

CONFIDENTIALITY POLICY

Connections in Mind is committed to providing a safe service for young people. Connections in Mind recognises that trust is essential for a good coaching relationship. Maintaining confidences is an integral part of building trust between young people and coaches and this principle must be respected at all times. As part of the coaches professional duty, confidentiality will only be broken if there are immediate fears for a client's safety or the safety of someone else but where possible this will occur in discussion with the client about who should be told and how.

In line with Connections in Mind policy of offering a high level of service and ongoing professional support and development, all coaches will receive regular supervision where they will discuss the work they are doing. Information shared between coach and supervisor is strictly confidential.

In addition, when obtaining, handling and storing personal information about a young person, the coach will adhere to the Connections in Mind data protection policy.

Connections in Mind therefore states:

Young People

- Connections in Mind are committed to ensuring that young people are able to share information with their coach in a confidential manner.
- Young people can expect that confidential information they give to a coach is treated as sensitive and confidential and will only be shared with their supervisor. Circumstances in which this confidence will be broken include situations in which:
 - The coach believes that the young person, or another young person, is in danger or is being harmed. In this case the young person will be told that the information has to be shared with the appropriate agencies and encouraged to agree with this.
 - The coach obtains consent from the young person to share the information with other specific adults such as their parents.

Coaches

- All Connections in Mind coaches are expected to uphold a commitment to confidentiality. This means that coaches are expected to:
 - Keep records, files and documents stored in a safe and secure manner. Please refer to the data protection policy for the protocol points to be followed.

- Not discuss any information given by a young person in confidence (other than to the supervisor), unless they have a child protection concern or the young person gives their permission
- Tell a young person when information cannot be kept confidential (ie. a child protection concern)
- Encourage a young person to talk to other people (e.g. parents or guardians) or professionals where they feel it would be in the young person's interest
- Coaches can expect that Connections in Mind will:
 - Provide them with a suitable means for storing confidential documents
 - Safely destroy personal information when the coach ceases to work for Connections in Mind
 - Support coaches when there is a child protection disclosure

Parents/Guardians

- Parents/Guardians of young people using the service can expect that the information they provide (e.g. medical information, contact information) will:
 - Be kept in a secure, confidential manner and only used for the purpose provided (i.e. to safeguard the health and wellbeing of the young person)
 - Not be sold or shared without consent to other companies/organisations/professionals