



35 Eallagh,
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Charity No: 19298 // Company Reg No: 481858 // CRA: 20075521

i4Life: Protection of Vulnerable Adults Policy:

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i4Life recognises the rights of vulnerable persons to lead as normal a life as possible and that depriving them of liberty, privacy, respect and dignity, freedom to choose and ability to realise their potential may constitute abuse.

People with disabilities and older people may be particularly vulnerable due to dependence on others for personal care, sensory difficulties, isolation, and capacity to report and diminished social skills.

1.0: Policy Statement:

i4Life considers a Vulnerable Person as an adult who is restricted in capacity to guard himself/herself against harm or exploitation or to report such harm or exploitation. This may arise as a result of physical or intellectual impairment and risk of abuse may be influenced by both context and individual circumstances.

i4Life is committed to the safeguarding of vulnerable persons from abuse.

It is the responsibility of all volunteers to ensure that the clients that they come into contact with are treated with respect and dignity, have their welfare promoted and receive support in an environment in which every effort is made to promote welfare and to prevent abuse.

2.0: Scope:

This policy applies to all volunteers working with i4Life at home and overseas.

3.0: Implementation:

i4Life will communicate this policy to all volunteers.

i4Life will monitor any reports of abuse by volunteers or clients and provide correct follow up including reporting the incident to the relevant authorities.

4.0: Types of Abuse:

Abuse may include: physical abuse, sexual abuse, psychological abuse (emotional abuse, threats of harm or abandonment), financial abuse, neglect, or discriminatory abuse (ageism, racism etc.).



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5.0: Procedure:

5.1: Designated Officer:

i4Life has three designated officers – Mary Margaret Kyne, Maura Moran and Sr Barbara Banda Sister Neri Clinic, Lusaka who are responsible for:

- Receiving concerns or allegations of abuse regarding vulnerable persons.
- Ensuring the necessary actions are identified and implemented.
- Ensuring reporting obligations are met.
- Conducting preliminary assessments and seeking additional information if necessary.
- Addressing any immediate safety issues.
- Developing a plan of action to address the concerns.

5.2: Process:

- **STEP 1:** Concern/complaint arises or is raised by a volunteer or by a member of the public or other who notify a volunteer.
- **STEP 2:** The volunteer ensures the safety of the client and informs one of the Designated Officers. The volunteer outlines in writing all the relevant information.
- **STEP 3:** The Designated Officer carries out a preliminary screening to establish if there are reasonable grounds for concern. Three possible outcomes:
 - No grounds for concern – no further action required.
 - Insufficient information – additional information sought.
 - Reasonable grounds for concern exist – immediate safety issues to be addressed followed by a plan of action to address the concerns.
- **STEP 4:** The Designated Officer documents all actions and alerts the relevant statutory authorities.

5.3: Notifying An Garda Síochána or Zambian Police Force:

An Garda Síochána / Zambian police force must be informed if it is suspected that the concern or complaint of abuse may be criminal in nature.

6.0: Roles and Responsibilities:

6.1: Role of Volunteer:

It is the responsibility of each I4Life volunteer to:

- Promote the welfare of vulnerable people in all interactions;
- Be aware of the policy and comply with it to ensure the safeguarding of vulnerable persons from all forms of abuse; and
- Ensure that any concerns or allegations of abuse are reported in accordance with the policy.

6.1 Role of Designated Officer

It is the responsibility of the Designated Officers to:

- Receive concerns or allegations of abuse regarding vulnerable people;
- Collate relevant information;
- Ensure all reporting obligations are met with regard to statutory authorities;
- Support the volunteer(s) in addressing any issues; and
- Maintain accurate records.