



SECTION I: MAIN IDEAS

Confidentiality: The act of keeping privately communicated information secret from others.

- In the US, certain forms of confidentiality are considered privileged and are protected by law (i.e. doctor and patient; attorney and client; journalist and source; counselor and student).
- It is imperative for professionals to respect the confidentiality of the people they serve because people who need help would not seek it if they knew their personal information would be compromised.
- Exceptions:
 - You are mandated to report child abuse
 - You are mandated to report information that would protect you/others from danger/violence.
 - You may share information if the person you serve is over 18 and gave you consent.
- When in doubt, check with your volunteer supervisor and/or PSL teachers.

SECTION II: Read each statement carefully and decide the correct action using the choices below.

- A.) You should not tell anyone.
- B.) You should share this information with your volunteer supervisor and/or PSL teacher.
- C.) You could share this information as directed by the person you serve.

- _____ 1. A guest at the homeless shelter threatens to physically harm you.
- _____ 2. A Seniors Helping Seniors client asks you to share his garage code with his next door neighbor just in case he falls and needed some help in an emergency.
- _____ 3. You discover a client seeking assistance from Thriving Threads goes to your school.
- _____ 4. A child entrusted to your care talks about suicide.
- _____ 5. A resident at the assisted living facility you volunteer at writes a poem and gives it to you.
- _____ 6. While Zooming with a 1st grade remote learner, you see unsanitary living conditions in their home.
- _____ 7. While serving at the soup kitchen, you bump into a recent Perry graduate who is there for a meal.

SECTION III: Read each statement below and indicate whether the action is appropriate or inappropriate.

8. An investigative reporter from a local news outlet stops you on your way into volunteer at a local nursing home and asks you about the quality of care clients receive. It is (appropriate/inappropriate) to reply.

9. A parent from the Perry Preschool has asked you to baby-sit their child on the weekends. It is (appropriate/inappropriate) to accept the offer.

10. While standing in an open area of your social service agency you discuss client information with the receptionist. It is (appropriate/inappropriate) to have this conversation.

11. You are organizing files at PES and realize that you are needed in another meeting. You leave 3 student files on your desk. It is (appropriate/inappropriate) to leave the files visibly on your desk if they are closed.

12. A photograph of the play room set up you designed includes the faces of young guests at the homeless shelter. It would be (appropriate/inappropriate) to use the photo on your InnerView timesheet.

13. A new client at the soup kitchen asks personal questions about where you live, your cell phone number, and asks to friend/follow you on your social media platforms. It is (appropriate/inappropriate) to respond.

14. A participant in Perry Rec soccer asks you for a piggy back ride after a soccer game you just got done refereeing. It is (appropriate/inappropriate) to give them a piggy back ride?

15. You have a question for your supervisor about a client you are working with. It is (appropriate/inappropriate) to e-mail your supervisor the question using the client's proper name?

16. You find out that one of the students you tutor is having a birthday. It is (appropriate/inappropriate) to tweet a photo from the classroom party with a happy birthday message.

17. A client at Karpos in Painesville offers you a cookie as a small token of appreciation for the service you do in the soup kitchen. It is (appropriate/inappropriate) to take it.

18. After you finish sorting recyclables for the PSL Green Team, the middle school students who helped you ask for a ride back to Perry Middle School. It is (appropriate/inappropriate) to give them a ride in your car.

19. While volunteering at Forbes House, a shelter for women and children fleeing domestic violence, a resident hands you a letter and asks you to mail it for them. It is (appropriate/inappropriate) to mail it.

20. While volunteering at the same day surgery desk at the hospital, a man describing himself as a neighbor and good friend of a patient asks for an update on the patient's condition. It is (appropriate/inappropriate) to provide the neighbor with an update on the patient's condition.



Objective

Score

#19 Develop a vision for success in your volunteer placement.

_____ out of 10

