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Guidelines to provide unaccompanied children with aftercare services once they are found.

- CONFIDENTIALITY AND SECURITY-

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Partners



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1. Introduction

When we use the term profession, we refer to a periodically practiced activity, marked by organizational and labour control models, based on theoretical knowledge and empirical studies acquired through training and that collectively develops a body of values that they consider to be pertinent and appropriate to the social reality, which aim to regulate the professional practice of its members. This occupation, while performing specific social and functional roles, implies higher education that recognizes individuals ability to exercise in relation to what they are applying for, namely by the regulatory and protective entity - the State. This learning, transmitted to future professionals, encompasses a wide range of theoretical knowledge and practical skills, especially with respect to the projection of behaviour, that is, what is expected with respect to the conduct of individuals.

Confidentiality is one of the principles contained in the International Declaration of Ethical Principles on Social Service and International Ethical Standards, which can be integrated into this discussion on the delimitation of borders. Its simplicity of definition and understanding (theory) can hide the complexity on which it is based, namely at the level of performance (practice). Although confidentiality issues are not something recently incorporated into professional practices, a growing concern about this issue is largely based on the growing social intolerance of risk and, in this sense, social aspects. Confidentiality is the duty to safeguard all information that concerns a person is the duty that includes the preservation of private and intimate information, and a right of who transmits personal data.

Privacy and confidentiality are words referring to different aspects and should not be used as synonyms. Regarding to privacy, this is understood as a condition required for professionals from the most varied areas of work that refers to a general and broad dimension. This term praises the concern for the guarantee of respect for the intimate space of individuals and the safeguard of the same relating, for this reason, with the issues of anonymity. On the other hand, confidentiality is interconnected with communication aspects, within the professional relation, referring to the guarantee that the information will not be proliferated without the consent of the Regarding secrecy, which is more similar to the concept of confidentiality, it is associated with the protection of all the information that professionals have regarding the person in question. Monitoring, being considered as a legal obligation of the various professionals and even of the organizations where they are inserted. It is undeniable that these three to say that privacy is a broader term and that when referring to information inevitably refers to confidentiality which, in turn, presents itself as an intermediate point since it refers to professional secrecy.

2. Confidentiality and security

Among the most important aspects of a support process, issues relating to confidentiality and security deserve special mention.

The **duty of confidentiality** in a support process stems from three vectors that professionals should not forget:

- We are working with people in a state of suffering, with the utmost respect for the delicate, often intimate, situation presented to us;
- We should normally respect a professional ethic or a code of professional ethics, which enshrines the concept of professional secrecy;
- We must bear in mind that any deliberate or accidental leakage of information may simultaneously jeopardize any intervention that is taking place and jeopardize the physical integrity, even the life, of the people we are supporting, as well as , in several cases, their relatives and / or friends, and also of our co-workers and their relatives and / or friends.

Maintaining the confidentiality of support processes is an essential condition for the adequate care of children and young people who are victims of crime and violence. Each professional is responsible for ensuring confidentiality, imposing prudence on both his own behaviour and that of the other actors in the process. In order to maintain fidelity to this condition, it is necessary that we take special care in our daily contact with third parties, who cannot provide information about the support process without the prior authorization of the child or youth and / or their legal guardians. Of these third parties, however, the professionals

of the institutions involved in the same support process, ie the institutional cooperation network, are excluded.

Some procedures may assist in maintaining the confidentiality and security of the support process.

Thus, in the workplace, we should:

- Keep all documentation related to support processes enclosed in lockable lockers;
- Prevent this documentation, or copies, from leaving the workplace;
- Do not expose this documentation to user frequency locations;
- Ensure the privacy of the child or young person and / or family members during their own care;
- Do not allow the space of the workplace to be photographed or filmed while the child or young person and / or their relatives are present;
- Not to mention the support process in the waiting areas and / or presence of third parties and / or the child or young person.

In turn, out of the workplace:

- Do not identify ourselves in public as professionals in support of children and young people who are victims of crime and violence;
- Do not use our personal vehicle in certain procedures related to support processes, namely the transport of victims;

- Do not give the child or young person and / or their legal representatives any information about our personal life or that of our co-workers (eg provide the telephone contact of our house; comment where we live; which places we frequent);
- Avoid using our nickname in support processes, especially on the telephone;
- Do not discuss support processes with family and / or friends and acquaintances, or in public with other professionals, although omitting names and places;
- Do not address support processes in the Media or in meetings (ex: colloquiums; congresses; other public events) without the prior authorization of our coordinator / hierarchical superior;
- Avoid providing detailed examples of our work with recent life histories and support processes, even by hiding names of people and places;
- Do not send journalists or investigators to families or friends of the child or young person who have been or are victims of crime and violence without their prior consent and without alerting them to the care they have about preserving their privacy.

Already on the telephone, we must bear in mind that messages or telephone calls themselves can be intercepted by the attackers, which could lead to a worsening of the victimization process.

