

Statement of Confidentiality

Confidentiality: Success with housing and other work at the Western Maine Homeless Outreach depends to a substantial extent upon the degree of confidentiality that is in place. For some, coming to a shelter can be a very frightening experience, especially when guests might be concerned that their friends or neighbors would find out that they are here. **It is essential that everyone affiliated with the shelter have a commitment to confidentiality.** This involves respecting each guest's right to privacy and creating a level of trust so each guest may receive effective services through open discussions and dialogue. The policy of confidentiality, set forth below, will be adhered to at all times:

- 1) **Do not** disclose with anyone the presence, name or other identifiable details of a guest unless it is necessary for the purpose of providing services. This includes family members, friends or other agencies (see 4 below).
- 2) **Do not** discuss a guest's situation with non-staff members; this includes telephone calls or messages from friends or family members of guests. Be especially careful about discussing a guest or his or her situation openly.
- 3) **Do not** leave telephone messages or notes regarding guest phone calls lying around in an open area. All messages should be delivered as soon as possible or held in strict confidence in the log book.
- 4) **Do not** release information about a guest to outside agencies or others without release forms being signed and without verification of the callers and their need to know information.
- 5) **Do** be aware of your surroundings when discussing a guest or using a guest's name. Keep all guest records and/or documentation properly secured.
- 6) **Do** handle inquiries from outsiders regarding co-workers and or past employees in the appropriate manner, referring inquiries including verification of employment to the shelter manager or other supervisory staff member.

Acknowledgement

I understand and hereby agree to hold all information obtained in the course of employment or service with the Western Maine Homeless Outreach in the strictest confidence. My signature indicates that I respect the privacy of guests, the shelter and its employees and that I will not inappropriately discuss or disclose any information regarding guest cases with which I have been involved and/or have access. I will further abide by the confidentiality requirements set forth herein. I agree to deliver promptly to the Western Maine Homeless Outreach at the termination of my employment/service or any other time at WMHO's request, without retaining any copies, all documents and other materials in my possession relating directly or indirectly to any confidential information.

Signature

Date

VOLUNTEER APPLICATION & AGREEMENT

Volunteers are essential, and valued for the skills and abilities they bring to the Western Maine Homeless Outreach (WMHO). Volunteers are relied upon to help the staff in the daily functioning of the WMHO. All people who wish to volunteer are appreciated and will receive training and orientation before they begin to actively volunteer.

EQUAL OPPORTUNITY:

The WMHO does not discriminate on the basis of race, age, national origin, sex, religion, physical or mental disability or sexual preference in accordance with state and federal law.

Recommended Skills:

- Experience with people.
- Good communication skills.
- Ability to maintain confidentiality.
- Commitment to working as a team member.
- Maintaining a positive and professional attitude when representing WMHO.
- Display sensitivity and empathy to the needs of our guest and staff.

Volunteers should be familiar with and able to support all Western Maine Homeless Outreach policies and procedures. We ask that you:

1. Let us know if you will not be available to volunteer.
2. Sign in and out each time you volunteer.
3. Familiarize yourself with shelter policies and volunteer procedures.
4. Attend an orientation prior to commencing your volunteer experience.
5. Agree to continuing training and education.
6. Abide by the confidentiality policy.
7. Inform staff that you are working with of any allergies they should be aware of, i.e. cleaning products, latex, etc.
8. Agree to ask any questions that you may have.

Volunteers under the age of 18 cannot serve directly with our guests. However, there are many volunteer opportunities available that do not involve direct guest contact. Guests interested in volunteering at the shelter must wait thirty (30) to sixty (60) days after the completion of their shelter stay to volunteer. Volunteers will meet with shelter management, or a designated volunteer, at six month intervals to evaluate their experience and discuss future goals.

Name:

Contact #:

Email Address: