

# ***TOWARDS HEALING***

*A Catholic Church response to Institutional/Clerical/Religious abuse*

## **TOWARDS HEALING**

### **Counselling and Support Services**

#### **Annual Report for 2019**



# Contents

|  |           |
|--|-----------|
| <b>Contact Details for Towards Healing .....</b>                                   | <b>4</b>  |
| <b>Chairperson’s Report .....</b>  | <b>5</b>  |
| <b>Client Registrations during 2019 .....</b>                                      | <b>7</b>  |
| <b>Counselling.....</b>  | <b>9</b>  |
| <b>Telephone Helpline, Workshops, Group Work &amp; Training .....</b>              | <b>11</b> |
| <b>Child Protection Report.....</b>  | <b>13</b> |
| <b>Advocacy Service Report.....</b>  | <b>16</b> |
| <b>Financial Report .....</b>  | <b>20</b> |
| <b>CCSS Limited – Financial Information for Year Ending 31 December 2019 .....</b> | <b>21</b> |
| <b>Feedback from Clients .....</b>   | <b>22</b> |
| <b>Board of Directors 2019 .....</b>   | <b>23</b> |
| <b>Staff of Towards Healing and Organisation Arrangements 2019 .....</b>           | <b>25</b> |

## Contact Details for Towards Healing

Towards Healing is a free and confidential Helpline and a Counselling Referral Service. During 2019 it provided other services, including:

- Psycho-Educational Group Work
- Practical Workshops
- Restorative Justice / Facilitated Listening Meetings
- Friendly Call
- Advocacy
- Structured Telephone Counselling
- Parent Coaching

The Service can be accessed through:

- Freephone (Ireland) 1800 303 416
- Freephone (UK & Northern Ireland) 0800 096 3315
- [www.towardshealing.ie](http://www.towardshealing.ie)
- Mobile number for texting purposes for our hearing-impaired service users only: 085-8022859

Helpline Opening Hours are:

- Monday – Thursday                      11am – 8.00pm
- Friday    11am – 6.00pm

Outside of these hours, callers may leave a message on the answering machine and they will be contacted the following day or, in the case of calls left late on a Friday or on a Saturday or Sunday, will be called back on the following Monday.

CRA No. 20082574  
CHY No 20741

## Chairperson's Report

2019 was the ninth year since the setting up of Towards Healing in 2011 as the successor to Faoiseamh, and the 24<sup>th</sup> year of outreach and support by the Catholic Church in Ireland to survivors of clerical, religious and institutional abuse since the telephone helpline was first established by the Sisters of Mercy in 1996 in response to the *Dear Daughter* television documentary early that year.

During 2019 Towards Healing continued its work of support and healing, principally through the telephone helpline and the provision of individual counselling, but also in group work, practical workshops, the restorative justice process and the advocacy service. 975 clients were supported during 2019, which is consistent with the previous year in which 979 clients availed of the services of Towards Healing, and brings the total number of clients who have benefited from the support of Towards Healing and Faoiseamh since 1997 to 6,786. Of those who were supported during 2019, almost 85% are survivors of abuse while 15% are family members, though over 90% of the counselling sessions provided were for survivors.

In the course of 2019 205 new clients contacted the service, which represents a 15% decrease from 2018 when there were 239 new clients, but shows that despite the very significant outreach by the Catholic Church in Ireland for over 20 years there are still survivors of abuse coming forward for the first time.

All this is made possible through the support and funding of the sponsoring bodies who finance the entire operation of Towards Healing. During 2019 €1,182,305 was provided by the Religious Congregations (AMRI) and Dioceses of Ireland (IEC) bringing the funding received by Towards Healing from the Catholic Church in Ireland since 2011 to over €20,000,000 and when one takes account of the €22,000,000 in funding provided to Faoiseamh by the Religious and Dioceses between 1997 and 2010 then over €42,000,000 has been dedicated to this important outreach.

During 2019 there were 17 staff employed by Towards Healing, most in part-time roles. The staff are the backbone of the organisation and coordinate the various aspects of the service. Many of them have been with the company since the transition from Faoiseamh and have long experience in supporting the clients of Towards Healing. For some clients they are the 'voice' of the Church's response and their contribution to the healing process is significant and appreciated. Michael Lyons, who had been CEO of Towards Healing since 2011 and before that General Manager of Faoiseamh since 2008, retired in November of 2019. I would like to acknowledge and thank Michael for his contribution to both companies.

The Board of Directors are very conscious of our responsibilities towards the clients, the funders and the staff of Towards Healing. We know the importance of the service for the clients and funders and we recognise the commitment of the staff of Towards Healing in providing the support that Towards Healing offers. In that regard I would like to acknowledge the work of Stephen Quinn who was interim CEO from November 2019 until July 2020.

At the time of compiling the Annual Report for 2019 Ireland, like the rest of the world, is dealing with the effects and consequences of the COVID-19 global pandemic. Great credit is due to the staff and external counsellors of Towards Healing who have managed to provide a continuous service to our clients through the telephone helpline and counselling sessions, which have been conducted almost entirely online since April 2020.

