



**Adult Safeguarding
Policy & Procedures
of the
URSULINE SISTERS
of the
ROMAN UNION
Ireland Wales Province**

FOREWORD

The Ursuline Sisters, Ireland Wales Province are committed to promoting the safety, wellbeing, and protection of adults at risk in their ministries and communities, and take all concerns, allegations, and disclosures of abuse very seriously. Safeguarding adults is the responsibility of each one of us, and all sisters and employees are called upon to embrace this commitment.

The Ursuline Sisters accept responsibility to develop awareness of the issues that can cause harm to adults at risk of abuse, and to deal consistently and effectively with any suspicions, allegations, or instances of abuse, which may arise.

This *“Adult Safeguarding Policy & Procedures Policy”* document is a guide to best practice, to be followed and implemented by all sisters and employees within the Province.



Sr. Anne-Marie Dixon
Provincial

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Adults at Risk Policy & Procedures

Preamble

Each person is created in the image and likeness of God and has an intrinsic dignity. As Ursulines St. Angela asks that we be respectful of all and to insist on the dignity and respect required for a person to reach his/her true potential. (Counsels, Prologue 3, 7).

Saint Angela encouraged us to be full of concern for those entrusted to our care, *“To guard them and watch over them as most vigilant shepherds”*.
(Counsels, Prologue)

We categorically state that all abuse of a vulnerable person is wrong.

We are committed to creating and maintaining an environment that is safe, respectful, supportive, nurturing and caring for all people, especially vulnerable people.

The writings of St. Angela to her followers are imbued with the spirit of care, love, and respect for the individual which became the hallmark of her Company, nor does she neglect in her Rule a special mention of the care of the ill and the elderly.

If any sisters are too old to look after themselves, let them be helped and served like true spouses of Jesus Christ. (Rule: Chap. X1)

Our Safeguarding Mission

As part of the Catholic Church in Ireland the Ursuline Sisters aim to ensure that all ministry carried out with adults is safe. We want everyone involved in our ministry to feel welcome and to be treated in a way that values and respects their dignity as human beings. We will ensure that all personnel involved in ministry with adults understand how to minister safely and to respond appropriately to adult safeguarding concerns.

Scope

This policy applies to communities of the Ursuline Sisters in the Ireland/Wales Province of the Roman Union, and all staff of Ursuline Communities in Ireland.

If a member of the Ursuline Sisters is notified of adult at risk concerns and is working or ministering in external settings, she/he should follow the adult safeguarding procedures of the setting in which she/he are working.

Who are Vulnerable Adults or Adults at Risk and in need of protection?

In the Republic of Ireland, the focus of current legislation is on defining vulnerable adults based on physical or mental disability.

The definition is provided across two pieces of legislation with very subtle differences between the two. The National Vetting Bureau (Children and Vulnerable Persons) Acts 2012-2016 defines a vulnerable person as:

‘A person other than a child who:

- (a) is suffering from a disorder of the mind, whether because of mental illness or dementia,
- (b) has an intellectual disability,
- (c) is suffering from a physical impairment, whether because of injury, illness or age, or

- (d) has a physical disability, which is of such a nature or degree—
 - (i) as to restrict the capacity of the person to guard himself or herself against harm by another person, or
 - (ii) that results in the person requiring assistance with the activities of daily living including dressing, eating, walking, washing, and bathing.¹

A similar definition is put forward in the Criminal Justice (Withholding of Information of Offences Against Children and Vulnerable Persons) Act 2012

‘A person (including, insofar as the offences specified at paragraph 8 of Schedule 2 are concerned, a child aged 17 years old)-

(a) who

- 1) is suffering from a disorder of the mind, whether as a result of mental illness or dementia, or
- 2) has an intellectual disability, which is of such a nature or degree as to severely restrict the capacity of the person to guard himself or herself against serious exploitation or abuse, whether physical or sexual, by another person, or

(b) who is suffering from an enduring physical impairment or injury which is of such a nature or degree as to severely restrict the capacity of the person to guard himself or herself against serious exploitation or abuse, whether physical or sexual, by another person.²

