



WA State Parent to Parent Support Programs

March 2019

Volunteers/Helping Parents/Confidentiality and Privacy

Individual County P2P programs fall under their host agency's guidelines around:

- Volunteer use/designation
- Confidentiality/privacy

Volunteer use/designation

In Yakima: As part of a larger 'hospital system', Yakima County P2P falls under a specific set of national standards that includes volunteer use.

A. As such, formal, **on-site volunteers** are required to:

- Attend formal Volunteer training/orientation
- Complete an application which includes WSP and DSHS background checks
- Have updated vaccines, flu shot and current TB skin testing

We do have some **on-site volunteers** within our Yakima program- they come into the office to help with mailings, etc. They have to go through the formal volunteer process outlined above.

B. We consider Helping Parents as **community volunteers**. They are supporting the program as Helping Parents, with volunteer time spent mostly over the phone/email, and sometimes connecting with other parents in the community.

Our **Helping Parent community volunteers** do not go through the formal volunteer process. They are not interacting with minors (without a parent/guardian/caregiver present), or vulnerable adults (without a parent/guardian/caregiver present). They are connecting with other parents primarily by phone/email.

We do our best to reduce or eliminate any barriers to parents serving in our **Helping Parent community volunteers program**. It can be difficult enough to get parents to the training, and then if we required them to go through the formal process outline in 'A' above, we would have a very limited number of Helping Parents.

If sponsoring agencies require all volunteers (on-site or community) be cleared through WSP and/or DSHS, programs may consider inquiring if there could be a process in place where referred parents would sign an agreement stating their understanding that **Helping Parent volunteers are community volunteers** and not cleared through the WSP or DSHS.

Confidentiality/Privacy

Again, individual County P2P programs fall under their host agency's guidelines around confidentiality/privacy.

Generally, privacy guidelines include:

- Child/family information is held in the strictest confidence
- Child/family information is not share verbally or electronically (email, social media, texting)
- Parent may sign a Release of Information (as your program/host agency allows) giving permission to share information with another person

In Yakima, prior to a Helping Parent match being made, the referred parent signs a Release of Information, allowing us to share minimal information, (including contact information) with the Helping Parent volunteer.