



# Taylor County

## Board of County Commissioners'

### Policy Manual

<b>Policy #:</b> <b>2010-04</b>	<b>Title:</b> <b>Confidentiality</b>	<b>Effective Date:</b> <b>03/01/10</b>
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#### PURPOSE

To provide guidelines regarding confidentiality.

#### REFERENCE

#### POLICY

1. As an employee in the Animal Control Department, staff will hear of and/or observe situations that are of a private matter. In no case is staff to discuss those situations with anyone other than authorized personnel.
2. While investigating a case, information concerning the source of the complaint may be discussed over the telephone, but only with the parties directly involved. (see also #5 below)
3. Information regarding the complainant will not be given out in the field.
4. Citizens viewing records in the department may only do so with a department employee present. No originals are to be given to anyone!
5. Citizens wishing a copy of available department records may obtain a copy at the prevailing rate established by Chapter 119, F.S. Citizens who wish copies of records and are unable to come to the Animal Control Office, may receive the information via US Mail.
6. If the complainant remained anonymous, office or field staff may advise the citizen of that fact when they request information about the Service Request. If the complainant was anonymous, advising the citizen of such will save them necessary travel to ascertain complainant's name.

#### RESPONSIBLE DEPARTMENT

Environmental Services Department – Animal Control

**Sunset Date:** 03/01/2020