

## User Policy, Responsibility Statement & Code of Ethics

For: \_\_\_\_\_ from: \_\_\_\_\_  
User Full Name (print Name) Agency Name (print Name) County (print Name)

### USER POLICY

Partner Agencies who use the HMIS and each User within any Partner Agency is bound by various restrictions regarding the Client information.

It is a Client's decision about which information, if any, is entered into the HMIS. The **Client Release of Information** shall be signed by Client before any identifiable Client information is entered into the HMIS. User shall insure that prior to obtaining Client's signature; the **Client Release of Information** was fully reviewed with Client in a manner to insure that Client fully understood the information (e.g. securing a translator if necessary).

### USER CODE OF ETHICS

Users must be prepared to answer Client questions regarding The HMIS.

Users must faithfully respect Client preferences with regard to the entry and sharing of Client information within the HMIS. Users must accurately record Client's preferences by making the proper designations as to sharing of Client information and/or any restrictions on the sharing of Client information.

At the Client's request, Users must allow Client to opt in or out of releasing information into the HMIS and change his or her information sharing preferences at the Client's request.

Users must not decline services to a Client or potential Client if that person refuses to allow entry of information into the HMIS or to share their personal information with other agencies via the HMIS.

The User has primary responsibility for information entered by the User. Information Users enter must be truthful, accurate and complete to the best of User's knowledge.

Users will not solicit from or enter information about Clients into the HMIS unless the information is required for a legitimate business purpose such as to provide services to the Client.

Users will not use the HMIS database for any violation of any law, to defraud any entity or conduct any illegal activity.

Upon Client written request, users must allow a Client to inspect and obtain a copy of the Client's own information maintained within the HMIS. Information compiled in reasonable anticipation of or for use in a civil, criminal or administrative action or proceeding need not be provided to Client.

Users must permit Clients to file a written complaint regarding the use or treatment of their information within the HMIS. Client may file a written complaint with either the Agency or the Department of Commerce – Housing HMIS Administrator at PO Box 42525, Olympia, WA 98504-2525. Client may not be retaliated against for filing a complaint.

### USER RESPONSIBILITY

Your username and password give you access to the HMIS database. Users are also responsible for obtaining and maintaining their own security certificates in accordance with **Agency Partner Agreement**.

**Initial each item below** to indicate your understanding and acceptance of the proper use of your username and password. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination from the HMIS database access, and may result in disciplinary action from the Partner Agency as defined in the Partner Agency’s personnel policies.

I agree to maintain the confidentiality of Client information in the HMIS in the following manner:

- \_\_\_\_\_ My username and password are for my use only and will not be shared with anyone.
- \_\_\_\_\_ I will read and abide by the HMIS Client Release of Information; ensuring Client understands their rights.
- \_\_\_\_\_ I will not use the browser capacity to remember passwords: I will enter the password each time I open HMIS.
- \_\_\_\_\_ I will take reasonable means to keep my password physically secure.
- \_\_\_\_\_ I will only view, obtain, disclose, or use the database information that is necessary to perform my job.
- \_\_\_\_\_ I understand that the only individuals who may directly access HMIS Client information are authorized users, and I will take these steps to prevent casual observers from seeing or hearing HMIS Client information.
- \_\_\_\_\_ I will log off the HMIS before leaving my work area.
- \_\_\_\_\_ I will not leave unattended any computer that has the HMIS “open and running”.
- \_\_\_\_\_ I will keep my computer monitor positioned so that persons not authorized to use the HMIS cannot view it.
- \_\_\_\_\_ I will store hard copies of HMIS information in a secure file and not leave such hard copy information in public view on my desk, or on a photocopier, printer or fax machine.
- \_\_\_\_\_ I will properly destroy paper copies of HMIS information when they are no longer needed unless they are required to be retained in accordance with applicable law.
- \_\_\_\_\_ I will not discuss HMIS confidential Client information with staff, Clients, or Client family members in a public area.
- \_\_\_\_\_ I will not discuss HMIS confidential Client information on the telephone in any areas where the public might overhear my conversation.
- \_\_\_\_\_ I will not leave messages on my agency’s answering machine or voicemail system that contains HMIS confidential Client information.
- \_\_\_\_\_ I will keep answering machine volume low ensuring HMIS confidential information left by callers is not overheard by the public or unauthorized persons.
- \_\_\_\_\_ I understand that a failure to follow these security steps appropriately may result in a breach of Client HMIS confidentiality and HMIS security. If such a breach occurs, my access to the HMIS may be terminated and I may be subject to further disciplinary action as defined in the partner agency’s personnel policy.
- \_\_\_\_\_ If I notice or suspect a security breach, I will immediately notify the Director of my Agency and the Department of Commerce.

I understand and agree to comply with all the statements listed above.

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HMIS User Signature Date Name (please print)

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Position Phone Email