a client’s match file (physical or electronic) and the client’s contact information is confidential information that should not be shared externally, unless released by the client and/or parent/guardian. The client’s full name would only be confidential if it is requested to be kept confidential by the client and/or parent/guardian.

Volunteers: The volunteer’s name is not confidential. Information that would be found in a volunteer’s match file (physical or electronic) is confidential unless released by the volunteer, including but not limited to: background checks, social security number, professional enrollment documents and match support notes.

1/20/11—removed “account” from 1A1 “Financial account information.” Added “existing and prospective.”

1/20/11—removed from 2A2A “The form should indicate that no personal data other than the information specified will be printed.”

1/20/11—removed from 2C “Workers may keep working notes to aid other phases of match support as well. These notes are not a part of the

permanent file. Nevertheless, they are considered confidential and when summarized shall become a part of the permanent record. Once they

have become a part of the permanent record, these notes shall be destroyed. If a special circumstance necessitates the removal of an agency file from the office, this action should be approved by the President/CEO or a designated representative, and a record shall be kept of the file(s) removed. A file shall not be removed for a period longer than 72 hours, unless granted permission by the Vice President of Program, within the guidelines of section two.”

1/20/11—Added to 2C2 “agency file.” Added to 2C2, “A file shall not be removed for a period longer than 72 hours, unless granted permission by the Vice President of Program.”

1/20/11—removed “in a notebook” from 2C3. Added “summarized” to 2C3. Changed “file” to “record.” Added “once they have become a part of the permanent record, these notes shall be destroyed.” Changed the word “match” to “team”

8/16/12- changed to replace “Vice President of Program” with “Senior Vice President of Quality Assurance”

7/25/13- Add “consulted;” Add “however may not impede or inhibit any reporting;” Add “if the worker is unclear if their concern meets the criteria for abuse and neglect they may seek counsel internally from a qualified representative or externally from Law Enforcement or Children’s Division. No person making a report under this section shall be subject to any sanction, including any adverse employment action, for making such a report.”; Remove: immediately; Add “prior to or at the time of the report, however may not

impede or inhibit any reporting. At this time, the agency's crisis management plan will be activated." Add "No internal investigation shall be initiated until such a report has been made." Add "or the Senior Vice President of Program Quality"
3/27/14-Change to add "relevant health status" to section I. 3. A. and B.

Program Application: Youth Mentoring Program

It is the policy of Big Brothers Big Sisters of Eastern Missouri that the following procedures apply to the acquisition, maintenance and dissemination of confidential records.

1. Confidentiality
 - A. Definition of Confidential Information
 - B. Violations of Confidentiality Policy
2. Limits on Confidential Information
 - A. Release of Information:
 - I. Releasing Confidential Information
 1. Outside Organizations
 2. Publications/Promotional Materials
 3. Pre-Matching Conversations
 - II. Requesting a Release of Confidential Information From Other Agencies
 - III. Releasing Information when a child or volunteer may be at risk
 - B. Access to Confidential Records
 - I. Client and Volunteer Access to their Own Records
 - II. Board Access to Client and Volunteer Records
 - III. Law Enforcement Access to Client and Volunteer Records
 - C. Safe Keeping of Confidential Records
3. Litigation

1. Confidentiality

A. Definition of Confidential Information

Confidential information of Big Brothers Big Sisters of Eastern Missouri refers to three main areas of the agency's customers, both internal and external. It is the responsibility of staff and board of Big Brothers Big Sisters of Eastern Missouri to make all reasonable efforts to uphold this policy. Each customer has information that is unique to their sub-group and is explained below:

- 1.Donors:** Financial information and contact information of existing and prospective donors is confidential information that should not be shared externally, unless released by the donor. The donor's name would only be confidential if it is requested to be anonymous by the donor.
- 2.Staff:** Information that would be found in an employee's personnel file is confidential, including but not limited to: salary, evaluations, 401K and other benefit information, and background checks connected to the name of the staff member.
- 3.Program Participants:** Information that would be found in a client's team file (physical or electronic) and the client's contact information is confidential information that should not be shared externally, unless released by the client and/or parent/guardian. The client's full name would only be confidential if it is requested to be kept confidential by the client and/or parent/guardian.

