# Rehearsed Responses to Requests for Confidential Information

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| **Possible Request** | **Possible Responses** |
| “I heard you’re working with... Is that family as demanding as everyone says?”  | “I’m a DI Assistant with the Community Centered Board (CCB). I can’t talk about children and families that way.”or“DI Assistants aren’t allowed to discuss children and their families with others, sorry.” |
| “Who’s the funny looking kid that flaps his hands all the time?”  | “A child’s information is confidential to everyone but his parents and DI Assistant.”or“Sorry, I can’t talk about children outside of the CCB.” |
| “What’s the scoop on Gail, I heard her husband…?”  | “Gail’s my colleague as well as my friend. I can’t discuss her private life.” |
| “What’s wrong with Suzanna?”  | “A child’s information is protected by law. I’d be breaking the law if I spoke about any child I provide services for outside of the CCB.” |
| “I heard Jason is doing better with that new physical therapist.”  | “Jason’s progress is confidential. It is unprofessional for me to discuss it.” |
| “Is Tanya receiving early intervention services?” | “Services that children receive are a confidential matter. We’re not allowed to speak about children’s services outside of the CCB.” |