

CONFIDENTIALITY

What is confidentiality within SALS?

The SALS team aims to treat you in a professional and ethical manner with integrity, respect, honesty, empathy, to be non-judgemental and above all, provide you with a service that maintains confidentiality of any information that you may divulge to a team member.

Every member of the SALS Team signs a code of conduct before they can train to be an advisor. This document lays out the duty of care SALS extends to all SALS clients, and to treat in confidence any information disclosed to them. They sign to accept that if they breach any parts of the code of conduct, their volunteer agreement with SALS will be terminated. A serious breach could also result in WMAS disciplinary procedures being invoked.

The right to complete confidentiality would be relinquished if what you tell your SALS member puts them in the position of breaking the law. They are bound to comply with the law regarding Child Protection issues, the Prevention of Terrorism and the Drug Trafficking Act and may need to take action if you are contemplating serious harm to yourself or others.

Anonymised records of the number of contacts are kept for reporting purposes. This would include demographics data such as age, gender and area of work, and main reason for the contact. This anonymised report is prepared by the Lead SALS Coordinator and submitted to the Health & Wellbeing Steering Group to look if there are any gaps in the support available to staff of WMAS.

If there are issues of an organisational nature that need resolving or it is felt that you would be better looked after by an alternative professional then your SALS member will discuss with you the options and will only pass on information with your consent.

Jan 25



NHS
West Midlands
Ambulance Service



RUN BY STAFF

FOR STAFF

STAFF ADVICE & LIAISON
SERVICE

24HR TEL: 01384 215880

E-MAIL: SALS@VMAS.NHS.UK



Flaherty Weaver | ISOH100

OFFICIAL - Business data that is not intended for public consumption. However, this can be shared with external partners, as required.

24HR TEL: 01384 215880

E-MAIL: SALS@VMAS.NHS.UK