



Keeping families close™

## **Atlanta Ronald McDonald House Charities, Inc. Confidentiality Policy**

Volunteers of Atlanta Ronald McDonald House Charities (ARMHC) should regard all information they have access to or are given as a result of their volunteering as being confidential unless advised otherwise. No information should be released to a third party without first seeking the agreement of the House Manager and the family concerned, as appropriate.

The following guidelines concerning the manner of confidentiality will apply to all ARMHC Volunteers:

1. Complete confidentiality should be maintained within the Ronald McDonald House. All families should be made aware that any information they give to a Volunteer or the House Manager may be shared within the Ronald McDonald House on a strictly 'need to know' basis.
2. Volunteers must not pass on any information about a family to any individual or agency outside of the Ronald McDonald House without the family's informed consent and the House Manager's agreement. This includes information about whether they are residing at the Ronald McDonald House.
3. Reasonable care must be taken to make sure that discussions / conversations and telephone calls relating to individual families cannot be overheard by visitors, other families, and anyone outside of the Ronald McDonald House.
4. Family records and other information relating to them must be stored securely to prevent accidental or intentional viewing by anyone who is not a Volunteer or Staff of Atlanta Ronald McDonald House Charities.

Furthermore, the following guidelines concerning confidentiality related to Volunteers will apply:

1. All Volunteers may have access to their own personal records, including their application forms, supervision records, police checks and references. This can be arranged through the Volunteer Coordinator.
2. Volunteer application forms and other confidential information relating to them should be stored securely in the ARMHC Office.
3. Volunteers' home addresses and telephone numbers should not be disclosed to families.

Furthermore, the following guidelines concerning confidentiality related to social media will apply:

1. Do not disclose or use ARMHC confidential or proprietary information or that of any other person or company. For example, ask permission before posting someone's picture on a social network or other online platform.
2. Do not cite or reference guests or others volunteers without their written approval.
3. Do not request or accept friend requests from house guests on your personal accounts; however, do "like" their social media "fan page" (if applicable) to follow updates on medical treatments and progress. Do accept LinkedIn requests from professional connections made at ARMHC.
4. Do share ARMHC social media pages and content! As an ARMHC volunteer, be proud of the work you are doing to support families experiencing crisis.