



## Confidentiality Policy

Whether we are working in a mentoring or a counselling role, we are in a privileged position that encourages clients to share information.

We believe that all clients must feel assured that the information given to a volunteer in the One To One Project will be kept confidential, following the British Association of Counselling and Psychotherapy Ethical Framework.

Below are the points specifically drawn up as the policy for the One To One Project.

### Supervision/Management

- Where there is formal counselling in progress the counsellor must be able to take their work with clients to a recognised supervisor of their choice with the Project's knowledge and consent and the client's knowledge.
- If the volunteer is on a course, no information on the work with clients may be submitted to the course in the form of case studies, group work, or taping without the client's permission, the client having had the situation explained to them, and the volunteer having express permission from the Project Co-ordinator. Tapes are considered the property of the client.
- The volunteers may take their work with clients to a supervision group/support group within the One To One Project without giving names, addresses or anything that might identify the clients.
- The volunteer must be able to discuss their clients with the Project Co-ordinator in supervision.
- A client may have access to their file. We expect to be able to share with a client anything that we may have written or said about them. This does not include third party information.

### Referral Agencies

- The Project Co-ordinator will inform the referrer, in writing, when the client has had an initial meeting to discuss their requirements and again when a volunteer is allocated. The referrer will be notified when contact ceases.
- No other information will be given to the referrer unless permission has been given by the client.

### Other Enquiries

No information will be given about a client to anyone which includes spouses, parents, other relatives, social workers, case conferences, doctors, police etc. without the express permission of the client.

When consent is given to disclose information a record must be kept at the One To One Project office in writing, preferably signed by the client.

Any letters written on behalf of a client must be discussed and shown to the client before they are sent out.

## Disclosure without permission

- We have a duty to break confidentiality if we consider the client likely to cause imminent harm to themselves or to others. **The danger must be imminent and breaching confidentiality must be necessary and potentially lifesaving.**
- If a client discloses information that they regularly abuse a child or vulnerable person, the worker will discuss this with the Project Co-ordinator and we would work with the client to make a referral, or to allow us to make a referral to Social Services.
- If, in the opinion of the volunteer, the client is unable to make decisions for reasons of mental instability, lack of lucidity, or unconsciousness, the referrer or other appropriate agencies may have to be involved.
- If a volunteer is threatened with violence, intimidated or injured by a client, or has property stolen or damaged by a client or contact, the incident may be reported to the police by the Project Co-ordinator and criminal proceedings may be initiated.

Anyone involved in the working of the One to One Project must work within the above Policy.