

# Client Record Confidentiality Agreement

*Crisis Centre  
Ministries*

## Introduction

These are some of the important words we use in this document.

**Confidentiality:** this is not the same as total secrecy. We cannot promise total secrecy to anyone because we want to help you, we must protect our staff and volunteers, and we must also keep the law.

**Helper:** this describes me but, if I am busy or not around, it could be someone else on the CCM team who is trying to help you in some way.

**Manager:** the person who is directly responsible for the helper. This could be, for example, the Duty Manager in the Coffee Shop, or a member of staff. The manager is bound by the same confidentiality policy as the helper.

## ***1. Our Confidentiality Policy***

**Anything I learn from you is confidential. In normal circumstances, I will not tell anyone else what I have learned from you without your permission. But it is possible I may need to tell my manager about something you tell me.**

You will probably be more concerned about some things you tell us, and less concerned about other things. For example, you are probably less concerned about people knowing where you grew up, and more concerned about them knowing your criminal record.

It is not always clear how people feel about different things. For example, some people do not want anyone else to know about their various debts, while others are quite relaxed about who knows this. I will do my best to understand how you feel about the things you tell me.

## ***2. Types of Information***

### **a. Personal details**

Personal details are the facts that a stranger might know about you. For example, they can see you are in the coffee shop, whether you are a man or a woman and what you are wearing. They can make a fair guess at your height, weight and rough age.

Personal details will be shared within the team here. It is helpful for us to know who has been in, especially if one of the team has been trying to help you.

In general, we will not share your personal details with people outside the team. We will not normally tell the police, or anyone in the shop, if you have been in, or when you are expected to come back.

If there is a good reason, we will share some of your personal details with other organisations working to help you. For example, if the Salvation Army is trying to

offer you a place in the detox unit, we will tell them if you are using our facilities and try to pass on a message for you. We would only do this if we know the organisation, and if they have a confidentiality policy like ours.

## **b. Private details**

Private details are the facts we cannot know unless you tell us. Examples of private details are your place and date of birth, your address if you have one, where you slept last night, whether you are married, and details about any children you may have.

In general, we will only share your private details when this will help you, and then only with someone within CCM who is trying to help you, or with your permission. For example, someone may need to know about your children in order to help you find somewhere suitable to live.

## **c. Confidential details**

Confidential details are the facts that you will not want people to know unless there is no alternative. Examples include your criminal record, mental health problems and details of the violence or abuse you have suffered in the past.

We will only tell people confidential details when necessary, and will do our best to ensure that nobody will learn any confidential details by accident.

## **3. Examples**

If your helper is not sure what to do, or whether anything can be done, they will talk with their manager. Only the relevant details will be mentioned.

Your helper may need to talk with someone to help them cope with what they have heard. If this happens, they will probably describe what you told them, but will not identify you as the person who said it.

If we discover that someone could be at risk, we have an obligation to reduce the risk when this is possible. If you tell us about a criminal offence, we may have an obligation to report this to the police. In either case, a senior member of the team will be told what you said, and they will decide what to do.

## **4. Our Agreement**

I promise that I will do my best to act within the CCM Confidentiality Policy.

Signed: ..... (Helper) Date: .....

I have had the CCM Confidentiality Policy explained to me, and I understand it.

Signed: ..... (Client) Date: .....