



CHARLOTTE COUNTY ALTERNATIVE TRANSPORTATION ASSOCIATION CHARLOTTE DIAL-A-RIDE PROGRAM

POLICY ON CONFIDENTIALITY

Whereas the Charlotte County Alternative Transportation Association (CCATA) is a non-profit organization with a mission to ***provide access to transportation for residents of Charlotte County that is dependable, courteous, safe, efficient, inclusive and sensitive to the needs of all individuals and respectful of the privacy of all concerned***, and whereas the Dial-A-Ride service is structured for the primary purpose of addressing the *charitable transportation needs of those most vulnerable in our communities*, this policy provides guidelines as to practices related to confidentiality when serving USER Members

Names, addresses, and membership information of all user members shall be kept confidential in perpetuity and shall not be shared with any outside party at any time for any reason.

All information pertaining to user members regarding medical conditions, types of travel services provided, destinations, habits, financial status, etc. shall remain confidential. Only information that must be shared for the purpose of being able to serve the client shall be shared on a need to know basis with volunteer drivers, the dispatcher and the manager. Every effort shall be made to ensure the respect of the privacy of all member users.

All directors, staff members, and volunteer drivers shall be made aware of this Policy on Confidentiality and shall be asked to sign an Oath of Confidentiality to insure that this policy is implemented reliably.

Approved by CCATA Interim Board of Directors, April 8, 2005