



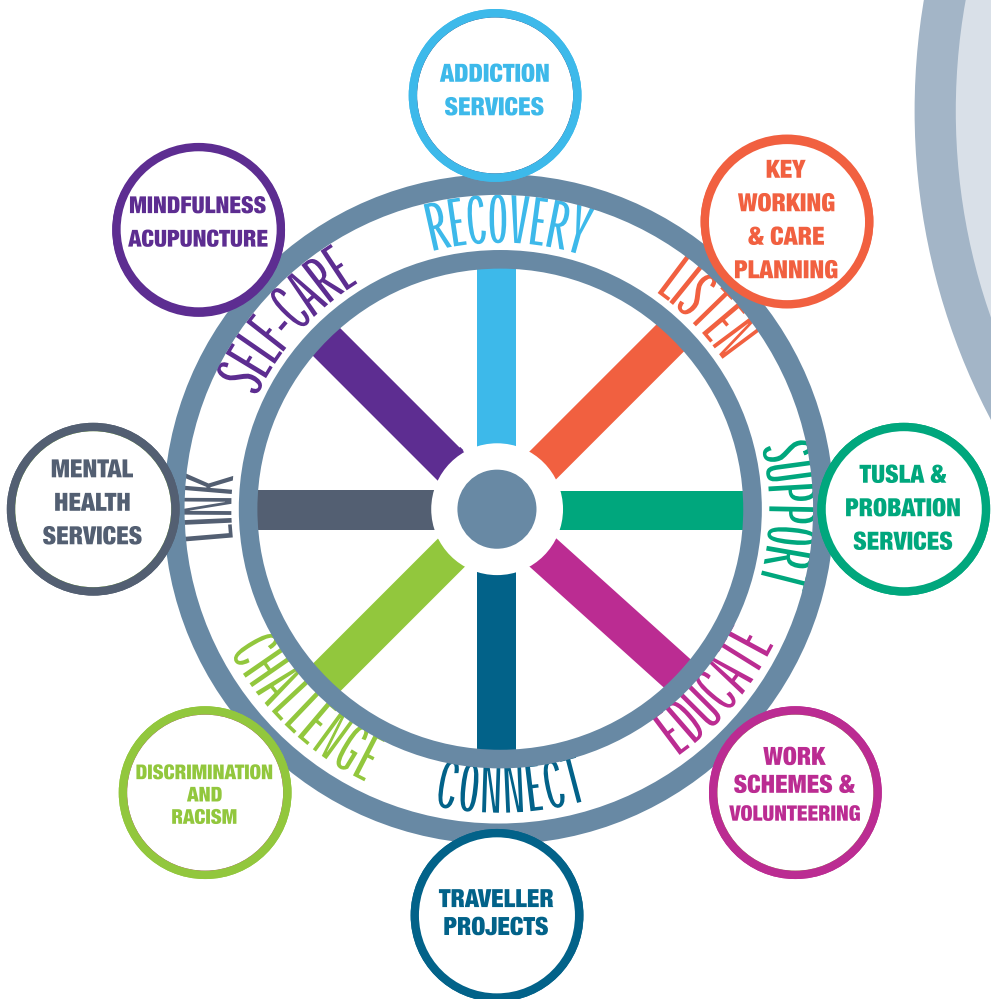
Welcome





TVG

**Traveller Support Project
on Drugs and Alcohol**



HOW DO I USE THE PROJECT?

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WHO WORKS IN THE PROJECT?



We are Eoin and Ann.

We work in the TVG Support Project on Drugs and Alcohol.

The project is open Monday to Friday.
Sometimes we work in the evening, or at the weekend.

The TVG Support Project on Drugs and Alcohol is part of the larger TVG project.

WHAT'S THE PROJECT LIKE?

SAFE **NON JUDGEMENTAL** **CONFIDENTIAL**
UNDERSTANDING **FREE**

We think that it's important to respect Traveller Culture and Traveller identity.

We offer a project that people feel safe in and are welcomed.

We would like you to know that your business is confidential.

We want to let you know that you can meet us where it suits you.

We will work with you if you are using drugs and/or alcohol, or if you've stopped using them.

We are happy to work with you on what's worrying you.

WHO CAN USE THE PROJECT?

This Project works with any Traveller, male or female, under 18 and adults, in Cork City.

We work with Travellers who are worried about their own drug and alcohol use, about their gambling and other addiction problems. The project works with you to lessen the problem.

