

Pasadena Village Confidentiality & Privacy Policy

The Pasadena Village is a membership organization of adults over 55 whose mission is to foster vital independent living in a spirit of mutual support, enrichment, and inclusiveness. This policy aims to foster supportive and inclusive environments for sharing and building community.

1. Confidentiality: The preservation of privileged information.
 - a. Board members and volunteers are cautioned to demonstrate professionalism, good judgment, and care at all times in handling any information related to Pasadena Village and its members to avoid unauthorized or improper disclosures of confidential information.
 - b. Some Village groups deal with sensitive, health-related, and very private information. These groups are encouraged to develop guidelines that protect sensitive, health-related, or private information about members.
2. Privacy Protection: Safeguards developed by the organization to protect members and member information.
 - a. Pasadena Village respects the privacy of its members, volunteers, and donors, and limits the disclosure of personal information. The Pasadena Village does not sell, rent, exchange or share personal information for use in marketing or solicitations of any kind.
 - b. Members determine what personal information - address, telephone, email addresses, and personal profile - will be accessible to fellow members on the member database.
 - c. Pasadena Village has an obligation to make sure our members enjoy safe, positive experiences with the volunteers who assist them. As a precaution, the Village is required by our insurance provider to screen volunteers, including member volunteers. Pasadena Village uses Intellicorp, a national consumer credit reporting agency, to conduct a background check of all volunteer applicants who have direct contact with members in their own homes and those who give rides (Volunteer Drivers). The screening process consists of a search of public records for criminal information using the volunteer's personal data, including date of birth and social security number. Policies and procedures at Intellicorp and at Pasadena Village are in place to guard this information and ensure that privacy of the volunteer is maintained.
 - d. Pasadena Village collects emergency contact information from its members. In non-life-threatening situations, the Village will seek member approval before contacting the emergency contact(s) identified by the member. In emergency situations, the Village will attempt to reach and seek approval from the emergency contact(s) before acting on behalf of the member. In life-threatening situations, the Village may act without the consent of the member or their emergency contact(s), consistent with California law related to protection of older adults.