

# CONFIDENTIALITY STATEMENT

I agree to be a trusted **CONFIDENTIAL** volunteer.

I acknowledge that while volunteering with Family Promise of North Idaho, I may learn facts about individuals that are participating in the program.

All information pertaining to a guest or children must be kept highly **confidential**.

By signing this agreement I understand and agree NOT to discuss or disclose (now or in the future) any information pertaining to persons staying within the care of Family Promise. I hereby recognize my responsibility and agree to keep **confidential all information I may obtain concerning guests**.

I understand that as a volunteer, any false statements, leaking confidential information, or other misrepresentations made by me may result in my immediate dismissal.

NAME (printed) \_\_\_\_\_

SIGNATURE \_\_\_\_\_ Date \_\_\_\_\_

## DIGNITY & RESPECT CODE

1. ***It's nice to hear your name***, so learn the names of our guests, too.
2. ***Labeling people creates invisible barriers***. Remember that guests are guests, not the "the homeless". Whether spoken or on a posted sign, labeling creates an automatic division, an "us" and "them" syndrome.
3. ***Personal questions can be tough to answer***, so don't put guests in awkward positions. If they need to talk, give them the chance but don't pry.
4. ***Never assume that a guest can't hear you***. Do not discuss guests' situations with other people. Respect their privacy.
5. ***Everyone can use a little privacy***. Our houses of worship become temporary homes for our guests. Always knock before entering a guest's room.
6. ***Sometimes we need to spend time alone***. Respect guests' needs for quiet time by themselves or with family.
7. ***We all have bad days***. Depression, sadness and hopelessness may come. Allow guests space to deal with their emotions. And be prepared to forgive outbursts, without judging them as ungrateful.
8. ***We understand and care for our children***. Allow guests to do the same. Avoid contradicting a guest's instructions to his/her children. Always ask parents' permission before giving things to children.
9. ***Parents need a break***. Offer to tutor or play with children keeping the one to two adult/child ratio in mind.
10. ***Adult guests should be treated like adults***. Although our guests are in a situation that may require them to be temporarily dependent on others, it does not mean that they are not grown up and able to make their own decisions.

*I have reviewed and read the "Dignity & Respect Code".*

*I agree to communicate and serve all guests with dignity and respect.*

NAME (printed) \_\_\_\_\_

SIGNATURE \_\_\_\_\_ Date \_\_\_\_\_