



CONFIDENTIALITY POLICY AND PROCEDURE

Policy

Crosspoint (Westbury) is committed at every level and in all aspects of the service it offers to providing a confidential service to all. All volunteers working at Crosspoint are expected to adhere to this policy.

Procedure

Confidentiality is between the individual and the organisation rather than between the individual and the volunteer. This means that information will be treated in the utmost confidence and will not be divulged to anyone outside the organisation except where extenuating circumstances exist (see below). However, in order that Crosspoint can provide the best possible help to our clients, it may be necessary to share information with a colleague or Manager within Crosspoint.

No conversation about a client should take place with anyone who does not work for Crosspoint.

No personal information about a client will be given to any third party even if the person is a member of their family.

Volunteers will use the secrecy button on the phone if it is necessary for them to seek help from a colleague whilst in the middle of their conversation.

Information will only be passed to another agency with the consent of the client. If a volunteer intends to get information from another agency to help the client, or to refer them to another organisation, then this must be explained to the client and their permission given.

Exceptions

In certain circumstances Crosspoint reserves the right to break confidentiality should this be deemed necessary. These circumstances include:

- If a volunteer believes that a client could cause danger to themselves or to others;

- If the client gives information which indicates that a crime has been committed;
- If the client gives information which indicates a possible terrorist threat.

Crosspoint acknowledges that clients remain responsible for their own lives even if that means they decide to take their own life.

Crosspoint will therefore encourage the client to get help and support from the appropriate authority and will encourage them, if necessary, to call an ambulance. However, people approach Crosspoint because of the confidential service offered and it therefore has to be the case that, once an enquiry ends, responsibility resides with the client.

In all of these cases, if a decision has to be taken to break confidentiality, it will be done only after consultation with the supervisor on duty or a Trustee.

Volunteers will keep careful notes of any incidents and all action taken will be recorded.

Crosspoint appreciates that some enquiries can be stressful for volunteers. Volunteers should talk to the supervisor on duty or a Trustee if they are concerned. The supervisor on duty or Trustee will check that volunteers are managing their work situation and do not need additional support.