

YOUR GUIDE

To Living in Residential Care

The Health Service Executive (HSE) published *Policies and Procedures for Residential Care in Dublin North East* in November 2009. The purpose of the document is to ensure that where young people cannot live at home or in another family arrangement that the HSE will provide a safe and nurturing environment for them to live in. Children and young people are placed “in care” with the HSE because their parents are unable to care for them for a variety of reasons. In 2009, there were 128 children and young people in residential care in the HSE Dublin North East Area, which includes the areas in **North West Dublin, North Central Dublin, North Dublin, Cavan, Monaghan, Meath and Louth.**

The HSE has a policy of discussing new developments with the people who use their services. We asked the Irish Association of Young People in Care to undertake a consultation on the Policies and Procedures document with young people living in residential care. This is also in keeping with the HSE's policy of encouraging young people to be involved in the planning of their care. The outcome from these consultations contributed to changes being made to the final document. The consultations also identified a need to produce a young person's version of the document i.e. **Your Guide to Living in Residential Care.** **Your Guide** will help you to understand how staff provide care for young people in residential centres and why they work in a particular way to ensure that your needs are met and you achieve your full potential.

I would like to thank all the young people who contributed to the consultation process. I also wish to acknowledge Jennifer Gargan, Director, Larissa Comiskey and Fiona Murray, Children's Rights and Participation Officers, Irish Association of Young People in Care for their work in writing **Your Guide**

Pat Dunne,
Local Health Manager, HSE North Dublin.



Hello, and welcome to Your Guide.

As a young person living in residential care it is important that you are protected, taken care of, treated equally and kept safe by the staff working with you.

To help staff do this, they follow the Policies & Procedures for Children's Residential Centres. The policy tells them what they should do when a certain situation happens in the centre. The procedure tells them how they should deal with the situation and what steps to follow so that you and all young people in the centre are kept safe and treated in the same way.

By writing **Your Guide**, we hope that it will inform you about the different policies in place in your residential centre and help you to understand, **WHEN**, **HOW** and **WHY** certain decisions are made about your care.

The residential centre where you are living will provide you with a copy of **Your Guide**. Your keyworker will go through the different sections of **Your Guide** with you. You can also use it as a reference whenever you need to.

The most important thing is that **Your Guide** will provide you with clear information so that you can become more involved in your care and in the decisions that are made about you.

All the best

Fiona and Larissa

Children's Rights and Participation Officers
IAYPIC

Contents.

Page

Basic Information About Your Care

The Plan For Your Care.	7
Moving Into Residential Care.	9
Having Contact With Your Family.	11
Having Contact With Your Friends.	13
Keyworker.	15
Respecting Your Culture & Individuality.	17
Placement Plan.	19
Education.	21
Handovers.	25

Health & Wellbeing

The Health Of Your Body.	27
Sexual Health.	29
Medical Attention.	31
Extra Supports You May Need.	33
Drugs And Alcohol.	35
Pregnancy.	37

Keeping You Safe

Protecting You And Keeping You Safe.	41
Working With You In A Safe Way.	43
Telling Staff If Someone Has Done Something To Hurt You.	45
When You Place Yourself At Risk.	49
Managing Difficult Behaviour.	51
Death Of A Young Person in Care	55

	Page
Significant Events.	59
Sanctions.	61
Bullying.	65
Leaving The Centre Without Permission.	69
Returning To The Residential Centre.	71
The Guidelines Staff Must Follow When Contacting An Garda Síochánaí.	73

About The Staff

How Staff Do Their Job.	77
Agency Staff.	79
Students.	81
Transport & Travel.	83

Involve Yourself In Your Care

Information That Is Kept About You.	85
Reading The Information That Is Kept About You.	87
Consultation With Young People.	89
Confidentiality.	91
Making A Complaint.	93
Mobile Phones & Computers.	97
Children's Rights.	99

Leaving The Care Of The Centre

Discharge From The Centre.	103
Discharge From The Crisis Intervention Services.	107
Planing For Leaving Care.	111
Where to get Help.	115

THE PLAN FOR YOUR CARE

(POLICY ON CARE PLANNING)

It is your right to know, and be involved in, the plans that are made about you and your future while you are living in residential care. It is very important you know how long you will be living in the centre, how often you will see your family and friends, what school you will be going to, who your Social Worker will be and what staff will be working with you.

WHAT DOES A CARE PLAN MEAN?

This is a report that has information recorded in it about how you will be cared for when you move into care. Your care plan is very important as it helps to make sure that all the people who work with you know what kind of care best suits your needs. All young people who move into residential care should have a care plan.

WHO WILL MAKE SURE THAT I HAVE A CARE PLAN?

- Your Social Worker will make sure that there is a care plan in place for you before you move into the centre.
- If you have to move into the centre because of an emergency your Social Worker will make sure you have a care plan in place within seven working days after you move in.
- The Manager, staff and your Social Worker will make sure that your care plan, and the information in it, is reviewed on a regular basis.

- Your Keyworker will talk to you about the reports being prepared for your review meeting.
- The Manager and staff will make sure you are involved in the planning of your care by encouraging your attendance at your review meetings.
- The staff will keep all the information about your care plan in a safe place.

HOW DO I HAVE MY SAY?

- By talking to your keyworker about what you would like to say at your review meeting.
- By attending your review meeting.
- If you don't feel like going to your review your keyworker will make sure that your views are heard and discussed at the meeting.
- By being part of the decisions that are made about you.

FORMS THAT THE STAFF COMPLETE ABOUT MY CARE

- Statutory Care Plan Form.
- Keyworker's Report Forms.
- Placement Plan/Personal Development Plan.

You can ask your keyworker to see these forms.

MOVING INTO RESIDENTIAL CARE

(POLICY ON ADMISSIONS)

Moving into residential care can be frightening for some young people, especially if you don't know the area or the other young people in the centre.

It is important when you are moving into a residential centre that the staff make this as safe for you as possible and give you all the information you need to help you settle.

WHAT DOES ADMISSIONS MEAN?

This is when you move into the care of the residential centre. Admissions can be both planned and unplanned.

PLANNED ADMISSION

This is when the Manager and your Social Worker have agreed that you should move into the centre. Planned admission also means that you are fully prepared for moving into the centre.

UNPLANNED ADMISSION

This is when there is a concern that you may be at risk and you must enter the care of the centre without delay.

HOW WILL THE STAFF HELP ME SETTLE INTO THE CENTRE?

- Introduce you to your keyworker.
- Give you and your family information about the centre and local area.
- Give you and your family contact details of the Manager and your keyworker.

- Record details of you and your family and keep them in your file.
- Provide you and your family with information on your rights and responsibilities whilst you are living in the centre.
- Introduce you to the other young people living in the centre and to the staff team.
- Arrange planned visits and overnight stays for you before you move into the centre.
- Explain the different policies and procedures to you and how to make a complaint.

HOW CAN I HAVE MY SAY?

- By talking to your keyworker about what will make it easier for you to settle into the centre.
- Letting them know your likes and dislikes. For example: food.
- By attending the meetings that are held about you.

FORMS THE STAFF COMPLETE WHEN YOU MOVE INTO RESIDENTIAL CARE.

- Admission Into Care Form.
- Young Person's Information Record.
- Young Person's Daily Report Book/Log Book.
- Inventory Of Belongings.
- Register Of Young People Living In The Centre.

You can ask your keyworker to see these forms.

HAVING CONTACT WITH YOUR FAMILY

(POLICY ON CONTACT WITH FAMILY)

Just because you are not living with your family does not mean that you should not have contact with them. It is important that whilst you are living in residential care that you have safe contact with your family, like your parents, brothers, sisters and members of your wider family.

WHAT DOES FAMILY CONTACT MEAN?

Family contact is the different ways which you and members of your family communicate. For example: visits, telephone calls, letters, sleepovers.

Sometimes it may not be safe for you to see some members of your family, or the visit may have to be supervised. Supervised means having someone else present when you are meeting a family member, like your Social Worker or a staff member.

HOW WILL THE STAFF HELP ME TO HAVE CONTACT WITH MY FAMILY?

- Talk to you about members of your family with whom you would like to have contact.
- Listen to what type of contact you would like with different members of your family.
- Talk to your Social Worker about the plans in place for you to have contact with your family.
- Arrange for you to have contact with your family.
- Help to explain to you the reasons why it might not be possible to have contact with some members of your family.
- Help you to begin contact with your parents or brothers and sisters if contact has been lost.
- Provide you with a private telephone to keep in contact with your family.
- Carry out a *risk assessment if there is a concern about you having contact with a family member.
- After you have contact with your family, the staff will complete a family contact form. This records how your visit went.

HOW DO I HAVE MY SAY?

- Talk to your keyworker about the people in your family with whom you would like to have contact and tell them what type of contact you would like.
- Complete the young person's comments section on the family contact form.

FORMS THAT THE STAFF COMPLETE AFTER FAMILY CONTACT

- Contact Form (Family).
- Young Person's Daily Report Book/Log Book.
- Risk Assessment Form.

You can ask your keyworker to see these forms.

*RISK ASSESSMENT – is a plan that the staff and other professionals put in place to help keep you safe.

HAVING CONTACT WITH YOUR FRIENDS

(POLICY ON CONTACT WITH FRIENDS)

Moving into residential care can sometimes mean moving away from your friends. Just because you are not living near your friends does not mean that you should not have contact with them. It is important that while you are living in residential care that you can still have safe contact with your old friends and with new friends that you might have made in the area.

WHAT DOES CONTACT WITH FRIENDS MEAN?

Contact with friends is the different ways which you and your friends communicate. For example: visits, telephone calls, letters, emails, sleepovers.

HOW WILL THE STAFF HELP ME HAVE CONTACT WITH MY FRIENDS

- Talk to you about friends from home or new friends that you would like to have contact with.
- Encourage you to have friends over to visit and for you to visit your friends.
- Help you write letters to your friends.
- Where possible and when safe, allow you to have sleepovers at your friends' house.
- Remind you that you have a certain amount of responsibility for your friends' behaviour when they visit you at the centre.
- Carry out a *risk assessment if there is a concern about your relationship with any of your friends.
- Talk to you if you are having any difficulties with your friends.
- Exchange contact details with the parents of your friends.

HOW DO I HAVE MY SAY?

- Talk to your keyworker about the friends with whom you would like to have contact with and what type of contact you would like.
- Talk to your keyworker if there is anything worrying you about your contact with your friends.

FORMS THAT THE STAFF COMPLETE ABOUT MY CARE

- Young Person's Daily Report Book/Log Book.
- Risk Assessment Form.

You can ask your keyworker to see these forms.

*RISK ASSESSMENT – is a plan that the staff and other professionals put in place to help keep you safe.

Keyworker

(POLICY ON KEYWORKING)

When you move into residential care a member of staff will be appointed to work with you. This staff member will be responsible for your care and needs while you are living in the centre. This person will be known as your keyworker.

WHAT DOES 'KEYWORKER' MEAN?

Keyworker is the name given to a member of staff whose responsibility it is to plan for your care while you are living in the centre.

HOW WILL MY KEYWORKER(S) WORK WITH ME?

- They will meet with you on a regular basis to see how things are.
- They will help you to remember special occasions or important people in your life by keeping a life story book, a scrap book or photos.
- They will keep in contact with your family and your Social Worker.
- They will make sure you have a say in the decisions that are made about you.
- They will prepare reports for and attend meetings held about your care.
- They will speak up on your behalf and make sure your views and opinions are heard.
- They will provide you with information on life skills.
- They will keep all your files and information up to date and in a safe place.
- They will help you make plans for your future.
- They will help you prepare for the move when it is time for you to leave the centre.

HOW DO I HAVE MY SAY?

- When you meet with your keyworker you can talk about any issues that may concern you.
- You and your keyworker will complete the Keyworker' Report Forms, your views and opinions will be recorded on these forms.
- By attending the meetings that are held about you.
- By asking to see the information in the files kept about you.

FORMS THAT YOUR KEYWORKER COMPLETES ABOUT YOU

- Young Person's Daily Report Book/Log Book.
- Keyworker's Report Forms.
- Individual Work Report Form.

You can ask your keyworker to see these forms.

