

## **Strategy for the Support of Former Residents.**

### **Congregation of the Sisters of Mercy**

#### **Recommendation 3 (b)**

**Consider the development of a more standardized Strategy for the support of former residents which is consistently applied across each of the Provinces.**

## **Strategy for Support Services of Former Residents.**

*“I have come that you may have life and have it more abundantly. “ (John 10:10)*

In formalizing a standardized strategy for the care of former residents a number of elements were considered:

- Pastoral Outreach
- Assessment of Needs
- Sourcing Services
- Congregational Relationship with Existing Services

## **Standardized strategy for the support of former residents consistently applied across each of the four Irish Provinces of the Sisters of Mercy**

### **Underlying Principles/Values**

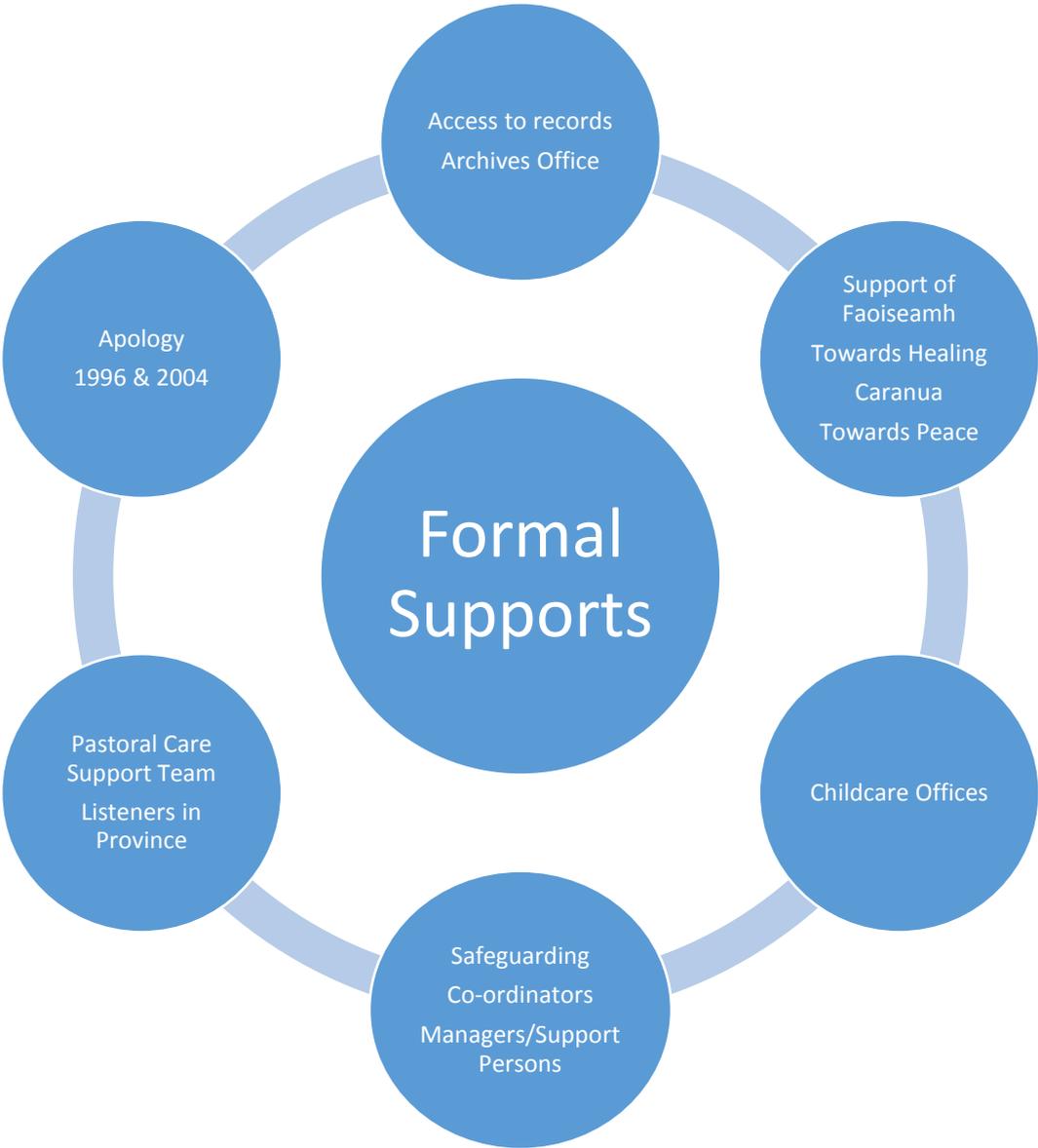
- ❖ Integrity of the Relationship
- ❖ Compassion
- ❖ Respect
- ❖ Dignity
- ❖ Transparency

### **The Congregation of the Sisters of Mercy commits to:**

- Relating/dealing with former residents with deep respect and dignity
- Listening to, taking seriously and treating fairly all former residents
- Having a compassionate pastoral outreach to all especially to those who are hurting.
- Being transparent in all our encounters/dealings with them.
- Continuing our existing services to former residents both formally and informally.
- Supporting former residents through the process of accessing and making sense of their care records
- Highlighting the services that are available on Congregational and Provincial websites
- Directing some who seek our help to other agencies knowing that we may not always be the best people to support them
- Reviewing this strategy on a regular basis.

