

What do I do in an emergency?

Quick guide to dealing with

***Risk of suicide***

or

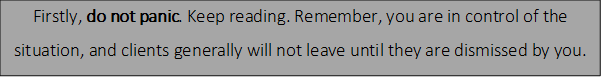
***Child protection issues***

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Correct as of 30th May 2018

This a quick guide to help you make quick decisions in the following circumstances when:

1. A client notes to you that they are **feeling suicidal**, or have **plans for suicide**
2. There is a suspected **child protection issue**



**Suicide Risk**

If they mention they are feeling suicidal, or have plans for suicide, please do the following:

1. **N.B. Administer the Beck Depression Inventory and the CORE 10.** This has two purposes: it will **give you some time** to assess the situation while the person fills it out, and it will give you a starting point to begin this protocol.
2. **Contact your supervisor immediately. Use their mobile number. If you cannot get your immediate supervisor, contact the Clinic Manager/Clinic Director by mobile (if they are not on site).**
3. **Check question 9 of the BDI –** if the client has selected answer ‘2: I would like to kill myself’ or ‘3: I would kill myself if I had the chance”, then they are considered a risk. **Check questions 6 of the CORE 10**  - if the client has answered 3 (often) or 4 (most or all of the time) to the question "I have made plans to end my life", then they are considered at risk.
4. Remind the client that you have a responsibility to contact their next of kin. **Contact their next of kin immediately and inform them you think your client may be in danger**. This number is available in the client’s file. Ask the next of kin to make arrangements to come and pick the client up. (The client, in their signed consent form, has waived the right to confidentiality in circumstances where they are deemed a risk to someone else or themselves. Risk of suicide means confidentiality may be breached).
5. **Advise the client and their next of kin to make an immediate appointment with their GP/Psychiatrist/Psychologist/Counsellor or to present to A&E.** If they are asking directly for your help, ask them, if they would not mind, to make that appointment before they leave. You can offer to do this for them, and take them to Reception to make this call. The number of their Health Care Provider is on their contact details form in their file. You can also, if appropriate, call a taxi and have it paid for on the Actualise account.
6. **If they need immediate assistance, call 999.**
7. **If they reassure you that they do not need immediate assistance, wait for their next of kin to arrive. When they do, offer them the list of Helpline numbers (below).** A copy of this is available at Reception.
8. **Do not give your personal contact details.**
9. Record the incident in the client’s file. Make sure to raise this issue with your supervisor immediately.

**Suicide and Mental Health Helplines**

* **Youth Suicide Prevention Ireland:** Freetext “HELP” to 50015 (24 Hour)
* **Samaritans:** Freephone 116 123 (24 Hour)
* **Childline:** 1800 66 66 66 (24 Hour) or text “Talk” to 50101
* **Aware Ireland:** Freephone 1800 80 48 48 (Monday to Sunday from 10am-10pm) or email for support at [supportmail@aware.ie](mailto:supportmail@aware.ie)
* **National Rape Crisis Helpline:** 1800 77 88 88 (24 Hour)
* **National LGBT Helpline:** 1890 929 539

Opening hours: Monday to Wednesday 6.30pm-9pm; Thursday 6.30pm-10pm; Friday 4pm-9pm; Saturday & Sunday 4pm-6pm

* **Recovery (Substance Abuse):** 01 668 1855
* **Pieta House:** [www.pieta.ie](http://www.pieta.ie) or freephone 1800 247 247 (24 hour) or text “HELP” to 51444
* **Teen-Line Ireland:** Freephone 1800 833 634 or Freetext Teen to 50015

Opening hours: 8pm to 11pm

* **Drugs and Alcohol Helpline:** Freephone 1800 459 459

Opening hours: Monday to Friday from 9.30am-5.30pm.

