



Staff and Volunteer Guidelines

Our Mission:

Bay Area Cancer Connections supports anyone affected by breast or ovarian cancer with personalized services that inform and empower.

Please read the following carefully and then sign and date as an acknowledgment that you have read and understood the guidelines, and that you agree to work within them.

When working on behalf of BACC, our goal is to be as responsive as possible to clients' needs. We place the needs of the client first. We offer information, we utilize a variety of resources on clients' behalf, and we may share our personal experience with them as appropriate in order to offer support.

There are some limits, however, that we must always observe.

- We do not ever give medical advice nor do we attempt to diagnose or recommend treatment options to any of our clients.
- We cannot make any statement which is a conclusion about the condition of another person.
- We do not discuss clients or sensitive issues in open areas so we can protect client confidentiality and promote a peaceful workspace.

There are many things we can and should do to best serve our clients.

- We *do* encourage our clients to communicate and work with their personal physicians and to discuss with them the information we provide.
- We *do* make clear that everyone's situation is unique and what may be right or comfortable for one person may not be for another.
- We *do* always respect confidentiality.

There are also many specific ways in which we respect client confidentiality.

- We respect any requests about anonymity or related restrictions.
- We do not share client information with other organizations for solicitation.
- Referrals within BACC (e.g. Buddy or Therapist Requests) will only be done with the client's knowledge and permission. We do not share a client's full name (only first name and first initial of last name).

I have read and understood the statements above. I agree to work within these guidelines when working or volunteering for BACC.

Signed _____ Date _____

Name (print) _____

If you have any questions or concerns, please contact BACC's Manager of Volunteer Resources, at (650) 326-6299 ext. 16

**Thank you for being part of the BACC community.
Your efforts make a real difference for our clients.**