

Relate your reflection to the Learning Objectives of Confidentiality.

Confidentiality relates to the learning objective of Ethics. As I work at Feed My People, I respect the integrity of individuals and I have been taught to treat client information as strictly confidential. I work hard to ensure that any confidential information that is shared with me cannot be shared with others. Feed My People works to carry out the ethical standards of the National Association for Human Services. The Standards relating to confidentiality are Standard 3 and Standard 8. Standard 3 states that “Human service professionals protect the clients right to privacy and confidentiality except when such confidentiality would cause serious harm to the client or others, when agency guidelines state otherwise, or under other stated conditions (e.g., local, state, or federal laws). Human service professionals inform clients of the limits of confidentiality prior to the onset of the helping relationship.” Feed My People believes that each client has the right to their privacy and confidentiality, while also verifying that the client is entitled to services. Once information is entered into their system, the access to that information is limited and we ensure that unauthorized people cannot access it. Feed My People also takes the safety of their clients very seriously. If we feel that a client is in danger of harming oneself or others, then we take the appropriate actions to ensure that they have access to resources that will enable them to get the help they need. Standard 8 states that “Human service professionals protect the integrity, safety, and security of client records. Client information in written or electronic form that is shared with other professionals must have the client's prior written consent except in the course of professional supervision or when legally obliged or permitted to share such information.” Feed My People stores their clients’ information electronically. We protect

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that information by enforcing strict password policies to ensure that access to their information is only available to current staff and volunteers. Also, when we are distributing food to clients, we only use their first names when addressing them.

What dilemma issues do you see at your agency?

I have not noticed any issues concerning confidentiality at Feed My People. We all are very careful when handling clients' information. Any paper documents that include identifying information about a client are stored in locked file cabinets and then shredded if they are not needed anymore.