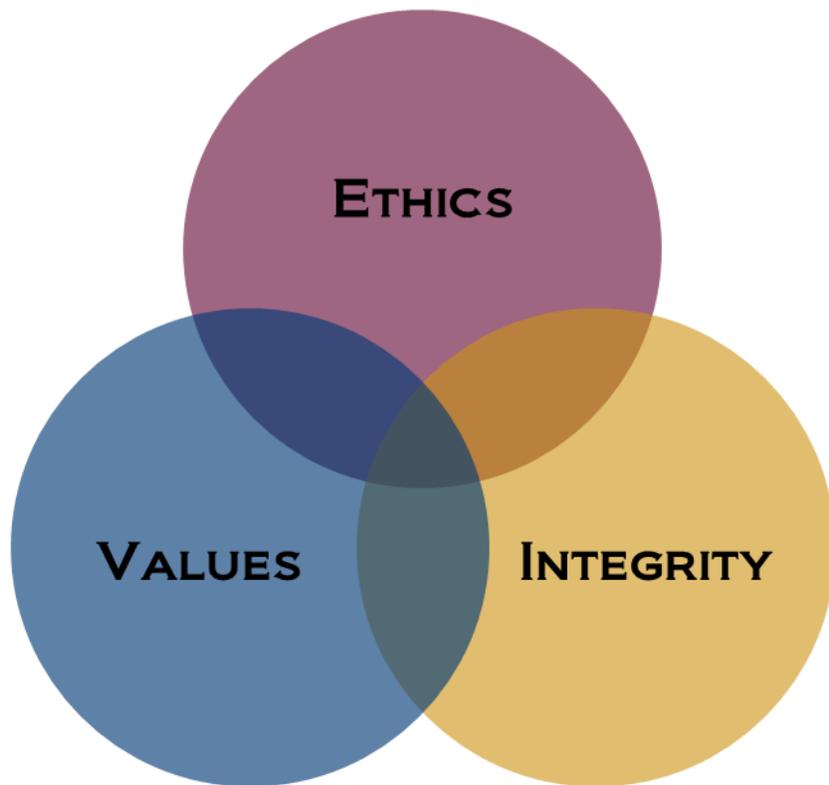


Code of Conduct

Confidentiality Trainee Workbook



This is one of two modules that are part of the Code of Conduct training series for local agency staff. Code of Conduct focuses on WIC Program requirements regarding Confidentiality and Conflict of Interest for local agency employees that work with WIC participants and authorized vendors.

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Agenda

1. Welcome and Introductions
2. Warm-Up Activity, Review of Agenda and Objectives
3. Definition of Confidentiality
4. Location and Appropriate Disposal of Confidential Information
5. Putting It into Practice
6. Closing Remarks and Evaluation

Objectives

At the end of this training, trainees will be able to:

- Identify what information is considered confidential by WIC
- Evaluate work processes and environments where confidential information is present
- Understand WIC and local agency policies regarding storage and disposal of confidential information
- Evaluate and respond to situations that involve confidential information

Activity 1

Information: Confidential or Not?

Information	Confidential	Not
Applicant or Participant Name		
Applicant or Participant Address		
Applicant or Participant Medi-Cal Status		
Participant Medical information		
Enrollment as a WIC Participant		
WIC Employee Name		
WIC Employee Social Security Number		
WIC Staff Employment History		
WIC Employee Work Telephone Number		
Store Name		
Store Address		
Store Telephone Number		
Store Website or Email Address		
Authorization Status		
LVL Technical Assistance Results		

Confidential WIC Information in the Workplace

Where in your office would you expect to find confidential WIC information?

What is your local agency's policy about storing confidential information?

What is your local agency's policy about disposing of confidential information?

Activity 2

Confidentiality Scenarios

SCENARIO #1



SCENARIO #2



SCENARIO #3



SCENARIO #4



SCENARIO #5





California WIC Program Code of Conduct: Confidentiality Training Evaluation

Date: _____ **Agency:** _____

The California WIC Program strives to improve the quality of our trainings. Please take a few moments to give us feedback by completing the following evaluation.

Instructions: Using the following scale, circle the number that best describes your rating for each statement.

<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Agree</u>	<u>Strongly Agree</u>
1	2	3	4

COURSE DESIGN & MATERIALS

The purpose of the training was clear.	1	2	3	4
The training was related to my job.	1	2	3	4
The training materials were useful.	1	2	3	4
The training held my interest.	1	2	3	4
I can apply the skills I learned to my job.	1	2	3	4
I would recommend this training to others.	1	2	3	4

TRAINER

The trainer was knowledgeable.	1	2	3	4
The trainer demonstrated professional training skills.	1	2	3	4
The trainer encouraged interaction.	1	2	3	4
The trainer used time effectively.	1	2	3	4

(Over)

Evaluation Continued

- 1. What was the most useful part of this training?**

- 2. On what topic(s) would you like more information?**

- 3. Please list at least one idea you will be able to use in your job as a result of attending this training.**

- 4. What suggestions do you have to improve the effectiveness of this course?**

- 5. Please share any additional comments you may have.**

Thank you for your feedback!