



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 other. In this regard, immediate means directly after the current interaction (meeting, call, programme, email).

- Contact your LSO coordinator as soon as possible, the LSO coordinator will communicate directly with the client.
- Fill out the online form in the Volunteer Area of the Aware website, so that the information can be forwarded to the Gardaí and TUSLA or HSE by the Designated Liaison Person (DLP), if appropriate.
- Do not refer to this process in the client's next review, this will be explained by the LSO coordinator.
- If the client comments on the communication received from the LSO Co-ordinator the supporter should then acknowledge this.

2) 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.

This policy is in place so we can all work together in our community to protect children and vulnerable adults at risk of abuse/harm/neglect.

2.1) Where there is identifiable information that a child or a vulnerable adult is at risk of harm/abuse/neglect. Identifiable information includes, name and contact details of service user, some identifying details of the alleged abuser and any details of the person at risk of abuse. Volunteer will:

- Call 999 / 112– dialling 999/112 is the best and safest way to support the person. Ask for the ambulance service and explain your emergency, who you are and give whatever identifiable information you have.
- Fill out the online form in the Volunteer Area of the Aware website, so that the information can be forwarded to the Gardaí and TUSLA or HSE by the Designated Liaison Person (DLP), if appropriate.
- Do not refer to this process in the client's next review, this will be explained by the LSO coordinator.
- If the client comments on the communication received from the LSO Co-ordinator the supporter should then acknowledge this.

2.2) Where a disclosure has been made that a child or vulnerable adult is at risk of harm/abuse/neglect, but there are no identifying details to report. Volunteer will:

- Contact your LSO coordinator as soon as possible, the LSO coordinator will communicate directly with the client.
- Fill out the online form in the Volunteer Area of the Aware website, so that the information can be forwarded to the Gardaí and TUSLA or HSE by the Designated Liaison Person (DLP), if appropriate.
- Do not refer to this process in the client's next review, this will be explained by the LSO coordinator.
- If the client comments on the communication received from the LSO Co-ordinator the supporter should then acknowledge this.
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2.3) Where a disclosure has been made that an adult has been harmed/abused/neglected retrospectively (as a child, under 18 years). Volunteer will:

- Contact your LSO coordinator as soon as possible, the LSO coordinator will communicate directly with the client.
- Fill out the online form in the Volunteer Area of the Aware website, so that the information can be forwarded to the Gardaí and TUSLA or HSE by the Designated Liaison Person (DLP), if appropriate.
- Do not refer to this process in the client's next review, this will be explained by the LSO coordinator.
- If the client comments on the communication received from the LSO Co-ordinator the supporter should then acknowledge this.

Designated Liaison Person:

- Designated Liaison Person (DLP): The Designated Liaison Person can be contacted via the main Aware office on 01 – 661 7211 or via email confidentiality@aware.ie (during office hrs only)
- Please note that a Designated Liaison Person (DLP), who is a member of staff, has been appointed by the Board to take responsibility for reporting child protection or vulnerable adult concerns to TUSLA/HSE and to act as the liaison person for reported incidents to the Gardaí.

Additional Points:

- Familiarise yourself regularly with the Aware Confidentiality and Risk Management Policy, always have a hard copy at the ready.
- The volunteer is responsible for informing the DLP of concerning information. The volunteer does not have responsibility for what, if any, information is sent to TUSLA or HSE nor what follow up or steps are taken by TUSLA or HSE.
- Volunteers are encouraged to practice self-care techniques. If additional support or advice is required, contact your service manager.