Aware Confidentiality, Safeguarding & Risk Management Policy

Confidentiality is very important to Aware and those availing of our services. Information provided by service users is to be kept confidential, except in specific circumstances where there is a risk to self or other.

Risk occurs when an individual expresses a statement or statements of risk i.e. of intent to die by suicide or to cause harm to another person.

Risk arises:
- When a person has immediate plans to die by suicide.
- When a person has immediate plans to harm others.
- When there is information that a child is at risk of, or has in the past been subjected to, harm/abuse/neglect.

Procedures for Volunteers/Training Partners/Staff to follow

1) Where a person has immediate plans to die by suicide or plans to harm others.
   It is important to differentiate between thoughts of suicide and an immediate plan to die by suicide. In this regard, immediate means directly after the current interaction (meeting, call, programme, email).

Volunteer/Training Partner/Staff will:
   a) Report to Emergency Services as soon as possible (Local Garda Station or 999/112) – inform emergency services of who you are, what the issues are (that an individual is at risk of dying by suicide or of causing harm to another person) and that you are following Aware Policy.
   b) Report situation to the Designated Liaison Person (DLP) so Aware can ensure the case is properly documented and, if appropriate, reported to TUSLA.

2) Where there is information that a child is at risk of harm/abuse/neglect.
   Volunteer/Training Partner/Staff will:
   a) Where possible, obtain relevant contact/identifying details of individual sharing and that of the child and alleged perpetrator.
   b) Report to the Emergency service – (Local Garda Station or 999/112) - inform emergency services of who you are, what the issues are and that you are following Aware Policy.
   c) Report situation to the Designated Liaison Person (DLP) so Aware can ensure the case is properly documented and if appropriate reported to TUSLA.

3) Where there is information that a child has in the past been subjected to harm/abuse/neglect (Retrospective/Historic Abuse).
   Volunteer/Training Partner/Staff will:
   a) Where possible, obtain relevant contact/identifying details of the individual and the alleged perpetrator.
   b) Report situation to Designated Liaison Person (DLP) so Aware can ensure the case is properly documented and if appropriate reported to TUSLA.

Aware Contact Person for Dealing with Issues of Confidentiality, Safeguarding and Risk Management

Primary contact for Volunteers/Training Partners/Staff:
Designated Liaison Person (DLP): Emma Barnes (01 661 7211 Monday to Friday 9am to 5pm)

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Documenting Procedures:
Volunteer/Training Partner/Staff must log details of issues Relating to Limit of Confidentiality, Safeguarding and Risk Management through the Volunteer Area under Reporting – Confidentiality, Safeguarding and Risk Management Reporting Form.

Aware's Responsibility:
- DLP will monitor and report concerning information to TUSLA where appropriate.
- Guide Volunteers/Training Partners/Staff if issues arise when completing the Online Reporting Form.

Reviewed by:

Brid O'Meara
Director of Services

Dominic Laydan
Chief Executive Officer

Dr. Andrea Higgins,
Clinical Director

Date: 1/4/2019.

V 5 March 2019