We work with Travellers who are worried about somebody else's substance use, and addiction problems.

We work with other Traveller Projects around substance use and addiction education.

This Project works with other Services in keyworking, care planning and case management work.

This project works with other Services who need information and support when they are working with Travellers with substance misuse and addiction related problems.

The project takes referrals from Travellers directly and from Traveller families.

The project takes referrals from Services.

WHO CAN'T USE THE PROJECT?

As we explained, we always meet you and get to find out what kind of help you need. Sometimes, our project is not the right place for you. Maybe, we are too far away to be a good face to face support, or sometimes, we can't work with your issues.

If we can't work with you, we will explain to you why we can't work with you.

We make this decision together with you, the project staff and the line manager.

Decisions are made in the best interest of you, TVG staff and other people using the project.

If we cannot work with you, we will help you to find another service that suits your needs.

WHAT WE CAN DO WITH YOU

We do one to one work with people who want information about their own drug and alcohol use, and their behaviours. If needs be, we can help you to go to a residential treatment centre, like Tabor Lodge, or Bruree.

We give support and information to people who are worried about a friend or family member. We make contact with your local addiction service if needs be.

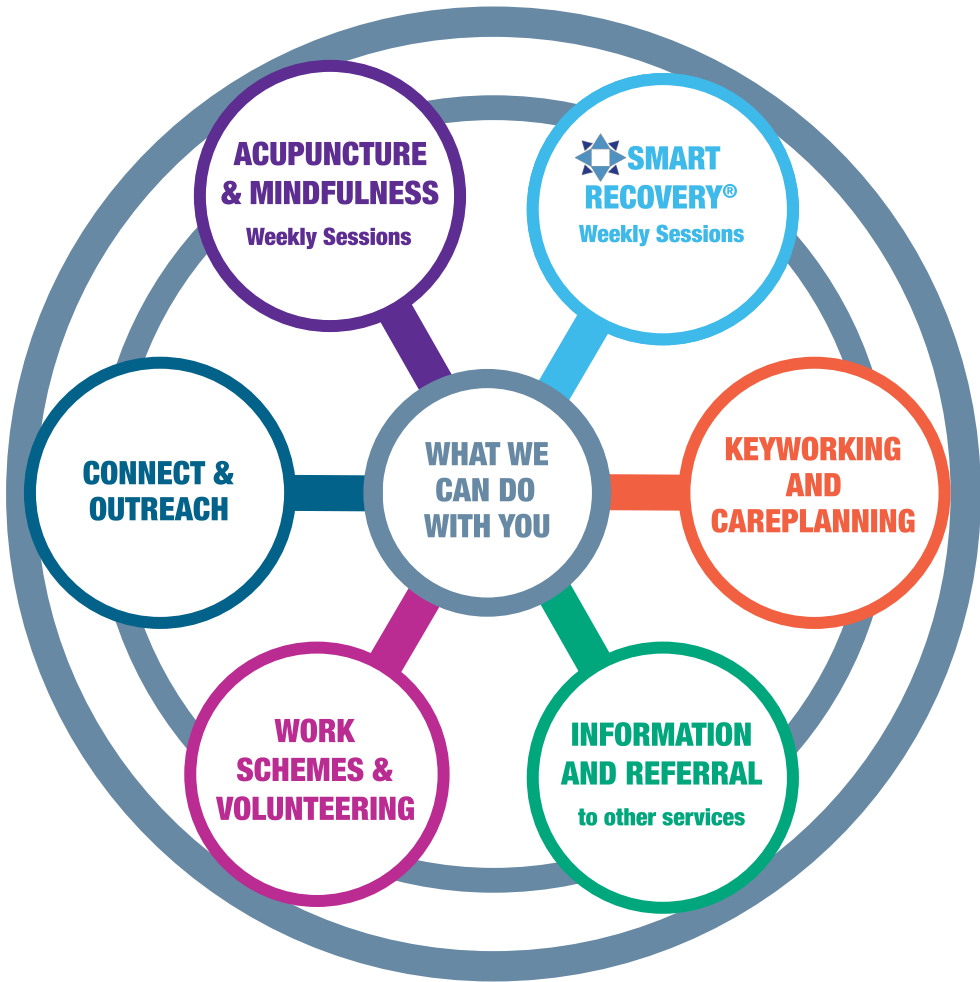
This Project can meet people in the TVG building or at a place that suits you better. We do outreach into the Community, every month, to give out information and keep relationships strong between the Project and the Community.

