



User Agreement

UNITY Information Network ("UNITY") is an information system that maintains information regarding the characteristics and service needs of Clients for a variety of reasons, including the provision of more effective and streamlined services to Clients and the creation of information which communities can use to determine the use and effectiveness of services.

_____, ("User") has been designated by _____, ("Partner Agency") as a representative able to use the UNITY Information Network.

User, Partner Agency and the UNITY Information Network agree as follows:

1. User Policy

Partner Agencies who use UNITY and each User within any Partner Agency is bound by the Standard Operating Procedures (SOPs) of UNITY. By signing this agreement, you are agreeing to read the SOPs, realize their importance in the UNITY Information Network, and to conduct your work according to what is described in these SOPs. All SOPs (new and revised) must be read within 10 working days of the notice of revision. All SOPs must be read at least annually. Failure to comply with the UNITY policy and procedures may result in disciplinary action from the Partner Agency. Users are bound by their Agency policies in addition to the policies set forth in this agreement.

It is a Client's decision about which information, if any, is to be shared with any other Partner Agencies. **Release of Information** shall be signed by Client and fully reviewed with Client in a manner to insure that Client fully understood the information (e.g. securing a translator if necessary) before any identifiable Client information is designated in UNITY for sharing with any Partner Agencies. User shall insure that the UNITY **Notice of Uses and Disclosures** was reviewed with the Client.

_____ I verify that I have completed and passed a level two background check as required by the UNITY Standard Operating Procedures (policy 3.4)

2. User Responsibility

Your username and password give you access to UNITY.

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 UNITY 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 UNITY in the following manner:

_____ My username and password are for my use only and will not be shared with anyone. I will take reasonable means to keep my password secure.

_____ I will not use the browser capacity to remember passwords: I will enter the password each time I log on to UNITY.

_____ 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 UNITY Client information are authorized users, and I will take these steps to prevent casual observers from seeing or hearing UNITY Client information.

_____ I will log off of UNITY before leaving my work area, or make sure that the UNITY database has "timed out" before leaving my work area. I will not leave unattended any computer that has UNITY "open and running".

_____ I will apply my agency's privacy and confidentiality requirements for all information entered in or obtained from UNITY whether transmitted by oral, written, or digital means.

_____ I will keep my computer monitor positioned so that persons not authorized to use UNITY cannot view it.

_____ I will store hard copies of UNITY 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 hard copies (i.e. shredding) of UNITY information when they are no longer needed unless they are required to be retained in accordance with applicable law.
- _____ I will not discuss UNITY confidential Client information with staff, Clients, or Client family members in a public area.
- _____ I will not leave messages on answering machines or voicemail systems that contain UNITY confidential Client information.
- _____ I will keep answering machine volume low so that UNITY 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 UNITY confidentiality and UNITY security. If such a breach occurs, my access to UNITY 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 UNITY Information Network Team.

3. User Code of Ethics

- Users must be prepared to answer Client questions regarding UNITY.
- Users must faithfully respect Client preferences with regard to the sharing of Client information within UNITY. 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.
- Users must allow Client to 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 sharing of information within UNITY
- Users have 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 UNITY unless the information is required for a legitimate business purpose such as to provide services to the Client.

Users will not use UNITY 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 UNITY. 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 UNITY. Complaints must be submitted in writing to the Agency UNITY Administrator who will forward the complaint to UNITY Grievance, Tampa Hillsborough Homeless Initiative (THHI), P.O. Box 1110, Tampa, FL 33601-1110. THHI will bring your complaint to the UNITY Information Network Advisory Committee, which will attempt a voluntary resolution of the complaint.

This Agreement will be renewable each year contingent upon the user completing the required recertification requirements. This Agreement may be terminated by Agency or UNITY (due to but not limited to termination of employment, security violation, etc.). If this Agreement is terminated, User will no longer have access to UNITY.

Signed,

User Signature

Print Name

Date

UNITY Representative

Date