# The Sisters of Mercy Support Former Residents through Formal and Informal Structures

## Formal Supports:



The Congregation Contributes to:

**A. Towards Healing: A Catholic Church Response to Institutional, Clerical and Religious abuse.**

Towards Healing is an independent organisation providing professional support for people who have experienced abuse.

The following services are available to former residents.

Counselling Helpline	One-to-One Face-to-Face Counselling	Family Counselling
Parent Coaching	Couples Counselling	One-to-one Structured Telephone Counselling
Practical Workshops. Advocacy.	Psycho-educational Groups	Facilitated listening

**B. Towards Peace**

Former residents have access to spiritual support for survivors of abuse by Catholic Church personnel in Ireland.

### C. Caranua.

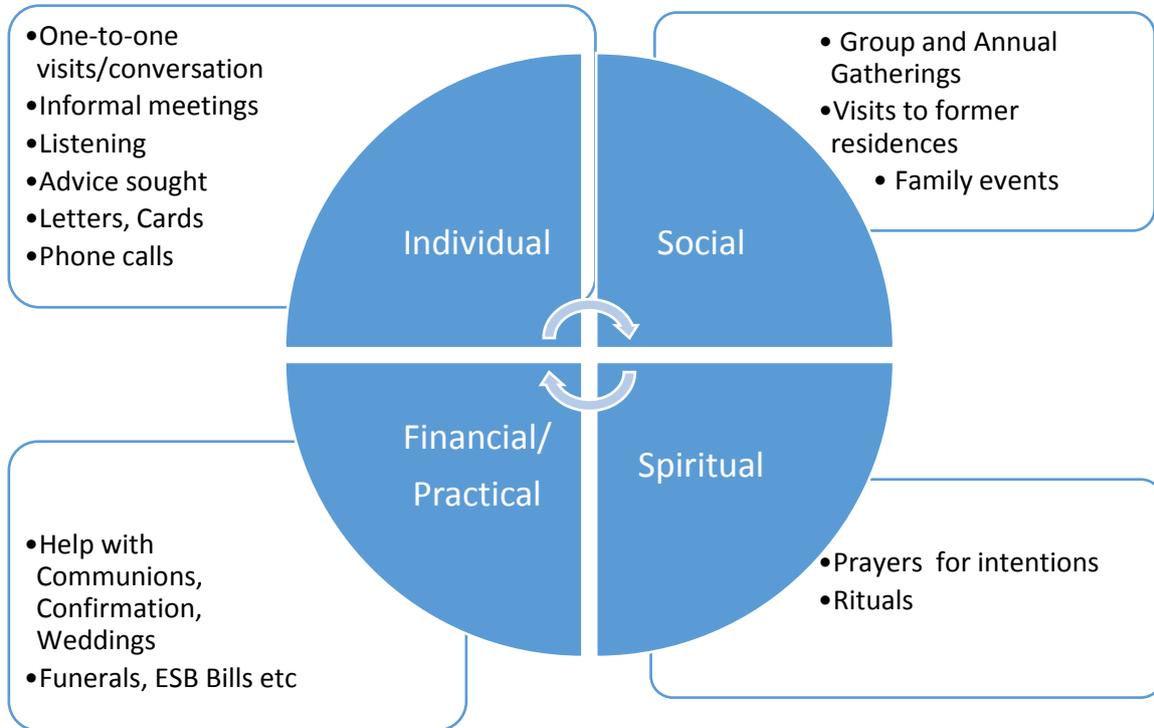
Former Residents have access to the services of Caranua. Caranua was established by the Residential Institutions Statutory Fund Act 2012. Funds from Irish Religious Congregations are used to address the housing, health and educational needs of former residents.

#### Access to Caranua Services.



## Informal Supports:

The range of informal supports provided depend on the needs and circumstances of each individual person.



