

# Going2College

## *Confidentiality Policies & Procedures*

In alignment with the current confidentiality policies and procedures of Heart of Florida United Way's (HFUW) 2-1-1 services, the Central Florida College Access Network (CFCAN) will uphold the same all-encompassing ethical expectation of confidentiality. The ethical principles of 2-1-1 are based on the organization's core values of service to our community.

CFCAN Members and HFUW staff shall hold information received from or about a student subscribed to a texting track with the highest regard for confidentiality of that information. Any subscribers' phone number will not be shared and any subscribers' name cannot be seen unless provided by the subscriber. Their requests and information given to them are not communicated with other agencies or individuals unless:

- Release of information is required by law or court order.
- Careful consideration indicates that breaching confidentiality is essential to save a life due to presence of risk or serious harm to the individual or others. It is important to note that in some cases, ethical responsibility to protect safety outweighs the importance of confidentiality.
- Staff suspects that a child under 18 years of age is being subjected to neglect or abuse.
- The inquirer, if over 18, or inquirer's legal guardian, if under 18, provides explicit permission for information to be disclosed for a specific reason. (ie. Data collection)

All policies regarding the limits to confidentiality apply to social media contacts. No information about an inquiring individual should be posted on a social media site and if a person reaches out on social media, the following procedure will be followed:

- If platform allows for private messaging, a message will be sent to the person reading "Your inquiry is very important to us and we would like to protect your information by speaking privately. Please subscribe to one of our messaging tracks to receive the information provided by the project. For further support, dial 2-1-1 or email [goingtocollege@hfuw.org](mailto:goingtocollege@hfuw.org)." If the platform does not allow for private messaging, the same statement will be used.
- If the platform limits characters, such as Twitter, the statement will read "Please subscribe by texting the code of your choice to 898-211. For further support, dial 2-1-1 or email [goingtocollege@hfuw.org](mailto:goingtocollege@hfuw.org)."

