

Operations Bulletin 2018-1: In-Person Client Services (Issued 01/22/2018)

We are committed to ensuring a confidential and safe space for staff and clients to conduct in-person services and interviews. This Operations Bulletin reminds staff that they must offer and provide clients with the option to conduct their conversations in a private space. Clients are entitled to this privacy and do not need to give a reason for requesting an alternative area.

There are some clients who may be more inclined to need an alternative space, including those discussing domestic violence concerns or disabilities. However, this consideration must be offered to all clients regardless of their individual circumstances. Please ensure that all clients visiting TAOs are made aware of this opportunity.

Laminated posters containing this information in English and Spanish are being distributed to TAOs, over the next few weeks. Depending on the available space in your TAO, two or three posters should be displayed in each client waiting room and the remainder should be posted in TAO interview areas. To view the poster's text, use the following link:

<://dtaonline.es.govt.state.ma.us/refrence/curpol/form/17/dta-privacy-poster-english.pdf>

Case managers who have questions about what alternative space to use, should consult with an office manager.

At DTA We Care About Your Privacy

- **Your privacy is our concern.**
- **Case managers will be asking you about interview space that meets your needs.**
- **You do not need to tell us why you want an alternative area to speak with our staff.**
- **Tell us if the space we are providing needs to be more private.**

Believing you can.

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