We work with Liz in the TVG Health Team offering auricular accupuncture and mindfulness every week, in TVG.

We offer a weekly SMART Recovery[®] meeting in TVG. This is a public meeting. It can be really helpful as part of your recovery.

We offer volunteering and work experience, as part of your recovery. This helps to build confidence and experience of the work place.

If you are working with other Services, we can link with them and work together to support you.



HOW DO WE DO THE WORK?

Firstly, you can call either Eoin or Ann to make an appointment. Also, a family member can ring either of us, and make an appointment, or a Service can ring on your behalf, and make an appointment. One of us might also get a number off someone, and ring you to see if you want to meet.

We will meet you where it's feel comfortable. We can meet you at home, in a cafe, in the car; where-ever it's best.

If you come through another Service, it can work really well if we meet you with the other Service.

You might have to wait for a week to be seen, but we will make contact with you to talk about this.

Firstly, when we meet, we have a cup of tea and get to know each other. You can tell me what kind of help you need. We will see if the Project is a good place for you to get that help.

If you want to continue working with us, we start filling in some forms called Initial Assessments, confidentiality forms and consent forms. These help to find out some more about your experiences and how we can help you. If you are working with other Services, then we will see if we can work

together to support you. This is called Case management. We get signed agreement/ consent from you to work with other agencies.

When we start working together, sometimes we just meet once or twice and you might feel you have enough support.

Often we meet people for longer.

We might meet weekly but this depends on you and on what Ann or Eoin can manage. If you often forget appointments, we will ring you to remind you that we have an appointment booked.

Usually we meet for an hour. The sessions might last longer if you are getting acupuncture or mindfulness.

In our sessions we work together building a care plan (CP). The care plans help you to figure out what's going well and what you want to work on. They are always changing depending on what you need support with, and how you are doing. The care plans help to organise the sessions. Care plans are always being updated depending on what you need support with, and how you are doing.

We will be in touch between sessions if needs be.



**KEYWORKING
AND
CAREPLANNING**

If sessions are missed, we will follow up with a phone call to check in, but as you don't have to meet us, then making contact with the project is your responsibility rather than our responsibility.

1-1 work stops if you stop answering calls and meeting up, BUT we can start again once you make contact again.

THE DOOR IS OPEN

The door is always open, so even when you are not happy with how your doing or you feel embarrassed about something, a new appointment can be made.

REMEMBER

You can come to SMART Recovery®.

You can remain linked with the project for acupuncture or mindfulness and/or other events being run in TVG. You do not need to be doing 1-1 work to come into these activities.



FUNDING

The TVG Support Project on Drugs and Alcohol is free. You can meet Eoin, or Ann, at a time that suits. This is free.

All of the Community based Drugs Projects are free, as are Heron House and Arbour House.

All the residential addiction Services, for example, Tabor Lodge and Bruree, cost money. It's a lot cheaper than what it was. You can apply for extra funding by explaining your situation to us at the TVG Drug and Alcohol Project, other Community Drugs Projects, Heron House, or Arbour House.

It's worth getting support with your addiction recovery because often, making contact with these Projects and services can be a great link to other supports.

For Services

We work within the Cork and Kerry HSE Case Management system.

We use the Pavee Point Good Practice Guidelines for working with Travellers in Drug and Alcohol services as a foundation in our engagement with our service users.



**INFORMATION
AND REFERRAL**
to other services

HOW YOU CAN GET MORE INVOLVED

The TVG Traveller Support Project on Drugs and Alcohol is a part of the wider TVG project. We welcome Travellers getting involved at different levels of the project.

We welcome you, if you've been using the TVG Support Project or if you've been involved with other Services.

