



Welcome to the Oasis Confidentiality Training!

Please enter your name and the name of your agency in the chat box. All participants have been automatically muted. There will be multiple opportunities to ask questions throughout the training.



Agenda



Data security on Oasis



Managing confidential neighbor information



Equipment best practices



Engaging with neighbors professionally and confidentially



Updated Release of Information Form



Oasis Program Agreement Form



Data Security on Oasis

Oasis is...

- HIPAA compliant
- Passcode protected
- Constantly updated
- Backed up daily
- Encrypted



How secure is Oasis Insight?

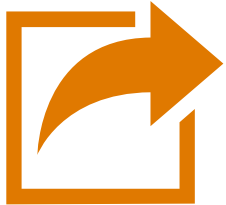
We use the same security standards as online banks and credit card companies.

Check out our [security overview page](#).



www.oasisinsight.net

Managing Confidential Neighbor Information

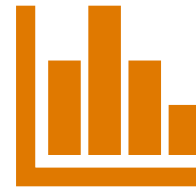


**Use secured
platforms when
sharing confidential
information**



Documentation

Professional
Succinct
Relevant



**Use anonymous
report data**



**Keep paper forms
secure**



Oasis Equipment Best Practices

Passcodes on devices

Do not use personal devices

Do not leave devices unattended

Lock screen / turn off monitor

Office / cabinet locks

Manage agent access

Disable inactive agents

Limit use of shared log-ins

Kiosk Mode



Professional & Confidential Engagement

- Private intake when possible
- Professional conversations
- Healthy boundaries
- Equitable resource allocation
- Social media
- Avoid gossip and slinging



LOW IMPACT DEBRIEFING >>

Four steps to protect our loved ones, colleagues, and ourselves from unnecessary traumatic details



SELF-AWARENESS

Be aware of the stories you tell and the level of detail you provide. Are all the details really necessary? Can you give an abbreviated version that still communicates the necessary information?

1



FAIR WARNING

Warn your listener that the content you are going to share is disturbing or traumatic. You might start the conversation with: "I need to debrief a difficult situation and the story involves traumatic content."

2



CONSENT

Seek permission by asking: "Is this a good time?" or "I heard something really hard today, could I talk to you about it?" The listener now has a chance to decline, or to qualify what they are able and ready to hear.

3



LIMITED DISCLOSURE

Decide how much to share. Start with the least disturbing details and gradually add more information as needed. You may not need to share the most traumatic details to get the benefits of sharing the experience.

4



Visit www.tendtoolkit.com for more resources | © TEND ACADEMY LTD 2023

Release of Information (ROI) Form



Updated 2025



Includes language drafted by Feeding America



More accurately reflects our current practices



Easier for neighbors for understand



Clearly explains how we use their info. & how we keep it secure



Spanish version added!



Now valid for 5 years



Goes live **January 15, 2025**



Release of Information and Privacy Agreement

Benefits and Purpose

The Atlanta Community Food Bank (ACFB) and our partner agencies provide food and additional services. To provide services to you and members of your household, team members will complete a brief intake. This intake may include the following information:

- Demographic information (i.e. name, address, gender identity, ethnicity, date of birth, etc.)
- Contact information to follow up with additional services
- Information about benefits or programs in which you participate

By signing below, you agree that ACFB and our partner agencies may share your information with community partners and to Feeding America for the purposes listed in this agreement.

Security of the Information You Provide

We respect your information and want to make sure it remains private and secure.

Only certain team members and volunteers can access the system with a password. Each partner agency has received specialized training and has signed an agreement to keep your information private. Your personal information is also protected by local, state, and federal laws.

How We Use the Information You Provide

We may use and share the information you provide for a variety of reasons, including:

- **To communicate about appointments:** We may use your personal contact information to schedule or remind you of an appointment.
- **To connect you with other resources:** We may share your personal information to see if you are eligible for other benefits or programs such as food stamps/SNAP, WIC, Social Security benefits, TANF, etc.
- **To improve our programs:** We may use your aggregated, anonymized, or de-identified information to improve our programs or the quality of services that people receive.
- **To do research:** We may use your aggregated, anonymized, or de-identified information for research and analysis.

Aggregated, anonymized, or de-identified information does not identify you as an individual and is not your personal information. Any reports produced will not share your individual information.

Your Rights

You have the right to:

- Obtain a copy of this privacy agreement
- See, review, and receive a copy of the information we maintain about you
- Request that your information be changed or updated
- Cancel any permissions you have given us at any time

Unless otherwise requested, this release will expire five (5) years from the date you last utilized services from the partner agency.

Name

DOB

Signature

Date

Oasis Program Agreement Form



Formal document to standardize current Oasis practices



Addresses shared commitment to training, equipment management, implementation, and confidentiality



Lead Oasis contact from each partner agency to review and sign



Target implementation date: **February 2025**



Oasis Program Participation Agreement

This agreement establishes the terms and conditions between [Partner Agency] and the Atlanta Community Food Bank (the Food Bank) for the purpose of implementing and participating in the Oasis Insights program and gathering intake information and neighbor insights. This agreement applies to all staff and volunteers who collect and interact with Oasis software, the confidential data stored in Oasis, and use granted Oasis equipment, including paid employees, temporary, contract or seasonal staff, students and/or interns.

