

CONTACTS: OTHER PROVINCES

Southern Province

Designated Liaison Person:

Ms. Cleo Yates

Mob: 00353 (0)86 3553024

Main Office: 021 4975380

Email: cleoyates@mercysouth.ie

South Central Province

Designated Liaison Person:

Sr. Catherine O'Hare

Mob: 00353 (0)87 9601601

Main office: 045 876784

Northern Province

Designated Liaison Person:

Ms. Teresa Burns

Mob: 0044 78 03566214

Main Office: NI 028 85548127

ROI 048 85548127

Email: burns.teresa@mercyntn.org

The Sisters of Mercy ethos commits us to ensure that the fundamental rights of children are respected. We take seriously all allegations, suspicions and concerns of child abuse made against any member. Throughout the Congregation we have put in place a robust system of child safeguarding practices which have been audited by the National Board for Safeguarding Children in the Catholic Church of Ireland.

OTHER USEFUL CONTACTS

TOWARDS HEALING Tel: 1800 303 416
coordinator@towardshealing.ie

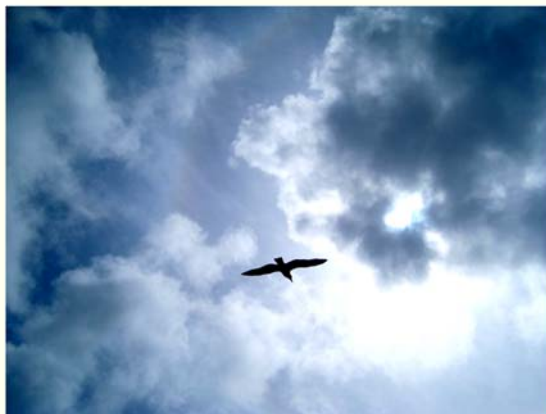
TOWARDS PEACE Tel: 01 5053028;
Mob: 00353 (0)87 7710533
towardspeace@iecon.ie

NATIONAL BOARD FOR SAFEGUARDING CHILDREN IN THE CATHOLIC CHURCH IN IRELAND info@safeguarding.ie

CARANUA Tel: ROI 1800 212477
NI 0808 234 1303
info@caranua.ie

ONE IN FOUR Tel: 01 6624070
info@oneinfour.ie

SISTERS OF MERCY CONGREGATIONAL ARCHIVES Tel: 01 6387521
info@mercyarchives.ie



Congregation of The Sisters of Mercy



**FREE AND CONFIDENTIAL
SUPPORT SERVICES
FOR COMPLAINANTS AND
SURVIVORS OF CHILD ABUSE**

***Providing Pastoral and
Spiritual Support to Those
Affected by Child Abuse***

Sisters of Mercy Western Province
Provincial House, Caoineas, Society Street, Ballinasloe, Co. Galway.

SUPPORT FOR THOSE AFFECTED BY ABUSE

Many people have suffered throughout their lives because of abuse they experienced as children. The effects of abuse in childhood can be devastating and often continue into adulthood. We wish to reach out to those who have been affected in this way. The Congregation is committed to creating a secure and supportive atmosphere in which those who have suffered abuse can be assured of a sensitive, caring and compassionate response.

THE DESIGNATED LIAISON PERSON

Each Province has a **Designated Liaison Person (DLP)** and a Deputy. Their role is to ensure that all child protection concerns are dealt with in accordance with Civil Law and Church Policy.

In some areas the DLP is also the Safeguarding Manager who has responsibility for the overall management and development of the safeguarding service.

CONFIDENTIALITY

All information shared with the DLP is treated as confidential and it is only passed on to those who need to know. Information is shared when appropriate with the Civil Authorities, Gardaí, PSNI, Child and Family Agencies.

SERVICES PROVIDED

MAKING A COMPLAINT OF ABUSE

- ◇ The person who receives the complaint will listen to you and take your complaint seriously.
- ◇ He/she will ensure that all complaints are reported directly to the DLP, who will take the necessary actions including contacting the Statutory Agencies where appropriate.
- ◇ Those who make a complaint will be kept informed of the progress.
- ◇ Support services are offered throughout the entire process.

SUPPORTS AVAILABLE

- ◇ Pastoral and Spiritual supports are available to any person who makes a complaint of abuse against a Sister of Mercy to the Gardaí/PSNI, TUSLA/HSCT or directly to Sisters of Mercy.
- ◇ An identified person known as a 'Support Person' will be made available to the complainant on a one to one basis for whatever period of time is needed.
- ◇ The Church has established an independent counselling service 'Towards Healing' which can be accessed directly free of charge to you. (Contact details can be found overleaf)

- ◇ Spiritual Support Services are available on a one to one basis provided by 'Towards Peace'. This service was established by the Catholic Church in response to identified need by survivors of abuse.
- ◇ The DLP will provide information on how to contact/access other organisations which can provide other kinds of support you may need. (Contact details can be found overleaf.)
- ◇ The Sisters of Mercy established a professional archives service. It deals with queries from former residents of industrial schools and residential homes regarding their records. (Contact details overleaf.)

CONTACT US

DESIGNATED LIAISON PERSON:
Phyllis Kilcoyne RSM

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Email: SafeguardingWestProv@gmail.com

Website: www.sistersofmercy.ie