



## **Confidentiality Training**

### **Volunteers of America – Volunteer Program**

#### **Purpose**

To ensure all volunteers understand their responsibility to protect client privacy and comply with confidentiality and HIPAA standards.

#### **Learning Objectives**

- Define what client confidentiality means.
- Recognize confidential information and how to protect it.
- Understand when and how information can be shared.
- Identify actions that could violate confidentiality.
- Follow organizational procedures for reporting breaches or concerns.

#### **1. What Is Confidentiality?**

Confidentiality means keeping private all personal, identifying, or sensitive information about clients that you learn through your volunteer role.

This includes:

- Names, addresses, phone numbers
- Medical or mental health information
- Family, financial, or personal history
- Case notes, assessments, or service plans

#### **2. Why Confidentiality Matters**

- Builds trust between clients and the organization.
- Complies with laws and policies (HIPAA, data protection).
- Protects clients from harm, stigma, or discrimination.
- Safeguards the organization's reputation.

#### **3. Protecting Confidential Information**

- In Person
  - Discuss clients only in private areas.
  - Keep paper files in locked cabinets.
  - Never leave documents on desks or in cars.



- Digitally
  - Use password-protected devices and accounts.
  - Log out after each session.
  - Never use personal email or social media to share client information.
  - Shred or securely delete files no longer needed.
- In Conversation
  - Avoid discussing client details in public (elevators, hallways, etc.).
  - Use initials or first names only when possible.
  - Never gossip or tell 'interesting stories' about clients.

#### **4. When Information Can Be Shared**

- With authorized staff who need it for service delivery.
- With the client’s written consent.
- When required by law (e.g., suspected abuse or danger to self/others).
- Through approved, secure communication channels.

Always check with your supervisor if you’re unsure.

#### **5. Reporting a Breach**

Notify your supervisor immediately.

Do not try to fix or delete evidence yourself.

Cooperate with any internal review or corrective action.

#### **6. Your Ongoing Responsibility**

Confidentiality continues even after you stop volunteering. Keep information private forever — not just during your service.

#### **8. Signature of Volunteer and Trainer**

|                         |  |
|-------------------------|--|
| Volunteer Name (print): |  |
| Signature:              |  |
| Date:                   |  |
| Trainer/Supervisor:     |  |