RESPECTING YOUR CULTURE AND INDIVIDUALITY

(POLICY ON RECOGNISING DIVERSITY)

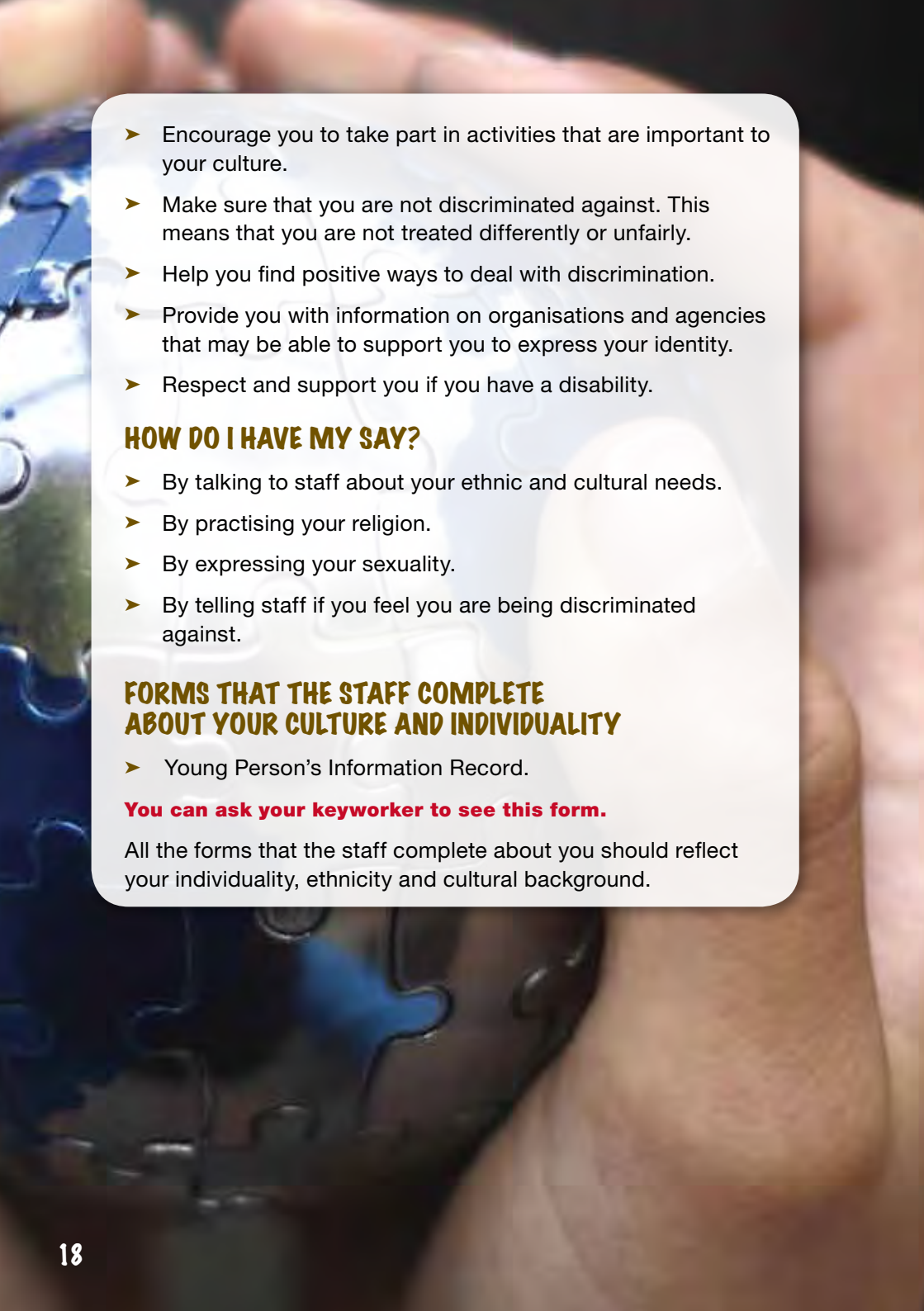
There are many young people from many parts of the world living in Ireland today. These young people come from many different cultural backgrounds. As a young person living in residential care it is important that your culture and individuality is respected.

WHAT DOES RECOGNISING DIVERSITY MEAN ?

This is the way in which you express yourself through the life choices that you make and through your ethnic and cultural background. It is also about recognising and respecting the ethnic and cultural background of other young people.

HOW WILL THE STAFF RESPECT ME AS AN INDIVIDUAL?

- Support you to live your life according to your ethnic and cultural beliefs.
- Respect your right to express your sexuality.
- Help you practise your religion.
- Provide you with food that you like.
- Provide you with information on your family history as a way of knowing more about yourself.

- 
- Encourage you to take part in activities that are important to your culture.
 - Make sure that you are not discriminated against. This means that you are not treated differently or unfairly.
 - Help you find positive ways to deal with discrimination.
 - Provide you with information on organisations and agencies that may be able to support you to express your identity.
 - Respect and support you if you have a disability.

HOW DO I HAVE MY SAY?

- By talking to staff about your ethnic and cultural needs.
- By practising your religion.
- By expressing your sexuality.
- By telling staff if you feel you are being discriminated against.

FORMS THAT THE STAFF COMPLETE ABOUT YOUR CULTURE AND INDIVIDUALITY

- Young Person's Information Record.

You can ask your keyworker to see this form.

All the forms that the staff complete about you should reflect your individuality, ethnicity and cultural background.

A close-up photograph of a hand holding a small, white, oval-shaped seed between the thumb and index finger. The hand is positioned above a mound of dark brown, textured soil. The background is a plain, light color.

PLACEMENT PLAN

(POLICY ON PLACEMENT PLAN)

When you move into residential care it is your right to know what the plans are for your care. It is important that you know how the staff will care and work with you.

WHAT DOES A PLACEMENT PLAN MEAN?

This is a report that has information recorded in it about how the staff will care for and work with you during your time in residential care. Your placement plan is very important as it tells staff how best to work with you during your time in their care. Your placement plan is based on your needs identified in your care plan.

WHO WILL MAKE SURE THAT I HAVE A PLACEMENT PLAN?

- The Manager and staff will make sure there is a placement plan put in place when you move into the centre.
- The Manager and staff will talk to you about what you think should be included in your placement plan.
- The Manager and staff will talk to your parents, your Social Worker and anyone else working with you about what they think should be included in your placement plan.
- The Manager and staff will make sure that your placement plan, and the information in it, is reviewed on a regular basis.
- The staff will keep your placement plan in a safe place.

HOW DO I HAVE MY SAY?

- By talking with your keyworker about what you think needs to be included in your placement plan.
- By telling staff about the things that you like to do on a daily basis.
- By being part of the decisions that are made about you.

FORMS THAT THE STAFF COMPLETE ABOUT MY CARE

- Placement Plan/Personal Development Plan.
- Statutory Care Plan Form.
- Keyworker's Report Forms.

You can ask your keyworker to see these forms.

EDUCATION

(POLICY ON EDUCATION)

All young people under 16 years of age must attend school. It is important that whilst you are living in residential care that you are supported to continue with your education, and are given the same opportunities as other young people your age. This may mean continuing to attend your own school, or moving to a school or college closer to the residential centre.

Some young people, for a number of different reasons, may experience difficulties in attending school or college. For example: the young person may have difficulties in class or may be experiencing bullying. The centre staff will look at this with you and together with you and the other people with a genuine interest in your education and welfare, make a plan for you that will help you to achieve full attendance at school or college.

The centre will always encourage young people to attend school and will not support those who refuse to attend school for no particular reason.

WHAT DOES EDUCATION MEAN?

- Education is the teaching and training of a young person to make the best possible use of their abilities.

HOW WILL THE STAFF SUPPORT ME WITH MY EDUCATION?

- Make sure that you attend an appropriate educational or training facility that is suitable for you.
- Try to make sure that you can remain in the same school or college you attended before entering the care of the centre.
- Make sure that you have transport to and from your school or college.

- Provide you with uniforms, books and access to a computer or any other items you need for your education.
- Make sure there is an area in the centre where you can complete your homework and study.
- Help you in understanding and completing your homework and assignments.
- Attend meetings concerning your education and keep in contact with your teachers.
- Where appropriate, involve your family in your education and invite them to meetings about your education.
- Provide you with extra help and classes, if needed.
- Contact your school or college if you are going to be absent for one or more days and, if appropriate, encourage you to make contact and inform them of the reason for your absence.
- Arrange all of your other meetings and appointments outside of school hours, as far as possible.
- Talk to you about your choice of subjects and the courses available to you and encourage you to go on to college or vocational training programmes, such as Youthreach or Fás.
- Assist you to take part in after school activities.
- Recognise and celebrate your educational achievements with you.
- Contact your school or college if you are playing *truant from school or are experiencing bullying.
- Review your educational progress at your Placement Planning and Care Plan Review Meetings.

HOW WILL THE STAFF SUPPORT ME IF I HAVE DIFFICULTY IN ATTENDING SCHOOL?

- Explain to you the centre's responsibility for ensuring that you attend school.

- Speak to you and try and find out the reasons why you may be having difficulties attending school.
- Listen to you and take action in response to the difficulties you are experiencing.
- Speak with other people with a genuine interest in your education and welfare to:
 - Look at the reasons why you are not attending school.
 - Look at the suitability of your current school or college.
 - Look at ways of motivating you to return to school or college.
 - If you are 16 or over examine the option of the workplace as an alternative to education if it is decided that education is no longer an option.
 - Agree with you a plan for your return to education or to begin work.

WHAT WILL THE STAFF DO IF I REFUSE TO ATTEND SCHOOL?

- Make sure that you are woken up each day at the normal time for attending school and continue to call you until you have got up and are dressed.
- Encourage you to attend your school or college, and make transport arrangements for you if you decide to attend.
- If you continue to refuse to attend school, staff will ask that you carry out school related work for the same time that you would normally be attending school or college.
- Minimize contact with you during the period of time that you would normally be attending school or college, but be available to help you with any school related work during this time.
- Not allow you access to TV, stereos, computers, games or machines for entertainment purposes during the time that you would normally be attending school or college.

- Interact with you as usual during the times when you would normally have returned back from school or college.
- If you refuse to attend school or college for more than three days in a row staff will request a meeting with all the people with a genuine interest in your education.

HOW DO I HAVE MY SAY?

- Talk to your keyworker about any problems you may be experiencing in school or college and make a plan with them that you think will help you.
- Ask your keyworker about getting extra classes if you feel it would help you.
- By attending any meetings concerning your education, where appropriate.

FORMS THAT THE STAFF COMPLETE ABOUT MY EDUCATION

- Young Person's Daily Report Book/Log Book.
- Notification of a Significant Event Form.
- Register of Significant Events.
- Placement Plan/Personal Development Plan.
- Statutory Care Plan Form.

You can ask your keyworker to see these forms.

* TRUANT – is when you should be attending school but are actually absent without permission from school.

HANDOVERS

(Policy on Handovers)

It is important that staff meet and talk to each other before and after their shifts. That way they can catch up with what has been going on in the centre and make plans for the next shift. When staff are prepared for their shift it helps them to care for you in a better and safer way.



WHAT DOES HANDOVER MEAN?

A handover is a meeting at which the staff who are going off duty pass on information about their shift to the staff coming on duty. The plans for the next shift are also discussed. A handover takes place before and after each shift. All information discussed at the handover is recorded in the handover book.

WHAT WILL THE STAFF DO AT A HANDOVER?

- Make sure that a handover takes place when the staff are changing over shifts.
- Make sure that all information discussed at the handover is recorded in the handover book.
- Make sure that the correct information is passed over at the handover.
- Allow time at the handover to discuss issues raised by the young people.
- Plan for the individual care of each young person.
- Make sure that all staff are aware of all the information shared at the handover and sign the handover book.

HOW DO I HAVE MY SAY?

- By telling your keyworker or the staff on duty if there is anything you would like discussed at the handover.
- By letting your keyworker or the staff know if you have any appointments or plans before they go into the handover meeting.

FORMS THAT THE STAFF COMPLETE FOR THE HANDOVER

- Young Person's Daily Report Book/Log Book.
- The Handover Book.

You can ask your keyworker to see these forms.



THE HEALTH OF YOUR BODY

(POLICY ON GENERAL PHYSICAL HEALTH)

Taking care of your physical health is an important part of growing up. Choosing healthy lifestyle options like eating healthy meals, exercising and not smoking, will all help improve your general physical health

WHAT DOES GENERAL PHYSICAL HEALTH MEAN?

Physical health is about keeping your body in good health.

HOW WILL THE STAFF HELP YOU TO HAVE GOOD PHYSICAL HEALTH?

PHYSICAL ACTIVITY

- Organise and encourage physical play and let you join clubs or organisations that encourage physical exercise and activities. For example: youth clubs, dance or sports clubs.

DIET

- Provide you with healthy and nutritious food.
- Provide you with any special dietary needs.

HOW WILL THE STAFF DEAL WITH SMOKING?

- Discourage you from smoking.
- Support and help you if you wish to give up smoking.
- Provide you with information about the harmful effects of smoking and how to give up.
- Not buy or supply you with cigarettes.
- Not allow you to smoke in the centre or in the centre's car or van.

HOW DO I HAVE MY SAY?

- Tell your keyworker if there are any clubs you would like to join or activities you would like to do.
- Talk to the staff at your house meetings about any particular food you would like to eat or to be included in the menu planning.
- Ask for help to give up smoking.

FORMS THAT THE STAFF COMPLETE ABOUT MY PHYSICAL HEALTH

- Young Person's Daily Report Book/Log Book.

You can ask your keyworker to see this form.

SEXUAL HEALTH

(POLICY ON SEXUAL HEALTH)

As you grow as a teenager you will start to develop sexually. This is an important time for you. It is important you understand what is happening to you emotionally, that you know the reason why your body is changing and how important it is to take care of your sexual health.

WHAT DOES SEXUAL HEALTH MEAN?

Sexual health covers everything to do with your sexual development and how you feel emotionally and physically at that time. For example: the way your body begins to change, your hormones develop and your appearance begins to mature.

HOW WILL THE STAFF HELP ME UNDERSTAND MY SEXUAL HEALTH?