Canon Law

The substantive norms issued as part of SST (Sacramentorum Sanctitatis Tutela) do not use the term vulnerable person. However, under Article 6 it sets out that a person “*who habitually has the imperfect use of reason is to be considered equivalent to a minor*”³

VOS Estis lux mundi (VELM) expands on this definition and uses the phrase vulnerable person, which it defines as:

*“Any person in a state of infirmity, physical or mental deficiency, or deprivation of personal liberty which, in fact, even occasionally, limits their ability to understand or to want or otherwise resist the offence”.*⁴

Gospel Values

The protection of minors and adults is an integral part of the Gospel message that the Church and all its members are called to proclaim throughout the world. ‘We all have the duty to welcome openheartedly minors and vulnerable persons and to create a safe environment for them, with their interests as a priority’.⁵

There are many rich Gospel messages highlighting the importance of this ministry, for example - this is made clear in the Gospel of Matthew when it states, ‘*As you did it to one of these, the least of my brethren, you did it to me*’ (Mt 25:40).

¹ National Vetting Bureau (Children and Vulnerable Persons) Acts, 2012-2016, Republic of Ireland, Article 2.

² Criminal Justice (withholding of Information of Offences Against Children and Vulnerable Persons), 2012, Republic of Ireland, Article 1.

³ Congregation for the Doctrine of the Faith (2010) Substantive Norms of Sacramentorum Sanctitatis Tutela. Vatican City: Libreria Editrice Vaticana, Article 6

⁴ Pope Francis (2019) Vos estis lux mundi. Vatican City: Libreria Editrice Vaticana, Article 2 (b)

⁵ Pope Francis (2019) Apostolic Letter issued Motu Proprio by the Supreme Pontiff Francis on the Protection of Minors and Vulnerable Persons.

Inspired by these Gospel teachings we aim to uphold the divine example set by Jesus in our ministry with all adults.

Human Rights Approach

The principles of human rights in Ireland are contained within several key pieces of legislation on both sides of the border. These include:

Republic of Ireland

- The Irish Constitution, 1937.
- The European Convention on Human Rights Act, 2003.
- The Charter of Fundamental Rights of the European Union, 2000.
- The Equal Status Act 2000-2015
- The Irish Human Rights and Equality Commission Act, 2014.
- Assisted Decision Making and Capacity Act (2015)

While all the articles are interlinked and interdependent, a few key articles are important to consider in relation to adult safeguarding. These are outlined internationally under the FREDA Principles:

Fairness

The implication of this principle in relation to safeguarding touches on the area of recognising and responding to abuse but also in terms of gaining consent for Church related activities. The important principle here is that adults can give or withhold their consent freely and without pressure. There are principles in legislation in both jurisdictions in Ireland, which make it mandatory to report certain offences in relation to adult safeguarding. However, understanding whether an allegation meets a threshold is not always straightforward, for example an older person living alone might be considered vulnerable but still retains capacity to make decisions or act for themselves. However, someone with a disability who is being abused, may not have capacity to make decisions regarding intervention.

The important thing is the need to find a balance between protecting people from harm and respecting their personal autonomy through informed consent.

In situations where there is any adult safeguarding concern, it is important to seek advice.

Respect

Closely linked to the principle of fairness, respect requires that people should be communicated with, listened to, and respected, regardless of their impairment or lack of capacity.

Equality

In treating people with respect, this must also include a need to ensure equality in all safeguarding actions, ensuring that people are not discriminated against. This is underpinned by Vos estis lux mundi, to ensure that when allegations are made, they are taken seriously and not dismissed due to perceptions about the person.

Dignity

The concept of dignity has been highlighted in recent communications from Pope Francis as an area that needs continual work. Upholding human dignity restricts damaging practices such as perpetuating unhelpful attitudes and stereotypes, breaching privacy and personal data unnecessarily and making complainants feel let down by safeguarding systems and practices designed to protect.