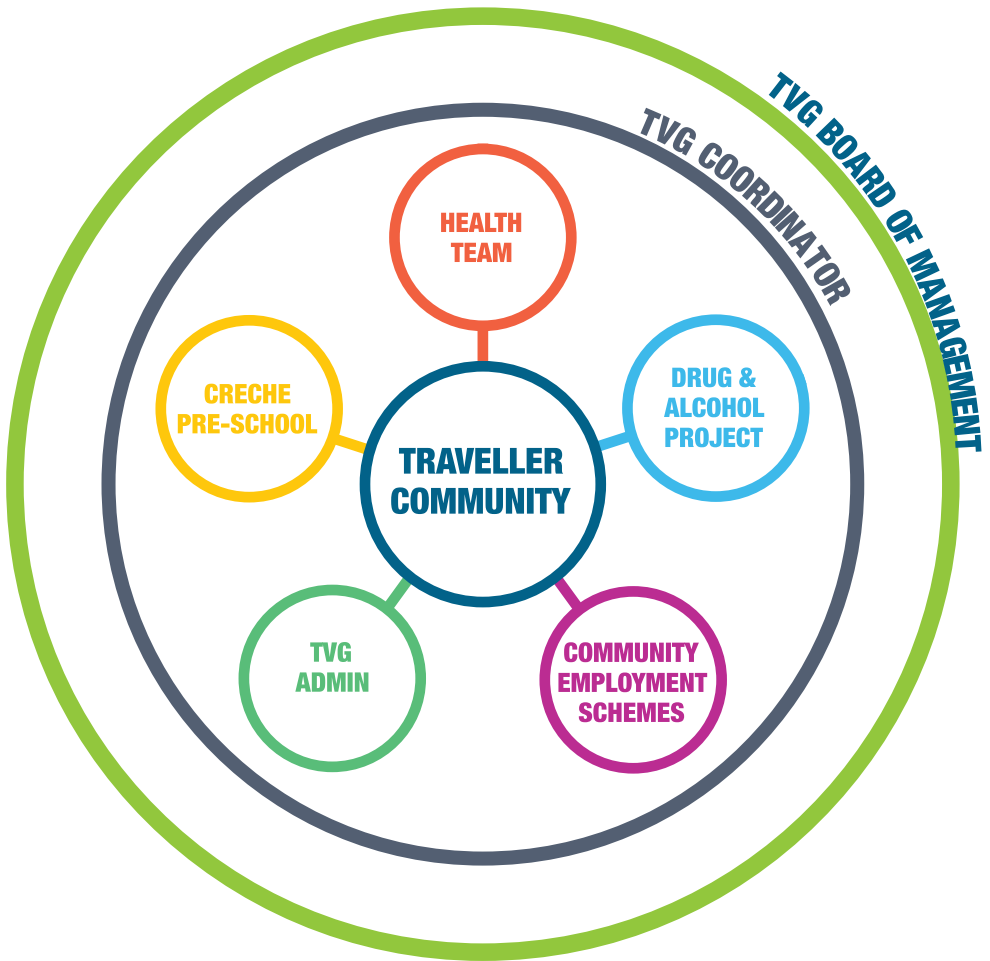
Some ways to get involved with TVG, that involve no commitment, or form filling, is by attending TVG events, wider Traveller Community events, addiction events and protests.

When you are ready for some commitment, then we can start with gentle pieces of work in the Project. You can get more responsibility, when you and the Project are happy with how you're doing. This is the early stages of volunteering.

You can get more involved in volunteering if you have a good discussion with the Project staff and you feel it would be good for your recovery.

If you are interested in getting work experience and building up your confidence, then you can apply for a CE scheme with the TVG Drug and Alcohol Project. You can check eligibility for CE work, through the Department of Social Protection.

WHAT IS THE STRUCTURE OF TVG?





YOUR RIGHT TO COMPLAIN

If you are using our project and you want to complain about our service at the Drug and Alcohol Project the TVG will uphold your right to complain. The process will follow the complaints procedure.

Staff must never attempt to prevent or convince you from making a complaint if you are dissatisfied. We can sit down with you to read through the TVG complaints policy.

CONFIDENTIALITY AND CONSENT

When we start working with you, we will explain to you who we can and can't discuss your information with.

You can stop consent at any time, except if there is a child protection risk, or if there is a risk to self, a risk to others, or a court order for information

The information you give is stored in paper form, in a locked cabinet.

You can get information from your file here, once you have made a request.

If you stop working with the Project, your file is closed and consent to share information stops. If you re-start your work with us again, we will need to discuss consent with you again.

Please note that if we learn that you, or someone in your care, or any other person, may be at risk, then staff of this Project, have a professional responsibility, to report that concern to the relevant authorities

SERVICE USER CHARTER

TVG Drug and Alcohol Support Project

You have a right to:

- be treated with respect and dignity by the TVG staff at all times.
- access services regardless of age, race, gender, sexual orientation, religion, disability, marital status, family status or membership of the Travelling Community.
- have your personal information kept confidential within the staff team. In some exceptional circumstances this may have to be shared, but staff should explain this to you as part of the confidentiality policy.
- complain and make comments about the service without it having a negative effect on your access to the service. You should be offered support in doing this if you would like it.
- have your trust maintained so that there is no sexual, emotional, financial gain or any other kind of personal advantage made against you.
- have accurate non-judgemental information on drug/ alcohol use and harm reduction.
- have a key worker or case manager, an assessment and an individual care plan based on your needs – if you would like one.

