

**NORTH LAKE PRESBYTERIAN CHURCH
DEACON TRAINING**

CONFIDENTIALITY

A key element of confidentiality is that it helps build trust. Its building confidence and a common courtesy that you will not share information obtained by meeting with a member of your congregation with others. Its feeling reassured that knowing their personal information is being retained and used appropriately. There is one exception, break confidentiality only if it is necessary to get immediate help for someone who is in danger of hurting him or herself or someone else.

WHEN MEETING

1. Always open with prayer.
2. Have a note pad available.
3. Ask congregant what brings them to you.
4. Remind them that what they say in the meeting is confidential and stays in the meeting.
5. Use your listening skills.
6. Recap their concerns and offer to meet again or suggest resources available.
7. Remind them that what was discussed will remain in confidence.
8. Close with Prayer.

1/18/2021

LJM