

CCM VOLUNTEER TRAINING

Module: Privacy Protocols

Upholding Trust Through Confidentiality and Care

Introduction

As community care ministries (CCM) volunteers, we are often entrusted with personal—and at times sensitive—information about the individuals and families we serve. Respecting and protecting that information is not only a legal and organizational responsibility—it is an act of Christ-like compassion.

Jesus modelled dignity in all his interactions, treating people with discretion and respect. As his followers, we are called to reflect that same care by safeguarding the privacy of those we serve.

Note: For a full overview of privacy responsibilities, policies, and required practices, refer to *Privacy Responsibilities for Community Care Ministries*. This document outlines The Salvation Army's privacy protocols and must be followed by all CCM volunteers.

Why Privacy Matters

Upholding privacy in CCM helps us:

- Build and maintain trust with individuals and families.
- Ensure we are acting in alignment with Salvation Army policy and applicable privacy legislation.
- Protect people from harm, embarrassment or misuse of their personal information.
- Honour the dignity and autonomy of those we are called to serve.

Key Scripture: “The words of the reckless pierce like swords, but the tongue of the wise brings healing” (Proverbs 12:18).

Guiding Principles for Volunteers

While the full expectations are outlined in *Privacy Responsibilities for Community Care Ministries*, the following are key practices all CCM volunteers should observe:

1. Speak carefully and confidentially

Avoid sharing personal stories, names, or identifying details outside of approved channels. If in doubt, speak with your CCM Coordinator before disclosing any information.

2. Use consent and discernment

If someone shares a personal situation, never assume permission to pass it along. Ask: “Would it be okay for me to share this with [co-ordinator/officer] to help support you?”



3. Keep conversations private

Avoid discussing sensitive topics in open spaces, during group events or where others may overhear.

4. Store information securely

If you are asked to write down or retain any information (e.g., names of people you've visited, prayer requests, notes for follow-up), it must be stored securely and handled in accordance with privacy guidelines.

- Do not leave personal information in your car, wallet, purse or on your phone.
- Use only approved Salvation Army systems or secured storage locations.
- Dispose of paper notes securely when they are no longer needed (e.g., shred or hand them in).

5. Use designated communication channels

Do not use personal email, text or messaging apps to send or store private CCM-related information. Use official Salvation Army tools or consult your co-ordinator for secure options.

6. Know when to report

If you believe someone is at risk of harm, report the concern immediately to the CCM co-ordinator or corps officer. In these cases, privacy must be balanced with the need for safety, as outlined in the safeguarding protocols in this toolkit.

7. Pray with sensitivity

Always ask for permission before including someone's personal situation in a group prayer. Respect what has been shared with you in confidence.

Practical Exercise: Navigating Privacy in Ministry

Work with a partner or small group. Choose or discuss a scenario where privacy might be unintentionally compromised (e.g., storing notes in an unsecured place, mentioning someone's name at a public meeting).

- What are the risks?
- How could the situation be handled differently?
- How do we show care while respecting privacy?

Conclusion

Respecting privacy is about more than compliance: it is about honouring the people we serve. When we safeguard information, store it securely and speak with care, we help ensure CCM remains a ministry of integrity and trust.

Reflection question:

How can I be more intentional about protecting the privacy of those I serve in CCM this week?

