# **Vocational Rehabilitation Services Manual A-200: Customer Rights and Legal Issues**

Revised May 15, 2023

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## A-211: Accessing Customer Records in ReHabWorks

Records in RHW are confidential and can be accessed only for purposes directly associated with the provision of VR services.

Staff must not:

* access their own record of VR services in RHW;
* access RHW records of family members; or
* access any records in RHW for which they do not have an official VR business need.

For the purposes of this section, "family" includes the employee's:

* spouse;
* child;
* parent;
* grandparent;
* brother;
* sister;
* cousin;
* aunt;
* uncle;
* niece; and
* nephew.

"Family" also includes any individual related to the employee by:

* kinship;
* adoption; or
* marriage (such as a step relative, for example, stepchild, stepparent); and
* all related individuals who are dependent upon the employee or employee's family member for personal care or services on a continuing basis; and
* all individuals living in the same household with the employee or with an employee's family member (regardless of kinship).

For more information on ethics see the [TWC Personnel Manual, 1.9 Ethics Policy (PDF)](https://twcgov.sharepoint.com/sites/BusOPS/BusOpsIntra/HR%20Personnel%20Manual/Ch.%201%20-%20Laws%2C%20Policies%20and%20Work%20Rules%20%28Sept%202021%29.pdf#page=39) and the [2023 Code of Professional Ethics for Rehabilitation Counselors (PDF).](https://crccertification.com/wp-content/uploads/2023/04/2023-Code-of-Ethics.pdf)

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