



The Road Home Dane County Volunteer Statement and Confidentiality Policy

Information about participants may not be shared with anyone beyond The Road Home Dane County staff and volunteers, except with the express written consent of the participant on The Road Home Dane County release of information form. Information that must be kept confidential includes:

- **The identity of any participant.** This includes names as well as other descriptions or facts that might disclose identity, such as the participant's "story" or the age and school of the child in the program. You should never tell enough details so that if your listener later met a participant you had worked with, they could identify them as such. **Participant identities cannot be shared with anyone other than The Road Home staff and volunteers directly involved with that guest.**
- **Personal information.** Personal information that you learn through involvement with a family should be shared with the staff member who needs this information to serve the family, but not with other staff or volunteers, even if those staff members or volunteers know the family's identity. **This information should be shared *only* with staff members who can be expected to provide primary assistance.**
- **Dangerous information.** If you become aware of a potential danger to any participant, volunteer or staff member you must share this information immediately with the Executive Director, the client's case manager or the staff member who is on-call. This person will take appropriate action and share information with others as necessary and appropriate.
If there is immediate danger, you should call 911 and are legally permitted to break confidentiality, and to identify the participant.

All staff and volunteers of The Road Home Dane County are required to abide by this confidentiality policy. It is perfectly acceptable for staff members or volunteers to share their own experiences and reactions with family, friends, and other community members, so long as this sharing will not break confidentiality. If you have a question regarding confidentiality, please contact one of the staff members mentioned above for clarification.

The Road Home Dane County Volunteer Statement

As a volunteer with The Road Home Dane County, I agree to conduct myself in a professional manner at all times while volunteering. I agree to extend genuine care and concern for all participants while maintaining healthy and appropriate relationship boundaries and to treat all people with dignity and respect. I agree to adhere to the volunteer policy that two volunteers must be present at all times when families are present and if not, I will notify The Road Home staff immediately.

Volunteer Name: _____ **Date:** _____

Volunteer Signature: _____

Staff Name: _____ **Date:** _____

Staff Signature: _____