

MODULE 11

Confidentiality & Ethics

Protecting People, Profession, and Purpose

Trust is the entire currency of peer support, and it can be spent in a single moment of carelessness. This module is about the ethical guardrails that protect the people you support, your profession, and the purpose behind this work.

Why This Module Matters

People will only be honest with you if they believe what they share is safe. This module makes clear what confidentiality actually means in a peer support role, where its limits are, and how to hold that line even when it's uncomfortable.

What You'll Walk Away With

You'll leave understanding exactly what you can and can't promise someone in terms of confidentiality, and how to explain those limits honestly before a conversation gets deep. You'll also learn how to navigate the gray areas that don't have easy answers.

What's Inside

Clear teaching on confidentiality, its limits, and the ethical responsibilities that come with the peer support role. Real scenarios that test where the lines actually fall. Guidance on when disclosure is required and how to handle it with care.

PRESENCE™ and ATTUNE™ in Practice

Ethical practice is part of how PRESENCE™ shows up responsibly. You can't offer someone your full presence if you're not honest with them about the boundaries of what you can keep private.

A Story You Might Recognize

A peer supporter learns partway through a conversation that his colleague is describing something that legally has to be reported. He doesn't panic or shut the conversation down. He's honest about what has to happen next, stays present through it, and the relationship survives because he was upfront from the start about what confidentiality does and doesn't cover.

Who This Is For

Peer support team members, coordinators, and supervisors. Chaplains and spiritual care providers. Fire and EMS, law enforcement, dispatch, and other public safety personnel. Leaders responsible for program integrity.

How We Ground This Work

This module draws on established ethical frameworks for peer support and helping relationships, along with legal and reporting realities that vary by role and jurisdiction.

Scope and Safety

Confidentiality has limits, especially around safety concerns, and this module doesn't override your agency's policy or applicable law. Always defer to those requirements when they apply.

Where This Leads

This module protects the trust built in every other part of the peer support track, and it's foundational to running a program people can actually rely on.

Learn the skill. Practice the encounter. Become the presence your people can trust.