Richard Purcell ocso

*October 2020*

# Client Registrations during 2019

## 1. Clients during 2019

In the course of 2019 Towards Healing supported 975 clients through its various services. This figure is consistent with the client numbers in recent years – in 2018 there were 979 clients supported.

Most clients live in Ireland and about 5% live outside of Ireland. During 2019 the company supported clients living in Ireland as well as in Australia, Canada, Great Britain, Germany, Spain and USA.

The table below shows the total number of clients supported each year since 2011:

|                |             |             |             |             |             |             |             |             |             |
|----------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <i>Year</i>    | <i>2011</i> | <i>2012</i> | <i>2013</i> | <i>2014</i> | <i>2015</i> | <i>2016</i> | <i>2017</i> | <i>2018</i> | <i>2019</i> |
| <i>Clients</i> | 1,195       | 1,680       | 1,513       | 1,424       | 1,732       | 1,300       | 858         | 979         | 975         |

## 2. New Client Registrations

During 2019 205 new clients contacted the service, which represents a 15% decrease from 2018 when there were 239 new clients, but shows that despite the very significant outreach by the Catholic Church in Ireland for over 20 years there are still survivors of abuse coming forward for the first time.

The table below shows the total number of new clients registering with the service each year since 2011:

|                |             |             |             |             |             |             |             |             |             |
|----------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <i>Year</i>    | <i>2011</i> | <i>2012</i> | <i>2013</i> | <i>2014</i> | <i>2015</i> | <i>2016</i> | <i>2017</i> | <i>2018</i> | <i>2019</i> |
| <i>Clients</i> | 383         | 389         | 426         | 343         | 213         | 230         | 199         | 239         | 205         |

### 3. Re-registrations

In the course of 2019 154 clients re-registered with Towards Healing, which represents a 9% decrease from 2018 when 169 clients re-registered. A reregistering client is one who has commenced their therapy but decided not to proceed with it. Some who exit therapy early feel the need to return, due to a particular event in their lives, and these are facilitated to do so under the service’s Clinical Policy and Model of Care.

The table below shows the total number of clients re-registering with the service each year since 2011:

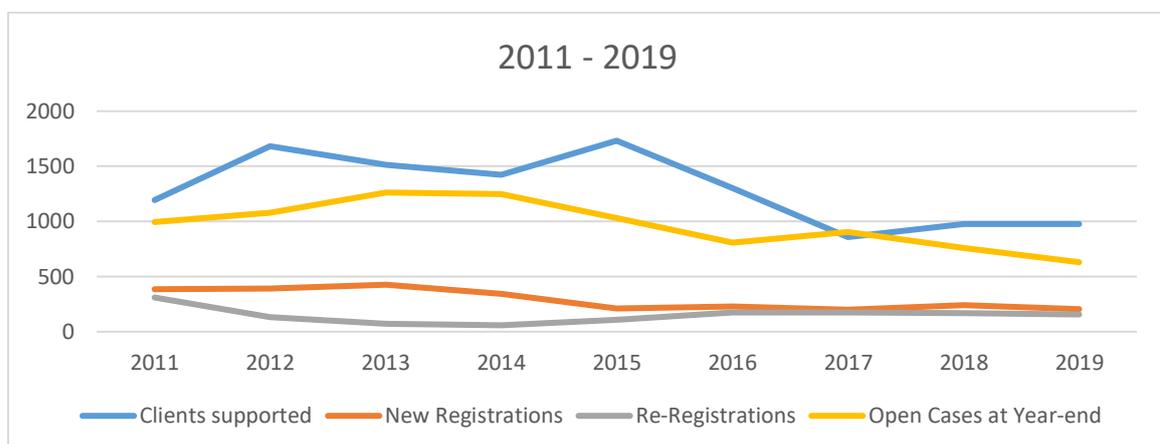
| Year    | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
|---------|------|------|------|------|------|------|------|------|------|
| Clients | 310  | 132  | 72   | 58   | 109  | 176  | 172  | 169  | 154  |

### 4. Active Clients at the end of 2019

The number of active clients or ‘open cases’ has generally been decreasing annually since 2013. At the end of 2019 there were 630 clients currently in receipt of counselling and/or support from Towards Healing. This represents a decrease of 128 or 17% compared with the same time the previous year.

The table below shows the total number of open cases at the end of each year since 2011:

| Year    | 2011 | 2012  | 2013  | 2014  | 2015  | 2016 | 2017 | 2018 | 2019 |
|---------|------|-------|-------|-------|-------|------|------|------|------|
| Clients | 994  | 1,079 | 1,262 | 1,246 | 1,032 | 806  | 903  | 758  | 630  |



# Counselling

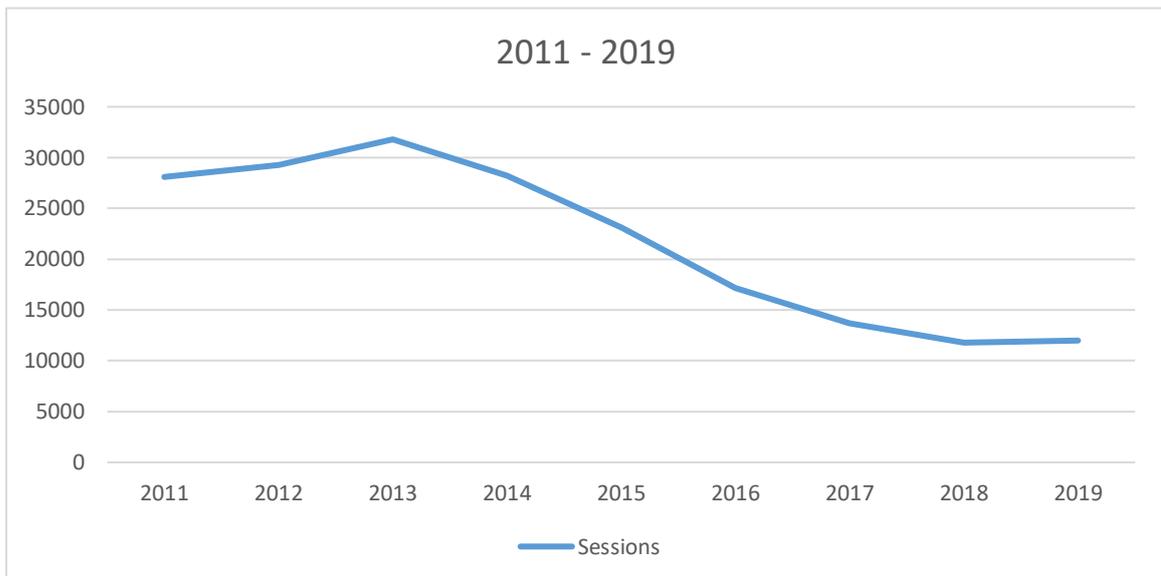
## 1. Counselling Sessions

Counselling is provided by external counsellors who are based in geographical proximity to clients. A small number of clients regularly receive counselling via telephone. Some deaf clients receive support via text message, others attend a regular counselling session facilitated by a sign language interpreter.

In the course of 2019 Towards Healing provided 12,018 counselling sessions to both primary survivors of abuse and to family members. This figure is slightly higher than 2018 when Towards Healing provided 11,787 counselling sessions.

The table below shows the total number of counselling sessions provided each year since 2011:

| Year     | 2011   | 2012   | 2013   | 2014   | 2015   | 2016   | 2017   | 2018   | 2019   |
|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Sessions | 28,079 | 29,261 | 31,797 | 28,245 | 23,112 | 17,138 | 13,700 | 11,787 | 12,018 |



Since 2011 Towards Healing has provided 195,137 sessions of individual counselling, which when added to the 259,030 sessions provided by Faoiseamh bring the total number of counselling sessions provided between 1997 and 2019 to 454,167.

## 2. Clients availing of Counselling

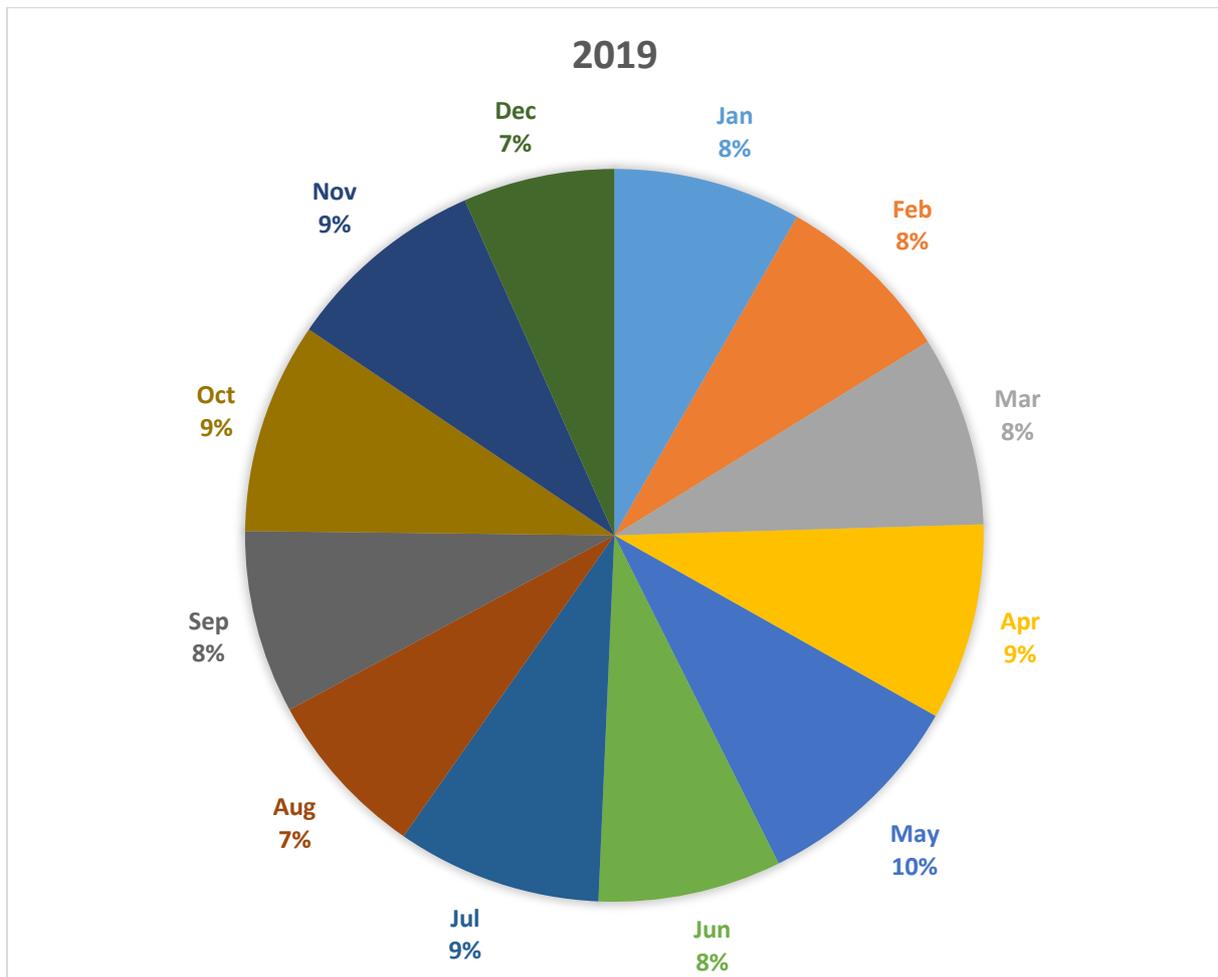
During 2019 762 clients availed of the counselling provided by Towards Healing. This is a slight reduction on the previous year when 799 clients were in receipt of counselling.

Of the 762 clients in receipt of counselling during 2019, 629 (83%) were primary survivors of abuse while 133 (17%) were family members of those abused. However over 90% of the counselling sessions provided were with survivors.

## 3. Monthly Breakdown of Counselling Sessions

The table below shows the number of counselling sessions provided each month during 2019:

| Month    | Jan | Feb | Mar   | Apr   | May   | Jun | Jul   | Aug | Sep | Oct   | Nov   | Dec |
|----------|-----|-----|-------|-------|-------|-----|-------|-----|-----|-------|-------|-----|
| Sessions | 989 | 950 | 1,008 | 1,044 | 1,136 | 965 | 1,079 | 894 | 971 | 1,119 | 1,066 | 797 |



# **Telephone Helpline, Workshops, Group Work & Training**

## **Telephone Helpline**

The first point of contact between clients and Towards Healing is usually the telephone helpline. Throughout 2019 the helpline was open for 43 hours each week and handled 9,490 calls – over 3,300 (25%) fewer calls than the 12,876 handled during 2018 year. Calls handled include calls received, messages left on the out-of-hours answer service and calls made to clients by the helpline staff.

As well as assessing and registering clients for referral to counselling, the case managers provide in the moment therapeutic support to clients who may need some extra support e.g. when the regular therapist is on holiday or otherwise unavailable.

## **Structured Telephone Counselling**

This service was introduced to facilitate clients who may find it difficult to travel for face to face counselling, those who are more comfortable with the protection the telephone can provide when talking about very sensitive issues, or those clients who live overseas and would like to talk to a therapist in Ireland about their experience of harm as a child in Ireland. Clients have a specific appointment each week for 50 minutes just as they would with a face to face therapist.

## **Friendly Call**

Case managers also continue to provide the Friendly Call Service when they make pre-arranged regular calls to clients who may be particularly isolated, lonely or just in need of a friendly voice.

## **Training for Therapists**

Towards Healing also facilitated 2 training days for therapists during 2019.

## **Psycho-Educational Groups**

In addition to the telephone helpline and individual counselling sessions Towards Healing also facilitated psycho-educational group work with 2 groups operating during 2019 attended by 23 clients.

- Trauma Recovery Programme - Oct 2019 – Jan 2020 – 11 participants
- Graduation Group February to December 2019 – 12 participants  
*This is a follow on group for clients who had already completed the Trauma Recovery Programme*

## **Practical Workshops for Clients**

In the course of the year Towards Healing also held 5 practical workshops in which 37 clients participated:

- Temper Your Anger – April/May 2019 – 8 participants
- Creative Approaches to Working with your Inner Child, Adult and Parent – April/May 2019 – 7 participants
- Healing Through Art – May/June 2019 – 7 participants
- Healing Through Art – November/December 2019 – 6 participants
- Temper Your Anger – November/December 2019 – 9 participants

## **Restorative Justice Programme**

Towards Healing has developed a Restorative Justice Programme that provides for a structured way to prepare and support users who have requested communication with the various Congregations and Arch/Dioceses. These meetings can take several forms, ranging from Towards Healing being involved in a long process of assisting in the development and preparation for meetings to simply being asked to act as a support person.

Since 2012 over 70 service users have requested assistance in their communication with the Church authorities. During 2019 3 new clients entered into the Restorative Justice Programme.

# **Child Protection Report**

## **Context of the Child Protection Officer Role**

The Children First Act (2015) was enacted on December 11, 2017 and on May 25, 2018 implementation of the General Data Protection Regulation (GDPR) occurred. As in previous years the Child Protection form on the Service Management system was updated in December 2017 (for the Children's First Act 2015) and again in March-April 2018 to assist with the compliance of the EU GDPR legislations.

