

## CONFIDENTIALITY PROCEDURE TRAINING FORM FOR STAFF, VOLUNTEERS OR CONSULTANT USE

Staff or Volunteer Signature below, along with date, documents a brief or detailed explanation of our Agency Confidential information policy. Head Start Personnel Committee members, as well as the general membership, may occasionally have access to oral or written information that should be kept in confidence, and not discussed outside of the meeting place. Agency policy requires that records containing personally identifiable information must be properly stored with controlled access with a need-to-know basis. Children should not be identified by name or information that is personally identifiable in parent meetings or other settings, such as self-assessment review or committees that might be looking at policies, plans, or complaints.

Some examples of areas of caution related to the sharing or use of identifying information follow.

1. Parent or child names should not be requested related to classroom management problems, such as the identity of disabled children, children who have bitten others, etc.
2. Applicant names or information discussed related to applicants should not be released to others, other than with individuals in a decision-making capacity.
3. No information about the application process should be discussed "outside", other than questions to management in a private setting which is related to sharing information in that setting only. For example, volunteers should not conduct their own reference checks or reveal any information about the applications or information contained in any summary of reference or interview notes.

Some quick reminders of actions to avoid:

1. Do not talk about the applicant choices outside the office or center setting (for example, with your spouse, in casual conversations at the grocery, etc.)
2. Do not undertake independent reference checks or evaluations of prospective employees.
3. Do not reveal to others that candidates are looking for employment, lack certain education credentials, have been placed on probation or fired from previous work, or any other aspect of their past employment that you have learned.
4. Do not use the names or identifying information of families or children, when describing a problem at the center in any meeting. Concerns about the particular children or problems may be addressed with staff or authorized consultants only, and should preferably be made in a formal setting.
5. Do not ask to see information that is confidential, such as a family or child record, since volunteers cannot review personal or center / family records.
6. Do not quiz staff about matters noted in a volunteer role, such as visits from a protective services staff member or counselor noted observing a child or conducting therapy.

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