

# Release of Information Policy and Consents.

At Go-Give we understand how difficult it can be when our loved ones are suffering from addictions and mental health disorders however, for the safety and protection of our clients we must always obtain consent before releasing any information.

In order to obtain consent from your loved one we ask that you please fill out our request for information form that can be accessed by emailing [evieali@thegogiveproject.org](mailto:evieali@thegogiveproject.org).

Once you have filled out all of the information on the form our team members will be alerted to reach out for client consents. Due to unique circumstances and rapid lifestyle changes this can sometimes take days or weeks.

***All clients have the right to refuse or withdraw their consents at any time.***

This can be a very difficult process however, client confidentiality is our top priority.

Clients also have the right to decide what information they wish to be disclosed, meaning, we can only release information that your loved one has given us permission to release.

Once consent has been obtained you may receive periodic updates and will be free to ask questions.

Consents may only be obtained when the client is demonstrating sound decision making and awareness of choice.

When providing consent your loved one will be given the option to list you as an emergency contact.

Again, we must kindly remind you that we can only release the information we have consent to disclose.

Should your loved one refuse consent it is with empathy that we will not be able to respond to questions or concerns. There are no exceptions.

This policy has been designed in the best interest of the health and safety of Go-Give clientele.

We thank you all for your kindness and understanding.