4. Volunteers: The volunteer's name is not confidential. Information that would be found in a volunteer's team file (physical or electronic) is confidential unless released by the volunteer, including but not limited to: background checks, social security number, professional enrollment documents and team support notes.

B. Violations of Confidentiality

A known violation of the agency policy on confidentiality by a staff member may result in disciplinary action. Depending on the seriousness of the violation, the action may be a written warning, suspension without pay, or termination. At the time of employment, all new employees shall be required to review the agency's policy in full and agree to comply with its terms. In the event a violation of confidentiality occurs, the following protocol shall be followed:

1. The employee shall be notified in writing by his/her supervisor of the suspected violation.
2. The employee shall respond in writing with an explanation of the situation.
3. A meeting between the employee and supervisor and President/CEO shall be scheduled to discuss the incident.
4. The employee shall be notified in writing of the appropriate disciplinary action, if any, to be taken. A copy of this information shall be placed in the personnel file of the employee.

2. Availability of Confidential Information

A. Release of Information

I. Releasing Confidential Information

1. Outside Organizations

Information from client or volunteer records may be shared with the individuals or organizations specified below and under the following conditions:

1. Information will be released to other individuals or organizations only upon presentation of an authorized "Consent to Release Information" form appropriately signed by the client or volunteer.

In the event the above conditions are not met, the protocol below will be followed:

- A. Many organizations not connected to Big Brothers Big Sisters of Eastern Missouri allow open access to their records. Therefore, duplicates of Big Brothers Big Sisters client or volunteer records are never to be sent to other organizations, since disclosure could result if the receiving agency has an open access policy. The worker should discuss the request with his/her supervisor. In the event that a request

for information from another organization is stated in general terms, clarification regarding the specific information being requested and the intended purpose is necessary. A summary of information appropriate to the request should then be determined. It is essential that this summary remains true to the facts.

- B. A copy of the information summary sent to the agency should be placed in the client or volunteer file along with the signed Consent to Release Information form.

2. Publications/Promotional Materials

Identifying information (including photographs, videos, etc.) regarding clients and volunteers may be used in agency publications or promotional materials if the client or volunteer has given permission. The following protocol will be followed:

- A. Clients and volunteers will be asked to sign a form authorizing permission for photos and/or their name to be printed in the agency newsletter or promotional materials.
- B. Representatives of the requesting organization will be given a copy of the agency policies on confidentiality.
- C. After reading the policy, individuals will be asked to sign a statement agreeing to comply with the agency policies and agreeing to use the information only for purposes stated in the approval action of the Board of Directors.
- D. A copy of the statement will be placed in the administrative file of the organization.

3. Pre-Matching Conversations

At the time a child or volunteer is considered as a team candidate, information is shared between the prospective team parties. However, the identity of the prospective team mate shall not be revealed at this stage. Names and addresses are shared with team mates only after the involved parties agree to the team. Each party shall have the right to refuse the proposed team based on the anonymous information provided. The information to be shared may include:

- A. Volunteer – age, sex, race, religion, interests, hobbies, marriage and family status, sexual preference, living situation, relevant health status, reasons for applying to the program and a summary of why the individual was chosen for the particular team. Results of the Criminal Record Check and Child Abuse Neglect Screening form will also be shared, as well as disclosure of ownership or presence of a firearm.
- B. Child – age, sex, race, religion, interests, hobbies, family situation, living situation, relevant health status, a summary of the client needs assessment and expectations for team participation.

II. Requesting Confidential Information From Other Agencies

A client's or volunteer's right to privacy shall be respected by the agency. Requests for confidential information from other organizations shall be accompanied by an authorized Consent to Release Information form signed by the client or volunteer.

When confidential information is requested from another organization, the following protocol shall be followed:

1. An authorized Consent to Release Information form signed by the client or volunteer shall accompany each request for information.
2. A copy of the signed release is placed in the permanent file of the client or volunteer along with a copy of the letter requesting information.

