

C.A.R.E.S., INC.

CLIENT ASSISTANCE PROGRAM

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CONFIDENTIALITY POLICY

The Maine Client Assistance Program (CAP) at C.A.R.E.S., Inc. hereby assures all individuals who receive our assistance that all information and all records generated during our representation will be protected. The CAP also assures that it will not release records or disclose personally identifiable information to any unauthorized agency or individual. The CAP will release records, disclose personally identifiable information or grant access to case files only with prior written authorization from the individual (or guardian) that directs us to do so.

Recent amendments to the Rehabilitation Act allow the CAP to prohibit the disclosure of personally identifiable information to federal or state officials. This includes any program review or other periodic audit, report or evaluation of the performance of the CAP. In order to release or disclose personally identifiable information, a written authorization from the consumer or guardian is required.

When not in use, case files will be kept in a locked file drawer in the CAP office in Winthrop. Files that are taken out of the office are the responsibility of the assigned CAP staff person. It is the duty of that staff person to safeguard client records when they are out of the office.

Case files will be kept for a minimum of three years.

Revised 10/10/13