

Why is confidentiality important? This Confidentiality Agreement is to protect the identity and privacy of our guests and the privacy of our Employees and Volunteers. Employees and Volunteers at Family Promise of Spokane (FPS) encounter personal/sensitive information about guests regularly. To avoid causing harm to all parties and to create healthy boundaries, please refrain from disclosing any information to third parties about our guests.

What information is considered confidential? Confidential information includes, but is not limited to...

- Name
- Contact Information
- Participation in our programs
- Employer or School Info
- Criminal History
- Income or Housing Status
- Drug/Alcohol Use
- Mental Health Issues
- Disabilities
- Medical History
- Abuse/trauma/persecution experienced by guest

In short, do not share any identifying information about a guest or other volunteer with any third party. Their privacy is their right; allow them to share their own information at their own discretion.

Who is considered a "third party"? Third parties include, but are not limited to...

- Other guests in Family Promise of Spokane
- Landlords
- Child Protective Services workers
- Employers
- Schools
- Social and health care agencies
- Family Promise of Spokane affiliate churches
- Donors
- All parties the guest has not given release to

Employees/volunteers may share confidential guest information with other current employees and pre-approved volunteers. Employees/volunteers CANNOT share confidential guest information with other guests.

How do I ensure other staff/volunteers information is kept private?

- Employees/volunteers will refrain from disclosing personal information about another employee/volunteer shared in confidence.
- Employees/volunteers will refrain from sharing the personal phone numbers of any employee/volunteer with guests.
- Employees/volunteers may share their own personal phone number with guests, if they cannot complete their duties without doing so.
- All employees/volunteers will have access to relevant employee/volunteer contact information (phone numbers and emails).

Can I take photos or videos?

- Volunteers may take photos of themselves that do not include guests or other confidential information, including Neighborhood Site addresses or identifying features.
- **Pictures, videos and stories about all guests (adult and minors) may not be shared with the public in any form of communication, publications, or social media.**
- Media representatives may contact our Marketing Staff in advance of volunteering to get permission to document the event in audio, photo or video.
- Volunteers without **pre-approved permission** from the Outreach & Recruitment Director cannot take pictures or videos of current guests under any circumstances.

Am I a "mandated reporter"? **Yes.** If a volunteer witnesses any of the following situations, they are required to immediately report their concern to the appropriate authority (staff member on site, Program Manager or Child Protective Services).

- Witnessing any form of abuse, violence, or sexual harassment/assault towards minors or adults
- Witnessing or learning of attempts of suicide/homicide
- Witnessing any forms of signs of drug/ alcohol use in or on Family Promise facilities

Please understand that you may be asked to submit an official report or help document any incidents that you have witnessed.

How do I honor this Confidentiality Agreement? All communications between FPS's employees, volunteers, and guests are confidential.

- Do not disclose confidential information to a third party or through online platforms without the guest's express, written consent to release such information. Do not disclose confidential information to a third party without FPS's knowledge and consent.
- I will keep guest information confidential throughout my term as an employee/volunteer as well as after my employment or volunteer status ends.

By signing below, I hereby agree to uphold Family Promise of Spokane's terms of confidentiality as outlined by the following agreement. I understand that my failure to abide by the terms of this Confidentiality Agreement may result in the termination of my participation as an employee or volunteer at Family Promise of Spokane. This confidentiality agreement is in effect starting at date of signature and will be in effect indefinitely.

Name of Volunteer _____ Today's Date _____

Signature of Volunteer _____