III. Releasing Information when a Child or Volunteer may be at Risk

Missouri State law mandates that suspected child abuse be reported to the appropriate authorities, which is the Missouri Division of Family Services. The hot line number is 1-800-392-3738. In the event that child abuse is suspected, the following protocol will be followed:

1. The agency worker has a duty to report suspected abuse to the appropriate state agency in the manner prescribed by state law. The agency shall maintain a copy of the state law related to reporting suspected child abuse in its file. The agency Senior Vice President of Program Quality and/or the worker's supervisor will be consulted prior to or at the time of the report, however may not impede or inhibit any reporting. Care shall be taken to protect the privacy of the client and volunteer to the extent consistent with reporting requirements. The agency's primary concern shall be the protection of the best interests of the child, if the worker is unclear if their concern meets the criteria for abuse and neglect they may seek counsel internally from a qualified representative or externally from Law Enforcement or Children's Division. No person making a report under this section shall be subject to any sanction, including any adverse employment action, for making such a report.
2. If the alleged offender is a Big Brother, Big Sister, agency volunteer, Board or staff member, the President/CEO, Board Chairman and Legal Counsel shall be notified immediately prior to or at the time of the report, however may not impede or inhibit any reporting. At this time, the agency's crisis management plan will be activated. In addition, notification of the agency's insurance carrier should be considered in consultation with legal counsel. No internal investigation shall be initiated until such a report has been made.
3. Big Brothers Big Sisters of America shall be notified of incidents of child sexual abuse involving a program participant, whether a volunteer or a child. Information necessary to comply with their reporting requirements shall be maintained. The confidentiality of any such information is guaranteed by Big Brothers Big Sisters of America and shall be shared only with appropriate professional staff and designated legal counsel.
4. If the alleged offender is an active Big Brother or Big Sister, the team shall be suspended immediately.

5. The President/CEO or the Senior Vice President of Program Quality shall ask the designated state agency to report back to the agency as to whether or not abuse was indicated by their investigation.
6. The Big Brothers Big Sisters agency will cooperate with the official investigative process.
7. If the state agency does not report back to the Big Brothers Big Sisters agency after a reasonable amount of time, the agency should reinitiate contact with the state agency.
8. If legal action is taken against an alleged offender who is a Big Brother or Big Sister, his or her team shall be terminated immediately, and the Board of Directors should be notified and referred to the Crisis Management Manual.
9. If no legal action (if Children's Division finds that the allegations are untrue) results, the President/CEO or Senior Vice President of Quality Assurance shall recommend to the Executive Committee further action, which is in the best interest of the child. The Executive Committee shall make a decision and inform the Board of such decision to maintain the confidentiality of the client and/or volunteer.
10. All steps shall be documented in the case file.

If agency worker receives information indicating that a client or volunteer may be dangerous to himself or herself or to others, necessary steps shall be taken to protect the appropriate party. This may include a medical referral, a report to the local law enforcement authorities, or making a mandated report. If the above circumstances occur the protocol below shall be followed:

- A. The situation shall be discussed with the worker's supervisor and/or Senior Vice President of Quality Assurance.
- B. Appropriate referral to protect the threatened individual shall be determined and action taken where there is reasonable belief to think that such threat exists and that intervention is warranted.
- C. All steps shall be documented in the individual's case file.
- D. If the threat involves a potential danger to a volunteer by a client or client's family, then the volunteer and members of the household will be notified.

B. Access to Confidential Records

I. Client and Volunteer Access to their own Records

In order for Big Brothers Big Sisters of Eastern Missouri to provide a responsible and professional service to clients it is necessary for volunteers, clients, and parents or guardians of clients to be asked to divulge extensive personal information about themselves and their families. The agency respects the confidentiality of client and volunteer records and, with the exception of the situations listed below, shares information about clients and volunteers only among the agency professional staff, including the Board of Directors. The right to confidentiality applies not only to written records, but also to video film, pictures and use of client or volunteer's name in agency publications. All records are considered the property of the agency and not the agency workers, clients, or volunteers themselves. In order to provide a service which is in the best interest of the children served by the program, information from

outside sources, including confidential references, must be assessed along with information gained from the clients or volunteers themselves. Records are, therefore, not available for review by the client or volunteers. Clients and volunteers should be provided, at the time of orientation, a copy of this statement on confidentiality along with the exceptions which define the limits of confidentiality. A client or volunteer shall sign a statement that he/she has read and understands the agency policy on confidentiality and agrees to program participation under the guidelines set forth.