- Help you to understand your sexual development.
- Your keyworker will provide you with information and guidance on sexual development, sexuality and relationships in a way suited to your age.
- Your keyworker will also provide you with information on sexual health and safe sex.
- Provide you with information about contraception.
- Consult with your doctor about your sexual health.
- Sometimes they may have to consult with your parents/guardians or your Social Worker about your sexual health.

- Carry out a *risk assessment if the staff have concerns that you may be sexually active or if you want to use contraception.
- Keep your medical records in a safe place.

HOW DO I HAVE MY SAY?

- Talk to your keyworker or someone you feel comfortable with about any concerns or questions you may have about your sexuality or sexual health.
- Ask your keyworker to help you get any further information you may need on your sexuality.
- If you are 16 or over you have the right to make your own decision about birth control and your sexual health.
- By being part of your *risk assessment.

FORMS THAT THE STAFF COMPLETE ABOUT YOUR SEXUAL HEALTH

- Young Person's Daily Report Book/Log Book.
- Risk Assessment Form.

You can ask your keyworker to see these forms.

*RISK ASSESSMENT – is a plan that the staff and other professionals put in place to help keep you safe.

MEDICAL ATTENTION

(POLICY ON MEDICAL ATTENTION)

Living in residential care means that there are many adults caring for you now than when you lived with your family. As there is a lot of staff it is very important that they are aware of any medical conditions that you might have and that they make sure that medical treatment is available to you.

WHAT DOES MEDICAL ATTENTION MEAN?

Medical attention is the treatment or advice given to you by a medical practitioner. A medical practitioner may be a Doctor, Nurse, Dentist, Optician or Psychiatrist.

HOW WILL THE STAFF HELP ME TO TAKE CARE OF MY MEDICAL NEEDS?

- Get a copy of your medical history when you move into the residential centre.
- Make sure that you receive a full medical and dental examination.
- Create a medical file for you that contains details of:
 - Your medical history.
 - Any contact with medical practitioners.
 - A list of any medication taken by you.
- Make sure you have a medical card.
- Treat your medical file as confidential and only give permission to a medical practitioner to read it.
- Make sure that you are given your correct dose of medication at the right time.
- Inform your parents or Social Worker of any medical appointments you may have.

- Help you to attend appointments.
- Carry out a *risk assessment if staff have concerns about a young person aged 16 or over who wishes to take prescribed medication themselves.

HOW DO I HAVE MY SAY?

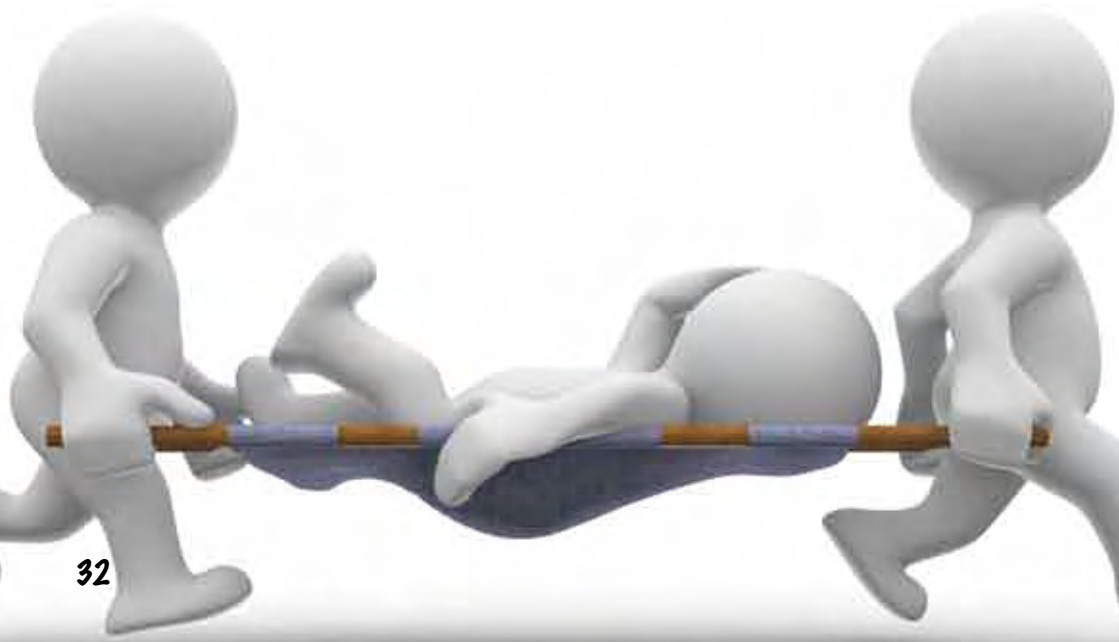
- Always tell the staff if you are not feeling well.
- If you are 16 or over, and choose to, you can see your doctor on your own and do not need to be accompanied by staff.
- Be part of your *risk assessment.

FORMS THAT THE STAFF COMPLETE ABOUT MY MEDICAL HEALTH

- Medical Forms.
- Risk Assessment Form.

You can ask your keyworker to see these forms.

*RISK ASSESSMENT – is a plan that the staff and other professionals put in place to help keep you safe.



EXTRA SUPPORTS YOU MAY NEED

(POLICY ON EMOTIONAL AND SPECIALIST SUPPORT)

When you move into residential care, or if you have lived in care for a while, you may experience different emotions. You may feel sad, confused, upset, angry or lonely. You may also feel good because you are now somewhere safe. These feelings are very natural but sometimes you may need help to understand them.

WHAT DOES EMOTIONAL AND SPECIALIST SUPPORT MEAN?

These are the different types of services that are there to help young people to understand their emotions and feel more positive about themselves. For example: a counsellor, a family therapist or a youth advocacy service.

HOW WILL THE STAFF SUPPORT MY EMOTIONAL AND SPECIALIST NEEDS?

- Listen to you and help you decide what extra support you feel you may need.
- Help you make contact with the service that will best support you.
- Have individual one to one time with you.
- Have a plan in place if you try and harm yourself.
- Carry out a *risk assessment.

HOW DO I HAVE MY SAY?

- By talking to staff or someone you trust about your emotions.
- By talking to staff or someone you trust about the support or help you feel you need.
- By attending your appointments.

FORMS THAT THE STAFF COMPLETE WHEN YOU NEED EXTRA SUPPORT

- Individual Work Report Form.
- Risk Assessment Form.

You can ask your keyworker to see these forms.

*RISK ASSESSMENT – is a plan that the staff and other professionals put in place to help keep you safe.

DRUGS AND ALCOHOL

(POLICY ON DRUGS AND ALCOHOL)

Many young people are tempted to experiment with drugs and alcohol from an early age. It is illegal for a young person under the age of 18 to purchase alcohol. It is illegal for any person to purchase or consume drugs. Whilst you are living in the care of the centre, it is important that you are kept safe and not allowed to consume alcohol or take drugs.

WHAT DOES DRUGS AND ALCOHOL MEAN?

Drugs and alcohol are made up of chemicals that cause changes to the way your body functions mentally, physically and emotionally.

HOW WILL THE STAFF HELP AND DEAL WITH YOUR DRUG OR ALCOHOL USE?

- Not allow you to have or take drugs or alcohol in the centre.
- Provide you with information on the harmful effects of drugs and alcohol, and information on the safe disposal of needles, syringes etc.
- Carry out a *risk assessment if they are concerned that you may be under the influence of alcohol or drugs.
- Seek medical attention for you if you are suspected to be under the influence of alcohol or drugs and they are concerned about your physical or emotional well being.
- Contact the emergency services if they believe you have suffered an overdose of drugs or alcohol.
- Carry out a search of your room or personal belongings if staff believe you are trying to bring drugs or alcohol into the centre.
- Provide you with access to specialist services concerning drug or alcohol misuse.

- Not allow your addiction to drugs or alcohol to be the sole cause of your placement in the centre ending in an unplanned way.
- Not refuse you entry into the centre if you are under the influence of drugs or alcohol, unless your behaviour presents a threat to the safety and welfare of the other people in the centre.

HOW DO I HAVE MY SAY?

- By informing yourself about the harmful effects of drugs and alcohol.
- By speaking to your keyworker or a staff member if you are concerned that you may have a drug or alcohol problem.
- By speaking to your keyworker or a staff member if you are concerned about your own safety in the centre as a result of another young person's drug or alcohol use.

FORMS THAT THE STAFF COMPLETE ABOUT MY DRUG OR ALCOHOL USE

- Risk Assessment Form.
- Notification of a Significant Event Form.
- Register of Significant Events.
- Medical Forms.

You can ask your keyworker to see these forms.

*RISK ASSESSMENT – is a plan that the staff and other professionals put in place to help keep you safe.

PREGNANCY

(POLICY ON PREGNANCY)

Some young people may suspect that they are pregnant or find themselves pregnant while living in the care of the residential centre. If you become pregnant while living in residential care you should receive medical attention and all other appropriate services required throughout your pregnancy. You should also be provided with a safe environment in which you and your baby can live.

WHAT DOES PREGNANCY MEAN?

Pregnancy is the period of time from conception to birth (9 months) when a woman carries a developing embryo in her body.

WHAT WILL THE STAFF DO IF I THINK I MIGHT BE PREGNANT?

- Talk to you about the fact that you think you might be pregnant and reassure you that you will be given all the support you may need.
- Carry out a *risk assessment to look at your health and well being.
- Make an appointment with your doctor to confirm your pregnancy.
- If you are under 18 years of age staff must view any suspected pregnancy as a child protection concern and notify your Social Worker and parents.

WHAT WILL THE STAFF DO IF I FIND OUT I AM NOT PREGNANT?

- Carry out a risk assessment to look at the concerns they may have about the fact that you thought you may be pregnant.

- Look into the reasons why a young person might say that they are pregnant when there appears to be no possibility that this might be true.

WHAT WILL THE STAFF DO IF I BECOME PREGNANT WHILE IN THE CARE OF THE CENTRE?

- Talk about your pregnancy with you and the effect it may have on you and the centre.
- Carry out a risk assessment to look at any concerns that people may have due to the fact that you are pregnant.
- Decide if the centre is the most appropriate placement for you to live now that you are pregnant.
- Meet with you and your Social Worker to discuss your care plan and make arrangements for your care after the baby is born.
- Talk to you about how you would like the other young people in the centre to be told about your pregnancy.
- Talk to you about how you would like the other people involved in your care to be told of your pregnancy.
- Work closely with you and all other staff members to put a plan in place for you and talk to you about what will happen if you go into labour while in the centre.
- Work closely with you and all services involved with you, including the maternity hospital, to agree a list of appointments, agree a plan for the labour and birth and provide you with the best possible support throughout your pregnancy.
- Make sure that your emotional well being and needs are taken care of as well as those of your baby.
- Make sure that you have all the equipment that you need in the centre before you and your baby return from hospital.

- Meet with the professionals involved in your care to look at your needs and make sure you will have all the care and support you need when your baby is born.
- A member of the staff team will be allocated to you to support you and talk to you about the normal stages of pregnancy and what to expect.

FOLLOWING THE BIRTH OF YOUR BABY THE CENTRE WILL

- Welcome you and your baby back to the centre.
- Develop a Placement Plan (PP) / Personal Development Plan (PDP) that will:
 - Respect your role as a mother.
 - Look at your needs and rights as a young person in care.
 - Look at the skills and supports you will need to help you work towards moving on and living independently with your baby.
 - Explain what the staff team will do to help you to develop the skills you will need for safe and independent living.
 - Help you to recognise and achieve the same goals and ambitions you had before becoming pregnant. For example: going to college or attending a training course.
- Support you so that you can give the best possible care to your baby.
- Monitor and assess your ability to provide safe and appropriate care for your baby. For example: by recording how you are coping with and caring for your baby.
- Record all details about your baby's daily routine and contacts between you and your baby. For example: feeding and sleeping times.

- Inform your Social Worker of any concerns they may have about your ability to provide safe care to your baby.
- Provide you with information that will tell you how you can get a birth certificate, register the birth, and go about getting any financial support that you or your baby may be entitled to.

HOW DO I HAVE MY SAY?

- By speaking to your keyworker or a staff member that you trust about any worries or concerns you may have about your pregnancy.
- By attending all meetings about your care and the care of your baby.
- By attending all appointments for you during your pregnancy and after the baby is born.
- By asking the staff for as much information as possible.

FORMS THAT THE STAFF COMPLETE ABOUT PREGNANCY

- Register of Young People Living in the Centre.
- Statutory Care Plan Form.
- Placement Plan/Personal Development Plan.
- Young Person's Daily Report Book/Log Book.
- Risk Assessment Form.
- Notification of a Significant Event Form.
- Register of Significant Events.

You can ask your keyworker to see these forms.

*RISK ASSESSMENT - is a plan that the staff and other professionals put in place to help keep you safe.

PROTECTING YOU AND KEEPING YOU SAFE

(POLICIES ON CHILD PROTECTION AND SAFE PRACTICE)

Some young people cannot live at home because it is not a safe place for them to live. Sometimes these young people go to live in residential care. When you live in a residential centre it is important that this is a safe place for you and that you are properly taken care of and protected.

