



Ronald McDonald  
House Charities®  
Maine

## Commitment to Confidentiality and Professional Boundaries

This is to certify that I, \_\_\_\_\_, a volunteer with Ronald McDonald House Charities of Maine (RMHC), understand that certain types of information and communications (written, verbal, and electronic) obtained during the performance of my duties must remain confidential.

Examples include, but are not limited to:

- Any information about guests and patients staying at the Ronald McDonald House, including contact information, diagnosis, medical history, payment details, etc.
- Information about donors, including giving history or personal details.
- Any other information marked as confidential.

Volunteers of RMHC are obliged to maintain the confidentiality of this information at all times, both at work and when off duty. Confidential information should be discussed and/or disclosed only on a “need to know” basis and in the appropriate work setting. Open and/or public areas considered inappropriate for the discussion and/or disclosure of confidential information include but are not limited to front desk, elevators, lunch rooms, hallways, restrooms, stairwells, etc. In addition, gossip and derogatory comments pertaining to the organization, or individuals affiliated with it, will not be tolerated, within or outside RMHC.

I understand that any unauthorized release or carelessness in the handling of confidential information is considered a breach of duty.

It is vital to maintain professional boundaries when dealing with guests of RMHC. This is to protect the guests, staff and volunteers. It is important that staff and volunteers are available to support guests during their time at RMHC, they need to do so without real, implied or imagined social obligations. It is recommended that volunteers not commit themselves to outside relationships with guests, such as friendships or business arrangements (this includes, but is not limited to, sharing personal contact information with guests). When such a relationship exists, it is independent of the RMHC organization.

At RMHC, we strive for equal treatment of all guests, therefore personal gifts should not be exchanged between volunteers and guests. In addition, as a general policy, volunteers should not accept significant gifts from families; however, small tokens of appreciation are acceptable. If a volunteer is unclear whether a gift is significant, they should consult with the House Manager or Executive Director.

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Date