



<b>POLICY / PROCEDURE INFORMATION</b> (Policy no VOL02)	
<b>Subject</b>	<b>Confidentiality Guidelines and Procedure for Volunteers</b> <i>(This policy is subject to periodic review and will be amended according to service development needs)</i>
<b>Applicable to</b>	All volunteers of Nottinghamshire Hospice
<b>Target Audience</b>	The Volunteer supervisor is responsible for ensuring that this policy is adhered to.
<b>Date issued</b>	July 2021
<b>Next review date</b>	July 2024
<b>Lead responsible for Policy</b>	Volunteer Services Manager
<b>Policy reviewed by</b>	Volunteer Services Manager
<b>Notified to (when)</b>	Strategy and Corporate Governance Group July 21
<b>Authorised by (when)</b>	Strategy and Corporate Governance Group July 21
<b>CQC Standard if applicable</b>	
<b>Links to other Policies</b>	Volunteer Policy VOL01 Data Protection Policy and Procedure HR0005 Confidentiality Policy HR00018 Grievance Policy HR00023 Disciplinary Policy and Procedure HR00024
<b>Summary</b>	The aim of this guideline is to achieve a standard and fair approach to ensure all volunteers understand the importance and implications around confidentiality whilst volunteering with Nottinghamshire Hospice.
<b>This policy replaces</b>	

<b>VERSION CONTROL</b>		
<b>Status</b>	<b>Date</b>	<b>Reviewed date</b>
Original policy written by Sarah Rice, Volunteer Services Development Manager	June 2018	Oct 2020
Formatted, updated control sheet and published on Policy Doc App	October 2018	
Policy reviewed by Jo Drake, Volunteer Services Manager. Updated to website	July 2021	July 2024

<b>INDEX</b>		
<b>Section</b>	<b>Contents Title</b>	<b>Page</b>
<b>1</b>	Introduction	3
<b>2</b>	Definitions	3
<b>3</b>	Procedures and Compliance	3

## Introduction

Nottinghamshire Hospice is committed to maximising resources and involving members of our community through providing opportunities for volunteering in support of the Hospice and to encourage the participation of individuals representing the diversity of the local community.

## Definitions

Confidential information is that which is regarded as 'personal'. It is information which is told to an individual, or a group of people, and is not meant for public or general knowledge. It is the duty of volunteers not to reveal to any other person, outside the specifically expressed person(s) within the organisation, any matter which becomes known to the individual via their involvement with the organisation. This includes information which may be traced back to the individual by identifying them or anyone else involved with them.

'*Personal Information*' is that which is defined by the individual, but should always include status, name, address, phone number, sexual orientation, personal lifestyle and relationship and financial situation.

It should be accepted that it may be necessary to over-ride the confidentiality policy in the event of legal proceedings, safeguarding or where a third party may be at risk of serious and immediate harm.

## Procedures and Compliance

Volunteers have a considerable amount of contact with patients, clients, their family and customers and so will be aware of confidential information. These guidelines are not exclusive, but provide a checklist of some of the situations where confidentiality could be put at risk. Any breach of confidentiality will be dealt with under the HR disciplinary procedure or the Volunteer Services Grievance Policy as appropriate.

It is important for volunteers, where possible, to be clear about their limits with patients, clients their family and customer, so that they are not placed in a position where they are hearing information they would prefer not to hear, or feel that they are not able to keep within the boundaries of confidentiality.

Information about another person, even if presented in a way to protect the individual's confidentiality, can be both misinterpreted and identifiable. Informal chatting with colleagues from other agencies or organisations can lead to confidentiality being broken, due to the fact that the patients, clients their family and customers may be common to both parties and both parties are bound by confidentiality.

Often volunteers may feel that a close friend can be trusted and may be a form of support. It is a habit to be discouraged and volunteers should rather seek support from a paid member of staff who is responsible for them. Remember that no matter how close or concerned, friends do not have the right to confidential information about the organisation.

It is likely that it will be the natural progression to discuss any event that takes place while volunteering with a partner. It must be remembered that your partner is the same as any other person in terms of confidentiality. If a volunteer is struggling with either of the above, they must seek the support of staff immediately.

Relaxing in a social environment and drinking can lead to disclosure of information. Volunteers must be aware that they do not know who may be within earshot.

If the organisation has to call you at work or at home, please ensure that no mention of names is made within the earshot of colleagues, family or others, and information written down is not in view.

Volunteers should not leave notes of clients' information in view of any other person nor discuss clients on the phone within earshot of another.

If you meet a patient, their family or a customer in the street, you may break their confidence by acknowledging them. Let that person make the decision to recognise you or not.

Volunteers should never become involved in conversations with patients, clients, family members or customers about other patients, family members or customers. Any information revealed to a volunteer about another client should be reported to the appropriate person within the organisation.

When visiting, driving or picking up a patients or , volunteers may see and speak with relatives, friends or others associated with clients. Volunteers should not discuss the client with these people, when information is being exchanged.

Volunteers should not offer personal information to clients, patients, family members or customers about themselves or about colleagues or the organisation. 'Personal confidences' cannot be guaranteed in this situation.

Volunteers phoning clients from their own home should dial 141 first.

Volunteers are bound by the terms of their agreement on confidentiality on leaving the organisation. Failure to adhere to this is likely to result in Nottinghamshire Hospice following the Volunteer Grievance policy or in extreme incidences taking appropriate legal action.