



Support Network at Penn National

April 17, 2008

SNaP's Commitment to Privacy

We are required under federal law to inform our members of the policies we have implemented regarding privacy of member information. Through the services provided by SNaP, we may obtain certain information about you. In order to safeguard your nonpublic personal information, we maintain physical, electronic and procedural safeguards.

SNaP regards the privacy and security of personal information to be of paramount importance. Therefore, protecting your privacy and the details regarding your service needs are a top priority of our program. Due diligence and oversight shall be exercised in minimizing the information that is disclosed in order for you to receive appropriate services. This policy describes how we ensure your privacy, including the information we may gather, what we may share, and the manner and circumstances under which that sharing may occur. These policies shall apply to all current or former SNaP members.

Information SNaP Will Have Regarding Its Members

- The SNaP program offers “supported memberships” at a reduced annual fee for those who meet the financial qualifications. In order for us to verify that members qualify for the discounted fee, it will be necessary for us to see your prior year’s federal income tax return. We will not keep a copy of that return in our files.
- In order for us to make referrals to appropriate service agencies, such as healthcare providers, or to volunteers providing transportation for various requested services, we will need at least minimal details regarding your service needs.
- If you request such services as transportation to doctors’ appointments or financial institutions or having a volunteer pick up a filled prescription, we will disclose to said volunteer only your service need. No other details will be provided by us, but, of necessity in providing the service, volunteers will be aware of a minimum of information regarding your situation and circumstances.
- Since payment of SNaP’s annual membership fee may be made by credit card, we will be aware of your card type and number.

- It is our policy to evaluate the effectiveness and quality of services provided by our volunteers, strategic partners and preferred providers. Therefore, we will make a follow-up contact after services have been rendered and written information regarding that contact will be maintained in our records.

How SNaP Safeguards Personal Information

We will take all reasonable and customary measures to protect the privacy of your personal information. Such measures will include the following:

- We keep information under physical and/or electronic and procedural controls.
- We authorize our employees and volunteers to get information about you only when it is needed to see that a service is provided for you and only to the extent necessary to fulfill your service needs.
- Employees and volunteer service providers receive information regarding our privacy policies, as verified by a signed statement kept in the files of the Executive Director.
- Employees with official duties that require the use of member records are responsible for their security and confidentiality while in use or stored.

Information Shared by SNaP With Volunteers and Service Providers

- If you require the services of an outside agency and request us to make contact with a potential provider, we will give that provider only your name, a telephone number where they may reach you, and a brief description of the nature of your need. All other details of your situation and circumstances will be between you and the service provider.
- If you request the assistance of a volunteer to provide services and ask us to make the referral, the volunteer will be given only your name, address and telephone number and a brief description of your need (e.g. requires transportation to a medical appointment). Any further sharing of details regarding your situation will be at your discretion.
- Records of our satisfaction surveys will be maintained in our files and kept confidential in accordance with our standard privacy practices and safeguards.

Information Shared by SNaP with Family Members or Other Persons/Institutions

- Information regarding your circumstances or services received will not be disclosed to any persons without your written authorization to do so, a copy of which will be maintained in the files of the Executive Director.
- If you have a personal representative, information may be shared with that person/persons/institution as specified. A personal representative would be someone who has power-of-attorney over your health and/or financial decisions or who has been appointed by the court as your legal guardian. No information will be provided to a third-party until documentation is received by us and a copy of said documentation retained in the records of the Executive Director.

How to Address Questions and/or Concerns Regarding SNaP's Privacy Policies

- Questions regarding SNaP's privacy policies may be directed to the program's Executive Director or any other staff members in SNaP's employ.
- Concerns about these privacy policies, particularly concerns regarding any violations of same, may be directed to the Executive Director or to any member of the Board of Trustees, as may be appropriate. All such concerns, including written documentation of same, will be handled in the strictest of confidence.

SNaP's Right to Revise This Notice

- SNaP reserves the right to revise its notice of privacy policies as may be required by program changes or any applicable laws or guidelines.
- Any revised privacy policies will be effective for information we may already have about you, as well as any information we may receive in the future.
- SNaP members will be notified in writing of any policy changes, and an up-to-date copy of the organization's Privacy Policies may be viewed on our website at www.snapn.org.

Acceptance of Privacy Policy

I, _____, have received a copy of the “Notice of SNaP’s Privacy Practices” and I have reviewed same. I further agree to provide any information required by SNaP, understanding that same will be safeguarded by the practices and procedures outlined in the Privacy Practice disclosure.

Date

Signature