Autonomy

Linked closely to the principle of fairness, is the understanding that in terms of adult safeguarding the person is presumed to have capacity from the outset, even if that decision may seem unwise. If a person is deemed to lack capacity (after consultation with the appropriate statutory agency) any action taken must be done in such a way as to limit a negative impact on their human rights.

Adult Safeguarding Pledges

Gospel values and a human rights-based approach are the foundations upon which adult safeguarding is built. These foundations are summarised under five pledges:

1. Ensuring a safe and welcoming environment

Ursuline Sisters will put in place appropriate and relevant processes that will ensure that risk is assessed and managed.

We will work to raise awareness of adult safeguarding issues in our communities and in line with best practice.

2. Responding to Adult Safeguarding Concerns

Ursuline Sisters will work with appropriate statutory agencies to act in line with the legislation and guidance on consent and capacity if a person alleges that they have suffered:

- **Physical abuse** includes hitting, slapping, pushing, kicking and misuse of medication, restraint, or inappropriate sanctions.
- **Sexual abuse** includes rape and sexual assault, or sexual acts to which the vulnerable person has not consented, or could not consent, or into which he or she was compelled to consent.
- **Psychological abuse** includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks.
- **Financial or material abuse** includes theft, fraud, exploitation, pressure in connection with wills, or the misuse or misappropriation of possessions or benefits.
- **Institutional Abuse** may occur within residential care and acute settings including nursing homes, and any other in-patient settings, and may involve poor standards of care, rigid routines and inadequate response to complex needs.
- **Neglect and acts of omission** includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life such as medication, adequate nutrition, and heating.

- **Discriminatory abuse** includes ageism, racism, sexism, that based on a person's disability, and other forms of harassments, slurs, or similar treatment.
- **Online abuse** includes behaviour that has a threatening, intimidating, harassing or a humiliating effect on a person.
- **Digital abuse** may occur when someone monitors, stalks, harasses, threatens, controls, or impersonates another person using technology.

In safeguarding adults, it is important to recognise that a decision about taking any action should only be taken with the explicit and informed consent of the adult. This will depend on the person's capacity to give consent. Action may be taken where consent is withheld if there is a concern about the safety of the person and where it is in line with legislation to do so e.g. knowledge of a crime.

Anyone who brings any concern regarding adult safeguarding will be responded to sensitively, respectfully, actively and in a timely manner.

3. Caring for Complainants

Complainants will be offered support to empower them to attempt to deal with the consequences of the abuse on their lives.

4. Ensuring a just and fair response for those who are accused.

Those who have been accused of adult abuse will be subject to a fair and just system of inquiry, in line with civil law and where appropriate canon law.

5. Providing Clear Leadership and Accountability

Ursuline Sisters will be accountable in adult safeguarding:

- through working with statutory authorities, complainants, and respondents.
- Putting in place relevant training and support to promote competency and accountability.
- Developing transparent systems of accountability to ensure this policy is implemented and monitored locally.

6. Implementation If you witness the abuse of a vulnerable adult or such abuse is made known to you, you have a responsibility to make it known to community and provincial leadership.

Recognising Abuse

Abuse can be difficult to identify and may present in many forms. No one indicator should be seen as conclusive of abuse. It may indicate conditions other than abuse. All signs and symptoms must be examined in the context of the person's situation and family circumstances.

All personnel need to be aware of circumstances that may leave an adult at risk open to abuse and must be able to recognise the possible early signs of abuse. They need to be alert to the demeanour and behaviour of adults who may become vulnerable and to the changes that may indicate that something is wrong. It must not be assumed that an adult with a disability or an older adult is necessarily vulnerable; however, it is important to identify the added risk factors

that may increase vulnerability. People with disabilities and some older people may be in environments or circumstances in which they require safeguards to be in place to mitigate against vulnerability which may arise. As vulnerability increase responsibility to recognise and respond to this increases.

