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USEFUL CONTACTS

Local Safeguarding Representatives:

Sr Maura Cranney, CorkTel: 021 429 1851

Sr Patricia McMenamin, Claremorris.....Tel: 094 937 3569

Sr Mary Taylor.....Tel: 028 4173 7653 Use 048 code from ROI

Sr Julie Doran.....Tel: 01 668 5796

Designated Officer: Joan Murray, OLA.....Tel: 087 296 5470

Support Person: Sr. Gabrielle Farrell Tel: 028 4173 7653 Code (048) from ROI

Advisor: Sr. Eileen Cummins.....Tel. 021 429 1851

An Garda Síochána: Contact local Garda Station. www.garda.ie/Stations

PSNI: Northern Ireland.....Tel: 0845 600 800 www.psni.police.uk

Health Service Executive (HSE)

Contact your local Community Care Area.....Tel: 1850 24 1850

Dublin: South East Child Protection Services.....Tel: 01 268 0320

Cork: South Lee Child Protection Services.....Tel: 021 4923001

Mayo: Castlebar Social Work Team.....Tel: 094 902 0133

Down: Gateway servicesTel: 0800 783 7745 NI

Out of Hours Emergency (NI).....Tel: 028 3833 4444 NI

HSE National Helpline.....Tel: 1800 670 700

National Office for Safeguarding Children in the Catholic Church in Ireland

New House, Saint Patrick's College, Maynooth, Co. Kildare. **Phone no: 01 505**

3124 Fax: 01 505 3026 Website: www.safeguarding.ie

Other useful contact numbers are provided in Appendix 1 page 49.

INTRODUCTION

In the Gospels we are presented with many examples of how Jesus places children at the very heart of his mission and ministry. When the disciples were debating about who is the greatest in the kingdom of heaven, Jesus responded to their question by calling a little child, placing the child in the middle of them and saying

“Truly I tell you that unless you change and become like children, you will never enter the kingdom of heaven. Whoever welcomes one such child in my name welcomes me” (Mt.18:1-5)

As Sisters of our Lady of Apostles, Province of Ireland, we dedicate our lives to following Christ as the Apostles did. We are committed to the promotion and protection of authentic human values, which are an integral part of the proclamation of the Gospel.

Inspired by the example of Jesus in showing great love, respect and care for children, we fundamentally believe that each child must be cherished and affirmed as a gift from God and has an inherent right to dignity of life and bodily integrity.

This child safeguarding policy articulates the approach of the Sisters of Our Lady of Apostles (Province of Ireland) to child safeguarding. It provides a framework for ensuring a safe environment for children and for managing and reducing risks of child abuse¹ by all personnel (Sisters, Staff and Volunteers) engaged in OLA ministries.

The overall goal of the policy is to provide a safe environment for children, thus ensuring they are afforded the most enabling conditions for development possible while also protecting them from all forms of abuse when they are in the care of or come in contact with the Sisters of Our Lady of Apostles, our staff, volunteers and colleagues in ministry.

¹ Definitions of Child Abuse can be found in section 2 with more detailed information in Resource 1 in the accompanying resource document.

The guiding principles of this policy are rooted in Gospel values and seek to meet the Standards set out in ***'Safeguarding Children: Standards and Guidance Document for the Catholic Church in Ireland'***.²

This document is fully compliant with child protection procedures in both jurisdictions on the island of Ireland and therefore does not stand alone. It incorporates and complements the best practice and guidance provided in the two statutory policy documents ***'Children First: National Guidance for the Protection and Welfare of Children (2011)'*** and ***'Cooperating to Safeguard Children'***. It is also compliant with Church Law.

This policy is binding on all OLA Sisters in our Province, on those who work in our convents and on our colleagues in ministries where children are involved. It has been devised to provide clear guidance for us in relation to behaviours with children and for the effective management of people who pose a risk to them.

The policy applies to:

- All Irish OLA sisters including those working overseas;
- All OLA Sisters working in OLA Province of Ireland.
- All staff working in Institutions owned/administered by OLA, Province of Ireland
- All volunteers working with or recruited by OLA, Province of Ireland.

Signed: _____

Date: **September 30th 2013**

Sr. Mary Crowley, Provincial Leader.

² This document was published by the National Board for Safeguarding Children in the Catholic Church in Ireland and sets out the standards expected from all Church Organisations on the island of Ireland. In April 2009, OLA Province of Ireland signed a Memorandum of Understanding with the National Board, accepting these standards and committing to implementing them in our ministry.

SECTION 1 WRITTEN POLICY AND PROCEDURES³

Our Policy Statement

We, the Sisters of Our Lady of Apostles (OLA), commit ourselves by the vows of religion to follow Christ as the Apostles did. We are committed to the promotion and protection of authentic human values, which are an integral part of the proclamation of the Gospel,

Inspired by the example of Jesus in showing great love, respect and care for children, we believe that each child must be cherished and affirmed as a gift from God and has an inherent right to dignity of life and bodily integrity.

We commit ourselves to do all in our power to ensure that the children who come in contact with us in any way will be cared for in a safe and enabling environment, where their holistic development is facilitated and where they are safeguarded against any form of harm or abuse. We do our utmost to ensure that the fundamental rights of these children are always respected and upheld.

The following principles underpin the OLA policy statement:

Each child is a gift of God and hence a person with innate dignity. This must be recognised and affirmed, by according him/her the inalienable right to the following:

- to dignity of life and bodily integrity
- to respect - being listened to, consulted and taken seriously
- to holistic care in a developmentally supportive and safe environment
- to justice - being treated fairly and safe from any abuse or neglect.

³ This section corresponds to **Standard 1** for **Safeguarding Children** from the Standards & Guidance Document for the Catholic Church in Ireland 2008. All subsequent sections (2-7) correspond to the relevant Church Standard.

These rights are rooted in gospel values; international best practice guidelines; domestic and international laws and the UN Convention on the Rights of the Child.

All OLA Sisters and colleagues in the Province have a duty to be fully conversant with this Policy, Principles and Guidelines document and be open to regular monitoring to ensure these are being implemented fully.

While seeking a balance between the rights of the child and those of adults/carers, ***the welfare and best interests of the child must be paramount*** at all times and especially where conflict arises.

The above stated policy and principles indicate a total commitment by the OLA Sisters and colleagues to ensuring the safeguarding of all children with whom we come in contact. Every possible measure will be taken to prevent abuse and to respond promptly to concerns or allegations of abuse in accordance with the procedures in this document.

The Policy will be clearly displayed and attention drawn to it, in all areas where we have contact with children. The Provincial's signature on the policy signals its importance and indicates a zero tolerance of any form of abuse.

SECTION 2 RECOGNIZING, RESPONDING AND REPORTING

This section provides information on how to recognize, respond to and report concerns, suspicions, allegations or disclosures of abuse.

2.1 CREATING AWARENESS AND RECOGNISING CHILD ABUSE

In order to respond effectively to concerns, suspicions or allegations, all personnel must first be aware of the main forms of abuse:- **Physical Abuse, Emotional Abuse, Sexual Abuse and Neglect** (all definitions of abuse in this section are taken from pages 8-12, 70 – 74 ‘Children First 2011’). In order to create awareness OLA Provincial Leadership will ensure that appropriate training in recognising and responding to abuse will be organised for all Sisters, staff and volunteers whose work brings them into contact with children.

Recognising: Abuse Definitions⁴

According to the World Health Organisation, **Child Abuse** is defined as:

“All forms of physical and or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child’s health, survival, development or dignity in the context of a relationship of responsibility, trust or power.”

