

Norwich Nightline Confidentiality and Suicide Policies

4. Confidentiality Policy

Nightline is a confidential and anonymous organisation. The details of both Nightliners and contacts must be kept within the organisation. Nightliners are expected to abide by the following policies and diverge from them only in the exceptions outlined in sections 4.2 and 4.4.

4.1. Confidentiality of Contacts

4.1.1. Nightliners are not to ask for the personal information of a contact.

4.1.2. The Nightliner must not share any personal information provided by a contact or details of contact content with anyone outside of Nightline.

4.1.3. Any personal information of contacts and details on the content of contacts recorded during a contact must be destroyed at the end of a shift.

4.1.3.1. This includes Skype contact history.

4.1.4. When filling in the call slips, Nightliners must not note any information that could be used to reveal the real identity of the contact.

4.1.5. Information on contacts and the content of contacts recorded in the call slips may only be viewed by the Internal Coordinator and Secretary.

4.1.6. Nightliners are never to approach contacts outside of a shift.

4.1.7. Nightliners must never use personal information divulged by contacts to search for or identify the contact outside of the shift.

4.1.8. Nightliners cannot use the services of Norwich Nightline, though they may use the services of other sister Nightlines.

4.2. Exceptions to Confidentiality of Contacts

4.2.1. If a contact reveals a genuine intent to commit a crime, reveals that a member of the public may be in serious danger, or reveals details of current child abuse (including neglect), the Nightliner must breach confidentiality and contact Security or the Police to divulge any relevant information that may have been provided during the contact.

4.2.1.1. Nightliners must not, upon hearing references to details to any of the above, act outside of Nightline principles to obtain further information, and should continue the contact as usual.

4.2.2. If a contact reveals the details of a crime that has already been committed it is the responsibility of the committee to report the incident to the police if the contact is considered to be genuine in their confession and the information given would be of practical benefit to the emergency services.

4.2.3. If a contact reveals a genuine intent to take their own life the Nightliner is permitted to provide the personal information of the contact to the emergency services regardless of whether the contact requests these services.

4.2.4. In both of 4.2.1 and 4.2.3, Nightliners must inform the contact of their intent to break confidentiality to contact the emergency services unless the Nightliner deems it a genuine danger to reveal this information to a contact.

4.2.5. Nightliners may ask for and record any personal information given by a contact to call emergency services.

4.2.5.1. Norwich Nightline technologies are anonymized and do not have the capability to display the identity of the contact, so such information must be provided by the contact themselves.

10. Suicide Policy

As a peer support organisation Nightline may receive contacts from individuals who intend to take their own life. If a Nightliner identifies a contact as presenting a genuine intent to take their own life the following policies will safeguard and guide their actions during the contact.

10.1. Nightline's Position on the Nature of Suicidal Contacts

10.1.1. It is the official position of Norwich Nightline that it is the responsibility of the Nightliner to ascertain whether a contact is presenting a genuine intent to take their own life based on the content of the contact. As an organisation, Nightline will support its volunteers in this decision-making process and train them to distinguish the difference between suicidal ideation and genuine suicidal intent.

10.2. Contacting Emergency Services

10.2.1. If the contact is a drop-in, Nightliners will alert UEA Security immediately if the contact self-harms or reveals an intent to take their own life. An ambulance should be contacted if this is feasibly possible.

10.2.2. For all other forms of contact, if a contact reveals they have taken steps to take their own life the Nightliner must immediately offer to call an ambulance.

10.2.3. If the contact refuses this offer, Nightliners are not required to pursue the request further.

10.2.3.1. Nightliners may contact emergency services against the contact's wishes if they feel it is necessary and the contact has told the Nightliner their location.

10.2.3.2. Nightliners may offer, at intervals they deem appropriate, to call the emergency services on the contact's behalf again during the contact if Nightliners believe this line of questioning will not escalate the situation.

10.2.3.3. Nightliners may break confidentiality to ask the contact of their location if they feel it is necessary, as long as Nightliners believe pursuing this line of questioning will not escalate the situation.

10.2.4. In the event that an ambulance is called to UEA, UEA Security must be informed after the ambulance has been contacted. The ambulance must be directed to UEA Security, where it will be escorted to the relevant area.