Barriers to disclosure may occur due to some of the following:

- A lack of awareness that what they are experiencing is abuse.
- A lack of clarity as to whom they should talk.
- Lack of capacity to understand and report the incident.
- Fear of an alleged abuser
- Ambivalence regarding a person who may be abusive.
- Fear of upsetting relationships
- Shame and/or embarrassment

All staff should be aware that safeguarding adults at risk is an essential part of their duty. Staff must be alert to the fact that abuse can occur in a range of settings and therefore must make themselves aware of the signs of abuse and the appropriate procedures to report such concerns or allegations of abuse. Abuse can take place anywhere. Anyone who has contact with adults at risk may be abusive, including a member of their own family, community or a friend, health care or other worker.

Complaints

The appropriate handling of complaints is an integral part of good governance and risk management. Proper and effective complaint handling procedures should be in place. Complaints procedures provide an opportunity to put things right. Complaints are best dealt with through local resolution where the emphasis should be on achieving quick and effective resolutions to the satisfaction of all concerned. Vulnerable adults may need support to use a complaints procedure. All staff must inform the appropriate authority immediately. All cases of alleged or suspected abuse must be taken seriously.

Designated Liaison Person /Safeguarding Manager

The Designated Liaison Person/Safeguarding Manager will be responsible for:

- Receiving concerns or allegations of abuse regarding vulnerable adults
- Collating basic relevant information
- Ensuring the appropriate authority is informed.
- Ensuring all reporting obligations are met.
- Supporting the appropriate authority and other personnel in addressing the issues arising.
- Maintaining appropriate records.

All concerns /reports of abuse must be immediately notified to the Designated Liaison Person/ Safeguarding Manager.

Designated Liaison person/ Safeguarding Manager for Province:

Name: Cleo Yates

Mobile: 087 3553024

Email: rustinesafeguarding@gmail.com

Confidentiality

All information regarding concern for adults at risk should be shared on a 'need to know' basis in the interests of the person concerned. Staff should not give any undertakings regarding confidentiality.

Data/Information

Information regarding allegations of abuse cannot be received with a promise of secrecy. A legal obligation to report exists (Criminal Justice - Withholding of Information on Offences Against Children & Vulnerable Persons Act 2012). A person providing such information should, as deemed appropriate, be informed that disclosures of information to appropriate others can occur if:

- A vulnerable adult is the subject of abuse and/or
- The risk of further abuse exists and/or
- There is a risk of abuse to another vulnerable adult(s) and/or
- There is reason to believe that the alleged person causing concern is a risk to themselves.

All personnel must be aware that the failure to record, disclose and share information in accordance with this policy is a failure to discharge a duty of care. In making a report or referral, it is essential to be clear whether the vulnerable adult is at immediate risk of abuse and if this is the case, it is essential to outline the protective measures taken.

Records

It is essential to keep detailed and accurate records of concerns or allegations of abuse and of any subsequent actions taken.

Steps to be taken on the same day when concerns come to light are:

The following are key responsibilities and actions for anyone who has/have a concern in relation to the abuse or neglect of an adult at risk of abuse.

I. Take Immediate Action to Protect

Take immediate actions to safeguard anyone at immediate risk of harm including seeking, for example, emergency medical assistance or the assistance of An Garda Síochána, as appropriate.

II. Listen, Reassure and Support

If the adult at risk of abuse has made a direct disclosure of abuse or is upset and distressed about an abusive incident, listen to what he/she says and ensure he/she is given the support

needed. It is important to engage with the adult in their preferred communication method. Advise the adult of the concern as you understand it and always seek to ascertain his/her will and preference.

III. Report & Inform

For all concerns of abuse of adults at risk of abuse the Safeguarding Manager/DLP must be notified of the concern on the same day, with a clear written record to be completed without delay. The Safeguarding Manager/DLP will refer any concern of abuse of an adult at risk of abuse to the HSE Safeguarding and Protection Team and/or An Garda Síochána.

If the person allegedly causing the concern is a staff member, or a member of the province then the Provincial must additionally be informed as well as the Safeguarding Manager. The Safeguarding Manager will refer any concern of abuse of an adult at risk of abuse to the HSE Safeguarding and Protection Team and/or An Garda Síochána. The Ursuline Sisters will cooperate with the HSE Safeguarding and Protection Team and/or An Garda Síochána.