In both jurisdictions in Ireland, a **child or young person** is defined as anyone under the age of 18 years ‘excluding a person who is or has been married’. (*Children First: National Guidance, 2011, P8. & Cooperating to Safeguard Children, DHSSPS 2003 (par 2.1)*)

Physical abuse of a child is that which results in actual or potential physical harm from an interaction, or lack of interaction, which is reasonably within the control of a parent or person in a position of responsibility, power or trust. There may be single or repeated incidents.

⁴ Detailed definitions, examples of abusive behaviours/ indicators of the main forms of abuse are provided in Resource 1 in the accompanying Resources Document.

Emotional abuse is normally to be found in the relationship between a parent/carer and a child rather than in a specific event or pattern of events. It occurs when a child's developmental need for affection, approval, consistency and security are not met. Unless other forms of abuse are present it is rarely manifested in terms of physical signs or symptoms.

Sexual abuse occurs when a child or young person is used by another person for his or her gratification or sexual arousal or for that of others. Sexual Abuse involves forcing or enticing a child to take part in sexual activities. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Neglect can be defined in terms of an omission where the child suffers significant harm or impairment of development by being deprived of food, clothing, warmth, hygiene, intellectual stimulation, supervision and safety, attachment to and affection from adults, and/or medical care.

Harm can be defined as the ill-treatment or the impairment of the health or development of a child. Whether it is significant is determined by the child's health and development as compared to that which could reasonably be expected of a child of similar age.

2.2 PROCEDURE FOR RESPONDING TO A CONCERN, SUSPICION, ALLEGATION OR DISCLOSURE OF ABUSE

We are committed to taking all concerns, allegations, suspicions and disclosures of abuse very seriously. The following procedure sets out the action that must be taken if any concern, allegation, suspicion or disclosure is made, whether current or historical, that indicates an OLA Sister, member of Staff, Volunteer or Colleague has:

- behaved in a way that has harmed a child, or may have harmed a child

- committed a criminal offence against a child or related to a child
- behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.

This honours best practice and legal requirements at national and international levels. Any person who has reason to believe that a child or young person is being abused has a duty to report their concern to the appropriate authorities (i.e. to the Safeguarding Representative or Designated Officer) so that the matter can be fully investigated. Therefore key personnel have been appointed with specific roles and responsibilities for the safeguarding of children and the implementation of this policy. The roles and responsibilities are outlined in detail in Resource 16.

Guidance on how to respond when an allegation is made

It is often very difficult for people to talk about abuse so it is important to create a safe, welcoming and accepting atmosphere environment. It is important to be patient and to listen carefully and actively, so that the person is able to tell you as much as they can remember. This will help those with responsibility for investigating the incident(s) do so as thoroughly as possible.

People may tell you about:

- abuse that's happened to them now – current
- abuse that happened to them some time ago – historical
- something they've been told by someone else and that they strongly believe is true

You may also witness or people may tell you about:

- signs of abuse, such as physical injuries on a child
- something, such as the behaviour of an adult to a child, that made you feel uncomfortable.

If someone comes to you with a concern it is important that you:

Listen: Follow the guidance given in the next section on how to respond.

Record: Ensure the child protection recording form is completed (Resource 3)

Report: Report the matter to the Designated Officer immediately. If there is a serious risk or danger to the child concerned, contact the HSE and/or Gardaí/PSNI immediately.

Some guidelines for responding:

- Stay calm and listen carefully. Give the person time to say what (s)he wants to say, but do not ask intrusive or leading questions.
- Take what the person raising the concern says seriously, and reassure them they are doing the right thing.
- Check with the person to make sure that you have understood what they actually said. Do not suggest words, but use theirs.
- Make no promises that cannot be kept, particularly in relation to secrecy, making it clear that you will have to discuss this information with someone.
- Explain these procedures and the referral procedures to the person.
- Inform them regarding the availability of a Support Person.
- Do not make any comments about the respondent, make assumptions or speculate.
- Be aware that a person's ability to recount his or her concern or allegation will depend on age, culture, nationality and upon any disability which may affect use of language and range of vocabulary.
- Adopt a listening style which is compassionate, calm and reassuring. If the information given to you shocks, disgusts or distresses you, do not allow these feelings to show. If you do, you may inadvertently dissuade the person from giving any further information.
- Avoid statements about your belief or otherwise, of the information given.

- Do not question beyond checking what has been said. It is the job of the Health and Social Services / An Garda Síochána / PSNI to investigate. There must be no probing for detail beyond that which has been freely given.
- If the abuse is being disclosed by a child it is important to reassure her/him that she/he is not to blame, that she/he is doing the right thing in reporting it and that you will do what you can to help.

2.3 PROCEDURES FOR REPORTING CONCERNS, ALLEGATIONS OR DISCLOSURE

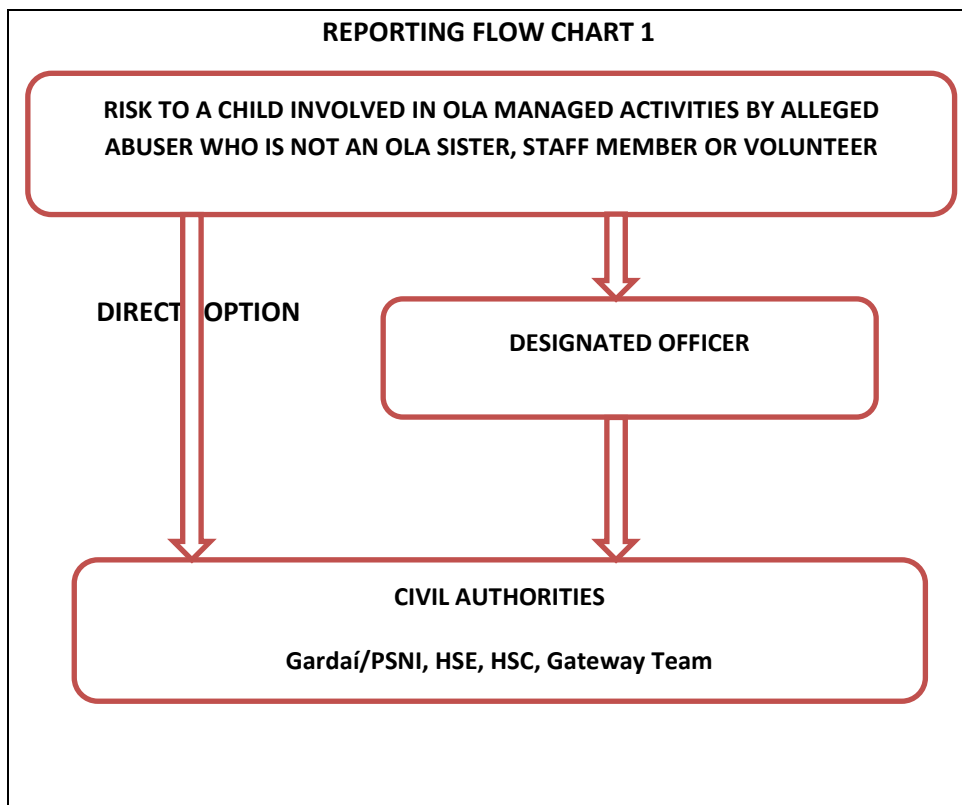
The following procedure sets out the action to be taken and applies whether the abuse is current or historical. **Remember:** It is not your role to investigate.

