



engaging people

## RULES OF ENGAGEMENT: CONFIDENTIALITY

LifeAssist.

### CAN LifeAssist BE TRUSTED?

This is a good question as **Confidentiality is the cornerstone of our business**. If we break trust and breach confidentiality, the damage to our business would be profound. We take confidentiality VERY SERIOUSLY. We are legally and ethically bound to uphold confidentiality. It is non-negotiable.

LifeAssist specialises in providing counselling and advice to some 200,000 people in Southern Africa. There is no compromise when it comes to peoples' lives. The LifeAssist team of full time staff, counsellors, consultants and advisors are bound by professional ethics. There are serious consequences if confidentiality is breached.

You can be rest assured that LifeAssist is an independent company. The service is being funded by your company for your benefit and the focus is on you and your wellbeing – at home and at work. We do consult to your company as to how they can provide a more productive and happier work environment, but it is always on a statistical level.

### *Will my colleagues, life partner or family know if or why I am using the EWP?*

No. Unless you give us permission to tell them – and that is why we need **forms, forms, forms ... we all dread admin, but your privacy is worth it!**

We cannot tell **anyone** if you are using the EWP or not and no-one outside of LifeAssist can know your personal information without your permission. In fact, you have to give us permission to tell anyone else. It is for this reason that you need to sign an **“Authority to Release Information”** form. There is an exception to this rule. It is not LifeAssist's rule, we are governed by law – the spirit of which is to protect people from self-harm, harm to others or a danger or threat to others.

Even if you have a Complaint, we cannot start investigating until you give permission to access your records. If you asked a manager to help you to sort out the complaint, you need to tell us how much information we can feed back. Now you need to sign another form – **a Complaint Resolution Form**.

If your Manager sees that there is something troubling you, or that the EWP can help you to grow in your career, they can suggest a Manager Referral. We can only act on this if you sign the **Manager Referral Form**. In this process, you agree to us giving feedback but we can only tell the Manager what you permit us to.

**You or your family members can't be forced to use the EWP. It is completely VOLUNTARY.**

### *Can I refer someone to the EWP?*

Managers may suggest that you use the Manager Referral process if they can see that there is something troubling you that may be affecting your work performance. Yet again, the reason for you using the EWP remains strictly confidential.

However, we often get asked to call someone who seems to need counselling. We know that the motive for the request is care and concern, but we respect privacy and know that the best outcomes are achieved when people ask for help personally. You can play an important role by encouraging the person to contact us. *Did you know that you are also expected to respect privacy and confidentiality and should not talk about another person or their problem to anyone else (even us) without their permission?*

Under extraordinary circumstances, if we agree that there is a high risk we can reach out, however, when we contact the person concerned, we don't contact them anonymously, we must acknowledge the source of the referral – i.e. give them your name. – *“NAME is concerned about you, and has asked us to offer assistance ...”*

EMAIL: [help@lifeassist.co.za](mailto:help@lifeassist.co.za)