

Confidentiality Policy – SAMPLE ONLY

The following guidelines are essential for the fostering of mutual trust and respect between Plumas Rural Services' staff and the families we work with. Families are entitled to privacy and confidentiality, and staff must respect these rights by adhering to our standards of professionalism.

1. Staff will listen to parents' needs and provide services accordingly. Remember that each of us has our own lifestyle and values, which should not be imposed upon the families and children we work with and care for. Families should not be criticized, manipulated, or labeled. Children are persons too, and are entitled to our respect as well. If we are truly committed to creating and fostering a healthy self-concept in the children we care for, then we must extend this respect to children. Demonstrate this by talking positively and objectively in front of a child to another staff person, child, or parent. Accept their feelings as valid and meaningful. Through providing quality resources and services, families do become stronger and more self-sufficient. Believe in this process.
2. Staff will respect family rights to privacy and confidentiality. This means that, a) files should only be open to those staff persons needing or providing information for file maintenance, documentation, or services, and b) discussion of families and case consultation should remain between the staff person(s) directly involved with the families. No discussion of families should occur in open space. Rather, remove yourself to your office or a closed space for discussion and consultation. No discussion of families should ever occur outside the agency. Files are to be maintained in a secure manner.
3. All information shared with staff by families must remain confidential. No information is to be made available to anyone without the written consent of the parent(s) prior to the release of the information. Further, when discussing family information with another agency person, invite the parent(s) to participate directly in the discussion. This will assure the family that you respect them and are truly acting on their behalf with their consent.
4. All staff have been hired specifically for their expertise and training necessary for each particular position. As families have different lifestyles, so do staff in the delivery of their services to children and families. It is important for other co-workers to accept and respect the style in which another staff member interacts with the family as well as the style in which a staff member prefers to discuss or share information regarding families with other agency employees.
5. It is difficult but vital to remember that the primary function of your job is to serve families. If you approach your job with this attitude in mind, then you will avoid resenting their request for assistance or information as an intrusion upon your time. Whenever possible, avoid passing requests on to another staff member because assisting them requires your time and attention. Cultivate an attitude of accommodation as helpfulness.

We trust in each staff person to maintain the highest level of professionalism, respect, and trust with families and children requesting or needing services.