

ACTION FOR HEALTH, EDUCATION AND DEVELOPMENT (AHEAD)

CONFIDENTIALITY GUIDELINES FOR VISITORS

We aim to provide a safe and welcoming place for our clients. In order to do this we have to ensure that each person's confidentiality is safeguarded.

As a visitor, you must agree to AHEAD's confidentiality policy.

The policy states that information about a person belongs to them and should not be shared by others without that person's permission.

At AHEAD's office, you will meet people who may be service users, volunteers, staff, guests, and workers from other organisations. You will not know their health status. If someone divulges his or her health status to you, you must not reveal that information to anyone else. Even if someone seems very open about it within the Project, it does not mean that they tell everyone about it.

You must also be careful if you meet people from AHEAD in your everyday life. If you approach people in other situations you may cause a breach of their confidentiality, for example if you are with a friend who then asks you how you know this person, etc. We suggest that if you meet a member of AHEAD outside of the building, that you:

- do not acknowledge them unless they acknowledge you first
- take care not to mention how you know them or just say they are a friend of a friend
- never mention anyone by name or share information with others outside AHEAD's offices especially details which could identify that person.

Please help us to maintain AHEAD as a safe place for all our clients.

THANK YOU FOR YOUR COOPERATION