Our worldwide panel of therapists implemented these changes even when some of their clients were reluctant to agree to these new regulations. The Keeping Safe Form on the Client Management System ensures that any delicate information about the client's abuse details stays safe and confidential.

Feedback from therapists has been mainly that their clients were sometimes reluctant, at first, to allow Towards Healing to report their abuse to the Civil Authorities but that they are becoming more aware of the need to ensure that all children are kept safe and that their reporting of the client's own abuse can hugely help to protect children now.

When therapists complete and return the Keeping Safe Form with details of their Client's abuse, the CPO directly transfers it onto the Tusla Portal, which reports retrospective abuse.

Towards Healing will continue to work with our clients, in a gentle yet professional way, to report their childhood abuse and to help them in their healing process.

## **Children First Act 2015**

To ensure appropriate child protection and to be in compliance with updated national legislation i.e. The Children First Act (2015), together with National Board for Safeguarding Children's document Safeguarding Children: Policy and Standards for the Catholic Church in Ireland (2016), Towards Healing's Keeping Safe Policy has

been updated. This legislation focuses on ensuring that children in Ireland remain safe from sexual, physical emotional harm and neglect. Sharing information regarding harm to a child will become the responsibility of mandated persons. Counsellors, psychotherapists, and psychologists are among those listed in the legislation as mandated persons. In practical terms, this means that all sexual abuse is reported to the Civil Authorities, however, neglect, physical and emotional abuse is reported at the request of the client or if the CPO believes that the harm has passed the threshold of harm where it will be then reported to the authorities. This will include past and current harm. Towards Healing will continue to refer clients to therapists for twelve sessions initially, during which time any Child Protection issues and the new requirements can be explored with the client.

Where Towards Healing clients are concerned, we will continue with our current protocol, which requires making all child protection reports, pertaining to Towards Healing clients directly to Tusla – we no longer report to DLPs because of GDPR, nor directly to the Gardaí – as Tusla informs them as part of their protocol. At this point, the CPO furnishes the therapists with a copy of the report for their records. This verifies that the mandated reporting responsibilities under Children First Act (2015) have been met.

For further information regarding the Children First Act (2015) please see: - <http://www.irishstatutebook.ie/eli/2015/act/36/enacted/en/pdf>

<https://www.safeguarding.ie/images/Pdfs/Standards/Safeguarding%20Children%20Policy.pdf>

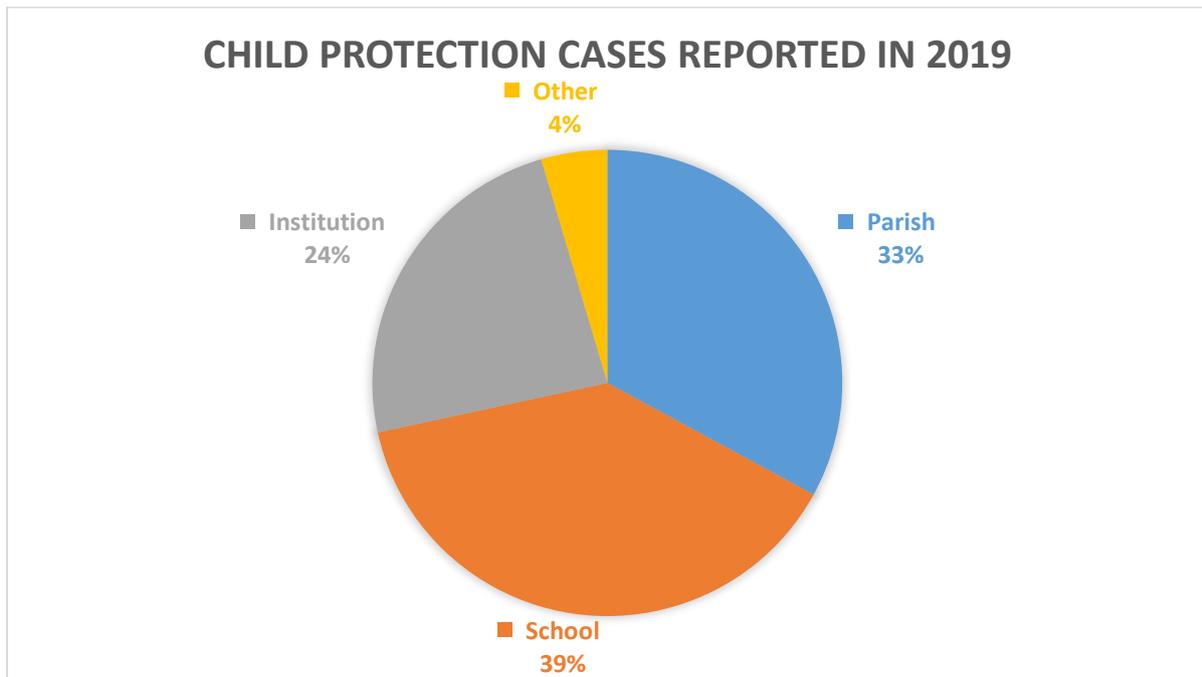
At all times, Towards Healing staff are available to therapists and clients to assist with any concerns they may have.

