



## Confidentiality Quiz

### Volunteers of America – Volunteer Program

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Program: \_\_\_\_\_

Circle the correct answer:

1. 1. Client confidentiality means:
  - a) Sharing client information only with your coworkers.
  - b) Protecting client information and sharing it only with authorized people.
  - c) Keeping information secret even from supervisors.
  - d) Posting general client information online.
  
2. 2. When can you share a client's personal information without their written consent?
  - a) When the client is a public figure.
  - b) When a friend asks for an update.
  - c) When required by law (e.g., suspected abuse or a court order).
  - d) When you think it might help them get more services.
  
3. 3. Which of the following is an example of protecting client confidentiality?
  - a) Leaving client files open on your desk.
  - b) Discussing clients in a public area.
  - c) Storing files in a locked cabinet or secure database.
  - d) Sharing client details with volunteers casually.
  
4. 4. If you see a coworker discussing client information in a hallway, you should:
  - a) Ignore it.
  - b) Join the conversation.
  - c) Remind them that client confidentiality must be protected.
  - d) Post about it to raise awareness.
  
5. 5. Which of the following might be considered a breach of confidentiality?
  - a) Sharing client information with an authorized supervisor.



- b) Talking about a client's situation with your family.
  - c) Reporting suspected abuse to appropriate authorities.
  - d) Discussing a client's case during a private team meeting.
6. Confidential information can include:
- a) Only written information.
  - b) Only medical records.
  - c) Verbal, written, or electronic information about a client.
  - d) Only what the client tells you directly.
7. If you are unsure whether to share client information, you should:
- a) Guess what's best.
  - b) Ask your supervisor or confidentiality officer.
  - c) Share it to be safe.
  - d) Do nothing and forget about it.
8. Which of the following is the best example of maintaining confidentiality electronically?
- a) Using personal email to send client info.
  - b) Saving client data on a secure, password-protected system.
  - c) Leaving your computer unlocked.
  - d) Sharing login credentials with a coworker.
9. Client confidentiality applies to:
- a) Only full-time employees.
  - b) Staff, volunteers, and contractors.
  - c) Only management.
  - d) Only clients under 18.
10. Why is client confidentiality important?
- a) It builds trust and ensures ethical, professional service.
  - b) It protects staff from extra work.
  - c) It is optional in most settings.
  - d) It helps gossip stay private.