

Aware Confidentiality & Risk Management Policy

Confidentiality is very important to Aware. Information provided by people who avail of Aware's services and programmes service users is to be kept confidential, except in specific circumstances where there is a risk to self or other.

Risk arises:

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

** A Vulnerable Person considered to be 'an adult who may be restricted in capacity to guard himself / herself against harm or exploitation or to report such harm or exploitation. Restriction of capacity may arise as a result of physical or intellectual impairment', (Safeguarding Vulnerable Adults at Risk of Abuse: National Policy and Procedures. Incorporating Services for Elder Abuse and for Persons with a Disability 2014:3)*

Procedures for Volunteers/Training Partners/Staff to follow, having distinguished between suicidal ideation (i.e., thoughts about suicide) and immediate intent to die by suicide.

1) Where a person has immediate plans to die by suicide or plans to harm others.

Volunteer/Training Partner/Staff will:

- a) Where possible, obtain relevant contact/identifying details of the individual making the disclosure.
- b) Report to Emergency Services - (999/112 or Local Garda Station) – inform Emergency Services who you are, what disclosures have been made (that an individual is at risk of dying by suicide or of causing harm to another person) and that you are following Aware Policy.
- c) Report disclosure to the Designated Liaison Person (DLP) through the online form so Aware can ensure the case is properly documented and, if appropriate, reported to TUSLA or HSE.

2) Where there is identifiable information that a child or a vulnerable adult is currently at risk of harm/abuse/ neglect.

Volunteer/Training Partner/Staff will:

- a) Where possible, obtain relevant contact/identifying details of the individual making the disclosure, that of the child/children or vulnerable adult at risk and alleged perpetrator(s).
- b) Report to the Emergency Service – (999/112 or Local Garda Station) - inform Emergency Services who you are, what disclosures have been made and that you are following Aware Policy.
- c) Report disclosure to the Designated Liaison Person (DLP) through the online form so Aware can ensure the case is properly documented and if appropriate reported to TUSLA or HSE.

3) Where there is identifiable information that an adult has been harmed/abused/neglected retrospectively (as a child, under 18 years).

Volunteer/Training Partner/Staff will:

- a) Where possible, obtain relevant contact/identifying details of the individual making the disclosure, any child/children currently at risk of harm/abuse/neglect and the alleged perpetrator(s).
- b) Report disclosure to Designated Liaison Person (DLP) through the online form so Aware can ensure the case is properly documented and if appropriate reported to TUSLA.

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

Primary contact for Volunteers/Training Partners/Staff:

- Designated Liaison Person (DLP): Dr. Emma Barnes (During office hours: 01 6617211 and confidentiality@aware.ie)

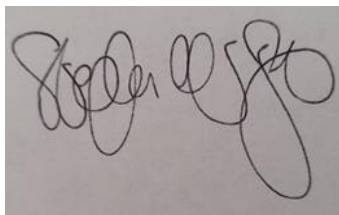
Documenting Procedures:

Volunteer/Training Partner/Staff must log details of disclosures relating to limits of Confidentiality and Risk Management through the **Volunteer Area** under **Online Forms – Confidentiality and Risk Management Policy**.

Aware's Responsibility:

- DLP and/or Director of Services will monitor and report concerning information to TUSLA/HSE and/or An Garda Síochána where appropriate.
- Guide Volunteers/Training Partners/Staff if disclosures arise when completing the Online Form.

Reviewed by:



Stephen McBride
Director of Services



Dominic Layden
Chief Executive Officer

Claire Hayes

Dr. Claire Hayes,
Clinical Director

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