



WISH UPON A HORSE
THERAPEUTIC RIDING CENTER
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Confidentiality Policy and Procedure

It is the policy of Wish Upon a Horse, Inc. (“WUAH”), to hold absolutely confidential all communication (as defined below) made by and between WUAH staff, board members and volunteers.

It is required that all staff, board members and volunteers sign a confidentiality agreement as contained herein. All of these persons are accountable for maintaining the confidentiality policy.

Information will be disclosed only with the permission of the individual involved (with the exceptions of Sections IV and V below).

I. Definition of Confidential Communications

Confidential Communication is any information that is either written or spoken, and shared between client/participant (or family/guardian), and any staff, volunteers or board member in the course of service delivery and/or in the relationship. The information that is exchanged is considered confidential and is to be kept as such by all staff, volunteers and board member, and disclosed only to those people who are:

- A. Present at the time the information is shared and working to further the interests of the client;
- B. Working for WUAH and maintaining records of clients for informational purposes only (*i.e.*, to aid in evaluating program and facilitating communications between staff and volunteers, as well as for medical and psychological documentation). Statements of evaluation or opinion are to be avoided;
- C. Not associated with WUAH but working on behalf of the client, such as attorney, counselor, housing worker, or other social service agent.

In cases where information is disclosed by WUAH, a signed release of information must be obtained by the client prior to the release thereof.

II. Maintenance Records

WUAH maintains records of clients for informational purposes (*i.e.*, to aid in evaluating program and facilitating communications between staff/volunteers, as well as for medical and psychological documentation).

III. Access to Records

- A. Staff members only have access to client’s records.
- B. A client’s request to examine their files will always be honored. Clients also have the right to copies of their files.

IV. Release of Information

The client makes the decision about all disclosures. Each client must sign a Release of Information Form detailing the information to be released, to whom and the purpose thereof. Such client has the right to revoke this consent at any time. All consents to and revocations of disclosures must be made in writing.

V. Exceptions for the release of information which do not require consent

A. Where a staff member or volunteer has reason to suspect that a client has been either physically or sexually abused, a report must be made to the appropriate forum. If a volunteer suspects abuse, he or she should notify a staff member who will be responsible for the reporting. If the client is willing to report the abuse him/herself, WUAH will have complied with the requirements for reporting if they assist that individual with making the report.

B. In criminal proceedings, when the court has determined as proscribed under the laws of the State of South Carolina that the information contained in the record or testimony is admissible under South Carolina law.

C. Where medical emergency exists and the information from the file is required and the client (or family/guardian) is unable to authorize the release, information limited to the medical emergency will be disclosed to the medical institution treating the client.

I, _____ have read and agree to abide by this
(name of adult, or in case of minor, name of parent or legal guardian)

confidentiality policy and procedures of Wish Upon a Horse, Inc.

Signature _____ Today’s Date: ____/____/_____
(in case of minor, signature of parent or legal guardian)