

## RED RIBBON PROJECT Confidentiality Policy

### Vision Statement

***“To ensure that all the policies and procedures within The Red Ribbon Project adhere to the RRP Confidentiality Policy. whilst also ensuring that all Confidential areas remain Confidential.”***

The Red Ribbon Project defines Confidentiality as:-

**‘All information shared by an individual is regarded as the personal property of the individual and will remain confidential within relevant members of the RRP staff team.’**

Confidential areas include Reception, Office, Counselling rooms, Basement and anywhere designated as such by the individuals.

RRP operates a system of **Open Confidentiality** which means:-

Everything spoken about or taking place within the project will be treated as confidential, except in the following circumstances:-

- If there appears to be a danger that the client may cause harm to themselves or others.
  - *In which case the response will first be discussed with the individual.*
- If there is a need to share during Supervision.
  - *In which case the individual’s identity is always protected.*
- If there is a need to share information with The Red Ribbon staff team or Board of Management in so far as it benefits the support or service to the individual.
  - *In which case the information to be shared will first be discussed with the individual.*

Friends and visitors of staff should be directed to the kitchen, and at such times as that it is not possible, to the basement in order to maintain the Confidentiality of clients.

Persons leaving the Red Ribbon Project are still covered by this Confidentiality policy, and are requested to remain professionally bound by it.

The expression of grumbles or gripes may lead to a breach of confidentiality. Please express your concerns to a member of RRP staff team. If this does not satisfy, please take note of the grievance procedure.

At times unintentional breaches of confidentiality can occur. These can be reduced if we are aware of when they may happen. If you become aware that you have unintentionally breached confidentiality then it is your responsibility to talk to the person concerned, in order to limit the potential damage caused. Below are a few examples of unintentional breaches.

- Meeting a service user outside the project is a common cause of unintentionally breaching confidentiality. Do not speak to a service user outside the RRP unless they acknowledge you first.
- Be aware of your surroundings – when in the public areas of the project, there may be others present who can overhear your conversation.

Maintaining boundaries can be tricky – given that we have different relationships with volunteers, placements, colleagues, service users and counselling clients. Discussing the issues can help with clarification.

### **Record Management**

Any personal records about clients need to be stored in a locked filing cabinet. Notes will not contain the name of the client; instead they will be given a unique code. This code will be stored securely in a separate place.

### **REVIEW**

This policy will be monitored on an annual basis.

**June - 09**