

PROGRAMS AND SERVICES

CONFIDENTIALITY POLICY

GENERAL POLICY

Policy Overview

This policy outlines which information is kept confidential and what confidentiality means to FBCYICN staff, adult supports, volunteers, and members.

Any information that a young person shares with a Fed staff member is considered confidential among our staff team. This includes contact information and any details a young person chooses to share with us about their life. Because we work and support youth as a team, information may be shared internally with other staff members. No information is shared outside our organization without a young person's permission.

Young people we are supporting should understand these key points about confidentiality:

1. **Your information is confidential:** Anything young people share with us is considered confidential and will not be shared outside our staff team.
2. **We support young people as a team:** Because we work as a team, any information you share with one staff member or volunteer may also be shared with the youth support staff team. This means there are more people available to support you, who bring diverse skills and experiences.
3. **We will only share your information if we believe someone may be in danger:** If we have reason to believe that a young person (under 19) is, or is likely to be, harmed, abused, or neglected, or a harm to others, we are legally obligated to report this information. More information can be found in our [Duty to Report Policy](#).

POLICY & PROCEDURE DETAILS

Supporting Young People as a Team

We support young people as a team, which means we communicate and share information across the staff team in order to do our work well. Staff members have different responsibilities and access to information, depending on their role.

Information a young person shares with a Fed staff or volunteer in person, through Facebook, email, Messenger, text or over the phone will be shared with the youth support staff team in a safe and respectful way. If a young person has questions or concerns about who their information might be shared with on the team, they can discuss this with a staff member.

Supporting young people as a team ensures:

- **Healthy support boundaries between staff and young people.** Working as a team means no “secrets,” and it encourages young people to develop connections with different staff.
- **Expertise from across the team.** Working as a team means that young people and staff can draw on the diverse knowledge, skills, experiences, and approaches of the entire staff team.
- **Increased accessibility.** Working as a team means that staff schedules, vacations, or staff turn over, won’t impact a young person’s access to support. There’s always someone available.

Young people can still have a primary relationship with a team member that they feel comfortable with. However, they should be aware of our team approach, know that they can always access support with another staff member if choose, and know that they may not always have access to their primary staff member.

Permission to share information outside the Fed

In certain situations, sharing information outside of the Fed staff team could be beneficial to a young person. For example, talking with a young person’s other support people (i.e. caregiver, social worker, counselor) could help build a better, and more collaborative, support plan. Staff members must always get permission to share any information a young person has told them outside of the staff team.

There are some rare exceptions where we may have a legal duty to report, or to inquire on a person’s safety.

REFERENCE DOCUMENTS

[Responding to Child Welfare Concerns](#), Province of British Columbia, 2017

[YOUth Support Agreement](#), FBCYICN

[Privacy & Information Protection Policy](#), FBCYICN

[Critical Incident Policy](#), FBCYICN

[Critical Incident Report](#), FBCYICN