* **Bodywhys:** 1890 200 444
* **BeLonG To:** 01 670 6223

Opening hours: Monday to Friday from 9am-1pm & 2pm-5pm

**Child Protection Risk (note: full details of the Actualise Child Protection Policy are included in the Employee Handbook)**

In a case where, based on your training with Children First, you suspect a child may be currently suffering abuse, or have been abused, you must:

1. **Contact your supervisor immediately.**
2. **Ensure that the Designated Liaison Officer is notified of the incident:**

Dr. Michael Keane – 087 411 3742

1. **Contact our local** **Duty Social Worker, who** should be made aware of any child protection issue that may arise. Contact details for the Duty Social Worker for the Finglas area are as follows:

*Duty Social Work Department, Health Centre, Wellmount Park, Finglas, Dublin 11.*

**Phone**: 01 8567704

Office hours: 9am - 5pm

If you contact them at this number, you will be put straight through to a member of the Duty Care Team. Outline your concern to them and make a plan with them.

You should then fill out a Standard Report Form (SRF; hard copies are available with this document, and you can download it here: http://www.tusla.ie/uploads/content/Chidlren\_First\_SRF.pdf), which you may then have to submit to the Social Work Department there. Bear in mind, the Gardaí may also request a copy of this form.

Make sure you keep copies of all correspondence, including phone calls, emails, faxes, scans, letters etc. If the emergency has been dealt with, and you are sending an SRF, ensure you have contacted your supervisor.

*The family of the child may be informed, but if telling the family is likely to put the child at further risk, or may impair Tusla’s ability to conduct a full enquiry, this is not necessary.*

**You should also contact your supervisor as a matter of urgency.**

**Any query or concern in relation to children out of hours should be reported immediately to An Garda Síochána.**

The contact details of the Garda Station closest to Actualise are below. If an incident happens **after hours you** **must** contact the Garda Liaison Officer and the HSE. If there is no reply you can leave a voicemail.

**Garda Liaison Officer: Garda Martin Lynch – (01) 666 4000**

Finglas Garda Station, Mellowes Road, Finglas, Dublin 11, D11 HF29.  
If there is no answer, call this number for Finglas Garda Station:01 666 7500

If you are looking for advice external to the company, the TUSLA website is a great resource:

<http://www.tusla.ie/>

**You may also have to contact the designated Child Protection Officer at DCU**. Details are as follows:

**Contact Name Email** **Phone number**

Dr Declan Raftery ([declan.raftery@dcu.ie](mailto:declan.raftery@dcu.ie)) (01) 700 5117

Mr Ray Wheatley ([ray.wheatley@dcu.ie](mailto:ray.wheatley@dcu.ie)) (01) 700 8015

Ms Eileen Tully ([eileen.tully@dcu.ie](mailto:eileen.tully@dcu.ie)) (01) 700 8896

**Some additional points:**

* You have a supportive not an investigative role
* Never delay - you may need to take immediate action
* Keep a record of any actions taken
* If you think a child is in immediate danger and you cannot contact Tusla, contact the Gardaí - do not assume somebody else will
* If your DLP/Line Manger decides not to make a report to Tusla, under the Protection for Persons Reporting Child Abuse Act 1998, if you remain concerned, you are free to report the concern to Tusl or An Garda Síochána, and **you will not be penalised for doing so**.

### What should I do if a child tells me they have been abused

**Do**

Listen to the child;

Accept that the child has had an upsetting experience;

Always assume that the child is telling the truth;

Control your feelings, stay calm and try not to panic;

Comfort the child and reassure them that they are not to blame;

Reassure them that they were right to tell you what happened;

Explain to the child that you must tell other people whose job it is you keep children safe.

(You must then share this information with our local Duty Social Worker or An Garda Síochana)

**Don’t**

Probe or push for explanations;

Deny the problem, no matter how difficult this may be;

Promise to keep secrets.

**Tips for good record keeping:**

* Ensure records are factual and include details of:
  + Any concerns of observations
  + Contacts and consultations
  + Any actions taken
* Ensure records are stored securely and safely
* Ensure records are only used for the purpose for which they are intended