Confidentiality: Why, Who, What, Where, and How

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Why me?

- Social Work Code of Ethics
- Professional and Volunteer Experience
- God's Call
- Love for the people
- Interest in understanding appropriate boundaries and best practices

Audience

- Social Workers who supervise volunteers in social service agencies and/or congregations
- Volunteers in social service agencies and/or congregations
  - Meals and Wheels volunteers

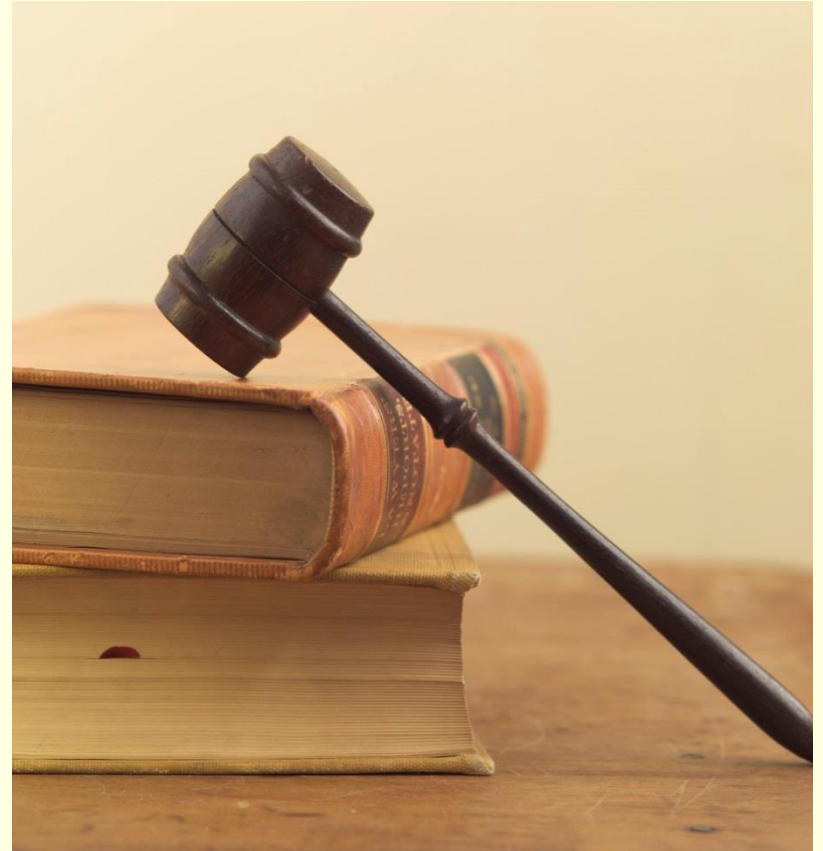# What do YOU want to know about confidentiality?

Confidentiality: Why

- Definition of Confidential: Disclosed in secret; entrusted with another's confidence.
- Power and vulnerability
- Access to information
- Inadequate knowledge about the impact of information (what is at stake)
- Self awareness (being in the know)

Confidentiality: Why continued

- Professional Ethics; NASW and State Regulations
- Licensure: Personal
- Accreditation: Agency
- Certification: Both
- Personal: "Treat others as I wish to be treated."

Confidentiality: Who

- Clients
- Family Members of Clients
- Neighbors etc. of Clients
- Colleagues
  - Staff
  - Volunteers
  - Physicians, Clergy, etc.

Confidentiality: What

- Want to know?
- Should know?
- Need to know?

Confidentiality: What continued

- Conversations
- Observations
- Documentation
  - Paperwork
  - Referrals
- Electronics
  - Telephone
  - IPads
  - Faxes
  - Computer (old and new)
  - Social media

Confidentiality: Where

- Office
- Home Visits (when the neighbor or adult child come by during a visit)
- Elevator and other public places
- Store/Mall
- Doctor's Office
- Church (praying is not an venue for violating confidentiality)

Confidentiality: How

- Opportunity and challenge
- Commitment
- Awareness
- Boundaries
- Accountability
- Practicing the Words

Examples…..Let's role play the words

- Office
- Church
- Store
- ???

The beginning……

- Results:
  - Better boundaries
  - Better care
  - Better results
  - Fewer regrets
  - Fewer hours troubleshooting
  - More time for other work