



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.

4.1.1.1. Nightliners must not share any personal information provided by a contact or details of call content with anyone outside of Nightline.

4.1.2. Any personal information of contacts and details on the content of calls recorded during calls must be destroyed at the end of each shift.

4.1.2.1. This includes Skype contact history.

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

4.1.4. Information on contacts and the content of calls recorded in the call slips may only be viewed by the Internal Coordinators and Secretary.

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

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

4.1.7. Nightliners cannot use the services of Norwich Nightline, though they may use the services of our sister Nightline. Our designated sister Nightline is Sheffield Nightline.

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 that they have intentions for, or have taken actions towards, the significant unlawful harm of others. This includes both physical and psychological harm, as well as harm towards our volunteers by service users.

4.2.1.2. When a contact reveals knowledge of or plans to commit acts of public terrorism that we believe to be of material benefit to authorities in preventing such act(s) of terrorism.

4.2.1.3. When a contact reveals that they have intentions for, or have taken actions/inactions towards, any such circumstance that would result in the neglect and/or abuse of a child.

4.2.1.4. When a contact reveals a genuine intent to take their own life (see Suicide Policy (Section 10) for more details).

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.

4.2.2.1. Nightliners should 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.

4.2.2.2. For this purpose, Nightliners may ask for and record any personal information given by a contact to call emergency services.

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

4.2.3.1. 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. The Nightline IM system is completely anonymous.

4.2.4. Telephone calls and the Nightline IM system are fully anonymised for any Nightliners on shift. However, in the event of an abuse of our service, Norwich Nightline's Committee reserves the right to take any and all appropriate steps to identify callers and to share these details with other relevant authorities. In the case that a report is passed to the police but Norwich Nightline decides not to pursue legal action, none of Norwich Nightline's policies shall prevent volunteers from pursuing legal action against a service abuser in a personal capacity should they wish to do so.

4.2.5. Norwich Nightline does not tolerate any abuse of our volunteers and will support them in matters of seeking help and further action against a contact if necessary.

10. Suicide Policy

As a peer support organisation, Nightline may receive calls 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 call.

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(s) involved to ascertain whether a contact is presenting a genuine intent to take their own life based on the content of the call. 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.

10.1.2. If a Nightliner ascertains that a contact is presenting a genuine intent to take their own life, Norwich Nightline does not require explicit consent from the contact to call emergency services on their behalf, given that the contact has provided sufficient information to do so. Norwich Nightline takes this stance because providing sufficient information to an anonymous service such as ours can be interpreted as indirect consent for emergency services to be called. However, whether they call emergency services is down to the discretion of the Nightliner(s) on shift.

10.2. Contacting Emergency Services

10.2.1. If the contact is a drop-in, Nightliners will alert Security via the panic button 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 call, 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 if they know the location of the contact.

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 call if Nightliners believe this line of questioning will not escalate the situation.

10.2.3.3. Nightliners may break confidentiality to determine the location of the contact 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, Security must be informed via the radio after the ambulance has been contacted. The ambulance must be directed to the Security Lodge, from where it will be escorted by Security to the relevant area.