



## **PRIVACY and CONFIDENTIALITY VALUES**

1. A Lifestyle Support Worker (worker) plays an extremely vital and important role in the life of a person with a disability (employer).
2. The Lifestyle Support Worker performs duties of a highly personal physical nature for the person with a disability. Often, because the Support Worker works from the individual's home, they have access to information regarding the way their employer lives, his/her relationships with others, household and personal routines, confidential information etc. In short, the worker knows a great deal about the life of their employer.
3. **Any information regarding a person's life must be treated with respect.**
4. **Workers must respect the fact that whilst they may be privy to information regarding the life of their employer, this information may not be divulged to friends, family or any other people, except with the consent of their employer. Such action would constitute a serious breach of the trust and confidentiality implicit in a Support Worker/Employer relationship.**
5. Support Worker/Employer relationships vary greatly depending on the two people involved. Sometimes the relationship is one of a strict business agreement. Sometimes the people involved share a friendship in addition to the working relationship. Any sort of relationship is acceptable as long as both parties are content and the work duties are being performed to satisfaction.
6. The essential philosophy underpinning the work relationship however is that **the person with the disability is your employer. First and foremost, you are employed to assist that person to achieve the lifestyle they desire. Whilst you are at work you must be thinking of them first.**
7. Sometimes, to be thinking of someone first means to let them have some time alone or time alone with their friends/family. Being a Personal Support Worker involves reacting thoughtfully and intuitively in different situations. For example, if your employer has a friend over for coffee, allowing them time together whilst you get on with other duties, may be the most thoughtful action to take. If however, your employer invites you to have coffee too, then this is also fine.
8. Initiative is essential. Often, your employer is not used to having to ask someone to do duties that he/she can no longer perform. Furthermore, they may feel uncomfortable having to constantly itemise every single thing that must be done. If you can see things that need to be done, and do them, it will make your employer feel more relaxed and it will take a great burden off their mind.

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9. Similarly, if you can think of any coping strategies that may assist your employer, or have any ideas regarding new activities -suggest these things to them.

10. Whilst it is often beneficial to have a common understanding/friendship between Personal Support Worker and employer, it is very important to remember that you are working in someone's home. Courtesies such as asking before using the telephone, or taking food from the fridge will be greatly appreciated. In short, don't make yourself feel too much at home unless your employer has expressly stated that you should.

Being a carer is a very important job – it is not always easy. It can be supremely rewarding for the carer and change the life of the caree.

I have read and I understand the Privacy and Confidentiality Policy of Quality Lifestyle Alliance Inc.

Signature:

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Date: \_\_\_\_/\_\_\_\_/2\_\_\_\_