

Confidentiality and Boundaries Policy

Confidentiality

- Details which are confidential include: - name, date of birth, age, sex and where they may have previously lived.
- Information about the person you engage with is not to be passed to people who do not need to know.
- If the person you are engaged with talks about their medical history, you should not discuss this with anyone without their consent.
- Everyone has the right to keep information about themselves confidential, which includes information being kept from family and friends.
- There are several instances where total confidentiality is either impossible or undesirable. These include:
- If you consider the health and/or welfare of the person you are engaging with is at risk, or if they tell you they have committed a serious crime, you must pass this information on to Team leader
- When the person you are engaged with needs to be protected from harming themselves (e.g. if suicidal)
- Where others may need to be protected (if they have threatened to harm others or will do so inadvertently)
- When an incident happens where you have felt you have needed to pass information to the Team leader it would be good practice to write a short record of what happened and what was said.
- You should not make any promises about what you can do for people unless you know you can deliver on them.

Boundaries

- Whilst at the project use only first names.
- Do not give personal information about yourself to people you are supporting. This includes where you live, names of your family members
- When talking about people you have supported anonymise their name, for example; a person I supported tonight.
- Try not to talk about what happens at New Beginnings Reading outside of the premises, but if you do, ensure you keep the private information of the people you have supported private. For example, you could be talking about a person you have supported on a bus and the person behind might overhear and they might know of the person you were talking about.
- It is important to recognise the difference between making friends and befriending. In your own life when making friends you impart personal information and you are on an equal level and hopefully give equal support, whereas befriending you are offering support while not expecting or wanting

any support back. When befriending you do not want them to know your surname or where you live.

- Social media: - It is not advisable to become friends with people this applies online as well. A good rule is if you would not mention it in real life, do not mention it online.

Owner: Chairperson

Date of last review: October 2020

Date of next review: October 2021