

Lunch Positive Confidentiality Policy

Confidentiality – Clients Guidelines

“ Everyone using the lunch club or volunteering for it has a right to be respected, and is expected to show respect for others.

We hope that you will find the lunch club a place where you can feel free to talk, share, unwind and enjoy the company of others.

It is a condition of using the club that any conversations which are shared or heard within the service are not repeated to anyone outside.

It is likely that you will meet new people whilst using the service, and we also ask that outside the service you do not disclose anyone's HIV status, or make any comments which may do so, as a result of meeting people here.

You should also not disclose to anyone the fact that other individuals use the lunch club – as this may disclose their HIV status.

It is a good idea, when at the club and meeting new people, to discuss how you will behave if you see each other outside the lunch club, and how much you are willing to talk about in those circumstances. “

Clients are given these guidelines at first use of the service, together with the procedure for making complaints should they feel confidentiality has been broken. As part of joining the service clients are asked to confirm that they have received, understand and will follow these guidelines as a condition of using the service.

Failure to do so or complaint about a clients conduct may result in an investigation by the Charity, and where a client has acted inappropriately, a range of remedial actions may be considered. Depending on the circumstances, and in serious cases this may result in exclusion from the service.

Staff and volunteers also work within a comprehensive confidentiality policy framework which is available to view at the service or upon request.