

Position Statement on Communicating with Families, Carers and Advocates

We are committed to ensuring that:

- The importance and key role of families, carers and advocates in the lives of the people we support is understood, respected and integral to our support for the people we support.
- The arrangements for contact and communication with families, carers and advocates, including visits, are in line with:
 - The capacity and wishes of the people we support
 - Our policies
 - People's assessed needs and commissioned support
 - Relevant legislation.
- The people we support, families, carers, advocates, staff and volunteers are treated at all times with respect and dignity in line with our Mission and Values.

We do not tolerate any form of bullying, coercive control, any discriminatory language and/or behaviour, or disrespect towards the people we support, families, carers, advocates, staff or volunteers.

We have a zero tolerance of any form of abuse or discrimination, including any abuse or discrimination towards our staff.

This means we:

- Challenge and address any behaviour that is abusive
- Support our staff if any abuse occurs
- Report and escalate any concerns and seek support, as needed, from other organisations, for example, HSCTs / HSE / RQIA / HIQA / PSNI / An Garda Síochána.