- All concerns, suspicion, disclosure or allegation of abuse, must be referred immediately to the OLA Designated Officer who must report the complaint to the relevant civil authorities (i.e. Health and Social Services / An Garda Síochána / PSNI) **without delay**.
- Whenever possible and practical, take notes during the conversation. Always ask permission to do this and explain the importance of recording all information. Where it is not appropriate to make notes at the time (e.g. if it is a child making a disclosure), make a written record as soon as possible afterwards and in any case before the end of the day.
- Record the time, date, location (or if the matter has been communicated by letter or telephone), and persons present. (Use the Child Protection Recording Form Template in Resource 3 to do this.) The record should be signed and dated by the author. The record would also normally include:
 - accurate identifying information as far as it is known. This should include the name and address of the person who has raised a concern (as well as their date of birth, and parents'/carers'/ names and addresses where the person who has raised a concern/ allegation is a child)
 - the name of the individual against whom the concern/ allegation is being raised and any other identifying information

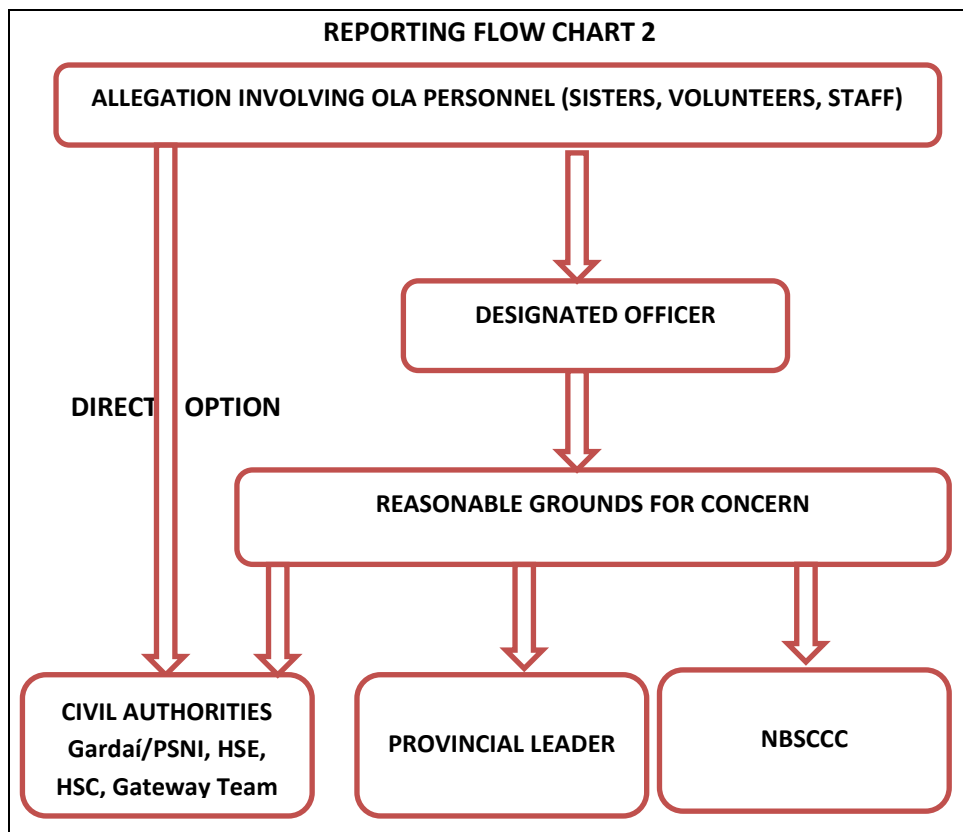
- as much information as possible about the circumstances that led to the concern/allegation being raised, why is the person worried about the welfare and safety of the child or children
 - dates when the concern arose, or when the incident(s) occurred
 - circumstances in which the concern arose, or the incident(s) occurred
 - any explanation offered to account for the risk, injury or concern
 - the child's own statement using the words they used to describe the events or incident(s), if possible. Do not make assumptions about the intended meaning of words used
 - details of any action already taken about the incident/ concern/ allegation.
- Do not be selective. Include detail which to you may seem irrelevant. It may prove invaluable at a later stage in an investigation.
 - All original records, including rough notes, must be passed immediately to the relevant Designated Officer. Any copies of records retained must be kept secure and confidential.
 - Explain to the child/person raising the concern what will happen next. Indicate who will be made aware of the information given by them. Leave contact details of the Designated Officer in case the referrer needs to ask questions later.
 - In cases of emergency, where a child appears to be at immediate and serious risk, an immediate report should be made to the Health and Social Services as well as to the relevant Designated Officer.
 - Where the appropriate Health and Social Services staff are not available, An Garda Síochána / PSNI should be contacted to ensure that under no circumstances a child is left in a dangerous situation pending Health and Social Services intervention.
 - It is important not to discuss the incident/concern with anyone other than those detailed in these procedures.

The following flowchart outlines the procedure for reporting any concerns, suspicions, allegations or disclosures.

2.4 REPORTING ABUSE FLOWCHARTS ⁵



⁵ It is essential to comply with the legal requirements of the country in which you are living.



2.4 ROLES AND RESPONSIBILITIES FOR SAFEGUARDING CHILDREN

In order to implement these procedures effectively, it is important that key personnel are selected and are given clear guidelines concerning their specific roles and responsibilities. While every adult has a responsibility for safeguarding children, the following personnel are central to the effective implementation of the policy:

The **Provincial Leader** has overall responsibility to ensure that the Safeguarding Children structures in her province are effectively achieving their objectives.

CHILD SAFEGUARDING POLICY AND PROCEDURES

The **Designated Officer** fulfils the following responsibilities:

- To receive all concerns relating to the safeguarding of children, including any disclosure or allegation of child abuse and to take responsibility for the management of the response to that concern or disclosure from start to finish. This may include referral to the relevant statutory bodies.
- To report all instances of suspected or disclosed abuse, where there are 'reasonable grounds for concern' as indicated in Children First 2011, to the HSE, and/or An Garda Síochána, using the standard reporting form.
- Out of office hours and in the case of an emergency, where a child is at serious and immediate risk, to report the matter to An Garda Síochána without delay.
- Explain procedures for addressing concern/allegation to the person who has raised the concern (including parent or guardian)
- To ensure that the person raising a concern, disclosing abuse, or making an allegation is informed about the progress of the inquiry process.
- To liaise with the Provincial leadership and the National Office.
- To carefully record all steps undertaken as part of these procedures.
- Conduct an internal investigation at the conclusion of any external investigation or where no such investigation has taken place. Any internal investigation will be initiated in cases where child protection concerns remain or where disciplinary action needs to be considered.
- In the event of the Designated Person not being available or a child being at immediate risk, contact should be made with the local Health Service Executive Duty Social Worker or, during out of duty social work hours, with local Gardaí.

*** A more detailed job description is outlined in Resource 4.

Name and contact details of Designated Officer in OLA Irish Province

Sr. Joan Murray	Tel: 01 668 5796	Mobile: 087 2965470
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Advisory Panel. The role of the Advisory Panel is essentially about case management. The safety and welfare of the child must be paramount for the Panel at all times. The Panel may advise on:

- the complaint itself
- the appropriateness of providing help to the child making an allegation and to the child's family
- the issue of the respondent remaining in present ministry
- the right of the respondent to her/his good name and a fair trial
- the necessity or otherwise for a specialist risk assessment
- the needs of the community/family to which the respondent belongs
- the needs of the wider community
- the appropriateness and timing of a public statement.

The Panel must keep records on the matters presented for advice, documents considered (including those noting any previous allegations) and recommendations made. The advice given by an Advisory Panel must be included in any inspection of an incident/allegation report file conducted by the National Safeguarding Children Office. No member of the panel shall act in a professional capacity to either the person making the allegation or the respondent.⁶

The National Office in Maynooth continue to act as Advisory Panel for OLA and offering skills and advice should an investigative process be required.

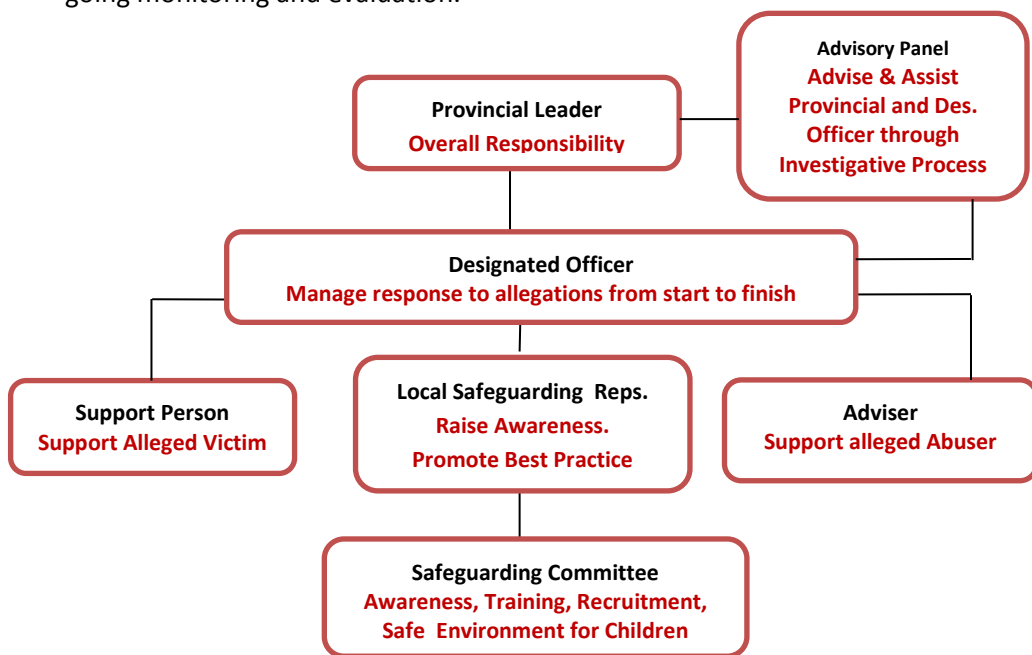
The **National Board** (Ireland) We maintain a positive relationship with the National Safeguarding Board through its office in Maynooth. This is an important resource for us and in particular for those who have been mandated to hold special responsibilities in the area of the Safeguarding of Children.

⁶ The National Board continue to act as an Advisory Panel for OLA if and when the need arises.

*** There are other key roles and responsibilities which will be outlined in later sections of this document (e.g. local safeguarding representatives and safeguarding committee- Section 3 page 29; Support person and Advisor, Section 6 page 35). Registered Trainers are also an important resource people to help meet the on-going training needs in the Province (Section 4 page 31).

2.4 OLA STRUCTURE FOR SAFEGUARDING CHILDREN

The following diagram illustrates the formal structure for safeguarding children for the OLA Sisters in the Province of Ireland. Personnel are carefully selected and mandated for participation in this safeguarding structure. Their roles and responsibilities are clearly spelt out and they will be subject to on-going monitoring and evaluation.



SECTION 3 CREATING SAFE ENVIRONMENTS

A key element of our policy is a commitment to prevention, in other words to minimizing the risk of harm or abuse to children. Therefore we have developed robust safeguarding procedures aimed at creating safe environments for children. Three key approaches ensure that safe environments are created, insofar as possible. These include developing clear guidelines on acceptable and unacceptable behaviour (i.e. Codes of Behaviour), strengthening our recruitment and selection policy and developing clear guidelines on how to organize safe activities with children.

3.1.1 CODE OF BEHAVIOUR FOR ADULTS WORKING WITH CHILDREN

This code indicates what is and what is not acceptable and gives guidance for the safe operation of all activities for children. The Code must be signed by each person as an indication of her/his commitment to fully enact it in her/his work with children.

The OLA Code of Good Behaviour requires all to:

- treat all children with respect
- provide an example of good conduct you wish others to follow
- operate within the Church principles and guidance and any specific procedures
- be visible to others when working with children whenever possible
- challenge and report potentially abusive behaviour
- develop a culture where children can talk about their contacts with staff and others openly
- respect each child's boundaries and help them to develop their own sense of their rights as well as helping them to know what they can do if they feel that there is a problem.

In general, it is inappropriate to:

- spend excessive time alone with children away from others

- take children to your own home, especially where they will be alone with you.
- OLA Sisters, Employees, volunteers and others must never:
- hit or otherwise physically assault or physically abuse children
- develop sexual relationships with children
- develop relationships with children which could in any way be deemed exploitative or abusive
- act in ways that may be abusive or may place a child at risk of abuse.

Employees, volunteers and others must avoid actions or behaviour that could be construed as poor practice or potentially abusive. For example, they should never:

- use language, make suggestions or offer advice which is inappropriate, offensive or abusive
- behave physically in a manner which is inappropriate or sexually provocative
- have a child/ children with whom they are working to stay overnight at their home unsupervised
- sleep in the same room or bed as a child with whom they are working
- do things for children of a personal nature that they can do for themselves
- condone, or participate in, behaviour of children which is illegal, unsafe or abusive
- act in ways intended to shame, humiliate, belittle or degrade discriminate against, show different treatment, or favour particular children to the exclusion of others.

Children with disabilities: In dealing with child abuse, it is crucial to be aware of the particular vulnerability of children with disabilities, especially those who require intimate care. They may be less able to resist abuse due to a number of factors which make detection especially difficult:-

- bruising or inappropriate sexual behaviour may be confused or explained away due to the nature of the disability and their dependency for intimate care
- they may be unable to recognise abusive behaviour due to learning difficulties and less exposure to the norm for adult/child interactions
- they may have a poor and/or incomplete body image due to disabilities
- they may have little involvement with adults outside their home or care setting
- children with a communication difficulty may be unable to convey their experiences to others or adults may be unable to communicate with them - special advice should be sought in relation to this matter.

It is important to remember there is still societal and professional reluctance to accept that disabled children could be abused.

This code of behaviour must be signed by each person as an indication of her/his commitment to fully enact it in her/his work. Clear ways are spelt out for personnel to raise concerns around unacceptable behaviour of colleagues towards children. (Outlined in Section 2)

Children have a right to an environment where their development is nurtured and where they are safeguarded from abuse or neglect by people who subscribe to the values underpinning this Policy and who act as good role models.

Safe practice begins with safe recruitment and selection procedures for Sisters, staff and volunteers. It is important that all reasonable measures are taken to prevent unsuitable people from working with children.

3.1.2 Code of Conduct for Children and Young People

A code of conduct specific to children and young people must be drawn up in direct consultation with children and young people. It is important that each group of children and young people directly contributes to the formation of their code of conduct.

All children must sign and adhere to Code of Conduct for children and young people.

