



Smart Start Family Rights and Confidentiality Policy

Smart Start Delaware Program

Smart Start Delaware promises to protect your family's rights and has policies and procedures in place to do this.

Your rights, in accordance with Federal and State requirements include:

- The right to be treated with honesty, dignity and respect,
- The right to choose family goals and create a plan to reach those goals,
- The right to change goals and plans as family needs change,
- The right to refuse service at any time,
- The right to have your information kept confidential and private,
- The right to see your family's records (with a written request),
- The right to call the program manager with any concerns or questions, and
- The right to receive referrals to community partners at any time.

Our program expectations include:

- To be treated with honesty, dignity and respect by you,
- To be called if you are unable to keep an appointment,
- To have you work with your home visitor on meeting your family's goals, and
- To visit with you weekly for your first six months of service,

We will ask for your written consent if we want to share Information about your family with someone else. We will have you sign a *Release of Confidential information* before doing so.

About Confidentiality

How do we keep your information confidential?

- Records are kept in a locked file in our office.
- Records cannot be removed from office areas unless they are signed out for a specific purpose.
- Information is shared only on a need-to-know basis with appropriate staff, consultants, and other professionals.

Who can see your records?

- Staff members appropriate to the provision of services.
- Consultants on a need-to-know basis, and
- You can see your own records, but not those of others.

How do we use your confidential information?

- To assess the needs of you and your child(ren) in areas of health, social service, and education or training,
- To evaluate our program and make reports to our funders (Your name is not used and you are free at any time to not answer any questions. This would in no way stop you from receiving our services), and



- To work cooperatively, on your behalf, with other agencies (You will sign consent forms to allow this exchange of information with health professionals, social service providers, or others.)

Are there times when we would share information about you without your permission?

- If we have reason to believe any child is being abused or neglected, we are required by law to make a referral to the Department of Services for Children, Youth, and Their Families
- If you or a family member is in a life-threatening situation.
- You will be informed before any such referral is made, except in a life-threatening emergency.
- Such referrals are made so families will receive the assistance they need to help keep their children healthy and safe.
- We are subpoenaed by a court of law

**I/We, the undersigned, understand my/our rights and give consent for
Smart Start Delaware
to provide services for my/our family.**

Parent/Guardian Name: _____ Date: _____

Parent/Guardian Name: _____ Date: _____

Home Visitor Signature: _____ Date: _____