If a Sister, who may be an adult at risk of abuse, receives services from the HSE, a Private Provider or Contractor and a cause for concern arises regarding the sister in relation to a staff member the Safeguarding Manager will inform and report the matter to the Safeguarding Coordinator of the Employee's organisation. However, the safeguarding manager is required to be kept informed, because of necessity, regarding decisions and outcomes in respect of the safeguarding and protection plan.

IV. Response to Possible Crime

Where there is a concern that a criminal offence may have taken place, or a crime may be about to be committed, contact An Garda Síochána immediately.

V. Record and Preserve Evidence

Preserve evidence through recording and take steps to preserve any physical evidence (if appropriate).

If the safeguarding adult concern also raises a concern over the safety or welfare of a child TUSLA and/or An Garda Síochána must be notified, in accordance with the Children First National Guidance for the Protection and Welfare of Children.

Follow Up Actions

As soon as possible on the same day, make a detailed written record of what you have seen, been told, or have concerns about, and who you reported it to. Where possible try to make sure anyone else who saw or heard anything relating to the concern of abuse also makes a written report.

The written record should include details of:

- ✚ When the disclosure was made, or when you were told about/witnessed this incident/s.
 - ✚ Who was involved and any other witnesses, including other adults at risk of abuse and staff.
 - ✚ Exactly what happened or what you were told, using the person's own words, keeping it factual and not interpreting what you saw or were told.
 - ✚ Any other relevant information, for example previous incidents that have caused you concern.
- ✚ Remember to:
- Include as much detail as possible.
 - Make sure the written account is legible and of a photocopiable quality.
 - Make sure you have printed your name on the report and that it is signed and dated.
 - Keep all records confidential, storing them in a safe and secure place until needed.

The Safeguarding Manager/DLP must ensure the care, safety, and protection of the adult at risk of abuse and any other adults potentially at risk, where appropriate. He/she must check with the person reporting the concern as to what steps have been taken (as above) and initiate any other appropriate measures.

The Safeguarding Manager will refer any concern of abuse to the HSE Safeguarding and Protection Team, who will take referrals directly from the public, within one working day. The Safeguarding and Protection Team will conduct the Safeguarding Initial Assessment (SIA) and safeguarding planning, where a person has no assigned health or social care professional.

If a complaint or allegation of abuse concerns an employee, the Provincial will invoke the relevant HR policies and procedures which apply without delay to ensure that the employee is afforded due process.

If a complaint or allegation of abuse concerns a Sister/member of the Province, the Provincial will invoke the relevant procedures which will be applied without delay, and it is a separate process from the taking of any timely safeguarding measures that may be necessary for the safety and welfare of the adult.

RECORDING

It is important that all concerns or allegations of abuse including the risks and risk-reducing measures are recorded and kept under review. Some degree of risk-taking is an essential part of fostering independence. In a culture of positive risk taking, risk assessment should involve everyone affected, including adults, sisters, and employees.

RESPONDING TO DISCLOSURES OF ABUSE

In situations where an adult discloses abuse, it is important that Sisters, and Employees respond appropriately and in accordance with the following guidelines:

Do

- ✚ Stay Calm
- ✚ Listen and hear
- ✚ Express concern and sympathy about what has happened
- ✚ Reassure the person – tell her that she did the right thing in telling you
- ✚ Let the person know that the information will be taken seriously and give information about what will happen next
- ✚ If urgent medical help is required, call 999
- ✚ Ensure the immediate safety of the person
- ✚ Be aware that forensic evidence might be needed
- ✚ Record what you have seen or what you have been told in writing, and include as much detail as possible
- ✚ Date and sign the report
- ✚ Report the matter to the Safeguarding Manager /DLP on the same day.
- ✚ Act without delay.