The following points should be used as a minimum standard:

- Children and young people will be aware that leaders also have a Code of Conduct.
- Children and young people will respect the fact that leaders will not work alone with children and young people
- Children and young people will treat each other and their leaders with courtesy, respect and dignity
- Children and young people will not be permitted to consume alcohol or use illicit drugs while participating in OLA related activities.
- Inappropriate language or sexually suggestive comments will not be permitted by children or young people
- Physical contact between children and young people will be of an appropriate nature at all times

3.1.3 Anti-Bullying Guidelines

Children's' views will be welcome. Children will have a voice and will be listened to.

The following are some examples of bullying. However, this list is not exhaustive and children and young people will have many other points to list:

- Name calling
- Fighting/kicking/punching
- Making suggestive comments
- Intimidation
- Threatening
- Ignoring/excluding
- Damaging property
- Spreading rumors
- Sending abusive text messages

3.2 PERSONAL AND INTIMATE CARE GUIDELINES

All young people involved in activities and programs run by the OLA will be supported to manage their own personal care. However, in circumstances where this is not possible volunteers and employees will provide support in line with a person-centred approach and following best practice for child safeguarding. All personal care assistance will be in line with the policies of the OLA . Personal care is defined as any care task (toileting, personal hygiene, dressing, etc.) of an intimate nature which the person is unable to undertake for themselves or needs some support/supervision in completing.

These guidelines applies to all staff and adult volunteers who may on occasion be involved in the provision or support of personal care for both children and vulnerable adults.

Purpose of personal and Intimate Care guidelines

The purpose of this policy is to support individuals who require assistance with their personal/intimate care needs. It will provide personnel/ volunteers with guidance on the provision of such care.

Why there is a need for these guidelines

The following principles underline this policy;

- We recognise that there is a need to treat all people with respect when intimate care is given or supported. While all children and young people will be encouraged to manage their personal care needs independently, personnel and volunteers will offer support and assistance when necessary.
- Personnel/volunteers will encourage each individual to do as much for himself/herself as she/he can.

- Each individual will be supported to achieve the highest level of autonomy that is possible given his or her age and ability.
- The dignity, respect and privacy of the individual is paramount. No individual should be attended to in a way that causes distress, embarrassment or pain.
- The management of intimate care needs to be carefully planned. 2 adults should be present in supportive roles at all times if possible in order to ensure safe practice.
- The OLA are committed, in so far as is reasonably practicable, to providing a safe and healthy work environment for all people who provide supports and services. The organisation will comply with all related Health and Safety legislation and any relevant codes of practice or safe practice recommendations.

Definition of Personal Care

Personal Care involves assisting and supporting individuals with their personal presentation. It is of a less intimate nature, as it does not invade personal, private or social space to the same extent as intimate care.

Personal care tasks specifically identified (but not exhaustive) as relevant include:

- Skin care / applying external medication.
- Supported eating / Peg Feeding.
- Hair care.
- Dressing and undressing (clothing).

- Washing non-intimate body parts.
- Shaving.
- Dental care.
- Applying deodorant.

There may be circumstances where an individual or child's personal care may need to be carried out in a specific and consistent manner in accordance with their wishes and their developmental goals.

Definitions of Intimate Care

Intimate Care is any task of an intimate nature, which the person is unable to undertake for themselves. It is associated with bodily functions and personal hygiene, which necessitate direct or indirect contact with intimate parts of the body.

Intimate care tasks specifically identified (but not exhaustive) as relevant include:

- Dressing and undressing (underwear).
- Assistance with use of the toilet.
- Changing incontinence wear.
- Bathing/showering.
- Washing intimate parts of the body.
- Changing sanitary wear.

- Inserting suppositories/pessaries.
- Administering enemas.

It is necessary that once intimate care needs are identified and agreed, they must be captured in each individual's Personal / Intimate Care Plan.

Care Guidelines

- Individuals have their safety, dignity and privacy and the right to exercise choice respected at all times.
- All aspects of personal / intimate care should be directed and guided by the individual.
- The leaders through discussion should identify the intimate care needs of the individual with parents/carers prior to the commencement of the activity.
- Wherever possible, boys and girls should be offered the choice of carer and second carer. Where there is any doubt that a child is able to make an informed choice on these issues, the child's parents/carers are usually in the best position to act as advocates.
- All interactions are individualised to promote the health and well-being of the individual.
- Individuals are encouraged to develop a level of independence through skill teaching and the use of assistive aids which promotes their dignity and privacy.
- Physical contact during intimate care assistance should be affirmative and supportive.

- If possible personal / intimate care should be carried out by two personnel/volunteers.
- Consent from parents / guardian is required for children. It is not a requirement for adults; however, best practice should involve consultation with them. They may have invaluable advice and guidance regarding the personal / intimate care needs.
- Prior to undertaking any medical procedure, consent or agreed informed consent must be obtained from the parents/carers.
- Under normal circumstances, intimate care should be planned so as not to coincide with time spent in a bus or car.
- It is sometimes necessary to use equipment while supporting an individual with intimate care needs. All personnel/volunteers should be trained and competent in using the identified equipment.
- In a situation where an issue of concern arises while carrying out an intimate care task, the personnel/volunteer should report this concern immediately to the activity leader or person in charge.

Guidelines for reporting Concerns

- If you observe any unusual markings, dis-colourations or swelling including the genital area, report immediately to the activity leader.
- If during the intimate care of a child you accidentally hurt them, or the child appears to be sexually aroused by your actions, or misunderstands or misinterprets something, reassure the child, ensure their safety and report the incident immediately to the activity leader.
- All concerns must be reported in line with the OLA Safeguarding Policy.

Record Keeping

- Report and record any unusual emotional or behavioural response by the child.
- A written record of all concerns must be made and kept.
- It is important to follow the reporting and recording procedures.
- Parents/carers must be informed about all concerns.

3.3 SAFE RECRUITMENT PROCEDURES

We value and rely heavily on the time and commitment given by our OLA Sisters, staff, volunteers and colleagues to participate in our Mission. We will ensure good recruitment procedures by;

- Always applying thorough selection procedures regardless of who the applicant is, and whether the position is full-time, part-time, permanent, paid or voluntary.
- Interviewing the individual to assess her/his experience of working with children and young people, her/his ability to communicate with children and young people and her/his knowledge of child protection issues;

- Ensuring that interviews are conducted by more than one person and that at least one of those interviewing has established competence in interviewing and selection for posts involving work with children.
- Taking all reasonable steps to exclude unsuitable candidates by insisting on and verifying references, qualifications and previous records of employment.
- Defining the role the individual is applying for (clear job description).
- Insisting that a person applying for any post of responsibility completes the relevant application form and provides proof of identity.⁷
- Ensuring that each individual completes and signs the relevant Vetting Application form which is then processed.
- Obtaining 2 references in writing. The request for references and reference checks will only be sought for preferred applicants.⁸ Ensure that any appointment whether paid or voluntary, is approved.
- Setting a probationary period (6 months for staff or long term volunteers).
- Maintaining and storing the following records process for one year from the selection: process date; applications, notes on the screening process, interviews, notes and final selection.
- Providing initial and periodic updates on Safeguarding Children training to all OLA Sisters, Staff, Volunteers and colleagues (where there is involvement with children) as may be required for their own protection and under the law..
- Providing all personnel with a copy of our Congregation's Safeguarding Children Policy and ensuring they are given an opportunity to look for clarity on any aspect of this.

3.3.1. VETTING.

Garda Vetting Procedure

⁷ Application Form Resource 7

⁸ Form for confidential reference check in Resource 9

In keeping with our commitment to safeguarding children as outlined in our Congregational Policy Document, we will ensure that all staff, volunteers and Sisters are Garda vetted.

It is important to remember that the request to obtain Garda Vetting must seek the permission of the applicant to share the information with the relevant people. In addition the person accessing the information must observe confidentiality and be made aware of consequences for any breach of same.

PROCEDURE

The following procedure will be adopted to facilitate efficient and effective applications for Garda vetting:

- Garda Vetting forms are available to the applicant from the Provincial Office or from our Congregational website.
- It is the responsibility of the applicant to ensure that the information is full, correct and accurately recorded.
- The completed form is forwarded to the Authorised Signatory who has been fully trained by the Garda Vetting Unit and appointed to this post of responsibility by the Provincial.
- If the information is incomplete the form will be dated and returned to the applicant with a covering letter highlighting deficits in the application and inviting a re-submission.
- The Authorised Signatory forwards the completed forms to the Garda Central Vetting Unit.
- Forms are returned to the Authorised Signatory (usually within 4-6 weeks) and the applicant is informed of the outcome.

- If the vetting check contains information which might mean an applicant is unsuitable for the post, the Provincial or designated person must discuss the vetting check with the applicant.

The vetting certificate is **not transferable** and is **time limited**. The OLA reserve the right to initiate Garda re-checks at any time. All information gathered through the Garda vetting procedures are subject to confidentiality as per our Congregational Policy.

Please note The standard Garda vetting form only covers addresses in the Republic and the North of Ireland. Individuals who lived overseas for a period of 6 months or more may be required to provide proof of non-convictions from the country in which they were resident. In the event that the individual is unable to provide this, it must be demonstrated that all efforts have been made to do so. These situations may include individuals who have travelled on a J1 working holiday visas, or individuals who are from countries where police clearance certificates may be difficult to obtain.

Risk Assessment *(The level of risk will be determined by management)*

In assessing risk the following factors should be taken into account:

- The post for which the applicant is seeking employment.
- The nature and number of any convictions.
- Time lapsed since last conviction.
- The self-disclosure of any convictions pending
- Steps taken to prevent re-offending.

Other factors for consideration.

The OLA will NOT consider any person for employment or as a volunteer to work with children, who has been charged or convicted of any of the following:

- An offence of a sexual nature
- The ill treatment of a child
- The ownership, production or distribution of child pornography.

Other offences may be considered on a case by case basis.

Appeals

Decisions to withdraw offers of employment or voluntary work will be proposed by the Safeguarding Committee and approved by the Provincial Leader who may seek the opinion of the DLP . If the applicant has been the subject of any prosecution and/or convictions, the Garda Central Vetting Unit will provide the details. It is the right of the applicant to appeal this information if he/she so wishes and to respond to the information received from the Garda Central Vetting Unit.

If the applicant wishes to appeal the decision the Provincial/Safeguarding Committee must set up a review panel. The role of the review panel is to determine if the original decision was reasonable and fair.

The applicant must be told that the appeal process will require information to be disclosed by An Garda Síochána to be shared with members of the appeals panel and that any representations made by him/her may be shared with the statutory authorities.

Representation from the applicant will be requested in writing in order to offer the opportunity to explain any circumstances, which might

further inform the appeals panel. The panel may permit an oral hearing if that is seen as necessary.

Appeals can be made in writing to Authorised Signatory for OLA

Appeals Process

- The Provincial will arrange a meeting with the applicant who is invited to bring a support person if she/he so wishes.
- The purpose of the meeting is to clarify the applicant's identity and to give the applicant an opportunity to discuss the application in the light of the information received from the Garda Central Vetting Unit.
- The nature and significance of the new information will be discussed
- A written record of the meeting will be kept.
- Should the applicant claim that the information is inaccurate, the onus is on her/him to provide evidence to support this claim.
- The Authorised Signatory will forward this evidence to the Garda Vetting Unit with any other information deemed necessary.
- When the Garda Vetting Unit has conducted further checks the response will be forwarded to the Authorised Signatory who will then communicate it to the Provincial.

N.B. It must be noted that any appeal can only be made in relation to the Provincial's decision not to employ the person (paid or voluntary). The Provincial has no role in reviewing the contents of the Garda disclosure as this belongs solely to the Garda Siochana

Anyone employed to work in a position of trust with children will be vetted. This includes all volunteers who wish to work overseas with OLA (short-term and long-term). Pending the outcome of the vetting process, all must sign a form declaring any previous or pending convictions or concerns relating to children and they must be adequately supervised (Resource 8).

3.3.2 INDUCTION

A good induction programme is essential for all personnel engaged with children. This includes creating basic awareness of the concepts of child safeguarding and protection; an introduction to our Child Safeguarding Policy and Procedures, procedures for dealing with grievances and allegations. Clarity in relation to the OLA structure for safeguarding children is particularly important. On appointment, each person will be given:

- The name and contact details of the Designated Officer and advised of her role
- A copy of our Code of Behaviour for working with children and young people.
- Regular updates or training when relevant.

3.4 ORGANIZING SAFE ACTIVITIES

3.4.1 PROCEDURES FOR ENSURING THE PHYSICAL SAFETY OF CHILDREN/YOUNG PEOPLE

- Adequate and appropriate supervision must be provided in relation to all events and activities organised for children and young people.
- In places such as changing areas, toilets and showers separate provision must be made for boys and girls.
- There must be adequate and gender-appropriate supervision of boys and girls in changing areas.
- Make sure that a First Aid Kit is readily available. This should be regularly checked and replenished. It is advisable that First Aid training be provided for workers and volunteers.

- Access to a telephone at all times is essential in case of emergency.
- Relevant information about the children, such as allergies, medical problems and special needs
- Adequate insurance must be obtained to cover all activities. In cases of uncertainty about the level of cover, check with the relevant insurance provider.
- Where OLA is providing transport, make sure that drivers and vehicles meet legal requirements. Where transport is being hired, check with the service provider that drivers and vehicles conform to legal requirements. Always inform parents/guardians about transport being used and obtain appropriate consent.
- A clear policy should be agreed with parents and guardians regarding the taking of photographs and the making of video recordings of children or young people involved in OLA organized activities or events.
- There should be up to date contact numbers for parents and staff.
- Ensure that an Accident/Incident report form is completed in the event of any accident or incident relating to a child/young person.

If an activity includes an overnight trip

- A full risk assessment must be made.
- A pre-check on accommodation and transport arrangements must be undertaken.
- Information session for all young people and their parents must be held.
- Leaders will not consume alcohol or use illicit drugs while having responsibility for or in the presence of children/young people.
- Individuals or organisations who supply a service, e.g. transport for trips or are involved in activities or events with children should state that they will abide by the expected standards of behaviour and comply with child protection policy
- Appropriate and well supervised sleeping arrangements must be organised.
- Respect for the privacy of children and young people in dormitories, changing rooms and toilets must be maintained.

3.3.2 SUPERVISING CHILDREN IN ALL ACTIVITIES

Children are less likely to experience accidents or other harm if they are supervised properly. Activities should be organised so that they maximise participation, fun and learning, but they must also be safe. It is important to ensure that:

- children are never left unattended
- when boys and girls are present, adequate numbers of workers of both sexes are available to supervise the activities.

****** There must always be a minimum of two adults with any child or group of children.

Recommended ratio of adults per number of children:

0-2 yrs	2-3 yrs	3-7 yrs	8 yrs and over
1 staff to 3 children	1 staff to 4 children	1 staff to 8 children (6 children for outdoor activities)	2 staff to 20 children (15 children for outdoor activities)
There should be 1 additional staff member for every 10 children			

3.3.4 SAFEGUARDING RISKS OF INFORMATION TECHNOLOGY

There must be a clear policy on the use of email and the internet.⁹ It must include a statement that using a computer to send offensive emails or to receive, view or send pornography of any kind, or other forms of offensive or inappropriate material will be subject to disciplinary proceedings. Where it is suspected that a computer has been used to receive, view or send pornographic images of children or young people, this will be regarded as a child protection issue requiring immediate action in accordance with the procedures for responding to suspicions or allegations of child abuse.

⁹ See Resource 14 for our Email and Internet Policy

Where a computer can be accessed by children or young people, it should always employ appropriate filtering material. Access should only be gained through the use of a username and password unique to each child. Where this is not possible, the children or young people should be obliged to provide a signed record of the date, time and duration of their use of the computer.

3.3.5 DISCIPLINE AND DEALING WITH CHALLENGING BEHAVIOUR

The use of discipline with children should, as far as possible, be in the form of positive reinforcement. It is important that staff and children together agree on the rules, discipline and sanctions within projects/activities. A policy on Dignity and Respect¹⁰ will make clear to all staff and children that bullying behaviour is unacceptable. Sanctions must be implemented consistently, fairly and firmly and never used as a threat. When a sanction is applied, children must be helped to understand the reason why and to be reassured that they are still valued as people.

Staffs need to be trained to deal with situations where there is disruptive and challenging behaviour that can place the safety of the child and others at risk. It is recommended that:

- more than one worker is present when challenging behaviour is being dealt with
- a record is kept in an incident book describing the circumstances, what happened, who was involved, injury to a person or to property and how the situation was resolved
- the person with overall responsibility must be alerted to this record.

3.3.6 SUPERVISION AND SUPPORT OF STAFF

Supervision of staff is a key element of best practice. It allows those with responsibility to assess the attitudes, relationships and competencies of each staff member. It may also highlight the need for additional training and for change in policies or practice.

¹⁰ This is in line with legislation on bullying in the workplace

It is useful to keep a brief, written record of the discussion that takes place during supervision and the recommendations made. It is also important to have a system of written review of staff so that they can be given recognition for the good work they are doing and helped to develop their skills further, where necessary. Those with responsibility for the supervision of staff need to be alert to any unusual incidents or activities that take place where staff may be putting themselves in vulnerable positions.

3.4 RESPONSIBILITY FOR ENSURING GOOD SAFEGUARDING PRACTICES

Each OLA Community will have a local safeguarding representative (LSR).

Local Safeguarding Representatives (LSR) have the following responsibilities:

- Raising awareness around the safeguarding of children and promoting best practice. This will include disseminating information on the CSP for the OLA Province of Ireland and drawing attention to the name and contact details of the Designated Person/s on a regular basis.
- Ensuring that any activities with children are carried out in accordance with our Code of Best Practice.
- Any safeguarding concerns raised must be dealt with in accordance with the initial contact procedures as outlined in this document.
- Co-operate, contribute to and assist any investigation being carried out by the local child protection statutory authorities.

Name and contact details of OLA Local Safeguarding Representatives

Name	Telephone No.
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Sr Maura Cranney, Cork	021 4291851
Sr. Patricia McMenamin, Claremorris	094 937 3569
Sr Mary Taylor, OLA Convent, Rostrevor	028 4173 7653 NI
Sr Julie Doran, OLA Convent, Dublin	01 668 5796

Safeguarding Committee. The role of this committee is supportive, developmental and unrelated to the management of individual cases of suspected or alleged abuse. The committee is made up of the community safeguarding representatives and a member of the Provincial Team. It has responsibility for the following:

- ensuring that relevant training is provided for Sisters/Staff
- the safe recruitment of volunteers and staff within the Province
- the creation, maintaining and monitoring of a safe environment for children with whom we work
- Advising the Provincial Leader on the resources required to ensure best safeguarding practices are implemented.
- Ensuring an annual internal audit of practices is conducted.

The overall responsibility for safeguarding children in OLA owned/managed activities remains with the Provincial leader.

SECTION 4 TRAINING AND EDUCATION

All adults who come in contact with children have a responsibility for their safety. Ensuring safe environments for children requires knowledge and training. It is advisable that an annual assessment of training needs is carried

out to identify the nature and level of training required in order to effectively implement this CSP.¹¹

All Sisters, staff and volunteers who work with children will receive training in the Child Safeguarding Policy and Procedures of the OLA Province of Ireland.

Those who hold additional responsibilities for child safeguarding and for the implementation of this policy, participate in specific training programmes approved by the National Board for Safeguarding Children. All other training programmes must be approved by the Provincial or Designated Officer.

Since 2013, Sr. Gabrielle Farrell and Sr. Mary T. Barron have been registered as Trainers with the National Office and are therefore qualified to conduct information sessions and trainings for safeguarding representatives.

SECTION 5 COMMUNICATION

Communicating our policy for Safeguarding Children is crucial for its effective implementation and ultimately for keeping children safe. This policy and its procedures are only effective if all our Sisters, staff, volunteers, the children they care for, their families and any others with whom we interact, understand them and know how to use them. Our policy must be openly displayed and available to everyone. The following processes are in place to communicate our Safeguarding Children Policy:

- Our Policy and contact details are publicly displayed in an Information Flyer. See Resource 15 for a copy of this Information Flyer.
- Where relevant, personnel (LSR) who are able to attentively listen to and communicate with children, make them and their families/carers aware of every child's right to be safe from abuse. They will advise them on who to speak to if they have concerns and will help them build their confidence to speak out. Special attention must be given to communication with children who have disabilities and may be unable to communicate verbally.

¹¹ Questionnaire re: training needs Resource 10

- Copies of our Code of Behaviour and Complaints Procedure are publicised and attention drawn to them on a regular basis.
- Everyone in the organisation knows the name and contact details of the Designated Officer¹², of local child protection services¹³ such as Health and Social Care Trusts/Health Service Executive, PSNI, An Garda Síochána and telephone helplines.
- We have established links with statutory child protection agencies to develop good working relationships in order to keep children safe.
- Local Representatives have an important role in raising awareness about all aspects concerning Safeguarding Children.
- Details on how and to whom concerns or allegations are reported.
- Contact details are displayed publicly where relevant and on our Provinces website.
- In all communications about our missionary work, we are sensitive to the use of photographs/videos of children and endeavour to implement the Dóchas Code of Conduct for the use of images.

¹² See page 18

¹³ See pages 3, 34 & 38.

SECTION 6 ACCESS TO ADVICE AND SUPPORT

Child abuse is distressing and warrants speedy access to advice and support. Personnel with special responsibilities for keeping children safe must ensure this is readily available and provide all supports needed in a compassionate and just manner. Extra support may be necessary for children with disabilities. All involved with children should know where to access details of the local services and authorities that provide assistance to children. These details must be updated regularly and be available to everyone.

Support Person

In order to be in a position to offer appropriate support to any child or adult who is making an allegation or disclosure of abuse, a support person is appointed for the Province.

Role of the Support Person

The role of the Support Person is to assist, where appropriate, with communication between the child or adult making an allegation/disclosure and the Designated Officer, to facilitate the child or adult in gaining access to information and help, and to represent their concerns during the inquiry process. They should ensure the child or adult is kept informed of developments in relation to them.

The role of the Support Person does not encompass being counsellor to the child or adult and the support person must never be or act as their therapist.

It is important that the Support Person be particularly attentive to the expressed needs and objectives of the child or adult, and the fact that some may be reluctant to seek help. Support Persons should, therefore, consider how any therapeutic or spiritual needs of a child or adult who has made an allegation/ disclosed abuse may be met and will be mindful of his/her on-going vulnerability during this process. Appropriate support may be extended to the family of the alleged victim.

The Support Person attends all relevant information and training sessions organised periodically by the National office.

Adviser

Those against whom allegations of abuse have been made or who have abused must also be offered support and advice in addition to ensuring that their rights in natural justice are respected. To facilitate this an Advisor has been appointed to fulfil this role within the province. The role of the Advisor is:

- To represent the needs of the respondent to the Provincial Leadership
- To assist where appropriate with his/her care
- To assist with communication between the Respondent, the Designated Officer and the Provincial Leadership.

The advisor will also:

- Accompany the respondent to a meeting with Provincial Leadership and the Designated Officer if the respondent so desires.
- Inform the respondent of her right to obtain advice in both Civil and Canon Law
- Identify any therapeutic or other needs the Respondent may have
- Consider the wishes of the respondent with regard to a pastoral response by Congregation/Society to his/her family
- Be available to the Respondent throughout any inquiry process and thereafter
- Represent the needs and wishes of the Respondent to the Designated Officer as required

Others with whom the alleged abuser shared ministry or community may need support.

CONTACT DETAILS FOR LOCAL SUPPORT AND ADVICE PERSONS

Support Person for alleged victim	Tel. number	Advisor for alleged abuser	Tel. number
Sr. Gabrielle Farrell	048 4173 7653	Sr. Eileen Cummins	021 429 1851

Some useful contact details are outlined on the following page. A more complete list for other children's service providers in appendix 1 page 38.

Contacts with TUSLA and Gardai

The OLA have a positive working relationship with both agencies. We share information on any reports of abuse \ concern or complaints in relation to children, as can be seen on the relevant files.

For Cork will deal directly with Mr. Kieran Campbell, Head of Child Care. For other areas we contact the duty social work in the relevant childcare teams.

For the Gardaí we liaise with NBCI in Dublin.

In each community / house are the telephone numbers for local TUSLA and Garda stations on the Safeguarding framed statement.

CONTACT DETAILS FOR STATUTORY & CIVIL CHILD PROTECTION SERVICES

Statutory/Civil Services	Tel. number
HSE National Helpline Open hours: Mon – Fri 8am – 2am Saturday & Sunday 11am – 2am	1800 670 700
Health Service Executive (HSE)	1850 24 1850
Dublin: Dublin South East Child Protection Services – Office Hours 9.30am to 5pm.	01 268 0320
Cork: South Lee Child Protection Services	021 4923001 087 9370782
Mayo: Castlebar Social Work Team	094 9020133
Down: Southern Health and Social Care Trust	08007837745
Gateway Services (9.00am to 5.00pm)	028 38334444 NI
Out of hours Emergency Service	048 38334444 ROI (ask for duty social worker)
An Garda Síochána Garda Confidential Line Contact your local Garda station.	1800 – 666 111 1800 – 250-025 www.garda.ie/Stations
Domestic Violence & Sexual Assault Investigation Unit	1800-250-025
Northern Ireland: PSNI Ask to be put through to the police station you require. The station you need to contact is the one serving the area where the incident/alleged incident took place.	Tel: 0845600800 web: www.psni.police.uk

SECTION 7 MONITORING AND EVALUATION

We are committed to on-going monitoring of the implementation and effectiveness of our safeguarding policy and procedures. To ensure this is happening, a clear step-by-step action plan for on-going monitoring will be developed annually.

7.1 THE IMPLEMENTATION PLAN

The Plan will be developed annually and will address the following:

- Formal & informal ways of communicating
- Methods for updating & regular review
- Potential difficulties
- People/agencies that can help
- Accountability structure in relation to implementation of Plan.
- Resource budget & Realistic timescale

7.2 SELF AUDITS

Regular self-audits are crucial to monitoring the effectiveness of our Safeguarding Policy and Procedures. Two useful forms have been drawn up by the National Board for Safeguarding Children -A check-list for Compliance with Standards¹⁴ and Ways of Providing Evidence¹⁵ – to assist in the self-audit process. These forms when completed are to be returned to the National Office by the 31st December each year. The Safeguarding committee are responsible for ensuring this process is completed each year.

In addition to self-audits, planned audits will be carried out by the National Board on a discretionary basis. The National Board anticipates that each church organisation in Ireland will be subject to an audit at least once every 5 years. The purpose of the audit is: to confirm compliance with Safeguarding Children Standards; to identify any risks; to educate and guide where this is necessary; to keep the focus on Safeguarding Children.

¹⁴ Checklist in Resource 11

¹⁵ Ways of Providing Evidence in Resource 12

CONCLUSION

In conclusion, the Provincial as the person with ultimate responsibility for safeguarding children within her province must ensure that:

- up to date Child Safeguarding Policies are in place
- relevant training is organised for all personnel in need of updates or initial training
- there is supervision/ management of personnel involved with children
- comprehensive records are maintained and stored safely in relation to recruitment, training, and allegations of abuse
- grievance, discipline and complaints procedures are in place for all personnel
- risks of child abuse are assessed and action is taken accordingly
- the management of allegations and concerns of abuse are dealt with thoroughly.

It is also important that each person takes her/his personal responsibility in relation to the safeguarding of children very seriously. Each section in this document must be fully operative and evidenced throughout the Province. It is imperative that all sections of this document are fully addressed and implemented to ensure the policy promotes the highest standards in our care and protection of children and young people at all times.

APPENDIX 1

HELPLINES AND OTHER SUPPORT ORGANISATIONS

The HSE National Counselling Service (NCS) provides free professional Counselling/therapy for any adult who experienced abuse or neglect while they were a child. The service encourages people, where possible to self refer by calling the FREEPHONE NUMBER 1800 234 112 during weekday office hours.

HELPLINES FOR ADULTS

Towards Healing: (formerly Faoiseamh) A Counselling and Support Service for survivors of abuse by clergy. Freefone: 1800 303 416

National Counselling Helpline: 1800 477477

HSE Adult Counselling Service: 1800 235234 www.hse-ncs.ie

SAMARITANS: The Samaritans are available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress and despair, including those which may lead to suicide. Tel: 1850 609090

One in Four: Offers a voice to and support to men and women who have experienced sexual abuse and/or sexual violence. They are an appointment only service. **Tel: 01 6624070, Mon to Fri 9.30 to 5.30pm or Email:**

info@oneinfour.org

National Counselling Service: Tel: 1800 234 112 Website: www.hse-ncs.ie

Crime Victims Helpline: Is a National Helpline which offers support to victims of crime in Ireland. Free phone: 116 006 Text: 0851 33 77 11

CARI: Provide professional, child centred therapy and counselling service to children, families and groups who have been affected by child sexual abuse.

Helpline No. 1890 924567, email: info@cari.ie

SPECIALIST SERVICES

National Association National Support Helpline (Northern Ireland) for people abused in childhood. Tel: 0800 085 3330 Website: www.napac.org.uk

HELPLINES FOR YOUNG PEOPLE

CHILDLINE: Tel: 1800 666 666 Website: www.childline.org.uk

ISPCC: Tel: 1800 666-666/1850 504050 Website: www.ispcc.ie

NSPCC Northern Ireland.....Tel: 028 90351135

Barnardo's Ireland..... www.barnardos.ieTel: 01 453 0355

Barnardos: Counselling for Children Tel: 1850 222 300 Website:

Barnardo's Northern Ireland..... Tel: 028 9023 3646