Therefore, we must adopt the following procedures:

- Do not telephone the child, young person or their family members without their prior consent or suggestion;

- Use a telephone whose number is confidential;

- If the call is not answered by the person with whom we want to talk, choose to pretend that it was a mistake, so as not to raise suspicion, instead of simply disconnecting the call;

- Do not leave messages in answering machine, even in answering machines of mobile phones;

- Do not provide any information to third parties (except professionals from other institutions) who call us, even if they identify themselves as relatives or friends of the user and / or refer to their authorization to do so, without the child, youth or their relatives have mentioned it beforehand.

- We should not confirm or deny the existence of a specific support process and may only note the identification of the interlocutor and refer it subsequently to the child or young person and / or their relatives.

When we are with the child or young victim of crime and violence, we should help you to keep confidentiality about your own support process, especially in cases where you cohabit with the abuser:

- Help establish the days and times when it is not risky to go to our institution or service;

- Help to formulate a possible pretext to present to the aggressor if, for any reason, this one to return home before;

- Advise never to name the institutions, services or professionals who are supporting it;

- Recommend precaution against whistle-blower or suspect objects (eg institution cards, phone numbers on the agenda), which must be properly hidden in unsuspecting places of the house or preferably in the homes of family members or friends;

- Help the child or youth and their families reflect on whom to choose, from family and friends, to confidently confide in their situation and the support process;

- Define with the child or young person the precautions to be taken when using your own telephone:

- In the case of a fixed-line telephone, the child or young person should call only when they are not in the presence of the aggressor and should avoid making calls over the landline when there is a possibility that the aggressor may request a detailed invoice;

- The mobile phone can also be little confidentiality, since the aggressor can consult all the calls that the child or young person has made and received, so it is recommended that these records be erased from the device memory;

- It is preferable to use a public telephone or a family member, friend or neighbour, where we can also call.

- Advise and advise the child or young person on the possibility of being persecuted by the aggressor (eg, change course, look for a place where other people are).

Given the possibility of being confronted as professionals by the aggressor of the child or youth, we must know some of their typical behaviour and / or strategies, giving us certain procedures. Like this:

- Usually the perpetrators of the crimes do not identify themselves as such;

- The perpetrator may be present (even by phone) as a victim, or as a family member / friend of the victim or even as a professional of an institution: it is advisable to be vigilant and not to provide any information regarding a given support process, not even confirm whether or not a particular person is being supported by us as a victim of crime and violence;

- It should be noted that if the aggressor proves to be really dangerous, we should request police support (with police contact in a visible place).

3. Always work in collaboration

We must always work in constant collaboration with other professionals from other institutions and services to properly develop the support process of the child or young victim of crime and violence. Only then, the support process can be developed efficiently and with the desired quality. In this way, partnerships should be developed in the local community that facilitate our work and streamline the responses to the needs of the child or young person in obtaining the goods and services needed to solve the problem.

To develop partnerships, we must:

- **Facilitate:** we must facilitate and make effective the communication and the relationship between the various professionals of the other services and institutions;

- **Negotiate:** we must create spaces and meeting points between the various professionals, trying to find positive aspects and mechanisms of balance between the interests and the wants of each one;

- **Energize:** we must give visibility and delimit the understanding of the problems, mobilizing the various professionals for their common resolution.

Thus, we will act positively on certain problems that generally affect the joint work of the various institutions and services:

- **Formality:** we must reduce the negative effects of excessive formality on daily contact between institutions (eg excessive bureaucracy, inaccessibility to contact and conversation with professionals), as this may prove detrimental to the support process, both at the level of speed and efficiency and speed in solving the problem;

- **Time:** we must make available the time available to fulfil a certain requirement of the process (eg urgent referral to medical-legal services, sending a report within one hour to the police), without delaying or harming the work of other services and institutions;

- **Lack of practical meaning:** the professional must maintain a practical vision of the requirements of the support process in the contact with other institutions;

- **Lack of kindness in the treatment:** we must be kind to all the professionals with whom we contact in the scope of the support process (ex: telephone, in person, by letter, other means);

- **Misunderstandings:** we should avoid misunderstandings or misunderstandings of messages or requests from other professionals, as this may create constraints in the relationship between institutions and services, with considerable losses to the support process;

- **Communication shortcomings:** we must avoid the lack of information shared with professionals from other institutions or services, as this may limit or delay their work in the support process (eg if a professional sends a careless, sloppy or

of course, the latter will not have much valid information to work properly and effectively in the support process);

- **Lack of global vision:** we must avoid the adoption of a reductionist perception regarding the support process, which limits the exclusive service or institution. On the contrary, we must consider the active participation of other professionals external to our service or institution to be essential, actively involving them in the support process;

- **Isolation:** we must not compromise with a certain culture of the isolation practiced by certain institutions and services, striving to know and promote the joint work with professionals outside our services or institutions;

- **Negative competition:** we must not compromise with a certain culture of the negative competition practiced by institutions and services and undertake joint work with professionals external to them, without trying to highlight our competencies;

- **Lack of personalized contact:** we should personally contact professionals from other institutions and services, visiting and meeting with them to undertake a more informal and detached relationship, which will make it easier for support processes they have in common. This posture will surely bring better results for the process of supporting children and young people who are victims of crime and violence.