II. Board Access to Client and Volunteer Records

Members of the Board of Directors have access to any volunteer or client files only upon authorization by formal motion of the Board of Directors. The motion shall identify the person(s) to be authorized to review such records, the specific purpose for such review and the period of time during which access shall be granted. Members shall be required to comply with the agency policies on confidentiality and may use the information only for purposes stated by the approved action of the Board of Directors. Known violations shall be reported to the Board Chairman. A violation of the agency's confidentiality policy by a Board Member shall constitute adequate cause for removal from the office. Members of the Board of Directors permitted access to client records are required to adhere to the following protocol:

- A. The request to review client records must be presented to the Board of Directors and approved by formal motion.
- B. Representatives of the Board of Directors authorized to have access to records will be given a copy of the agency policies on confidentiality.
- C. After reading the policy, individuals shall sign a statement agreeing to comply with the agency policies and agreeing to use the information only for purpose(s) stated in the approval action of the Board of Directors.
- D. A copy of the statement will be placed in the administrative file of the organization.

III. Law Enforcement Access to Client and Volunteer Records

Information will only be provided to law enforcement officials or the courts pursuant to a valid and enforceable subpoena. In the event a worker is served a subpoena, the following protocol shall be followed:

- A. The President/CEO, Board Chairman, Legal Counsel and worker's supervisor must be consulted and provided information related to the issue that has resulted in the subpoena.
- B. Legal counsel for the agency shall be notified and provided information related to the issue, which has resulted in the subpoena.
- C. A meeting of the above named parties and the agency worker who has been served with the subpoena shall be promptly held. During the meeting the participants shall review the circumstances of the subpoena and agency records. Appropriate staff members shall be briefed if a court appearance is mandated.
- D. Based upon this meeting and advice of counsel, the agency shall decide whether to comply with the subpoena or to attempt to quash it.

C. Safe Keeping of Confidential Records

The President/CEO is considered the custodian of confidential records. It is his/her responsibility to supervise the management of confidential information in order to ensure safekeeping, accuracy, and compliance with Board policy and accountability. The management of confidential information shall be conducted by the agency in accordance with following protocol:

1. All case files (active, closed, and in process) shall be kept in locked file cabinets or locked offices.
2. No active team, participant, or agency file shall be removed from the office premises without prior approval of the Senior Vice President of Quality Assurance or designated representative, who shall grant such permission only when doing so would not be inconsistent with the agency confidentiality policy. A record shall be kept of the removal of any such file and the files should only be transported in a lock box. A file shall not be removed for a period longer than 72 hours, unless granted permission by the Senior Vice President of Quality Assurance.
3. Workers may keep working notes for purposes of team support and related matters. These notes are treated as confidential at all times. Such notes shall be summarized and transferred to the appropriate permanent record on a regular basis; once they have become a part of the permanent record, these notes shall be destroyed.
4. Closed (hard copy) records for clients will be kept by the agency for 10 years or until the child reaches 25 years of age, whichever happens first. The destruction of the accompanying hard copy volunteer file will follow the client's file. If a volunteer or client would re-activate their status, all contents of the file will be retained in future matching. Unmatched, closed client and volunteer records will be kept for 10 years. Basic demographic information will be transferred from each file to a database for permanent keeping by the agency. The file may then be destroyed by professional shredding.



POLICY:

COMMUNICABLE DISEASE

Approved On:

08/26/1993

Effective On:

09/09/1993

Revised On:

02/19/2009-changed to include "Vice President of Program" in lieu of President/CEO in regards to making match status decisions.