Do Not

- ✚ Stop someone disclosing to you
- ✚ Appear shocked or display negative emotions
- ✚ Promise to keep secrets
- ✚ Press the person for more details or make them repeat the story
- ✚ Make judgements
- ✚ Give sweeping reassurances
- ✚ Gossip about the disclosure or pass any information about this to anyone who does not have a legitimate need to know
- ✚ Contact the alleged abuser
- ✚ Attempt to investigate yourself
- ✚ Leave details of your concern on a voice mail or by email
- ✚ Delay in reporting the matter.

ROLE OF SAFEGUARDING MANAGER /DESIGNATED LIAISON PERSON

The safeguarding manager is responsible for managing all concerns, allegations and complaints of actual or suspected abuse in relation to adults. In addition, the safeguarding manager will provide information and support to personnel in relation to safeguarding issues.

When the safeguarding manager receives information about harm/abuse of an adult at risk of abuse, they will act promptly and in accordance with agreed procedures. They will inform the provincial leader and without delay will:

- Ensure that the adult at risk of abuse is not in imminent danger and that any medical or police assistance required has been obtained
- Determine whether the concern is of a safeguarding nature. This may involve gathering of the information but not investigating.

If the concern is a concern of abuse to an adult at risk of abuse, the safeguarding manager will report the matter to the HSE Safeguarding and Protection Team and/or An Garda Síochána on the same day

If the concern is considered not to be a concern of abuse, there is no requirement to refer to a statutory authority. A confidential record will be kept of the concern raised, the action taken and the reasons for not referring to the civil authorities.

The Ursuline Sisters recognise that the welfare of the adult is the paramount concern. Therefore, those dealing with such allegations will do so sensitively and will act in a careful and measured way.

1. Where there is doubt or uncertainty the safeguarding manager will consult with the Province leader, and if necessary, the relevant statutory agencies.
2. Where a discussion has taken place and it is decided that a referral should not be made to a statutory agency, this will be recorded, and the file will be stored securely. This is important in case concerns are raised in the future which, when taken together, indicate that an adult is being harmed and protective action is required.
3. In situations where advice of the statutory agency was sought and where they consider the concern to be of a safeguarding nature a formal written referral will always be made by the safeguarding manager.
4. The safeguarding manager will be available as required to assist the investigation/inquiries undertaken by the statutory agencies.

Vetting

All staff shall be Garda vetted **prior** to commencement of employment.

Intimate Care

All Ursuline personnel shall respect the privacy and dignity of all persons, including adults at risk. Ursuline personnel shall only provide intimate care when it is acceptable to all persons concerned. It is very important for staff to introduce themselves, explain who they are, what they are doing and why they are doing it. Communication is essential so that misinterpretations do not occur. Adults should not be uncovered unnecessarily during intimate care. All Sisters/Staff shall knock on toilet and bathroom doors and wait a reasonable time for a response before entering.

Notification

a) **An Garda0 Síochána** must be informed if it is suspected that the concern or complaint of abuse may be criminal in nature.

B) **HSE Good Faith Reporting** the HSE has a Good Faith Reporting Policy for employees who do not wish to make a protected disclosure.

c) **Protected Disclosures** the Protected Disclosures Act 2014 provide for the making of protected disclosures

d) **Whistleblower Policy** Where there is consistent malpractice or failure to take steps to remedy a situation, it may be necessary to avail of the whistleblower policy.

Criminal Justice (Withholding of Information on Offences Against Children and Vulnerable Persons) Act 2012.

Ursuline Sisters understand that failure to record, disclose and share information about alleged abuse is a failure to discharge a duty of care and that it may be an offence under the Criminal Justice (Withholding of Information on Offences Against Children and Vulnerable Persons) Act 2012 to withhold information in such instances.

RELATED POLICIES

Within the Province there are other policies which link with this Safeguarding Adults at Risk of Abuse Policy. This is a demonstration of how embedded we intend safeguarding to be within our ethos and structures and of how we intend it to inform all our procedures relating to adults.

COMPLAINTS

There is a difference between a complaint and a concern of abuse. Some complaints might raise concerns of abuse, and such situations are required to be addressed by this Safeguarding Adults at Risk of Abuse Policy and Procedure.