The Food Bank agrees to provide the following for all participating partner agencies:

- Facilitated onboarding for new partner agencies and any new staff and lead volunteers with existing partner agencies
- Grant equipment for Oasis implementation which could include tablets, laptops, barcode scanners, and signature pads. The number of items granted is determined by the Food Bank Senior Technical Training Specialists
- A designated Oasis Lead to serve as a point of contact for relationship management and troubleshooting between the Food Bank and the Partner Agency
- Conducted site visits to work with the Partner Agency to determine the ideal setup to execute Oasis
- A limited number of visits during Partner Agency distribution days to assist with Oasis implementation
- Regular check-ins with Partner Agency to provide continued support and ensure proper Oasis execution

By signing this document, the Partner Agency agrees to the following:

Implementation

- Complete onboarding training for all staff and lead volunteers that will be responsible for managing Oasis
- Must fully implement Oasis for pantry distributions within 6 months of a completed site visit with the Food Bank Senior Technical Training Specialist. If Partner Agency does not fully implement Oasis within 6 months of a completed site visit, the Food Bank will have the right to terminate the Partner Agency's participation in the program.
- To collect accurate and truthful information in the required fields set in Oasis. This information will be used to
- As is stated in the Food Bank Partner Contract, the Partner Agency will not engage in discrimination, in the provision of service, against any person because of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military, or status as a protected veteran or as otherwise prohibited under the current USDA nondiscrimination statement.

Technology Equipment

- Use granted technology equipment for Oasis and pantry operations only
- Responsible for the upkeep of the items and ensuring proper storage and using items with care for long-term usage
- Must replace their own tablet or laptop if it cannot be fixed by the Oasis Team. the Food Bank will replace scanners if it is deemed that there is a manufacturing issue with the scanner(s). The Food Bank is unable to replace scanners that have malfunctioned due to being dropped or otherwise broken by the Partner Agency.
- If the Partner Agency has not fully implemented within 6 months of completed site visit, the Food Bank reserves the right to take back any disbursed equipment

Additional Resources

- **Learning Library**
 - www.acfb.org/partner-resources
 - Transforming Access Together
 - Select *Learning Library > Oasis > Explore!*
- **Oasis Help Button**
- **Oasis Office Hours**
 - 3rd Thursday of every month
 - Next date:
January 23, 2025 @ 2:00pm



[Transforming Access Together](#)

Join our network's shared effort to provide neighbors with convenient, consistent, frequent, and equitable access to nutritious food.



[Oasis](#)

Learn about our shared platform for gathering neighbor data allowing for a better understanding of our community's needs.

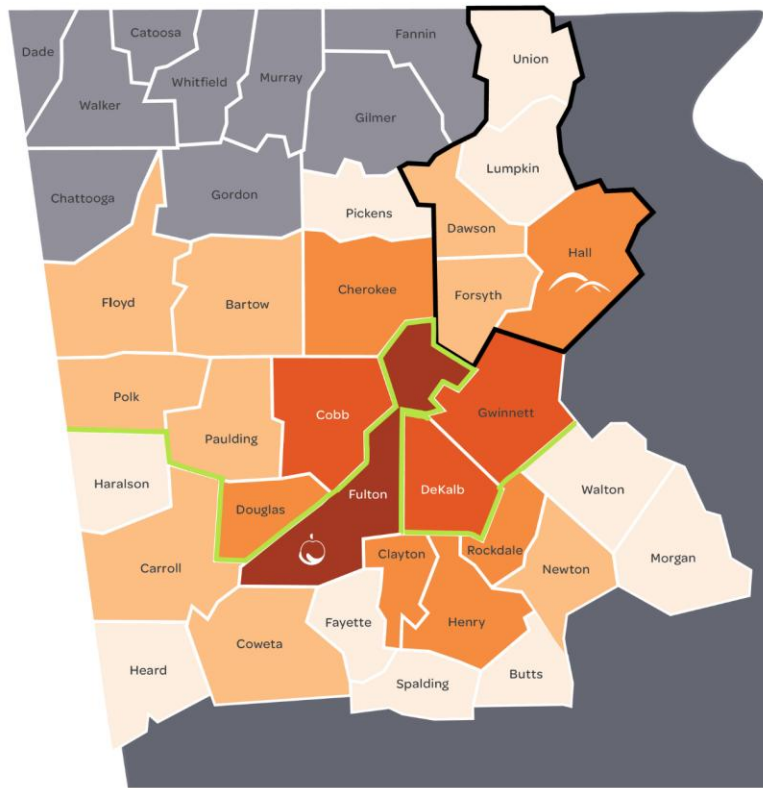
Toolkits

As you begin your Oasis Insights journey, the following toolkits will provide additional guidance for specific functionalities. From the types of technology required to creating case entries for your neighbors, these tools can ensure that you have a smooth, efficient experience in your utilization of Oasis.

- ▶ Technology
- ▶ Case Entries
- ▶ Barcodes
- ▶ Reporting
- ▶ Kiosk
- ▶ FAQ

Oasis Team Leads

Oasis Team Map



North - Cameron

Bartow
Cherokee
Cobb
DeKalb
Douglas
Floyd

Gwinnett
Paulding
Pickens
Polk
GMFB

South - Jamie

Butts
Carroll
Clayton
Coweta
Fayette
Fulton
Haralson

Heard
Henry
Morgan
Newton
Rockdale
Spalding
Walton

NORTH

Cameron Poklemba

Cameron.Poklemba@acfb.org

(678) 553-5982

SOUTH

Jamie Bender

Jamie.Bender@acfb.org

(404) 333-0872

Upcoming Food Bank Events



NETWORK CONNECTIONS
WEBINAR
JAN 28 @ 10AM

Visit acfb.org/partner-resources to learn more



MONDAY, APRIL 21

at the

Georgia Tech Hotel
and Conference Center

*Bringing together organizations operating food pantries to enhance
our collective efforts to connect neighbors with food*

acfb.org/partner-conferences



Q&A