WHAT DOES CHILD PROTECTION AND SAFE PRACTICE MEAN?

This is your right to be protected, taken care of, and kept safe by the staff who work with you. In each residential centre there are child protection rules and safety policies. The staff working in the centre must follow these to ensure your safety and wellbeing at all times.

HOW WILL THE STAFF ENSURE MY PROTECTION AND SAFETY?

The staff will follow all the policies in this book to ensure your protection and to keep you safe.

HOW DO I HAVE MY SAY?

- By talking in confidence to your keyworker or a staff member you trust, if you have a concern about your safety.
- By talking with your Social Worker or another adult you trust.
- By talking to an *advocate, who could support you or talk on your behalf. For example: The Irish Association Of Young People in Care (IAYPIC).
- By making a complaint and filling out a Complaints Form about a concern that you may have.

FORMS THAT THE STAFF COMPLETE FOR MY PROTECTION

All the forms that the staff complete are done so for your safety and protection.

You can ask your keyworker to see these forms.

*AN ADVOCATE - is someone who can help and support you to have your own voice and ensure you are heard. If you feel you cannot speak up for yourself an advocate can speak on your behalf.

WORKING WITH YOU IN A SAFE WAY

(POLICY ON SAFE PRACTICE & WORKING ALONE)

Many young people come to live in residential care because the place where they used to live was not a safe place for them to be.

It is very important that while you are living in the residential centre that you are safe, that you feel safe, and that the staff care for and work with you in a safe way.

WHAT DOES SAFE PRACTICE MEAN?

Safe practice means that the staff will work with you in a way that will protect you, and will not harm, abuse, injure or damage you.

WHAT DOES WORKING ALONE MEAN?

Working alone means, the times when a member of the staff team is alone with you on a one to one basis, either inside or outside of the centre.

HOW WILL THE STAFF WORK WITH ME IN A SAFE WAY?

- By working with you in a way that you are comfortable with.
- By always working with you in a safe way and in a way that you will not think is insulting or abusive.
- By carrying out individual work with you, that will teach you self care/self protection skills and how to protect yourself from abuse.
- By reporting any concerns they may have about you to the Manager.
- By watching for signs of bullying between the young people in the centre.
- By watching for signs of bullying between young people and the staff.

- Give you and your parents or family details of the centre's Child Protection Policies.
- Carry out a *risk assessment to respond to any child protection concerns staff may have about being alone with you.
- Record details of time spent alone with you.
- Where appropriate, making sure that the door of the room in which you are in with the staff remains open and explain to you why the door must remain open.
- Agree the following with other members of staff before carrying out any one to one work with you:
 - Where they will be with you.
 - What they will be doing.
 - How long it should take.
 - Why one to one work is necessary.
 - Who will monitor the staff's interaction with you.

HOW DO I HAVE MY SAY?

- By talking to your keyworker or someone you trust if you are uncomfortable with how a staff member is treating you.
- Tell your keyworker or someone you trust if you feel you are being bullied.
- By making a complaint and filling out a Complaints Form about a concern that you might have.

FORMS THAT THE STAFF COMPLETE FOR YOUR SAFETY AND PROTECTION

All the forms that the staff complete are done for your safety and protection.

You can ask your keyworker to see these forms.

*RISK ASSESSMENT – is a plan that the staff and other professionals put in place to help keep you safe.



TELLING STAFF IF SOMEONE HAS DONE SOMETHING TO HURT YOU

(POLICY ON DISCLOSURES & ALLEGATIONS OF ABUSE)

Some young people live in residential care because the place they used to live in was not safe, or because someone may have done something to hurt them. Sometimes when young people move into residential care and begin to feel safe and comfortable with staff, they may wish to talk about some of the things that happened to them in their past. Sometimes telling someone can be a big relief. Telling a member of staff or someone you trust means that you can get the help that you need.

WHAT DOES DISCLOSURE AND ALLEGATIONS OF ABUSE MEAN?

Disclosure is when you tell something to someone else.
For example: Mary disclosed to her keyworker that her uncle had hurt her.

An allegation is when you accuse someone of doing something. The word allegation or alleged is used when something has not yet been proven. When young people hear the word allegation used, it does not mean that they are not believed. It's just a word that has to be used until something is proven.

Abuse - There are four main types of abuse, these are: **Neglect, Emotional Abuse, Physical Abuse & Sexual Abuse.**

Neglect

This happens when a child or young person suffers harm as a result of not getting enough of things like;

- Food.
- Clothing.
- Education.
- Medical attention.

Neglect means not being kept warm and clean, or not being looked after in a safe and caring way.

Emotional Abuse

This is when the person caring for a child or young person does not:

- Treat them with love and affection.
- Help them to feel safe and protected.
- Help them to feel supported and liked.
- Is not dependable or is not always there for the young person when they need them.

Physical Abuse

- This is when a child or young person is physically hurt on purpose. It is not an accident.

Sexual Abuse

- This happens when a child or young person is used by another person in a sexual and unsafe way.

WHAT WILL THE STAFF DO IF I MAKE A DISCLOSURE OF ABUSE?

- Reassure you that you have done the right thing by making the disclosure.
- Record the details and the exact words used by you.
- Clearly explain to you exactly what will happen next and who else needs to be told.
- Complete a Child Protection/Child Welfare Referral Form which will be passed on to your Social Worker.
- Talk to you and plan with you what extra support you feel you may need. For example: counselling.

WHAT WILL THE STAFF DO IF A YOUNG PERSON MAKES AN ALLEGATION OF ABUSE AGAINST ANOTHER YOUNG PERSON LIVING IN THE CENTRE?

- Listen to you and reassure you that you have done the right thing.
- Carry out a *risk assessment on the safety and welfare of each of the young people living in the centre.
- Clearly explain to you what will happen next and what other people need to be told.
- Fill out a Child Protection/Welfare Referral Form for each young person involved.
- Inform each young person's Social Worker.

HOW DO I HAVE MY SAY?

- Talk to your keyworker or a staff member you trust if you feel unsafe because someone has done something to hurt you.
- Ask to meet with your Social Worker if you are more comfortable talking to them.
- Ask to see what the staff or your Social Worker has written down about what you have told them. It's important that you are happy with what has been written down and with the words they have used.
- Talk to your keyworker about any extra help or support you feel you may need.

FORMS THAT THE STAFF COMPLETE IF YOU MAKE A DISCLOSURE OR ALLEGATION OF ABUSE.

- Child Protection/Welfare Referral Form.
- Contact Form (Social Work).
- Notification of a Significant Event Form.
- Register of Significant Events.
- Risk Assessment Form.

You can ask your keyworker to see these forms.

*RISK ASSESSMENT – is a plan that the staff and other professionals put in place to help keep you safe.

SCARED

WHEN YOU PLACE YOURSELF AT RISK

(POLICY ON RISK ASSESSMENT)

When you live in residential care, it is important that you are safe. Both you and the staff have responsibility to ensure your safety.

WHAT IS A RISK ASSESSMENT?

When you do something that may place you at risk, the staff and other professionals working with you will carry out a risk assessment. This means they will talk about your behaviour and put a plan in place to help keep you safe. Examples of when the staff might carry out a risk assessment are:

- If you want to sleep over at a friend's house.
- If you leave the centre without permission.
- If you take drugs or alcohol.
- If you try and hurt yourself.

By carrying out a risk assessment all those involved are looking at positive ways to support you to change your behaviour.

HOW WILL THE STAFF DO A RISK ASSESSMENT?

When the staff carry out a risk assessment they will look at the following things:

- Your age.
- Have you behaved like this before.
- Have you ever run away before.

- Do you know the area.
- Are you likely to use drugs or alcohol.
- Are you likely to harm yourself or others.

They will then put a plan in place to help keep you safe.

HOW WILL THE STAFF INVOLVE ME IN MY OWN RISK ASSESSMENT?

- Help you to think about the things that you do that place yourself at risk.
- Help you to think of the positive things that you could do to help change your “*at risk*” behaviour.
- Encourage you to be part of the plan of action that will help you and the staff deal with your “*at risk*” behaviour.
- Help you to understand the plan that is put in place to keep you safe.

HOW DO I HAVE MY SAY?

- Talk to your keyworker or the staff about the things you do that might place you at risk.
- Make a plan with your keyworker or staff that you think could help you deal with your “*at risk*” behaviour.

FORMS THAT THE STAFF COMPLETE WHEN YOU PLACE YOURSELF AT RISK

- Young Person’s Daily Report Book/Log Book.
- Risk Assessment Form.
- Notification of a Significant Event Form.
- Register of Significant Events.

You can ask your keyworker to see these forms.



MANAGING DIFFICULT & CHALLENGING BEHAVIOUR

(POLICY ON THE MANAGEMENT OF CHALLENGING BEHAVIOUR)

Some young people who live in residential care find it hard to manage their behaviour. They might get angry and aggressive and sometimes hit out at people around them. Some of these young people will need the help of the staff to look at what makes them behave in this way and what help they will need to change their behaviour.

Young people that display more challenging behaviours may require the use of physical intervention by trained staff members as a way of responding to their behaviour and keeping them from harming themselves or others.

WHAT DOES BEHAVIOUR MANAGEMENT MEAN?

Behaviour management is the way that staff will work with you to help you develop positive ways to deal with your behaviour.

WHAT DOES CHALLENGING BEHAVIOUR MEAN?

Challenging behaviour is verbally and physically aggressive behaviour.

HOW WILL THE STAFF HELP ME MANAGE MY BEHAVIOUR?

- Talk with you about acceptable standards of behaviour while you are living in the centre.
- Talk to you about the different ways the centre deals with difficult behaviour.
- Help you to understand the reasons why you behave the way you do and how your behaviour affects your life.
- Encourage you to discuss difficulties you may have in managing your behaviour with your keyworker.
- Agree on a range of behaviour management techniques that will assist you to develop positive ways to change your behaviour.
- Not judge you or treat you badly because of the difficult behaviour you are displaying.
- Carry out a *risk assessment to look at how your behaviour is affecting the centre in providing a safe living environment for you, and the other young people living there.
- Use sanctions where appropriate.
- Look at using *restorative action as a way of responding to the times when you break the agreed standard of behaviour.
- Talk with you, your family and other people interested in your welfare if your behaviour may be putting your placement in the centre at risk.

WHAT WILL THE STAFF DO IF I DISPLAY MORE CHALLENGING BEHAVIOUR?

There are two ways in which staff may respond to more challenging behaviour displayed by a young person. They are **Therapeutic Crisis Intervention (TCI)** and **Professional Management of Aggression and Violence (PMAV)**.

Therapeutic Crisis Intervention (TCI): is used by the staff to support and keep young people safe. If a young person's behaviour becomes dangerous, or if they try to hurt themselves or others, the staff may use TCI. This means that the staff will hold the young person until they are calm and in control again.

Individual Crisis Management Plan (ICMP): is part of the TCI approach to challenging behaviour. It is a plan that gives a breakdown of the possible behaviours that a young person may display during a crisis and the best way for staff to respond to this behaviour. The ICMP takes into account things like the young person's cultural background, early childhood experiences and current things that are happening in their life. Staff should consult with the young person and other people with a genuine interest in the safety and welfare of the young person when putting together the ICMP.

Professional Management of Aggression and Violence (PMAV): is a way of assisting staff to look at the seriousness of making a decision to use physical intervention. It also gives staff other options than physical intervention.

DICES risk assessment and management system: is part of the PMAV approach and helps the staff to predict and assess risk. The staff complete a DICES risk management plan for each young person when they enter the care of the centre.

- Residential centres in North Dublin will only use TCI intervention.
- Residential centres in Louth, Meath and Cavan Monaghan will only use PMAV intervention.

HOW DO I HAVE MY SAY?

- By talking to your keyworker or other staff members about the difficulties you may be having in managing your behaviour.
- By being involved in the plans that are made to help you manage your behaviour.
- By attending any meetings that may be held to discuss your behaviour.

FORMS THAT THE STAFF COMPLETE ABOUT MANAGING YOUR BEHAVIOUR

- Notification of a Significant Event Form.
- Register of Significant Events.
- ICMP Form.
- DICES Form.
- Risk Assessment Form.

You can ask your keyworker to see these forms.

*RISK ASSESSMENT – is a plan that the staff and other professionals put in place to help keep you safe.

*RESTORATIVE ACTION – means taking responsibility for your actions by doing something positive that is directly connected to the behaviour carried out. For example: if a young person damages property belonging to the centre as a result of their behaviour, they could help repair it.

DEATH OF A YOUNG PERSON IN CARE

(POLICY FOR THE DEATH OF A YOUNG PERSON IN CARE)

While you are living in the care of a residential centre it is important that you are protected, taken care of and kept safe. It is also important that the young people take some responsibility for their own actions and do not put themselves in risky or unsafe situations. Unfortunately, in the past, a small number of young people have died while in the care of the Health Service Executive (HSE). If this happens, it is important that the young person's death is treated in a sensitive, respectful and confidential way. It is also important that the young person's family and all relevant authorities are informed of the death as soon as possible.

WHAT DOES DEATH OF A YOUNG PERSON IN CARE MEAN?