ANONYMOUS AND HISTORICAL COMPLAINTS

All concerns or allegations of abuse must be reported to the Safeguarding Manager, regardless of the source or date of occurrence.

Critical issues for consideration include:

- ✚ The significance/seriousness of the concern/complaint.
- ✚ The potential to obtain independent information.
- ✚ Potential for ongoing risk.

In relation to historical complaints the welfare and wishes of the person and the potential for ongoing risk will guide the intervention. Any person who is identified in any complaint, whether historic or current, made anonymously or otherwise, has a right to be made aware of the information received. The HSE Safeguarding and Protection Teams and TUSLA Child and Family Agency can advise and guide on the most effective course of action, depending on the level of current risk to adults and children.



REPORT FORM

RE: DISCLOSURE OF ABUSE BY AN ADULT AT RISK

Disclosure by An Adult at risk / Vulnerable Person

When was the disclosure made (date and times)? _____

Who did the Vulnerable Person make the disclosure to? _____

What did the Adult at risk say? _____

Indicators

Describe any signs or indicators of abuse. _____

Details of any immediate action taken e.g. First Aid

Does the Vulnerable person have any needs e.g. Communication, etc?

To be signed by the person reporting the concern

Name:

Role:

Signed:

Date:

Date received and actioned:

Name:

Signed:

Date:



GENERAL COMPLAINTS FORM

All complaints arising during a province related activity (with the exceptions of adult at risk abuse complaints) should be resolved, if possible, by discussion between the parties involved. If this is not possible, the complainant should complete the details below, and submit it to the person in charge.

Name:

Contact details including address, phone number and e-mail address:

Details of complaint:

Signature:

Date:

Form received by:

Date:

Action to be taken by whom:



Code of Conduct

It is critical that boundaries are respected and that thoughtful relationships are established which always place the needs and well-being of the adult as the primary concern. Sisters and employees are being made aware of the Code of Conduct in the expectation that they will act in accordance with it at all times.

It is important for all Sisters and employees to:

- Treat everyone with equal respect.
- Engage and interact appropriately with all adults.
- Be aware of the difficulties posed by language barriers and other communication difficulties.
- Respect the dignity of each individual and their right to personal privacy.
- Recognise that particular care is required in moments when you may be discussing sensitive issues with adults at risk.
- Avoid situations that might compromise your relationship with adults at risk, and which are unacceptable within a relationship of trust. This rule should apply to all such behaviours, including those which would constitute an illegal act.
- Respect the religious, cultural, racial, and sexual orientation of the adult and be open to and aware of diversity in their beliefs and practices, and those of their families.
- Promote the independence and choices of adults at risk/vulnerable persons while protecting them as much as possible from danger and harm.
- Provide an example of good conduct you wish others to follow.

Sisters and employees must never:

- Physically, sexually, emotionally abuse or exploit an adult at risk.
- Become involved in either using the vulnerable adult's money on his/her behalf or in giving the vulnerable adult advice in the use of his/her money.
- Use language, make suggestions, or offer advice, which is inappropriate, offensive, or abusive.
- Do things of a personal nature for an adult at risk that he/she can do for his/herself or are the responsibility of their family or carer.
- Act in ways intended to shame, humiliate, belittle, or degrade.
- Discriminate against the person based on religion, race, culture, gender, or sexual orientation.
- Gossip about personal details of adults at risk and their families.
- Inappropriately photograph or video an adult at risk. Audio or visual recordings may not be taken of adults without valid written consent. The use of such recordings on any website (social networking sites etc.), or any other medium, either as recorded or digitally altered, are expressly forbidden.



Ursuline Sisters of the Roman Union Ireland Wales Province
Declaration of Adherence to the Adult Safeguarding
Policy & Procedures document

I, _____

have read the above policy and have understood my responsibilities in relation to its contents.

I will abide by the directions of the policy.

I will attend all information and training sessions required in relation to this policy.

Signed:

Dated:
