**COOP PRE-PLACEMENT ASSIGNMENT**

**CONFIDENTIALITY IN THE WORKPLACE CASE STUDIES**

Define the word **CONFIDENTIAL:**

During the course of your coop placement you may hear or see things about clients, colleagues or the organization in general that are of a private matter. It is very important that private matters remain confidential. Disclosing confidential information about clients, colleagues or the organization could result in the loss of your coop placement and removal from the coop program.

Read each of the following case studies and answer the questions. Describe what the confidentiality issue is and write a detailed response of how you would deal with the issue.

**Case Study #1**

Louise had her coop placement at the Board of Education’s Computer Centre. She was learning to be a data-entry trainee. Louise was doing well at her placement and had receiv3ed excellent evaluations from her supervisor.

One day she was asked to assist in establishing a data bank that would include all teachers’ names, addresses, phone numbers, age, years of experience and salary level. The next day Louise told her English teacher she knew how old she was and how much money she earned.

**As a student, what do you think of Louise’s situation? How does this example breach confidentiality?**

**Case Study #2**

Joe’s coop placement is at the local bank branch as a teller trainee. When he started his placement, he was required to sign an oath of confidentiality. By signing his oath, he agreed that he would not reveal any information about customers accounts.

One day, while working with the bank’s loan officer, he discovered that his next door neighbour owed a large amount of money to the bank and he had fallen behind in his payments. If he does not make a payment within days, the bank will repossess his house which had been put up as collateral for the large loan.

A friend of Joe’s mother has been looking for a good buy on a house in their neighbourhood. This would be a great opportunity for Joe to help out his mother’s friend.

**What should he do?**

**Case Study #3**

Sandy’s coop placement is in a medical laboratory. She assists the lab technician when conducting pregnancy tests. Sandy discovered that one of the students in another class at her school is pregnant. Sandy rushed back to school and told her best friend. Eventually the story got back to the pregnant student and now she is in tears in the guidance office.

**If you were the coop student (Sandy), what consequences would you expect as a result of this incident?**

**Case Study #4**

An eighteen year old coop student has now been at her placement for four weeks. During that time, the employer has made some advances that she is not comfortable with. She had refused his offers to get a ride home after work and she has been offended by the employer’s rude remarks in front of other office staff. Her evaluations from him have been positive so far.

**What might the confidentiality issue be in this case? What should she do? What role does the coop teacher have in this situation?**

**Case Study #5**

Ann Marie is a coop student at the local daycare and she is really enjoying her work with the children. She has become extremely concerned though about one little girl who seems to have many unexplained cuts and bruises and who tends to be very fearful when approached by adults. Ann Marie is suspicious that the child is being mistreated at home. The child’s mother is a very good friend of the daycare supervisor.

**What might the confidentiality issue be in this case? What should Ann Marie do?**

**Case Study #6**

Jane is a teacher’s assistant in a grade 5 class. A group of students come to you complaining about their marks. They want to see the marks of other students in the class so they can compare.

**What is the confidentiality issue and how should Jane respond?**

**Case Study #7**

John goes into his supervisor’s office to hand in his log sheet and sees a notice of an upcoming layoff at the plant. During lunch, some of the workers are talking about rumours of a layoff and ask you if you have heard anything.

**How does John respond to his co-workers?**

**THE COOP STUDENT’S OATH OF CONFIDENTIALITY**

I promise to hold in confidence all matters that come to my attention as a cooperative education student. This includes materials from and about clients, matters regarding colleagues and other confidential information regarding the organization. I will respect the privacy of the people I serve, and confer appropriately with my supervisors. I will use, in a responsible manner, any information gained in the course of my placement.

Student’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_