Death of a young person in care means a young person who has died while living in the care of the Health Service Executive (HSE).

WHAT WILL THE STAFF DO IF A YOUNG PERSON DIES WHILST LIVING IN THE CARE OF A RESIDENTIAL CENTRE?

- Inform the young person's family of the death.
- Inform the Manager and the person on call.
- Inform An Garda Síochána and other emergency services if necessary.
- Inform the other young people living in the centre.
- Inform the young person's Social Worker, and all other appropriate people with a genuine interest in the young person.
- Treat all information about the death of the young person as confidential.
- Make sure that the young persons report books and files held in the centre are gathered together, locked in a filing cabinet and are ready for collection by an *authorised person.
- Complete an end of placement report which gives details of the young person's life in the centre and the events that led up to the young person's death.

FUNERAL ARRANGEMENTS

The Manager will:

- Speak with the young person's family about the support they require and assist them with the funeral arrangements.
- Speak to the other young people in the centre and ask them if they would like to attend the funeral and make arrangements for them to do so.

YOUNG PERSON'S PERSONAL BELONGINGS

The Manager will:

- Speak to the young person's family about what they would like them to do with the young person's belongings.
- Make sure that the young person's belongings are stored in containers and bags and returned to the young person's family.

ONGOING SUPPORT

The Manager will:

- Provide information about support services to the young person's family.
- Keep in contact with and offer support to the young person's family, if requested by the family, and for as long as needed.
- Make sure that the staff are available to offer ongoing support to the other young people living in the centre.
- Make sure that the other young people living in the centre have access to outside emotional and specialist support.
- Update each young person's Individual Crisis Management Plan (ICMP/DICES) to reflect the effect the death has had on them.

FORMS THE STAFF COMPLETE

- Notification of a Significant Event Form.
- Register of Significant Events.
- End of Placement Report.
- Medical Forms.
- Inventory of Belongings.
- ICMP/DICES.

You can ask your keyworker to see these forms.

*AUTHORISED PERSON -may be a member of the HSE or someone working on behalf of the HSE.

SIGNIFICANT EVENTS

(POLICY ON SIGNIFICANT EVENTS)

When you live in residential care a record is kept of all the important things that happen in your life.

WHAT DOES SIGNIFICANT EVENT MEAN?

A significant event is a noteworthy or important experience in your life. It may also be a serious incident that might happen to you. A significant event is always recorded by the staff, and all people with a genuine interest in you are told about the significant event.

EXAMPLES OF SIGNIFICANT EVENTS ARE:

- An absence at risk.
- An admission to hospital or a serious illness.
- Assaults on staff and others.
- A traffic accident involving the young person.
- A move away from the young person's normal behaviour.

You can ask the staff to see the full list of significant events.

WHAT WILL THE STAFF DO IF I AM INVOLVED IN A SIGNIFICANT EVENT?

Some significant events have very clear steps that the staff must follow and clear information that they must record.

FOR ALL OTHER SIGNIFICANT EVENTS THE STAFF WILL DO THE FOLLOWING:

- Respond to the situation immediately.
- Carry out any follow-up action that is required.
- Inform your family, Social Worker, Alternative Care Manager, Monitor, and any other necessary person of the significant event.
- Make a detailed record of the significant event.
- Request a meeting if your behaviour continues to give cause for concern.

HOW DO I HAVE MY SAY?

- Talk to your keyworker about the significant event.
- Discuss with your keyworker ways to prevent negative behaviour in the future.
- Fill out the young person's comments section on the 'Notification of a Significant Event Form'.

FORMS THAT THE STAFF COMPLETE

- Notification of a Significant Event Form.
- Register of Significant Events.

You can ask your keyworker to see these forms.

SANCTIONS

(POLICY ON SANCTIONS)

It is important that all young people and staff living and working in the residential centre are safe, well cared for, and treated in a respectful way. Everyone's personal property and the property of the residential centre should also be treated with respect.

When young people are disrespectful, hurtful or cause damage to other people or their property they may be sanctioned.

WHAT DOES SANCTIONS MEAN?

Staff may give you a sanction when you have done something that is wrong. A sanction is a way of helping you recognise when you have done wrong and help you develop more acceptable behaviour. The sanction that you get should relate to the action that you have carried out. For example: if you break something on purpose you will have to pay something towards it being replaced, or, if you come in late you may not be able to go out again for a while.

SANCTIONS THAT ARE ALLOWED IN THE CENTRE ARE:

- Taking away no more than half of your pocket money as payment for broken items or damage caused to property.
- Doing something positive that is directly connected to the action that led to the sanction. For example: if a young person wrote graffiti on the wall, they could clean off the graffiti or paint over it.
- Removing a young person's property that is considered a risk or danger to any person living or working in the centre.
- Taking away extra activities or privileges.

SANCTIONS THAT ARE NOT ALLOWED IN THE CENTRE ARE:

- Any act or threat of physical punishment to a young person.
- *Physical restraint.
- Not being allowed food.
- Not being allowed sleep.
- Not being allowed to attend cultural or religious ceremonies.
- Not being allowed access with your family.
- Not being allowed access to your Social Worker or any other professional working with you.

- Not being allowed to take part in planned routine activities.
- Not being allowed medication.
- Not being allowed positive contact with the staff team.
- Being separated on your own from the rest of the staff and young people in the centre.
- Any act by the staff that embarrasses you or puts you down.

HOW WILL THE STAFF HELP ME TO UNDERSTAND SANCTIONS?

- Explain the sanction policy to you and your parents when you first move into the residential centre.
- Discuss and explain the sanction to you.
- Only use sanctions that are allowed under the sanctions policy.
- Only apply sanctions that are realistic and suited to your age.
- In some cases, accept a genuine apology from you instead of sanctioning you.
- Make sure that the sanction starts and ends on the same day.

HOW DO I HAVE MY SAY?

- Discuss the sanction with the staff.
- Read what the staff have written in the sanctions log book and write your own comments.
- Write your comment on the young Person's Daily Report Book/Log Book.
- Make a complaint if you feel the sanction is unfair.

FORMS THAT THE STAFF COMPLETE WHEN A YOUNG PERSON IS SANCTIONED.

- Sanctions Log Book.
- Young Person's Daily Report Book/Log Book.

You can ask your keyworker to see these forms.

*PHYSICAL RESTRAINT - is when you are held in a way that will limit your movement and stop you from hitting out.



BULLYING

(POLICY ON BULLYING & HARASSMENT)

Bullying damages and hurts. Young people who are bullied may feel threatened, frightened, vulnerable, stressed and guilty for not standing up for themselves. Bullying can take away your confidence and self esteem. If you are being bullied it is important that you tell someone and get help.

WHAT DOES BULLYING & HARASSMENT MEAN?

Bullying and harassment is when you are made feel frightened, upset, or are physically hurt by the abusive or threatening way someone or a group of people behave towards you over a period of time. The list below tells you more about the different ways that people can bully others.

Verbal - This means speaking to someone

- Teasing or annoying someone.
- Name calling and threatening someone.
- Making rude phone calls.
- Shouting and aggressive behaviour.
- Making jokes about someone.
- Nasty and offensive nicknames.
- Laughing at someone in public.
- Spreading rumours.
- Always putting someone down.

Non verbal - This means not saying anything

- Not letting someone be part of the group or activity.
- Making rude or angry signs at someone.
- Staring at someone.
- Sending abusive text messages or emails.

Physical - This means making physical contact with someone in an angry way

- Pushing or shoving someone.
- Hitting someone.
- Assaulting someone.
- Damaging belongings.

HOW WILL THE STAFF PROTECT ME FROM BULLYING?

- By making sure that you and all the young people in the centre know that bullying is not accepted in the centre.
- By ensuring that you are not bullied by other young people or staff.
- By making sure you are always treated with respect.
- Your keyworker will talk to you about bullying.
- By encouraging you to tell a staff member or someone you trust if you feel you are being bullied.
- Investigate any complaints you may make about being bullied.
- Inform your Social Worker that you have made a complaint about bullying.
- Keep a close eye on you if you are being bullied.
- Try and stop the bullying.
- Keep any information about you being bullied in a safe place.
- If you are the person responsible for the bullying the staff will talk to you about this.

BULLYING & CHILD PROTECTION

The centre will view bullying behaviour carried out by an adult towards a young person as a form of child abuse, and will address this behaviour under the centre's Child Protection Policy.

HOW DO I HAVE MY SAY?

- By telling your keyworker, the staff, or someone you trust if you are being bullied.
- By making a complaint and filling out a Complaints Form about a concern that you may have.
- By letting the staff know if another young person in the centre is being bullied.

FORMS THAT THE STAFF COMPLETE WHEN YOU ARE INVOLVED IN BULLYING

- Notification of a Significant Event Form.
- Register of Significant Events.
- Young Person's Daily Report Book/Log Book.

You can ask your keyworker to see these forms.

LEAVING THE RESIDENTIAL CENTRE WITHOUT PERMISSION.

(POLICY ON UNAUTHORISED ABSENCE)

While you are living in residential care, it is important that you are safe. Both you and the staff have a responsibility to ensure that you are safe. If you decide to leave the residential centre without permission, the staff must take certain actions to try and find out where you are and ensure your safe return to the centre.

The centre will be guided by the joint agreement between the HSE and An Garda Síochána called 'Missing Children from Care'.

WHAT DOES 'UNAUTHORISED ABSENCE' MEAN?

This is when you are missing or have left the residential centre without permission. There are two types of unauthorised absences:

Absence Without Permission

This is when you are absent from the centre without the staff's permission.


Absence At Risk

This is when you are absent from the centre without the staff's permission and there are concerns about your safety.

HOW DO STAFF DECIDE IF A YOUNG PERSON IS 'ABSENT AT RISK'?

Staff must carry out a *risk assessment before you are considered absent at risk. The risk assessment looks at things like:

- What happened before you left the centre.
- How long have you been away.

- 
- Do you know the area.
 - Have you been absent before.
 - Are you likely to use drugs or alcohol.
 - Are you likely to harm yourself or others.
 - Are you on any medication that you may need.

WHAT WILL THE STAFF DO IF YOU ARE 'ABSENT AT RISK'?

Under the joint agreement between the HSE and An Garda Síochána, if the staff are not able to find out where you are and believe that there is a high risk to you, they will telephone the local Garda station and request Garda assistance to arrange for your return. At this stage you will be considered a 'missing child from care'.

HOW DO I HAVE MY SAY?

- If you feel you need to get away from something or someone inside the centre, talk to your keyworker or staff so that the situation can be improved for you.
- If you are attracted to an unsafe situation or activity outside the centre, talk to your keyworker or staff about what kind of support you need in order to keep yourself safe.

FORMS THE STAFF COMPLETE IF YOU LEAVE THE RESIDENTIAL CENTRE WITHOUT PERMISSION.

- Notification of a Significant Event Form.
- Register of Significant Events.
- Absent Without Permission Form.
- Risk Assessment Form.
- Missing Child from Care Report Form.

You can ask your keyworker to see these forms.

*RISK ASSESSMENT – is a plan that the staff and other professionals put in place to help keep you safe

RETURNING TO THE RESIDENTIAL CENTRE

(POLICY ON RETURN FROM UNAUTHORISED ABSENCE)

If you are ever absent from the residential centre without the staff's permission you should never be afraid to return. Staff will always make sure that you are welcomed and allowed back into the centre.

WHAT DOES RETURN FROM UNAUTHORISED ABSENCE MEAN?

This is when you return to the residential centre following an absence without permission or an absence at risk.

WHAT WILL THE STAFF DO WHEN I RETURN?

- Welcome you back and check if you need food, a shower, clean clothes, sleep or medical attention.
- Inform the Gardaí, your parents and Social Worker about your return.
- Discuss with you where you were, who you were with and the reasons why you left.
- Discuss with you the different changes and choices you can make that would stop you leaving the centre without permission in the future.

HOW DO I HAVE MY SAY?

- If you felt you needed to get away from something or someone inside the centre, talk to your keyworker or staff so that the situation can be improved for you.
- If you were attracted to an unsafe situation outside the centre, talk to your keyworker or staff about what changes you could make that would stop you leaving.

FORMS THAT THE STAFF COMPLETE WHEN YOU RETURN TO THE RESIDENTIAL CENTRE

- Return From Missing Child Form Care Report Form.

You can ask your keyworker to see this form.

THE GUIDELINES STAFF MUST FOLLOW WHEN CONTACTING AN GARDA SÍOCHÁNA

(HSE NATIONAL GUIDELINES FOR ENGAGING AN GARDA SÍOCHÁNA TO DEAL WITH INCIDENTS INVOLVING CHILDREN/YOUNG PEOPLE IN HSE RESIDENTIAL CARE CENTRES)

For different reasons some young people living in residential care can display difficult, challenging or violent behaviour. The staff should always try and work through their behaviour with the young person. Where this is not possible and the staff feel the situation is unsafe or dangerous for the young person, and all those in the centre, the staff may decide to involve the Gardai or call them for assistance.

This should only be done as a last resort.

It is important that the centre promotes the rights and responsibilities of both the young people living in the centre and the staff working in the centre.

