

Confidentiality Key Points

- Volunteers strive to protect Guests' right to confidentiality and privacy.
- Confidentiality is simply about respecting privacy.
- It is ok to share with friends and family about Family Promise as long as you do not share any pieces of information that could possibly identify a guest in the program.
- Allow conversations with guests to arise organically. Try to avoid "prying" in the same manner that you wouldn't "pry" into the personal lives of others
- Do not feel the need to divulge any information about yourself that you are not comfortable sharing.
- If a guest tells you anything you feel is of importance, it is not a breach of trust to share it with the Service Director / Case Manager, Assistant Director, or Executive Director.
- Knock before you enter a room that the guests may be in. Even though they are guests, it is important for them to have a feeling of belonging and ownership.
- If an issue arises among the children of a guest, tell the parent, and do not attempt to solve the situation yourself. The parent has a right to practice parenting in their own manner. (This also keeps the volunteer and Family Promise out of trouble.)
- If you see a guest outside of Family Promise, do not acknowledge them unless they acknowledge you first. They may not want people to wonder how you two know each other.
- Remember, there is often a perceived power differential between you and the guest. Understand this and know that everything you say is heard by the guest and carries gravity. Your words can potentially reflect upon Family Promise as a whole.
- Volunteers are not privy to the personal records of the guests. This information is highly personal and is shared on a need-to-know basis.
- If the question of Facebook or spending time outside of Family Promise arises, it is a good policy to politely decline and explain that it is not that you do not like the guest, but it is simply against the confidentiality rules.