- be involved in drawing up and reviewing your care plan.
- receive non-judgemental information on the service options available to you and wherever possible, be offered the opportunity to make choices about these options.

You are expected to:

- respect the dignity and privacy of staff and other service users.
- treat other service users and staff with courtesy and respect. Threatening, abusive or violent behaviour is not acceptable.
- treat the building and premises with respect and do not deface or damage the property.
- refrain from buying or selling anything on the premises or outside the building.
- help the TVG to be a good neighbour to other business's and services in the area by being respectful to others in the neighbourhood.
- when you can, help to develop the service by making your voice heard within a group or on an individual basis.

CODE OF CONDUCT FOR TVG STAFF

As a general guideline, TVG staff may not:

- lend or borrow money to or from service users
- make or receive gifts to or from service users. Any exceptions to this rule, where a decision is made by a staff member based on a specific circumstance, should be discussed with their line manager
- sell or purchase items to or from service users

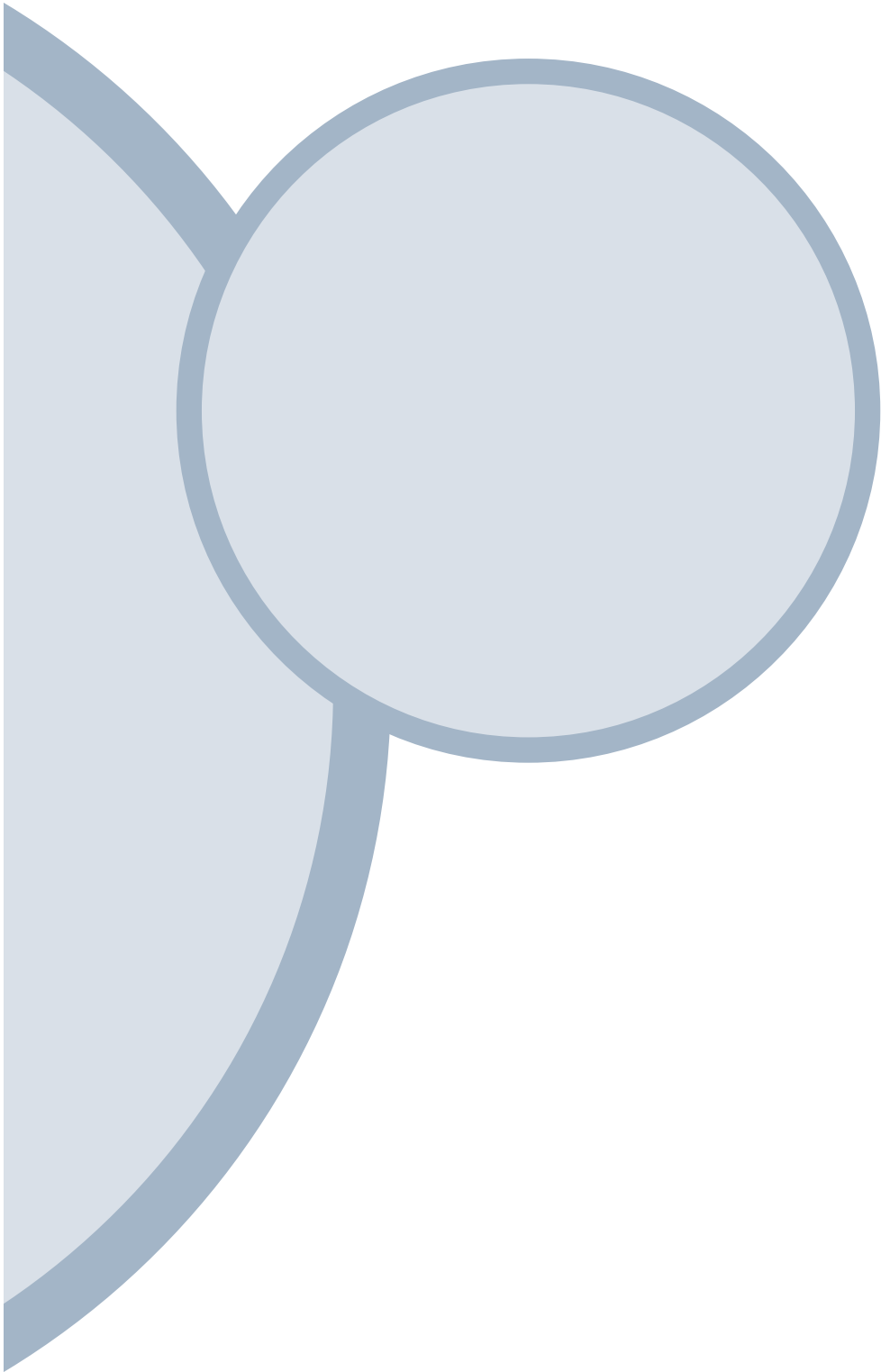
Staff should talk with their supervisor before getting into personal or business relationships with former Project Service Users. Staff should expect to be held professionally accountable if the relationship becomes detrimental to the service user or to the standing of the profession