WHAT ARE THE GUIDELINES STAFF MUST FOLLOW WHEN CONTACTING AN GARDA SÍOCHÁNA

The staff will only contact An Garda Síochána in extreme circumstances when they need assistance in managing a possibly dangerous situation.

WHAT STEPS DO STAFF TAKE BEFORE THEY CONTACT THE GARDAI?

To try and stop a young person becoming violent or aggressive?

- Try and understand why the young person might be feeling this way.
- Tolerate a certain amount of difficult or challenging behavior as outlined in the young person's Individual Crisis Management Plan (ICMP/DICES).
- Follow the guidelines in the young person's plan (ICMP/DICES) to assist them in dealing with the young person's behaviour.
- Provide structures, routines and activities in consultation with the young person to assist them in dealing with their behaviour.
- Make sure that the young person knows their rights and responsibilities.
- If the young person's behaviour continues a special review meeting may be called. A member of An Garda Síochána may be invited to attend the meeting.

IF A YOUNG PERSON IS ASSAULTED OR ASSAULTS SOMEONE ELSE?

- The centre will continue to care for and support a young person who may face prosecution for an assault.
- The centre will continue to care for and support a young person who may have been assaulted by another young person living in the centre.
- Young people have the right to make a complaint to the Gardaí in the event of another young person assaulting them.
- The centre will inform the young people of their rights and the process involved.

IF A YOUNG PERSON'S PROPERTY IS DAMAGED OR STOLEN FROM THE CENTRE?

- Young people should look after their personal belongings and record any items they have on a list when they move into the centre.
- Young people will be encouraged to resolve the matter within the centre.
- Young people should be told about their rights under the centre's procedure for complaints.
- The centre will support the young person to make a complaint to the Gardaí should they wish to do so.

WHAT HAPPENS WHEN A STAFF MEMBER MAKES A COMPLAINT TO THE GARDAÍ ABOUT A YOUNG PERSON?

- Staff members can only make a complaint to the Gardaí about *alleged criminal activity by a young person. It is then up to the Gardaí to deal with the complaint and decide what action to take.
- Staff members do not have an automatic right to accompany a young person to a Garda station in a Garda vehicle.
- If a young person is removed from the centre by the Gardaí, a staff member should go to the Garda station to offer support to the young person.
- Staff members do not have the right to stay with a young person when they are being questioned.
- It is not appropriate for the staff member who makes a complaint against a young person to accompany them to the Garda station or be present during their questioning.
- The young person's parents will be contacted and informed about the incident.
- The young person's parents will be asked for consent if the young person requires medical attention.

FORMS THAT THE STAFF COMPLETE IF YOU ARE INVOLVED WITH THE GARDAI

- Young Person's Daily Report Book/Log Book.
- Notification of a Significant Event Form.
- Register of Significant Events.

You can ask your keyworker to see these forms.

*AN ALLEGATION -is when you accuse someone of doing something. The word allegation or alleged is used when something has not yet been proven. When young people hear the word allegation used, it does not mean that they are not believed. It's just a word that has to be used until something is proven.

HOW THE STAFF DO THEIR JOB

(STAFF CODE OF PRACTICE)

When you live in residential care it is very important that you feel respected and safe. It is the responsibility of all staff members to care for you and to be a positive role model.

WHAT DOES STAFF CODE OF PRACTICE MEAN?

These are the guidelines the staff must follow when they are working with you and the other young people in your centre.

HOW DO THE STAFF FOLLOW THE STAFF CODE OF PRACTICE WHEN WORKING WITH ME?

- By treating you and your family with respect.
- By respecting your ethnic and cultural background.
- By encouraging your family to be part of your care.
- By providing you with opportunities to grow and learn.
- By not behaving in an unsafe way towards you or any member of you family.
- By responding quickly if you are in danger.

HOW DO I HAVE MY SAY?

- Let your keyworker or the Manager know if you feel you are not being treated well by a member of the staff team.
- By making a complaint and filling out a Complaints Form about a concern that you may have.

AGENCY STAFF

(POLICY ON AGENCY STAFF)

When you are living in residential care it is important that you know the staff who work with you. Sometimes due to holidays, staff training or sick leave, there may not be enough staff to take care of you. When this happens the centre may ask an outside agency to provide the centre with agency staff.

WHAT DOES AGENCY STAFF MEAN?

Agency staff are social care workers who are not working full time in the centre where you are living. They are sometimes asked to work in the centre if there is not enough staff cover.

WHAT WILL THE CENTRE DO WHEN AGENCY STAFF ARE NEEDED?

Before agency staff are asked to work in your residential centre the Manager will make sure that the agency staff:

- Have Garda clearance.
- Are qualified and have references.
- Know how the centre operates.
- Follow the centre's Child Protection Policies and Procedures.
- Know that they cannot look at your files unless they have permission.

HOW DO I HAVE MY SAY?

- Your Manager will talk to you about how you feel about the agency staff that are working with you.

STUDENTS

(POLICY ON STUDENTS)

Many residential centres have students working alongside the regular staff. This is to give them experience of working in a residential centre. Sometimes young people find it difficult to have someone working in the centre who they feel is not much older than them. It is important that students are given the chance to experience working in a residential centre. The Manager should make sure that the student is a safe person to be working in the centre.



WHAT DOES STUDENT MEAN ?

A student is a person who is studying at college. Students are not employed by the residential centre but are offered a placement in the centre to give them the experience of working there.

WHAT WILL THE MANAGER DO WHEN DECIDING WHETHER TO TAKE A STUDENT ON PLACEMENT ?

Before a student is offered a placement in a residential centre the Manager will make sure that:

- They have Garda clearance and are a safe person to be in the company of children and young people.
- Consider your needs, the staff's needs and the needs of the other young people living in the centre before offering placements to students.
- There is someone to support the student while they are on placement.

HOW WILL THE STUDENT WORK WITH YOU IN A SAFE WAY?

- Follow the residential centre's policies and procedures and report any child protection concerns to the Manager.
- They will not look at any information about your personal history unless given permission by the Manager.

HOW DO I HAVE MY SAY?

- Your Manager will talk to you about how you feel about the student who is on placement in your residential centre.

TRANSPORT AND TRAVEL

(POLICY ON TRANSPORT)

It is important that you can travel safely to visit your family or friends, to school, college, work or to attend appointments.

WHAT DOES TRANSPORT MEAN ?

Transport is the way in which you travel to and from places by:

- Car or van belonging to the centre.
- Public transport.
- Staff cars.

WHAT WILL THE STAFF DO TO ENSURE MY SAFETY WHEN I TRAVEL?

- Carry out a *risk assessment - which means the staff look at the best way for you to travel in order to protect your safety.
- Record the following information for each journey you take with a staff member.
 - The time you left the centre.
 - The reason why you left the centre.
 - Where you are going.
 - What time you got back to the centre.

HOW WILL THE STAFF ENSURE MY SAFETY WHEN I TRAVEL?

- Only allow staff with a full driving licence to drive.
- Check as far as possible that the car or van is safe to drive – checking wipers, tyres and mirrors.
- Make sure everyone, including the driver, is wearing their seatbelts.

- Make sure that no one under the age of twelve sits in the front of the car or van belonging to the centre.
- Make sure that no one is behaving in an unsafe way in the car or van.
- Carry a first aid kit.
- Follow the European Union (EU) Policy on Child Car Seat Safety which sets out the law on child restraints, height restrictions and booster seats in cars.

PUBLIC TRANSPORT

- Encourage you to use public transport.
- The staff will look into any concerns you may have about travelling on public transport.
- Travel with you if you feel unsafe.
- Only use a taxi company that is known to the centre.

STAFF CARS

- Only use staff cars if there is no other transport available.
- Only use staff cars that have the approved insurance cover.
- Follow the centre's regulations (rules) about safe travel.

HOW DO I HAVE MY SAY?

- Tell staff if you have any concerns about travelling on public transport or travelling alone.

FORMS THAT THE STAFF COMPLETE WHEN I TRAVEL

- Young Person's Daily Report Book/Log Book.
- Risk Assessment Form.

You can ask your keyworker to see these forms.

*RISK ASSESSMENT – is a plan that the staff and other professionals put in place to help keep you safe.

INFORMATION THAT IS KEPT ABOUT YOU

(POLICY ON REPORT WRITING AND RECORD KEEPING)

When you are living in residential care there is a lot of information written about you. The staff and the other professionals who work with you must keep all the important details about you in your file. Having all this information in one place can help you look back over your time in care.

WHAT DOES REPORT WRITING AND RECORD KEEPING MEAN?

Reports are documents which give you the details about:

- The type of care you are receiving in the centre where you are living.
- The reasons why you might need this type of care.

Records are reports which have information in them about you.

WHAT DOES THE CENTRE DO WITH MY REPORTS AND RECORDS?

- Make sure that all the reports and records about you are in your file.
- Make sure that you have the opportunity to read and sign the forms used with you.
- Make sure that any reports or records for your review meetings are ready and up to date.
- Treat information about you in confidence.
- Keep the information about you in a safe place.

CONFIDENTIAL SECTION IN MY FILE

The confidential section in your file contains information that requires special permission from someone else before you can read it. This may include reports where the person who wrote the report has not given permission for you to read it because it may be upsetting for you to do so. Reports which contain sensitive information about you or your family and which you might find difficult to read may also be contained in the confidential section of your file.

HIGHLY SENSITIVE INFORMATION KEPT ABOUT YOU

You have a right to request that only some members of the staff team have access to highly sensitive information that is kept about you. This request will be discussed by the Manager, your Social Worker and the Alternative Care Manager. A *risk assessment will be carried out to look at any potential risk to you or members of the staff team by limiting access to this information. Reports that are restricted to certain members of the staff team will be kept separately and safely by the Manager.

HOW DO I HAVE MY SAY?

- By reading and signing the forms used with you.
- By reading the reports that are written about you.
- By asking staff to see where your reports and records are kept.

There are many different forms that the staff complete about your care.

You can ask your keyworker to see these forms.

*RISK ASSESSMENT – is a plan that the staff and other professionals put in place to help keep you safe.



READING THE INFORMATION THAT IS KEPT ABOUT YOU

(POLICY ON ACCESS TO INFORMATION)

When you live in residential care, information about you is written down and kept in a file in a safe place. All young people living in care have a right to read the information that is recorded about them. Sometimes it can be upsetting for young people to read some of the information in their file because it may be about their family or a difficult time in their past. Staff will help you if you would like to read the information kept in your file.

WHAT DOES ACCESS TO INFORMATION MEAN?

Access to information means your right to read the personal details about you and your family that are kept in your file in the residential centre. This information is confidential to you and the people working with you.

HOW WILL THE STAFF HELP ME TO ACCESS INFORMATION ABOUT ME?

- Tell you and your parents about your right to access your information when you first come into the centre.
- Agree a time with you if you wish to read your reports and stay with you when you are reading them.
- Help you to understand the information that is written about you.
- Get permission for you to read the reports that other people have written about you.
- Explain to you why it might not be possible for you to read some of the information written about you because it may be harmful to you to do so.
- Correct any information about you in your file that is incorrect.

HOW DO I HAVE MY SAY?

- Ask to read the information recorded about you.
- Talk to your keyworker or staff about the information that is written about you.
- You can write down your comments on the forms that the staff complete about you.
- You can sign the forms to say that you have read them.

There are many different forms that the staff complete about your care.

You can ask your keyworker to see these forms.

CONSULTATION WITH YOUNG PEOPLE

(POLICY ON CONSULTATION WITH YOUNG PEOPLE)

As a young person living in residential care it is very important that you feel you can speak openly about the things that concern you. That your views and opinions will be listened to and taken seriously by the staff who work with you.

WHAT DOES CONSULTATION WITH YOUNG PEOPLE MEAN?

Consultation with young people means that the staff:

- Listen to what you have to say.
- Ask for your views and opinions.
- Take your wishes into account when making decisions that concern you.



HOW WILL THE STAFF CONSULT WITH ME?

- Your keyworker will meet with you on a regular basis to hear your opinions about how you feel things are going for you.
- Your keyworker will involve you in all the plans that are made about your care.
- The staff will help you to prepare for meetings about your care.
- The staff will provide a space, time and opportunity for you to have your say at the young people's meetings.
- The staff will ask your opinion on how your bedroom and the living space in the centre should be decorated.
- The staff will ask your opinion about the food you would like included at meal times.
- The staff will tell you about groups and organisations that will advise you of your rights and help you make contact with them, For Example: IAYPIC.
- Inform you of the complaints procedure.
(See *Policy on Complaints*)

HOW DO I HAVE MY SAY?

- By talking with your keyworker.
- By being part of the plans that are made about you.
- By attending the young people's meetings held in the centre where you live.
- You can write down your comments on the forms that the staff complete about you.
- Be involved in the planning of the activities, holidays and special events in the residential centre where you live.

Most of the forms the staff complete about your care will be done in consultation with you.

CONFIDENTIALITY

(POLICY ON CONFIDENTIALITY)

As a young person living in care it is important that you know that you can speak openly, and that information about you will be treated with respect and in confidence.

WHAT DOES CONFIDENTIALITY MEAN?

