

Volunteer Confidentiality



What is confidentiality?

Maintaining confidentiality is behaving in a way that protects the client's privacy, identity and dignity.

Why is confidentiality important?

Our ability to effectively serve our clients is based on trust. One way we maintain that trust is by keeping information about clients, including their status as clients, private. As a volunteer you are a partner with Justice Coalition and as such you help us maintain that trust.

How to maintain confidentiality

- Volunteers should be careful not to do or say anything that reveals a client's identity, or that the person is a Justice Coalition client.
- Try not to have anything about the client written on paper or on a computer screen where others can see it.
- It is natural to want to discuss one's activities with family or friends. Volunteers should not identify the client and should not identify characteristics and/or facts.
- Information about the client should only be discussed with Justice Coalition staff.
- Volunteers should not under any circumstances represent the Justice Coalition with the media or discuss clients with any media.

Volunteer Signature

Date