

Confidentiality

Trinity Care Team - June 2021

Trinity Care Team Mission:

To be prayerful in all that we do as we offer support to our parishioners and beyond

- ▶ Trustworthy
- ▶ Compassionate
- ▶ Prayerful/Faithful
- ▶ Always maintaining confidentiality

What we do and required training

Ministry	Training Required				
	Confidentiality	Art of Listening	Maintaining Boundaries	Safe Church Training	Background Check
Making Meals	√				
Giving Rides	√	√	√	√	√
Making Calls	√	√	√	√	
Emergency Prayer	√				
Intercessory Prayer	√				

Confidentiality defined

- ▶ Assuming all information you receive as you interact with those you are serving* is not to be shared with anyone (including spouses and friends) unless that individual has given their permission for you to share it and with whom.
- ▶ Information can be both words spoken, or observations made
- ▶ Exceptions: concerns for that person's or someone in their family well-being (i.e., suicide, violence, abuse)
 - Extremely rare
 - What to do: contact Rev. Andrea
 - Do not try to handle the situation yourself

* “serve/serving” = providing meals or rides or calls or prayers

Why is this important?

- ▶ It is a sacred trust that will be a comfort to those we serve, many of whom will be in a vulnerable state
- ▶ It is a gift of love, respect and honor
- ▶ People will be more comfortable, and more likely, to reach out for the help they need if they know they can count on the Trinity Care Team to maintain confidentiality.

Confidentiality is everywhere!

We expect it from:

- ▶ Physicians, nurses, other healthcare professionals, mental health professionals, attorneys, clergy, etc.
- ▶ Family and friends whom we trust to keep confidential some of the things we tell them

How does it feel if confidentiality is broken?

- ▶ Think of a time when someone you trusted did not keep something you told them confidential.
- ▶ How did that feel?

Challenges you may face

- ▶ “I am a friend/relative of Mr. Smith whom you brought food to last night, how is he doing?”
- ▶ “I talked to Mr. Smith yesterday and he told me you were going to bring him to see his doctor. How did he look? What did the doctor say?”
- ▶ “Mr. Smith gave me permission to talk to you. So can you tell me what how he is doing?”
- ▶ “We all know that Mr. Smith had by-pass surgery”
- ▶ You want to add Mr. Smith to the prayer list.

Responses you can use

- ▶ Since the Trinity Care Team is a confidential ministry, I cannot discuss that.
- ▶ I appreciate your concern, but since the Trinity Care Team is a confidential ministry, I'm not able to talk about who we are caring for. I hope you understand.
- ▶ I appreciate your concern about Mr. Smith, but I don't have any information I can share with you because the Trinity Care Team is a confidential ministry. The best thing is probably to talk to Mr. Smith yourself.
- ▶ Thank you for your suggestion to put Mrs. Green on the prayer list. Please contact Rev. Andrea.

No need to apologize

Responses you can use

- ▶ I know you are Mrs. Green's daughter/husband/sister/best friend/care-giver but I cannot share anything about my time talking to her (driving her). I recommend that you speak to her directly yourself.
 - ▶ What if the daughter/husband/sister/best friend/caregiver says, “but she won't answer my calls and I am really worried about her” or “but she won't answer my calls and I need to share important information about her health - it is a matter of life and death!”
 - ▶ You can always suggest the person contact Rev. Andrea with their concerns.

What is not confidential

- ▶ That you are a member of Trinity Care team and participate in one or more of its ministries. Here are some examples of responses.
 - ▶ *I make food for people who need it, for example when they are recovering from surgery or an illness or dealing with a challenging family situation.*
 - ▶ *I pray regularly for those on the Trinity prayer list (both those in the bulletin and others who don't want their names shared publicly)*
 - ▶ *I pray when there is an emergency prayer request (when there is a crisis in someone's life, and they need pray in that moment)*
 - ▶ *I drive parishioners to doctor appointments/church when needed*
 - ▶ *I make phone calls to check in on parishioners to see if they need any help.*