TVG staff should not carry out an assessment or intervention with, or provide supervision to, someone with whom they have an existing close personal relationship. In the event of a staff member having an existing close relationship with any person who is referred to an agency in which they work, this should be drawn to the attention of their supervisor.

Staff should not impose their personal beliefs (for example: religious, spiritual or political) on service users.

Staff who leave employment with the TVG who may be in contact with Service Users of the service in another capacity should make sure they do not undermine the relationship that TVG has with the service users. The ex-staff member should communicate clearly with the service user that they are no longer working with TVG and to encourage them to seek support with TVG as appropriate.

NOTES



CONTACT US

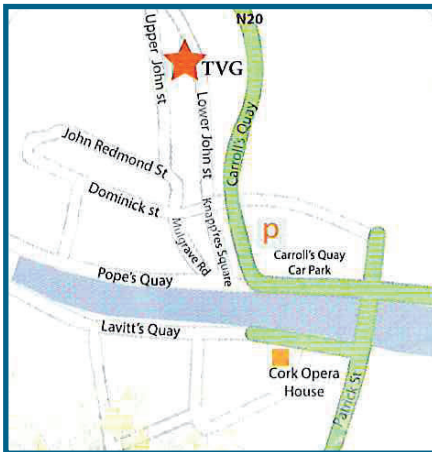
**TVG Traveller Support Project on Drugs and Alcohol
Traveller Visibility Group,
25 Lower Johns Street,
Cork**

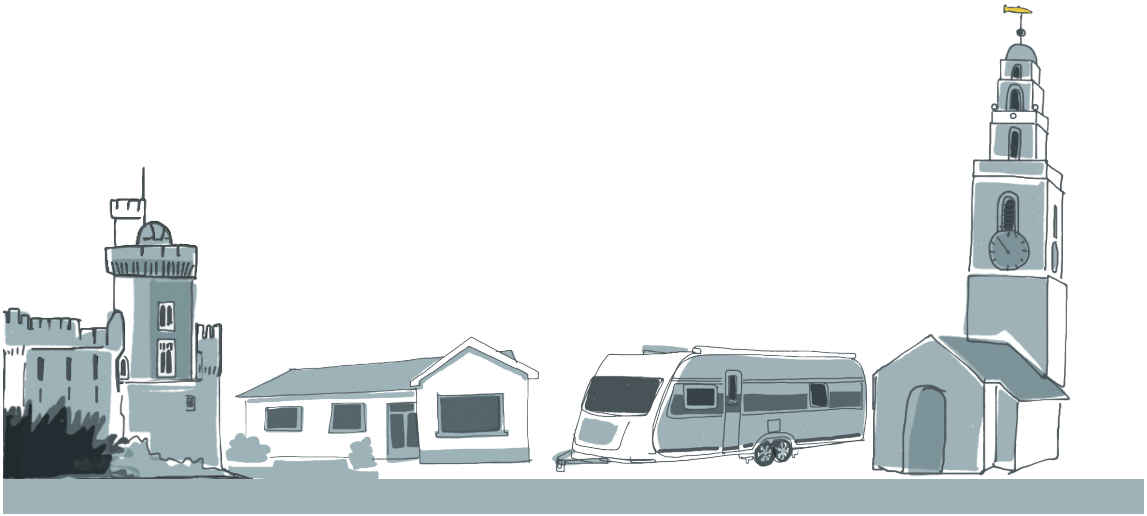
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Supported by THU



CLDATF
Cork Local Drug & Alcohol Task Force



Cork Traveller
Visibility Group Ltd.