Confidentiality is your right to have information about you and your family kept private. Confidential information about you may be shared with other professionals if this is felt to be in your best interest. These professionals must also treat this information in confidence.

Where there is a child protection concern, which means a concern for your safety, this information will be immediately passed on to your Social Worker. This is not breaking confidentiality.



HOW WILL THE STAFF PROTECT MY CONFIDENTIALITY?

- Explain to you and your family the residential centre's policy on confidentiality when you first move into the centre.
- Work with you in a confidential manner.
- Keep all your records and files in a safe place.
- Treat the information contained in your records and files with dignity and respect.
- Only show your files to those who are allowed to see them.
- Keep information about you private and not discuss it with others unless necessary.

HOW DO I HAVE MY SAY?

- Talk to your keyworker if you feel your personal information is being discussed in front of others.
- Talk to your keyworker if you feel that the information kept about you is not being treated in a confidential way.
- Ask your keyworker to show you where confidential information about you is kept.
- Ask your keyworker to see the information that is recorded about you.
- Make a complaint and complete a complaints form if you feel that you or information about you is not being treated in a confidential way.

Confidentiality applies to all the forms that the staff complete about you.

You can ask your keyworker to see these forms.

MAKING A COMPLAINT

(POLICY ON COMPLAINTS AND GRIEVANCES)

It is your right to make a complaint about any part of the service you are receiving as a young person living in care.

THERE ARE TWO FORMS OF COMPLAINT

- Formal complaint.
- Informal Complaints and Grievances.

WHAT DOES A 'FORMAL COMPLAINT' MEAN?

A formal complaint may be a verbal or written complaint. A formal complaint is recorded and passed on to the relevant person for investigation. You can make a formal complaint when you are:

- Not happy about a service that is offered to you.
- A service is not offered to you.
- You are told you cannot have a particular service.



WHAT DO INFORMAL COMPLAINTS AND GRIEVANCES MEAN?

If you have an informal complaint or grievance it is usually something you can discuss and resolve with the staff. Your informal complaint and grievance will then be recorded in your Daily Report Book/Log Book.

No matter what type of complaint you make you are entitled to a response or answer.

HOW WILL STAFF INFORM ME ABOUT MY RIGHT TO MAKE A COMPLAINT?

- Inform you of your right to be safe in the centre where you are living.
- Explain to you and your parents about your right to make a complaint.
- Provide you with information about how you go about making a complaint.
- Help you make a complaint.
- Provide you with an initial response to your complaint within three days of you making a complaint.
- Pass on the information to your Social Worker so that they can look into your complaint.
- Make sure that you get feedback about the complaint you have made within a two week period.
- Provide you with details of services who could support you or speak on your behalf while the complaint is being looked into.

THE APPEALS PROCESS

If you or your parents are not happy with the outcome of the complaint you can appeal the decision. This means you can ask someone else to look into the complaint for you. For example: you could ask your Social Worker or the Alternative Care Manager or the Monitor for Residential Centres.

The Monitor for Residential Centres

Monitor for Residential Centres, HSE, Dublin North East, Child Care Services, 1st Floor, Park House, North Circular Road, Dublin 7. Tel. (01) 838 7122, Mob. 087 203 6548

Monitoring Officer for Children in Care

Regional Office for Children and Families, HSE, Dublin North East, Aerbridge House, Dunshaughlin, Co. Meath.
Tel. (01) 825 0907, Mob. 086 380 3909

If you would prefer someone outside the Health Service Executive (HSE) you could contact the following people:

IAYPIC

The Irish Association of Young People in Care, 7 Red Cow Lane, Smithfield, Dublin 7, Tel. (01) 872 7661

Ombudsman for Children

Ombudsman for Children's Office, Millennium House, 52 – 56 Great Strand Street, Dublin 1. Lo – call 1890 654 654
Tel. (01) 865 6800

They will follow up on the complaint you have made and give you feedback.

HOW DO I HAVE MY SAY?

- If you have a complaint it is important that you make it.
- If you make a complaint all the information you provide will be written on the Complaints Form.
- You can check to see if you agree with the information on the Complaints Form. For Example: by reading the form or asking the staff member who is recording the information to read it back to you.
- You can ask to see the Monitor.

FORMS THE STAFF COMPLETE WHEN I MAKE A COMPLAINT

- Complaints Form.
- Register Of Complaints.

You can ask your keyworker to see these forms.



MOBILE PHONES AND COMPUTERS

(POLICY ON ELECTRONIC COMMUNICATION AND YOUNG PEOPLE)

Computers and other forms of electronic communication can help you keep in contact with your friends and teach you many new and exciting things. It is important that you have access to different ways of getting and receiving information while you are living in the centre. However, it is also equally important that you are protected against the risks when using them.

WHAT DOES ELECTRONIC COMMUNICATION MEAN?

This is the way you send, receive and keep information. You use electronic communication when you use the computer, send emails, use the Internet, call or text someone on your mobile phone. Watching TV and listening to your iPod are also forms of electronic communication.

HOW WILL THE STAFF SUPPORT ME TO USE ELECTRONIC COMMUNICATION?

MOBILE PHONES

- Consider letting you have a mobile phone depending on your age.
- Talk to you about the safe use of your mobile phone.
- Talk to you about how mobile phones can be used by others to bully and threaten people.
- Keep a note of your mobile number.
- Talk to you about who will have your number.

- Remind you to get permission before you take a photo of someone on your camera phone.
- Limit or stop you from using your mobile phone if a child protection concern arises as a result of you having a mobile phone.
- Limit or stop you from using your mobile if you are continuing to misuse it.

INTERNET

- Talk to you about the safe use of the Internet.
- Talk to you about how the Internet can be used by others to bully and threaten people.
- Check how you are using the Internet.
- Make sure the computer you are using has software that will protect you from unsafe information.
- Talk to you about how much time you can spend on the Internet.
- Encourage you to use the Internet to find educational and other useful and interesting information.

OTHER TYPES OF ELECTRONIC COMMUNICATION

- Only allow you access to age appropriate material.
- Stick to the Irish Film Board's age classification for movies shown on television, in the cinema and on DVDs.
- Stick to the age classifications for computer games.
- Take into account the parental guidance warnings on CDs and music DVDs.

HOW DO I HAVE MY SAY?

- By discussing with your keyworker or staff what the rules are about using your mobile phone or the Internet in your centre.

CHILDREN'S RIGHTS

(POLICY ON CHILDREN'S RIGHTS)

All human beings have human rights. Rights are the basic things that people must have to be able to live a healthy, safe and good life. Children under 18 years of age have a special set of rights because being young sometimes makes them more vulnerable. As a young person living in care, you also have certain rights, like the right to have a voice, to speak up and to have a say in the decisions that are made about your care.

WHAT DOES CHILDREN'S RIGHTS MEAN?

Children's Rights are human rights for children and young people under the age of 18 years. These rights are listed under the United Nations Convention on the Rights of the Child (UNCRC).

SUMMARY OF THE UN CONVENTION ON THE RIGHTS OF THE CHILD

All children have:

- The right to life.
- The right to a name and nationality.
- The right to have their best interests considered by people making decisions about them.
- The right to be with their parents or those who will care for them best.
- The right to have a say about things that affect them and for adults to listen and take their opinion seriously.
- The right to have ideas and say what they think.
- The right to practice their religion.
- The right to meet with other children.
- The right to get information they need.
- The right to special care, education and training if needed.
- The right to health care.
- The right to enough food and clean water.
- The right to free education.
- The right to play and rest.
- The right to speak their own language.
- The right to learn about and enjoy their own culture.
- The right not to be used as cheap workers.
- The right not to be hurt or neglected.
- The right not to be used as soldiers in war.
- The right to be protected from danger.
- The right to know about their rights and responsibilities.

HOW WILL THE STAFF MAKE SURE THAT MY RIGHTS ARE UPHELD?

- Ensure that your rights and responsibilities are explained to you when you enter the care of the centre and help you to understand them.
- Provide you with a copy of “**Your Guide to living in Residential Care**” which will give you information about your rights and responsibilities as a young person living in the centre.
- Provide you with a copy of the centre’s child protection policy and help you to understand it.
- Provide you with details of how to contact the Children’s Rights and Participation Officers from the Irish Association of Young People in Care.
- Provide you with details of how to contact the Ombudsman for Children.
- Ensure that you are always given the opportunity to express your views and opinions about all areas of your care and that consideration is given to your views.
- Make sure that you have access to the complaints system and that you know how to use it.
- Support you to access information that is kept about your care.
- Make sure that you have a Personal Development Plan/ Placement Plan that clearly outlines your educational, health, social and *psychological needs.

HOW DO I HAVE MY SAY?

- By knowing what your rights and responsibilities are as a young person living in residential care.
- By attending your meetings and having a say in the decisions that are being made about your care.
- By using the complaints system if you are unhappy with any decisions that are made about you.
- Talking to your keyworker or staff if you feel that your rights are not being upheld.
- By attending your house/young people's meeting.

FORMS THAT THE STAFF COMPLETE ABOUT MY RIGHTS

All the forms that the staff complete are about your rights.

*PSYCHOLOGICAL NEEDS – is what you need to help you feel and think more positively about yourself.

DISCHARGE FROM THE CENTRE

(POLICY ON DISCHARGE FROM THE CENTRE)

It is very important that you leave the care of the centre in a structured and planned way as stated in your care plan. By leaving care in a planned way it will hopefully help you to make a successful and positive move to your new placement. Sometimes this may not be possible. A young person may be asked to leave the centre due to their behaviour.

WHAT DOES DISCHARGE FROM THE CENTRE MEAN?

A discharge means when a young person formally leaves the care of the centre. There are two types of discharge, planned or unplanned.



PLANNED DISCHARGE

A planned discharge is when you leave the care of the centre in a planned way on a date that has been discussed and agreed with you.

UNPLANNED DISCHARGE

An unplanned discharge is when you leave the care of the centre in an unplanned way. An unplanned discharge will only happen if a young person's behaviour is placing their welfare and safety or the welfare and safety of others at serious risk.

HOW WILL THE CENTRE PREPARE ME FOR A PLANNED DISCHARGE?

- Prepare you for leaving care from the time you move into the centre.
- Include you in your plan for leaving care.
- Make sure that your keyworker helps you to prepare for your move.
- Review how your plan for leaving care is going and make changes to the plan if necessary.
- Talk to you, your Social Worker and your new placement about how and when you will move.
- If you are 16 or over, ask that you will be allocated an aftercare worker.
- Discuss and agree your aftercare arrangements with you, your family, your Social Worker, your aftercare worker and your new placement.
- Provide you with bags for all your personal belongings and help you pack.
- Make sure that all your files are stored safely.

What will the staff do if I have an unplanned discharge?

- Talk to you about your behaviour.
- Discuss a plan with you that might help you manage your behaviour.
- The manager will hold a crisis meeting with you and your Social Worker.
- Talk to and agree with the Alternative Care Manager that your unplanned discharge is necessary and must take place.
- Talk to your Social Worker, your social work team leader, your parents/guardians, your extended family and the Out of Hours Service to see if an alternative placement can be found for you.
- Carry out a *risk assessment.
- Talk to you about the arrangements in place for your unplanned discharge.
- Make sure that all your personal belongings are in a bag and returned to you.
- Make sure that all your files are stored safely.

How do I have my say?

- Talk to you keyworker about your plans to leave care.
- Attend all your meetings about your plans to leave care.
- Meet with your aftercare worker.
- Talk to the staff about the care arrangements that have been put in place following your unplanned discharge from the centre.
- You can reapply and ask if you can return to the care of the centre after your discharge.

FORMS THAT THE STAFF COMPLETE WHEN YOU ARE PREPARING TO LEAVE CARE

- Needs Assessment Form.
- Risk Assessment Form.
- Notification of a Significant Event Form.
- Register of Significant Events.
- Leaving Care Plan.
- Aftercare Plan.

You can ask your keyworker to see these forms.

*RISK ASSESSMENT – is a plan that the staff and other professionals put in place to help keep you safe

DISCHARGE FROM THE CRISIS INTERVENTION SERVICES

(POLICY ON DISCHARGES FROM THE CRISIS INTERVENTION SERVICES)

Some young people in care find it very difficult to manage their behaviour and to keep themselves safe. These young people usually need extra support and help with their behaviour from the staff who are working with them. Sometimes these young people are referred to the Crisis Intervention Service.

WHAT IS THE CRISIS INTERVENTION SERVICE?

The Crisis Intervention Service is an Out of Hours Service for young people under the age of 18 who find themselves without a bed for the night or who may be homeless. The Crisis Intervention Service can only be accessed by going to the Garda Station after 8pm in the evening. The Gardaí will then put you in contact with the Out of Hours social work team.

WHAT DOES DISCHARGE FROM THE CRISIS INTERVENTION SERVICE MEAN?

A discharge means when a young person formally leaves the care of the Crisis Intervention Service. There are four types of discharge - planned, emergency, self discharge and immediate discharge.

PLANNED DISCHARGE

A planned discharge is when you leave the care of the centre in a planned way on a date that has been discussed and agreed with you.

EMERGENCY DISCHARGE

An emergency discharge is when you leave the care of the centre in an unplanned way. An emergency discharge will only happen if the young person's behaviour is placing their welfare and safety, or the welfare and safety of others at serious risk.

