

# **Chinese Information and Advice Centre**

## **Safeguarding POLICY**

**Basement, 2 Gerrard Place London W1D 5PB**

**Telephone 0300 2011 1868**

### **Aim of the Policy**

Members of Board of Trustees of the Chinese Information and Advice Centre observe the following Vulnerable Adults policy.

### **Vulnerable Adults in Chinese Information and Advice Centre**

Vulnerable adults are people over the age of eighteen who, because of disability, age or illness are unable to protect themselves from harm or from being exploited.

### **Definition of Abuse**

There are a number of ways in which a vulnerable adult may be mistreated, harmed or distressed. Some ways are clearly abuse and others are less obvious.

### **Forms of Abuse**

Physical abuse will include hitting, slapping over or misuse of medication, undue restraint or inappropriate sanctions. Abuse of a sexual nature involves raping and sexual assault or sexual acts to which the vulnerable adult has not or could not consent and/or was put under pressure to consent. Psychological abuse takes the form of threats of harm or being abandoned, humiliation, verbal or racial abuse, isolation or withdrawal from services or support. Material and financial abuse includes theft fraud, pressure around wills, property or inheritance misuse or dishonestly taking benefits.

### **Act of Neglect and Racially Motivated Abuse**

Failure to access medical care or services, not caring about risks, not giving prescribed medication, poor nutrition or lack of heating will be considered as act of neglect.

The **Chinese Information and Advice Centre** recognizes the potential problem as a result of the abuse listed above. This is particular important in dealing with frail people or people with disability.

### **Staff Recruitment and Training**

Recruitment of staff and volunteers will have to go through proper procedures to ensure individuals with criminal records are not recruited.

Induction and Training are to be given to staff and volunteers whose duties involving vulnerable adults.

Staff and volunteers paying home visits to vulnerable adults are to reveal their identity before entering the visited property on permission. ID (card or letter) should be shown or a phone-call should be made, or an arrangement should be agreed in advance.

Visitors to vulnerable adults' home must receive permission before using the latter's equipment or facilities, e.g., toilet, TV, phone, kettle, etc.

Visitors to vulnerable adults home must pay respect to the latter; in no circumstances they should be forced to make decisions unwillingly.

Visitors to vulnerable adults' home should be aware of issues relevant to the latter's personal background, in such areas as ethnicity, culture, sexual orientation, faith, age, personal information and so on.

Persons (staff or volunteers) accessing information about a vulnerable adult should observe strict confidentiality, in no circumstances can personal/private information be revealed to a third party without clean permission of the concerned person or people.

Staff or volunteers are required to report immediately any incident relating abuse of vulnerable adults to the management committee. Reports of such incidents must be dealt with without delay, and if and when the matter is of a serious nature, a formal report must be presented to the relevant authorities, e.g., the Police at the earlier convenience.

Telephone to call for a member of the **Chinese Information and Advice Centre** Board of Trustees.

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