8/16/12- changed to replace "Vice President of Program" with "Senior Vice President of Quality Assurance"; added "approve informing" in relation to the non-infected party of the team

Program Application:

Youth Mentoring Program

It is the policy of Big Brothers Big Sisters of Eastern Missouri to provide services to children who have communicable diseases provided that (1) the child otherwise meets the exiting admission criteria of the agency, (2) the nature of the disease does not pose a genuine threat to the volunteer, and (3) the match between the volunteer and the child does not contemplate activities which might worsen the child's condition.

It is the policy of Big Brothers Big Sisters of Eastern Missouri not to discriminate in the selection of volunteers or in the hiring of employees who have communicable diseases provided that the nature of the disease does not pose a genuine threat to the health of the child being served or to the other workers in the office environment.

It is the policy of Big Brothers Big Sisters of Eastern Missouri that all matters concerning an individual's communicable disease are to be kept strictly confidential. However, it is also the belief of Big Brothers Big Sisters of Eastern Missouri that the parent, child, and volunteer involved in a particular match be entitled to know that either the child or the volunteer has a communicable disease and that the match or the continuation of the match is purely voluntary.

Definition

Communicable diseases are diseases, which are capable of being transmitted to other individuals in various ways. Big Brothers Big Sisters of Eastern Missouri recognizes that some communicable diseases have a much greater significance because of the severity, chronicity, or curability of the disease. It is not contemplated that communicable diseases that are self-limited and of minor medical significance be included in this policy. Should any individual covered by this policy have any questions as to whether a particular communicable disease is included herein, he/she must seek advice from the Senior Vice President of Quality Assurance or President/CEO whose judgment on the matter shall be

final. For the purpose of this policy, the term communicable disease will refer to those illnesses of major significance or defined above.

Public Information

Only the designated agency spokesperson for public information, the President/CEO, and any attorney employed by the agency, shall be entitled to speak on behalf of the agency to the media or to any third party not directly involved in release of information regarding the agency's Communicable Disease Policy or any incident involving this policy. The agency, its employees, the designated spokesperson, the volunteers, parents, and children in the program, and any member of the Board of Directors who learns that a child or volunteer in the program or an employee has a communicable disease shall not disclose or be compelled to disclose any information concerning the same, including the identity of the individual so infected except in accordance with the notification procedures outlined herein.

Procedure in the Event that a Child or Volunteer in the Program Becomes Infected With a Communicable Disease

Should a child or volunteer in the program be diagnosed as having a communicable disease it shall be the obligation of the parent or the volunteer to notify the agency immediately. Upon receiving notification, the Senior Vice President of Quality Assurance shall temporarily suspend the match and participation by the infected party from agency activities. In order to continue participation in the program, the agency shall require that a treating physician's statement be obtained.

Upon receipt of the statement, the Senior Vice President of Quality Assurance shall implement any changes in the child's prospective or existing match with a volunteer which are necessitated or suggested by the physician's statement.

In all cases, the parent and the volunteer will be informed that in order for the match to be made or to continue, it will be necessary to notify the non-infected partner in the match and the parent, if applicable, of the infection with communicable diseases. The infected volunteer, the parent of an infected child, and the child, as the case may be, shall be required to sign a Consent to Release Information form supplied by the agency to the non-infected partner. If the Consent form is not signed, the match will be terminated, and the infected partner will no longer be allowed to participate in the program. If the Consent form is signed, then the Senior Vice President of Quality Assurance shall approve informing the non-infected partner of the infection, and the other pertinent information from the physician's statement.

The non-infected partner may then elect to terminate or to continue the match. In the latter event, the non-infected partner or parent, as the case may be, shall be required to execute an acknowledgment that he/she is aware of the communicable disease, has reviewed the physician's statement, but nevertheless, desires to be matched or to continue an existing match with an infected partner.

The acknowledgment will also contain an agreement by the volunteer, parent, and child, as the case may, to maintain strict confidentiality as to the existence of the communicable disease.

Depending upon the length of time for review prescribed by the physician's statement, the situation may be updated periodically. For each new physician's statement, the procedure for obtaining consent, notification, and acknowledgment will begin a new.

