

## **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.** Norwich Nightline will consider breaching confidentiality and informing emergency services (including UEA Security and the police) and/or other relevant authorities (at the discretion of the committee) under the following circumstances:

**4.2.1.1.** When a contact reveals the intention to harm others.

**4.2.1.2.** When a contact reveals knowledge of or plans to commit terrorism.

**4.2.1.3.** When a contact reveals the intention to abuse children or reveals details of current child abuse (including neglect).

**4.2.1.4.** When a contact reveals a genuine intent to take their own life.

**4.2.1.5.** When we are issued with a court order.

**4.2.2.** If a Nightliner believes they are taking a call as described in 4.2.1. and believes the danger is present and imminent then they are permitted to immediately contact emergency services.

**4.2.3.** If a volunteer takes a call as described in **4.2.1.** but believes the danger is not imminent, then they should register it in the call slip as normal and inform the weekleader after the shift has finished.

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

**4.2.4.1.** Norwich Nightline technologies have the capability to display the identity of the contact via details such as Skype usernames and phone numbers when contacting Norwich Nightline via Skype or text. These details will not be noted down by volunteers unless in the cases described in sections **4.2.** and **7.1.16.**

## **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.