SELF DISCHARGE

Self discharge is when you decide yourself to leave the care of the centre in an unplanned way and without the approval of the manager, the staff or your Social Worker.

IMMEDIATE DISCHARGE

Immediate discharges happen when a young person's behaviour is no longer possible to manage. Immediate discharge will only happen as a very last resort.

HOW WILL THE CRISIS INTERVENTION SERVICE PREPARE ME FOR A PLANNED DISCHARGE?

- Prepare you for leaving care from the time you move into the centre.
- Include you in your plan for leaving care.
- Make sure that your keyworker helps you to prepare for your move.
- Review how your plan for leaving care is going and make changes to the plan if necessary.
- Talk to you, your Social Worker and your new placement about how and when you will move.
- If you are 16 or over, ask that you will be allocated an aftercare worker.

- Discuss and agree your aftercare arrangements with you, your family, your Social Worker, your aftercare worker and your new placement.
- Provide you with bags for all your personal belongings and help you pack.
- Make sure that all your files are stored safely.

WHAT WILL THE STAFF DO IF I HAVE AN EMERGENCY, SELF DISCHARGE OR AN IMMEDIATE DISCHARGE?

- Talk to you about your behaviour.
- Discuss a plan with you that might help you manage your behaviour.
- The Manager will hold a crisis meeting with you and your Social Worker.
- Talk to and agree with the Alternative Care Manager that your unplanned discharge is necessary and must take place.
- Talk to your Social Worker, your Social Work Team Leader, your parents/guardians, your extended family and the Out of Hours Service to see if an alternative placement can be found for you.
- Carry out a *risk assessment.
- Talk to you about the arrangements in place for your unplanned discharge.
- Discuss and agree an aftercare plan with you.
- Provide you with an opportunity to talk about why you chose to self-discharge.
- If you have an immediate discharge the Gardaí will be contacted and asked to remove you from the centre to ensure everyone's safety.
- Make sure that all your personal belongings are in a bag and returned to you.
- Make sure that all your files are stored safely.

HOW DO I HAVE MY SAY?

- Talk to your keyworker about your plans to leave care.
- Attend all your meetings about your plans to leave care.
- Meet with your aftercare worker.
- Talk to the staff about the care arrangements that have been put in place following your unplanned discharge from the centre.
- You can reapply and ask if you can return to the care of the centre after your discharge.

FORMS THAT THE STAFF COMPLETE WHEN YOU ARE PREPARING TO LEAVE CARE

- Notification of a Significant Event Form.
- Register of Significant Events.
- Leaving Care Plan.
- Aftercare Plan.
- Emergency Discharge Form.
- Self-Discharge Form.
- Risk Assessment Form.

You can ask your keyworker to see these forms.

*RISK ASSESSMENT – is a plan that the staff and other professionals put in place to help keep you safe

PLANNING FOR LEAVING CARE

(POLICY ON PLANNING FOR LEAVING CARE)

The length of time a young person spends in residential care depends on their own individual circumstances. Some spend a short period of time in residential care before moving back with their family, to a foster family, or to a more suitable residential centre. Others may live in residential care until they are 18 and ready to move into semi-independent living or into a place of their own.



It's natural to feel frightened or upset about moving on, especially if you have lived in the same place for a long time. 'The Youth Homeless Strategy' says that each young person should be prepared to leave care. Your aftercare plan should support you to move towards independent living.

WHAT DOES PLANNING FOR LEAVING CARE MEAN?

This means that there will be a plan put in place to help you leave the care of the centre in a smooth and positive way. This plan will allow you to return to the centre for visits and continue to have contact with the staff. If your new placement happens to break down you will be able to return to the centre for an agreed period of time.

HOW WILL THE STAFF HELP ME TO PLAN FOR LEAVING CARE?

- Within one month of your 16th birthday, you, your Social Worker and the staff will start to identify what needs to happen to make sure your needs are met when leaving care.
- Explain your Preparation For Leaving Care Plan to you and encourage you to take part in planning your move
- Help you to do the work identified in your Preparation for Leaving Care Plan which will help to prepare you for moving out.

- Allocate a staff member to help you prepare to leave the centre.
- Introduce you to your *aftercare worker six months before you leave the centre.
- Talk to you, your Social Worker, your aftercare worker and your new placement about how and when you will leave the centre.
- Help you to leave the centre in a positive way.
- Talk to you and everyone involved in your plan about your aftercare arrangements.
- Attend meetings with you and all those involved in your aftercare plan to decide if your new aftercare placement will suit your needs.
- Keep a record of your new address.
- Make sure that all your files are stored safely.

HOW DO I HAVE MY SAY?

- By having your say in your Aftercare Plan.
- By attending all meetings held about your Aftercare Plan.
- By being part of the decisions made about your aftercare needs.
- By talking to your Social Worker, your keyworker or your aftercare worker if you have any concerns about your Aftercare Plan.

FORMS THAT THE STAFF COMPLETE WHEN I AM LEAVING CARE

- Needs Assessment Form.
- Leaving Care Plan.
- Aftercare Plan.

You can ask your keyworker to see these forms.

*AN AFTERCARE WORKER - is a person whose job it is to help you prepare to leave care and move into aftercare.

ADOPTION

Barnardo's

Christchurch Square, Dublin 8.
Confidential Helpline (01) 454 6388
Tuesday 11 - 2pm Thursday 10 - 2pm
E-mail: adoption@barnardos.ie

Child & Family Centre

St. Mary's Complex, Dublin Rd,
Drogheda, Co. Louth.
Tel. (041) 983 2963

ALCOHOL & DRUGS

Talbot Centre

(Support for children, young people
and their families)
29, Upper Buckingham St, Dublin 1.
Tel: (01) 836 3434
Email: talbotcentre@eircom.net

Drugs Awareness Programmes

Website: www.drugsinformation.ie
Website: www.dap.ie

Al-anon Information Centre

Room 5, 5, Caple St, Dublin 1.
Tel: (01) 873 2699
Email: info@al-anon-ireland.org

South Louth Drug, Outreach and Counselling Service

11, Chord Rd, Drogheda, Co. Louth.
Tel. (041) 984 3531

ABUSE

Health Service Executive (HSE)

(Deals with all aspects of child
protection & welfare)

HSE – Dublin North

Tel: (01) 847 6122

HSE – Dublin North Central

Tel: (01) 846 7000

HSE – Dublin North West

Tel: (01) 882 5000

Irish Society For The Prevention of Cruelty To Children (ISPCC)

20, Molesworth St, Dublin 2.
Tel: (01) 679 4944
Email: ispcc@ispcc.ie
Website: http://www.ispcc.ie

Childline

Helpline: 1800 666666
Website: www.childline.ie

The Dublin Rape Crisis Centre

70, Lower Leeson St, Dublin 2.
Tel: (01) 661 4911
Freefone: 1800 77 88 88
Website: www.drcc.ie
Email: rcc@indigo.ie

HSE – Drogheda Tel. (041) 9833163

HSE – Dundalk Tel (042) 9392200

HSE – Cavan Tel. (049) 4361822

BEREAVEMENT

Solas

(Bereavement Counselling for
Children).
Barnardos, Christchurch Square,
Dublin 8.
Tel: (01) 4530355
Email: bereavement@barnardos.ie

Rainbows Ireland Ltd

(Helping children bereaved by
parental death)
National Office, Loreto Centre,
Crumlin Rd, Dublin 12.
Tel: (01) 473 4176
Email: rainbows@eircom.net
Web: www.ask@rainbowsireland.com

Teen Counselling – Mater Dei

Mater Dei
Clonliffe Rd, Dublin 3.
Tel: (01) 837 1892
Email: materdei@teencounselling.com

WHERE TO GET HELP...

BULLYING

Anti Bullying Research & Resource Centre. A.B.C

(Provides advice, guidance & counselling for all who need help & support in relation to bullying)
Room 3125, Arts Building, Trinity College, Dublin 2.
Tel: (01) 608 2573
Website: www.abc.tcd.ie

CULTURAL DIVERSITY

NCCRI – National Consultative Committee On Racism And Interculturalism

(Celebrating cultural diversity– policy advisor for racism and interculturalism in Ireland)
Third floor, Jervis House, Jervis Street, Dublin 1
Tel: (01) 858 8000
Email: info@nccri.ie

DISABILITY

Disability Federation Of Ireland

(Provides support services to people with disabilities)
Fumbally Court, Fumbally Lane, Dublin 8
Tel: (01) 454 7978
Email: info@disability-federation.ie

DISCRIMINATION AND EQUALITY

The Equality Authority

2 Clonmel Street, Dublin 2
Tel: Lo-call 1890 245 545
Email: info@equality.ie

FREEDOM OF INFORMATION

Freedom Of Information Policy Unit

(Provides information on your right to access records held by government departments and certain public bodies)
73 – 79, Lower Mount Street, Dublin 2.
Tel: (01) 631 8258
Email: cpu@finance.gov.ie
Website: www.foi.gov.ie

OUT OF SCHOOL

Youthreach

Curriculum Development Unit, Sundrive Road, Dublin 12
Tel: (01) 453 5487
Email: youthreachinfo@cdu.cdvec.ie
Website: www.youthreach.ie

FÁS

Head Office
27 – 33 Upper Baggot Street, Dublin 4
Tel: (01) 607 0500
Email: info@fas.ie Web: www.fas.ie

PARENTAL SEPARATION & DIVORCE

Rainbows Ireland Ltd

National Office, Loreto Centre, Crumlin Rd, Dublin 12.
Tel: (01) 473 4176
Email: rainbows@eircom.net
www.ask@rainbowsireland.com

PREGNANCY

Crisis Pregnancy Agency

4th floor, 89 – 94 Capel Street, Dublin 1.
Tel: (01) 814 6292
Email: info@crisispregnancy.ie
Website: www.crisispregnancy.ie

Rotunda Hospital

Social Work Department.

Tel: (01) 817 1722

Teen Parenting Support

3rd Floor former Nurses Residence

Our Lady of Lourdes Hospital,

Drogheda, Co Louth.

Tel. (041) 987 5273

RELATIONSHIPS & SEXUALITY

Irish Family Planning Association

(Provides a free confidential pregnancy service & information on contraception)

60, Amiens St, Dublin 1.

Tel: 01 806 9444

Website: www.ifpa.ie

Belongto Youth Project

(Supports gay, lesbian, bisexual & transgender youth)

Outhouse Community Centre,

105 Capel St. Dublin 1.

Tel: 01 873 4184 Website:

www.BelongTo.org

TRAVELLERS

Pavee Point Travellers Centre

(A partnership of Irish travellers and settled people working together to improve the lives of Irish travellers)

46 North Great Charles Street, Dublin1, Ireland

Tel: (01) 878 0255

Email: pavee@iol.ie

VIOLENCE AT HOME

Womens Aid

(Provides information, support & accommodation to women

and children who are physically, emotionally or sexually abused)

Everton House, 47 Old Cabra Road, Dublin 7

National Freephone Helpline:

1800 341 900

Website: www.womensaid.ie

AMEN

(For male victims of domestic violence)

St. Anne's Resource Centre

Railway Street, Navan, Co. Meath

Tel (+353) 046 9023718

Email: info@amen.ie

YOUNG PEOPLE'S RIGHTS

Irish Association Of Young People in Care (IAYPIC)

(IAYPIC works for young people who are currently living in care or who have had an experience of living in Care)

7 Red Cow Lane, Smithfield, Dublin 7

Tel: (01) 872 7661

Email: info@iaypic.ie

Website: www.iaypic.ie

The Ombudsman for Children's Office (OCO)

(The Ombudsman for Children's Office promotes and safeguards the rights and interests of children and young people in Ireland under the age of 18).

Millennium House, 52-56 Great Strand Street, Dublin 1

Tel: Lo-call 1890 654 654

Email: oco@oco.ie

Website: www.oco.ie

WHERE TO GET HELP...

HIQA (SSI)

George's Court, George's Lane
Dublin 7.
Tel. (01) 814 7400
Email: info@hiqa.ie

YOUTH INFORMATION CENTRES AND CLUBS

Foroige

(Provides information on local youth services in your community)
Block 12D, Joyce Way, Park West
Dublin 12
Tel: (01) 630 1560
Email: info@foroige.ie
Website: www.foroige.ie

Drogheda Youth Development

Westgate Narrow West Street,
Drogheda, Co. Louth.
Tel. (041) 983 9916

SAFE USE OF THE INTERNET

Website: www.thinkb4uclick.ie

YOUTH HOMELESSNESS

Homeless Persons Freephone Service

(Advice and referrals to emergency accommodation for all homeless persons)
Tel: 1800 724 724

Focus Ireland - Extension

(Provides advice and support to homeless youth)
4-5 John's Lane West, Dublin 8
Tel: (01) 677 0691
Email: info@focusireland.ie
Website: www.focusireland.ie

There are many different services that can provide you with information and advice.

If you have any difficulties contacting any of the services above, or can't find the service you are looking for call IAYPIC on 01 872 7661.

Text us ON 087 903 6598 or email us at

info@iaypic.ie or look at our website

www.iaypic.ie

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