

Vulnerable Adults Policy

adapted from Housing Justice Shelter in a Pack

WYDAN NIGHT SHELTER

WYDAN believes that every adult matters. We are committed to enabling all our guests who have sought asylum in the UK to retain their independence, well-being and choice, and to access their human right to live free from harm, abuse and neglect. While we recognize that many of our clients may not fit the definition of vulnerable, we will assume relevance and use these guidelines until and unless information suggests otherwise.

WHAT IS A VULNERABLE ADULT?

Vulnerable adults are people who are over 18 years of age and are receiving, or may need, services or support to live in the community. Some of the support they may need may be related to their position as destitute asylum-seekers, a physical or learning disability, a physical or mental illness or a drugs or alcohol dependency. Many guests come to us because of their unstable and sometimes chaotic lifestyles, and are vulnerable to abuse. They may be unable to protect themselves from harm or exploitation by other people

ABUSE CAN INCLUDE:

- **Discriminatory:** abuse based on disability or gender, racist or sexist comments. This is also known as hate crime.
- **Neglect:** depriving the individual of the care they need or causing them to suffer.
- **Psychological and emotional:** humiliation, bullying, verbal or threatening behaviours.
- **Physical:** hitting, punching, pushing or forced medicating.
- **Sexual:** unwanted physical touching, kissing or sexual activity, where the

adult at risk does not, or is unable to give their consent.

- **Financial:** the illegal or improper use of a person's money including cash cards and bank books.

WHAT SHOULD YOU DO?

Volunteers should **report** to their Lead Volunteer any suspected abuse. If you, or an adult at risk, is being harmed in any way by another person, please do not ignore it. Report any suspected abuse to your Lead Volunteer, the Night Shelter Manager or the NSSG members.

Contact Lead Volunteer or Night Shelter Manager or NSSG members

Or contact the police or call an ambulance (999) if the person is in immediate danger, or needs medical treatment

Or local police on _____

WHAT SHOULD YOU NOT DO?

Do not confront the person you think is responsible for the abuse.
Do not destroy any evidence.
Do not start to investigate the situation.

WHAT WILL HAPPEN NEXT?

This will depend on the wishes of the person and the seriousness of the situation. If there is a physical danger, ensuring their safety is most important. We will carry out a sensitive enquiry, and information will be offered so that the person can make an informed choice as to how they want things to proceed. This may involve outside agencies.