### **Child Protection Reports in 2019**

Towards Healing reported 88 cases of Child Abuse to Tusla in 2019.

The table below shows the breakdown of reports made in the various categories:

| <i>Category</i>          | <i>Parish</i> | <i>School</i> | <i>Institution</i> | <i>Other</i> |
|--------------------------|---------------|---------------|--------------------|--------------|
| <i>Number of Reports</i> | 29            | 34            | 21                 | 4            |



## **Conclusion**

Finally, I would like to thank the Board of Towards Healing, Therapists, Clients and Colleagues for their dedication throughout 2019. Towards Healing works within the guidelines of the Children First Policy, ensuring that Child Protection is always a priority. This involves working with the network of agencies with responsibility for Child Protection, notably An Garda Síochána and Tusla.

Towards Healing has an excellent working relationship with all our partners and I would like to express my thanks to those officials with whom I came into contact. Our shared objective is to ensure that relevant information on child abuse is shared appropriately, so that effective action can be taken, in a timely manner, to protect children. A copy of the Towards Healing (2018) "Keeping Safe Policy" is available on our website [www.towardshealing.ie](http://www.towardshealing.ie).

Maggie O'Neill

*Child Protection Officer*

# **Advocacy Service Report**

## **Advocacy Service**

The advocacy service supports clients who wish to engage with both the statutory and voluntary agencies. In many instances clients do not have the confidence to make direct contact with the personnel in these agencies. Furthermore, they may have had an unpleasant experience previously and therefore maybe reluctant to do so again. In addition, these clients may not be able to articulate their issues in a brief and precise manner when they do finally decide to call these agencies.

Despite all the links available for these agencies, many clients find it quite difficult to navigate their way through the system and find the relevant person who can assist them to resolve their issues. The advocacy service always encourages clients to take the lead responsibility for their own needs, and we only interface directly with these agencies when the client is unable or unsuccessful in advocating for themselves.

## **Referral Process**

The Case Managers and therapists initially refer clients to the service .These are then followed up with a clarification call with the client, followed by an initial needs assessment.

## **Needs Assessment**

During this process clients are advised of the range and limitations of services i.e. no legal advice and no access to funding. The clients are involved in the decision making process and their needs are prioritised e.g. Housing, access to the Health Services etc.

## **Interface with Statutory and Voluntary Agencies**

After the client completes the consent and or permission to share forms the service engages with the relevant agencies and an implementation plan with realistic timeframe is put in place. The service is in regular contact with the clients during all stages of the process and are fully briefed on any developments that have happened in the interim. The process is reviewed afterwards to assess the effectiveness of the process.

## Activity

The following tables provide an overview of the matters managed during 2019:

### Clients

|                                     |           |
|-------------------------------------|-----------|
| Number of new clients referred      | 49        |
| Number of existing clients referred | <u>53</u> |
| Total number of clients referred    | 102       |

### Contacts

|  |            |
|--|------------|
| Number of contacts with new clients      | 149        |
| Number of contacts with existing clients | <u>254</u> |
| Total number of contacts with clients    | 403        |

### Classification of Services Requested by Clients

|                                  |           |
|----------------------------------|-----------|
| Access to the Health Services    | 22        |
| Caranua                          | 48        |
| Education and Career Development | 7         |
| Family Tracing                   | 1         |
| Financial                        | 8         |
| Housing                          | 16        |
| Legal/Mediation                  | 6         |
| Repatriation                     | 1         |
| State Claims Agency              | 9         |
| Social Protection                | <u>12</u> |
| Total                            | 130       |

### Statistical Review

| Year                                     | 2019       | 2018       |
|--|------------|------------|
| New clients referred                     | 49         | 39         |
| Number of existing clients referred      | <u>53</u>  | <u>57</u>  |
|  | 102        | 96         |
| Number of contacts with new clients      | 149        | 102        |
| Number of contacts with existing clients | <u>254</u> | <u>291</u> |
| Total number of contacts with clients    | 403        | 393        |

The activity in relation to Caranua, Access to the Health Services, and Housing accounted for over 66% of the total workload. Matters relating to Caranua increased from 33% to 37%, Housing was up from 9% to 12%, whilst matters in relation to accessing the Health Services was down from 24% to 17%.

## **Interface with Survivors Groups**

The service continued to work with and liaise with the various support groups during the year. I am pleased to report that the service has had an excellent working relationship with these groups. Our relationship with these organisations is critical to ensuring the delivery of the service needs that our clients require on an ongoing basis. I would like to take this opportunity to thank all these support groups for their continued cooperation and assistance throughout the year.

## **Caranua**

Following the announcement that this agency was closing there was a surge in the activity on all matters relating to them. The challenge for our service was to ensure that all our clients currently on their listings for services ,received them before the closure of the agency. I am pleased to report that all outstanding matters for our clients have been managed successfully before the end of December.

I wish to sincerely thank the management and staff of Caranua for their patience, courtesy and dedication ,without which we could not have delivered on these matters for our clients. The funding provided by Caranua has greatly enhanced the life of many of our clients and despite many shortcomings, the overall experience has been very positive for our clients.