**In developing the above support services the Congregation has considered:**

### **A. Pastoral Outreach**

With reference to:

- Communication
- Invitation
- Hospitality

### **B. Assessment of Needs**

With reference to:

- Living Situation
- Access to Services
- Family Support

**C. Sourcing Services**

With reference to:

- Linking with Existing Services
- Linking to services that provide Advocacy
- Cooperation with Services

**D. Congregational Relationship and Contribution to Funding of Existing Services.**

With reference to:

- Towards Healing
- Towards Peace
- Caranua

## **Southern Province Helpful Websites & Helpful Agencies:**

### **Websites:**

[www.sistersofmercy.ie](http://www.sistersofmercy.ie)

[provincialoffice@mercysouth.ie](mailto:provincialoffice@mercysouth.ie)

[info@caranua.ie](mailto:info@caranua.ie)

[www.towardshealing.ie](http://www.towardshealing.ie)

[www.towardspeace.ie](http://www.towardspeace.ie)

[info@mercyarchives.ie](mailto:info@mercyarchives.ie)

[cleoyates@mercysouth.ie](mailto:cleoyates@mercysouth.ie) – Safeguarding Manager/ Designated Liaison Person

[info@safeguarding.ie](mailto:info@safeguarding.ie) – National Board Safeguarding Children Catholic Church Ireland.  
NBSCCCI

### **Agencies:**

**Samaritans:** 1850 60 90 90

**Aware:** 1890 303 302

**Pieta House:** 1800 247 247

**Citizens Information:** 1890 777 121

**Childline:** 1800 66 66 66

**Simon Community:** 021 4321051

## Northern Province Helpful Websites & Helpful Agencies

### Websites:

[mercy@mercynth.org](mailto:mercy@mercynth.org)

[www.sistersofmercy.ie](http://www.sistersofmercy.ie)

[info@caranua.ie](mailto:info@caranua.ie)

[www.towardshealing.ie](http://www.towardshealing.ie)

[www.towardspeace.ie](http://www.towardspeace.ie)

[info@mercyarchives.ie](mailto:info@mercyarchives.ie)

[info@safeguarding.ie](mailto:info@safeguarding.ie) – National Board Safeguarding Children Catholic Church Ireland. NBSCCCI

**Mercy, Northern Province Designated Liaison Officers Designated Liaison Officer: Mrs Teresa Burns Deputy Designated Liaison Officer: Sr. Kathleen Savage. The Designated Liaison Officers can be contacted through the Provincial Office,**

**048 8554 8127 (if calling from RoI).**

**028 8554 8127 (if calling from NI).**

### Agencies:

<a href="#">The Nexus Institute</a>	<b>02890326803</b>
<a href="#">The Rowan</a> (Sexual Assault Referral Centre for Northern Ireland)	<b>0800 389 4424</b>
<a href="#">Lifeline</a> Suicide Prevention 24/7	<b>0808 808 8000</b>
<a href="#">The Samaritans</a>	<b>0845 790 9090</b>
<a href="#">Childline</a>	<b>0800 1111</b>
<b>24 Hour Domestic &amp; Sexual Violence Helpline</b>	<b>0808 802 1414</b>
<a href="#">NSPCC Helpline</a> 0808 800 5000 / <a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a> /text	<b>88858</b>

## **South Central Province Helpful Websites & Helpful Agencies**

### **Websites:**

[provoffice@mercyscp.ie](mailto:provoffice@mercyscp.ie)

[www.sistersofmercy.ie](http://www.sistersofmercy.ie)

[info@caranua.ie](mailto:info@caranua.ie)

[www.towardshealing.ie](http://www.towardshealing.ie)

[www.towardspeace.ie](http://www.towardspeace.ie)

[info@mercyarchives.ie](mailto:info@mercyarchives.ie)

[provoffice@mercyscp.ie](mailto:provoffice@mercyscp.ie)

**Mary Margaret Costigan, Safeguarding Co-ordinator**

**[info@safeguarding.ie](mailto:info@safeguarding.ie) – National Board Safeguarding Children Catholic Church  
Ireland. NBSCCCI**

### **Agencies:**

**Samaritans: 1850 60 90 90**

**Aware: 1890 303 302**

**Pieta House: 1800 247 247**

**Citizens Information: 1890 777 121**

**Childline: 1800 66 66 66**

## **Western Province Helpful Websites & Helpful Agencies**

### **Websites:**

[caoineas@smwestprov.ie](mailto:caoineas@smwestprov.ie)

[www.sistersofmercy.ie](http://www.sistersofmercy.ie)

[info@caranua.ie](mailto:info@caranua.ie)

[www.towardshealing.ie](http://www.towardshealing.ie)

[www.towardspeace.ie](http://www.towardspeace.ie)

[info@mercyarchives.ie](mailto:info@mercyarchives.ie)

[safeguardingwestprov.ie](http://safeguardingwestprov.ie) – Edel Burke Safeguarding Manager & Designated Liaison Person

[info@safeguarding.ie](mailto:info@safeguarding.ie) – National Board Safeguarding Children Catholic Church Ireland. NBSCCCI

### **Agencies:**

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**Simon:** 091 381828