Procedure in the Event that an Employee Becomes Infected with a Communicable Disease

Should an employee of the agency become infected with a communicable disease, it shall be the responsibility of the employee to notify Big Brothers Big Sisters of Eastern Missouri as soon as practicable. It shall be the further responsibility of the employee to immediately obtain a physician's statement including:

- *diagnosis of the condition,
- *a description of the method of transmission of the disease and recommended precautions which should be taken to prevent transmission,
- *restrictions on activity, if any
- *the length of time the statement will continue in effect.

Should the employee elect not to or fail to obtain a physician's statement within 10 days, he/she shall submit to an examination by a physician of the agency's choice in order that said physician may provide a statement including the information enumerated above.

Upon notice of the condition and again upon receipt of the physician's statement, the President/CEO shall implement any changes in the employee's status or work assignment which he/she determines in his/her sole discretion to be warranted under the circumstances. Changes in status or work assignment as a result of an employee's communicable disease shall be based only on the employee's ability to perform his/her duties and in accordance with the Center for Disease Control recommendations designed to protect the health of all agency personnel.

No employee may refuse to work with or to withhold his/her services from individuals with a communicable disease who do not, according to the physician's statement pose a genuine threat to the health and safety of others. Any employee who so refuses to work or withholds services is subject to discipline by the President/CEO.

At the time of orientation to the agency's program, the parent, child, volunteer, and prospective employee will be informed as to the agency's Communicable Disease Policy and each individual's responsibility and rights there under.



POLICY: **Electronic Communication**
Approved On: 07/25/13
Effective On: 09/01/13 with new teams and by 9/01/14 with tenured teams
Revised On: 01/20/16 – Changed: “distributed to” to “discussed with”
Program Application: Youth Mentoring Program

Program Policy: Electronic Communication

A. Purpose & Scope of Policy

BBBS of Eastern Missouri prioritizes healthy, consistent communication between Bigs and Littles. We understand that electronic communication may be used between all members of the team, including but not limited to e-mail, texting and social networking.

Volunteers and Parent/Guardians must read, understand, and agree to abide by this Policy.

B. Overall Monitoring of Safety, Confidentiality & Privacy

- a. Volunteer, Parent/Guardians and Littles need to abide by the terms of use/service and any applicable privacy policy and /or provisions on minors of the Social Media sites that they intend on using with their Littles.
- b. If the Volunteer becomes aware of information that may endanger that Little's health, safety, and welfare, the Volunteer needs to contact the agency immediately.

C. Compliance

If there is a complaint or inquiry regarding electronic communication, BBBSEMO has the right to access the material of concern for compliance purposes and reserves the right to check electronic communication.

D. Process for distribution of Social Media Policy

This policy will be discussed with Volunteers and Parent/Guardians at the time of enrollment and discussed again at the time of matching.

BBBSEMO Electronic Communication Guidelines

BBBSEMO suggests offering the amended **guidelines** to our teams:

Electronic Communication Tips for Your Team

Facebook, Twitter and similar websites have become a part of life for many children and adults. These sites can be a convenient and simple communication tool for many; however you may also become aware of information that was not intended for your relationship. Please understand both the risks and rewards of communicating electronically by following our tips:

- **Parent/Guardian Permission is Vital**

Talk with your Little's parent about electronic communication and be sure they approve of this type of communication. Specifically, discuss if the parent is comfortable with you posting photos of your Little and/or activities.

- **Keeping Private Things Private**

If you decide to use Facebook to engage with your Little, make sure to customize your privacy settings so that they reflect the amount of information you want to share with your Little and their family. You can also model safe behavior by being careful about what you share online. Be careful not to post anything that could be perceived as judgmental or offensive to your Little or his/her parent/guardian.

- **Avoid Identifying Information**

Best practice is to ensure that your privacy settings do not allow for the general public to view identifying information about your Little (last name, phone number, etc.)

- **Online Safety is Important**

- ✓ Encourage your Little to use privacy settings on their pages.
- ✓ Encourage your Little to talk with their parent about things they see, things they do, and people they talk to online.
- ✓ Turn off your GPS tag on photos from your smartphone.
- ✓ Be a role model of a good online citizen.

Inform your Relationship Specialist if you are communicating with your Little via social networking, email, etc.