



SENIORS **in SERVICE**

GEARED UP TO SERVE

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TelePALS Program Volunteer Confidentiality Agreement

Federal regulations require that all applications and information be treated as confidential. Information about the health condition, social condition and psychiatric condition of a client, the home phone number, address and marital status must be considered confidential. This information cannot be published in any way or conveyed to anyone outside the TelePALS Program. It must be noted that anyone who intentionally violates this provision of the law can be prosecuted for misdemeanor conduct.

The individual the volunteer is serving deserves the respect and dignity of having his or her personal affairs kept confidential. As you spend time with the client, a bond of trust develops, and many personal feelings and experiences may be discussed. There may be strong feelings toward family members or formal service providers, and you (the volunteer) may be the only person available with whom the older adult is willing to share these feelings. Maintaining that bond of trust is important in continuing an effective relationship with your client. However, as a volunteer, you do have the responsibility to alert and discuss with the Program Coordinator any situation that may endanger the health, safety or welfare of the individual you serve.

Please remember that you should not disclose any information to those not directly involved with the person such as your family, friends, or others. A network of people and services enable the client to remain in his/her own home, but it often has a price: the loss of control over once-private matters. As a volunteer and pal, you can help him or her maintain some control over his or her life by respecting the right to share confidences without fear that confidential information will be passed on to others.

I have reviewed these policies and procedures, understand them, and agree to perform my volunteer responsibilities.