

CONFIDENTIALITY GUIDELINES

VOLUNTEERS/TEMPORARY ADMINISTRATIVE STAFF

These should be read in conjunction with Wellspring's "Principles & Practice of Confidentiality"

THE DUTY OF CONFIDENTIALITY

Everyone who works within Wellspring is bound by a duty of confidentiality towards all clients and potential clients seeking Wellspring's help.

You are expected to safeguard all confidential matters relating to Wellspring, both during and after your period of involvement here and to respect the organisation and safeguard Wellspring's standing in the community.

You will have a certain amount of contact with clients and client data, and so will be aware of confidential information. All workers at Wellspring are expected to maintain the principle of confidentiality during and after their period of service. Breaches of confidentiality are regarded as extremely serious and may be dealt with under the disciplinary procedure.

You have a duty to respect confidentiality and should only speak about clients in a purposeful way, restricting discussion of confidential information to furthering the purposes for which it was originally given.

THESE GUIDELINES ARE NOT EXHAUSTIVE, BUT PROVIDE A CHECKLIST OF SOME OF THE SITUATIONS WHERE CONFIDENTIALITY COULD BE PUT AT RISK:

- It is important that, where possible, you are clear about your limits with clients, so that you are not placed in a position of hearing information you would prefer not to hear, or feel that you are not able to keep within the bounds of confidentiality.
- You may feel that a close friend can be trusted and may be a form of support. Remember that no matter how close or concerned, friends do not have the right to confidential information about Wellspring or its clients.
- Some clients do not wish family or colleagues to know that they have made contact with or are attending Wellspring. You need to take particular care when phoning or leaving messages, including answering

machine messages for clients, not to disclose that the call is from Wellspring.

- If you respond to a telephone call to Wellspring from an enquirer who asks whether a named individual is a client of Wellspring's, even to confirm this is a breach of confidentiality unless the client has given consent for this to be disclosed. You should tell the caller that you are not at liberty to say who is a client here, but that you can take a message which may be passed on *if* the person comes here.
- If Wellspring has to call you at home or work, you need to ensure that you do not mention names of clients within earshot of others, or leave visible any notes from the call that are confidential.
- Confidential material left lying in the Wellspring office, or information on an unattended computer, may be seen by those not entitled to do so. It is important not to leave such information visible. It should be locked away or removed from the screen even if you are out of the office for only a brief period. Confidential material must always be secured and filing cabinets locked if you are closing the office.
- Your personal notes and records relating to work at Wellspring should be shredded on completion of your service here.
- If you meet a client in the street, to acknowledge them may risk breaching confidentiality. Let that person make the decision to recognise you or not.
- Volunteers should never become involved in conversations about clients with other clients.
- Volunteers should not offer personal information to clients about themselves, or about colleagues. This would include, for example, not discussing why a therapist has been absent or where he or she has been.

CONFIDENTIALITY AGREEMENT

As part of your contract with Wellspring you are asked to sign a Confidentiality Agreement, two copies of which you will find attached. They should be signed by you and by the Administrator. One copy should be retained by you and the other by Wellspring.

**CONFIDENTIALITY AGREEMENT
VOLUNTEERS/TEMPORARY ADMINISTRATIVE STAFF**

This agreement is made between **Wellspring** and _____

on _____ day of _____ 200__.

- I have read and understood Wellspring's "Confidentiality Guidelines" for Volunteers/Temporary Administrative Staff and the "Principles and Practice of Confidentiality".
- I agree to maintain client confidentiality as set out in these documents and in accordance with Data Protection legislation.
- I also undertake to safeguard all confidential or sensitive information relating to Wellspring that I may encounter in the course of my placement and not to disclose it to third parties.
- I will not disclose any information about organisational clients, or their employees, to anyone other than Wellspring staff. This includes the information that an organisation has an Employee Assistance Programme with Wellspring.
- I will treat any sensitive information I encounter relating to the business activities of organisational clients in strictest confidence and will not disclose it to anyone outside Wellspring.

Signed

Name (please print)

Date

Witnessed for Wellspring

Name (please print)

Date