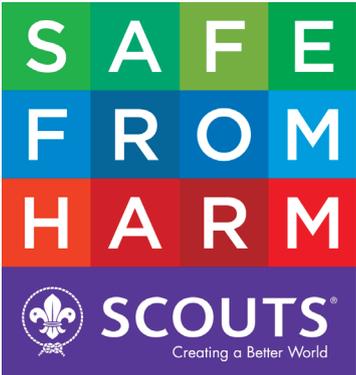




CONFIDENTIALITY & PRIVACY



LISTENING EAR TRAINING

– ROLE PLAY CASE STUDIES

This session is focused on the importance of maintaining confidentiality and privacy in the Listening Ear Framework. The facilitator may provide guidance on how to ensure that personal information is protected, and how to manage situations where confidentiality is compromised.

Use case studies and scenarios to help volunteers understand the importance of confidentiality and privacy. Provide guidelines and protocols for how to handle sensitive information.

Case Study 1: During a Scout camp, a Scout approaches a leader and tells them that they are being bullied by another Scout in their tent. The Scout provides specific details about the bullying but asks the leader to keep the information confidential.

Guidelines and protocols:

- The leader should thank the Scout for coming forward and reassure them that they will do everything they can to address the situation.
- The leader should explain to the Scout that while they will try to keep the information confidential, they may need to share it with other leaders or adult volunteers in order to ensure the Scout's safety.
- The leader should document the information in a secure location and only share it with other adults who have a need to know, such as the camp director or a designated child protection officer.
- The leader should take immediate steps to address the bullying, such as separating the Scouts or involving a mediator to help resolve the conflict.
- The leader should follow up with the Scout to ensure that the bullying has stopped and that they feel safe.

Case Study 2: During a jamboree, a Scout discloses to a leader that they have been struggling with mental health issues and has been having thoughts of self-harm. The Scout asks the leader to keep the information confidential.

Guidelines and protocols:

- The leader should thank the Scout for coming forward and reassure them that they will do everything they can to help.
- The leader should explain to the Scout that they have a duty to report any concerns about self-harm or suicide to the appropriate authorities, but that they will do their best to maintain the Scout's privacy and dignity.

- The leader should document the information in a secure location and only share it with other leaders or adult volunteers who have a need to know, such as a mental health professional or the camp director.
- The leader should ensure that the Scout receives appropriate medical attention and support, such as by contacting emergency services or arranging for the Scout to speak with a mental health professional.
- The leader should follow up with the Scout to ensure that they are receiving ongoing support and that they feel safe.

Case Study 3: During a Scout camp, a Scout tells a leader that they have a medical condition that requires regular medication. The Scout asks the leader to keep the information confidential.

Guidelines and protocols:

- The leader should thank the Scout for coming forward and reassure them that they will do everything they can to ensure that the Scout receives appropriate medical care.
- The leader should explain to the Scout that they may need to share the information with other leaders or adult volunteers in order to ensure that the Scout's medical needs are met.
- The leader should document the information in a secure location and only share it with other adults who have a need to know, such as the camp nurse or medical officer.
- The leader should work with the Scout and their parents/guardians to ensure that the Scout has access to their medication and that it is administered safely and appropriately.
- The leader should follow any specific protocols or guidelines provided by the Scout's healthcare provider.



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