## **Performance**

The advocacy service continued to manage our clients requests within the strict deadline of 5 working days. This tight time period ensures that a prompt response is delivered consistently, this in turn establishes a trusting bond with our clients and ensures that their service needs are a managed in a timely manner.

## **Challenges for the year ahead**

The official closure of Caranua in 2020 will create a significant gap in the provision of current services to our clients. Our clients have benefited from this funding and their raised expectations for services will need to be managed. The challenge will be to transition these clients away from these supports into the statutory agencies despite the existing pressure these services are currently experiencing. This service will

endeavour to empower and support our clients so that they can do as much of their advocacy as possible.

### **Conclusion**

I wish to record my sincere gratitude to the staff of Towards Healing who continued to be so supportive of the work of the service and for their dedication and commitment to the values of Towards Healing. I wish to thank the statutory and voluntary agency staff who assisted and willingly engaged with the service.

Finally, I wish to thank the management of Towards Healing for their unstinting support and encouragement for this work during the year.

Martin Devine

*Advocacy Service Manager*

# Financial Report

## Annual Budget for 2019

The budget for 2019 as per the Memorandum of Understanding for 2018 and 2019 was €1,577,000 of which €1,180,750 was to be contributed by AMRI and IEC and the balance to be funded from reserves held by Towards Healing.

## Income Received during 2019

Income received during 2019 was €1,188,052 made up as follows: -

|       |                |
|-------|----------------|
| IEC   | € 282,305      |
| AMRI  | € 900,000      |
| Other | € <u>5,747</u> |
| Total | € 1,188,052    |

## Audit 2019

The Statement of Financial Accounts at December 31st, 2019 is appended to the Annual Report.

The financial statements for 2019 have been prepared on the going concern basis and in accordance with the historical cost convention. The Board of Directors took the decision to adopt the financial reporting framework of the Companies Act 2014, FRS 102 and the Charities SORP (FRS102). Financial reporting in line with SORP is considered best practice for charities in Ireland.

The audit of the 2019 financial statements was undertaken by Ms Aedin Morkan of Mazars Chartered Accountants and Statutory Audit Firm, Harcourt Centre, Dublin 2.

## CCSS Limited – Financial Information for Year Ending 31<sup>st</sup> December 2019

| <b>Income &amp; Expenditure Account Extract</b>           |                  |
|---|------------------|
| <b>12 months ended 31/12/2019</b>                         |                  |
|   | €                |
| <b>Incoming Resources</b>                                 |                  |
| Grants - Irish Episcopal Conference - Ongoing Funding     | 282,305          |
| Grants - AMRI - Ongoing Funding                           | 900,000          |
| Donations Received  | 5,000            |
| Other Income  | <u>747</u>       |
| <b>Total Incoming Resources</b>                           | <u>1,188,052</u> |
| <b>Resources Expended - Ongoing Expenditure</b>           |                  |
| Direct Counselling Costs                                  | 1,208,385        |
| Administration Expenses                                   | <u>674,321</u>   |
| <b>Sub-Total Resources Expended - Ongoing Expenditure</b> | 1,882,706        |
| Depreciation  | 9,340            |
| <b>Net Outgoing Resources for the Period</b>              | <u>1,892,046</u> |
| <b>Operating Loss</b>                                     | 703,994          |
| <b>Balance Sheet Extract</b>                              |                  |
| <b>12 months ended 31/12/2019</b>                         |                  |
|   | €                |
| <b>Fixed Assets</b>                                       |                  |
| Leasehold Improvements & Office Equipment                 | 12,393           |
| <b>Current assets</b>                                     |                  |
| Debtors   | 15,541           |
| Cash at bank and in hand                                  | 372,361          |
| <b>Creditors: amounts falling due within one year</b>     |                  |
| Operating Creditors                                       | (372,406)        |
| Accumulated Net Funds (2011-2019)                         | <u>27,889</u>    |

## Feedback from Clients

### Complaints against the Service

While complaints about the service over the years are few – in particular when taken in the context of approximately 6,780 clients who have been supported by both Faoiseamh (1996 – 2010) and Towards Healing (2011 – to date) – it is the policy of the service to have each complaint examined and to ensure that any conclusions and recommendations are addressed fully, towards ensuring that the service fully meets the needs and expectations of its clients, in as effective a manner as possible.

### Feedback from clients

Towards Healing receives feedback from its clients, inter alia, as a basis to assess the quality of the service, based on the personal experiences of clients, and in particular, the outcomes of the therapy or Groupwork which they have received.

While feedback is received from individual clients, in broad terms the feedback is most reassuring in endorsing the Clinical Processes, Model of Care and Quality Assurance Systems which, Towards Healing implements and which are continuously being reviewed and updated towards ensuring that the service is responding to the needs of our clients, based on best practice and evidence-based need.

Excerpts from some of the feedback received from clients:

*“My therapist is one of life’s special people, a brilliant counsellor with a healing gift. She has helped me so much. I would also like to thank Faoiseamh, I am grateful for this opportunity.”*  
[Female, 40s, Leinster]

*“The service has made a huge difference to the overall quality of my life. I could not possibly have been able to afford this service on my own limited budget.”*  
[Male, 30s, Cork City]

*“I feel very strongly that without your organization I would not have survived, my isolation was killing me. I cannot thank you enough. Keep up your good work.”*  
[Male, 40s, Athlone]

*“It has been a long painful journey for me, without the support of Towards Healing I would never have survived.....I would not be alive only for the weekly contact from Towards Healing. I know that I am not alone, Towards Healing, they give me reason not to give up, I have hope and love and a listening ear, long may this wonderful organisation reign. Forever grateful and with thanks.”*  
[Female, 60s, Mayo]

## Board of Directors 2019

### **Ms Marian Shanley – Chairperson**

Marian is a Solicitor by profession, acted as legal adviser to the Ferns Inquiry, and was a Commissioner on the Commission for Inquiry into Child Abuse (The Ryan Commission). She was also a member of the Law Reform Commission from 2002 - 2012. Currently Chairperson - Enquiry for the Central Bank.

Marian is also Chairperson of the Board of Management for St. Mary's College, Rathmines. Chairperson of the Advisory Panel for the Spiritan Order in Ireland and Chairperson of the Rights Enhancement Committee for Autism Ireland.

### **Ms. Maureen Browne**

Maureen Browne is a health analyst, journalist and communications consultant.

She is Managing Editor of The Consultant, Editor of The Clinical Care Journal and Editor of Health Manager. She was previously Editor of Irish Medical Times, a senior reporter with the Irish Press Group of Newspapers and reported on Irish affairs for a number of UK newspapers.

She is a former National Communications Director with the HSE.

She is a Trustee of the world-famous Worth Library, was appointed by the Government to the Second Commission on the Status of Women, is a short story writer and co-author of *Cleared for Disaster*, the critically acclaimed story of Ireland's most horrific and mysterious air disasters.

### **Mr. Michael Duffy**

Michael Duffy has been Chief Executive of the Royal Dublin Society (RDS) since May 2004.

Prior to the RDS, Mr Duffy was Chief Executive of Bord Bia, the Irish Food Board, from its establishment in 1994 to promote and develop markets for the Irish food and drinks sectors. Michael also worked in senior positions in the public sector with IDA Ireland, gaining extensive experience in the attraction of inward investment in the electronics, food, and other manufacturing sectors. Mr Duffy also worked with Courtaulds plc, as a Research Physicist in their Central Research Laboratories in Coventry, England and as the Technical Manager of their major plant in Letterkenny, Co. Donegal.

A physics graduate from University College, Dublin, he has undertaken postgraduate programmes in management and marketing from Insead Business School, France and was awarded a Doctor of Business Administration (*Honoris Causa*) by St. Joseph's University, Philadelphia, in recognition of his contribution to the Irish Food and Drink industry. He is Chairman of the Young Scientist and Technology Company Ltd. Michael is a Fellow of: The Institute of Physics, The Marketing Institute and The Sales Institute.

**Most Rev. John Fleming D.D**

Most Rev. John Fleming was ordained as Bishop of Killala on April 7th, 2002. He is a Member of the Standing Committee, a member of the Episcopal Commission for Planning Communications and Resources, member of the Council for Governance, and Member of the Council for Finance and General Purposes.

**Most Rev. Fintan Monahan**

Born in Tullamore, Co. Offaly in January 1967 & moved to An Cheathrú Rua, Co. na Gaillimhe in 1979. Ordained in Carraroe in 1991 after studying Science and Theology in St. Patrick's College, Maynooth. Ministered in An Tulach, Baile na hAbhann from 1992-1993 & taught in St. Jarlath's College Tuam from 1993 until 2005. Diocesan Secretary, Tuam from 2005-2016 and Chaplain to St. Jarlath's during that period. Consecrated bishop of Killaloe on September 25th, 2016.

**Sr. Noreen Shankey**

Noreen Shankey is a St. Louis Sister. She has a background in Education, Clinical Psychology and Spirituality. She has worked as a teacher, a counsellor and as a chaplain at 3rd level. She has held various leadership roles in her order. She was formerly on the Executive Board of CORI and was Regional Leader for St. Louis in Ireland.

**Fr. John Hughes O.S.A**

John Hughes OSA is a member of the Irish Augustinian Province. Presently based in Dublin as parish priest of the parish of Ballyboden, he has served in a variety of ministries: formation, counselling and, for eight years, as Vicar for Clergy in the Archdiocese of Dublin. Ordained in 1975, he graduated from the Institute of Psychology at the Gregorian University in 1977.

**Mr. Stephen Quinn**

Before establishing his own management services consultancy company (SCQ Management Services Ltd) in 2007 Stephen worked for nearly 30 years with ABN AMRO Bank NV in Ireland. Stephen held various management positions during this time including COO of Riada & Co Stockbrokers, part of the ABN AMRO Group, and concluding his career as CFO for the Group in Ireland. Stephen was a Director of various ABN AMRO entities in Ireland and a Trustee of a number of pension schemes until his retirement in 2017.

*Mr Stephen Quinn resigned from the Board of Directors in November 2019 to take up the position of CEO in succession to Michael Lyons.*

# Staff of Towards Healing and Organisational Arrangements 2019

