



POLICY DOCUMENT

Code of Good Practice to Protect Children

IWA Code of Good Practice to Protect Children

Contents	Page
1. Introduction	2
2. Purpose	2
3. Policy and Core Values	2
4. Role of Employees and Volunteers	3
5. Policies for Good Practice for Employees and Volunteers	
5.1. Ratio of Employees and Volunteers to Children	4
5.2. Operation of Programmes for Children	4
6. Policy for Appropriate Physical Contact	5
7. Guidelines for Personal Care	5
8. Guidelines for Challenging or Disruptive Behaviour	6
9. Guidelines for Ensuring Safety	7
10. Guidelines for Particular Situations of Risk	
10.1. One to One Personal Assistant Service provided to/with Children	7
10.2. Meetings with Children	8
10.3. Dormitory and Changing Room Supervision	8
10.4. Travelling with Children	8
11. Guidelines for Residential/Day Trips Away	9
12. Guidelines on the use of Photographic, Mobile Phone and Filming Equipment.	12
13. Dignity and Respect Among Children	13
14. Child Protection Reporting Procedures	
14.1. What is Child Abuse?	14
14.2. Procedures for Reporting Suspected or Actual Child Abuse	17
14.3. Procedure for Reporting Suspicions or Allegations against an Employee/Volunteer	19
14.4. Procedure for Dealing with Retrospective Disclosure by Adults	20
15. Confidentiality and Record Keeping	20
16. Complaints Procedure	21
17. Accidents	21
18. Safe Recruitment and Selection	21
19. Supervision and Support	22

Appendices

Appendix 1	Roles and Responsibilities of Designated Person
Appendix 2	Parental/Guardian Consent Form
Appendix 3	Code of Behaviour Agreements
Appendix 4	Photography and Video Consent Form
Appendix 5	IWA Internal Child Protection Reporting Form
Appendix 6	Sample Checklist for Developing Safe Services for Children

Glossary of Terms

References

1. Introduction

Children with disability are children first and are as vulnerable to abuse as other children. They have the same protection rights as other children. This Code of Practice is for use by all IWA employees and volunteers and sets out good practice guidelines minimising the risk to children, employees and volunteers from allegations of child abuse. The implementation of good practice creates a good environment for children to express themselves safely and in doing so they may learn new skills, make new friends, develop good appropriate working relationships with employees and volunteers and hopefully enjoy the experience.

Good practice can also significantly reduce the exposure of individuals to allegations of abuse. Allegations of abuse occur when someone is accused of ill-treating a child such as neglect, physical, sexual or emotional abuse.

2. Purpose

The purpose of the document is to:

- (1) Affirm employees and volunteers in their positive role in relation to children;
- (2) Raise the awareness of employees and volunteers regarding situations that could give rise to allegations of child abuse;
- (3) Outline good practice that will protect children, minimise the risk to children, employees or volunteers;
- (4) Provide reporting procedures for dealing with child protection allegations, suspicions or disclosures.

3. Policy and Core Values

It is the policy of IWA that the organisation, employees and volunteers take all reasonable care to protect children and to minimise the risk of allegations of child abuse.

Every individual within IWA should at all times, show respect and understanding for members' rights, safety and welfare and conduct themselves in a way that reflects the principles of the organisation and the guidelines contained in this document. IWA has a duty of care for the welfare of all service users, employees and volunteers and is committed to providing a safe environment where children to reach their full potential.

The work of IWA is based on the following principles that will guide the development of children within the organisation. Children's experience should be guided by what is best for them. The stages of development and the ability of the child should guide the types of activity provided within the organisation. Employees and volunteers working with children should have a basic understanding of the various needs of children.

Any form of physical, neglect, emotional or sexual abuse of children by another child / employee / volunteer is totally unacceptable.

It is also unacceptable to:

- Embarrass or humiliate a child by the use of sarcastic or hurtful remarks about the child or his/her family
- Use bad/inappropriate language
- Verbally abuse a child in order to bully or intimidate him/her
- Physically punish a child
- To tell jokes or make comments of a sexual nature

Integrity in relationships

Employees/volunteers interacting with children within IWA should do so with integrity and respect. There is a danger that some situations can be used to exploit or undermine children. All actions within IWA should be guided by what is best for the child and in the context of quality and open working relationships.

Quality atmosphere and ethos

All activities should be conducted in a safe, positive and encouraging atmosphere. A person-centred ethos will help to ensure that all activities are kept in their appropriate place. Too often, demands are placed on people too early and can result in excessive levels of pressure on them and as a consequence, high levels of dropout can be the end result.

Equality

All persons should be treated in an equitable and fair manner regardless of age, ability, gender, religion, social and ethnic background or political persuasion. People with limited mobility should be involved in any activity that is suitable for them thus allowing them to participate to their potential alongside others.

Fair Play

Fair play is the guiding principle of IWA's Code of Practice. All activities should be conducted in an atmosphere of fair play. Ireland has contributed, and is committed, to the European Code of Sports Ethics, which defines fair play as: "much more than playing within the rules". It incorporates the concepts of friendship, respect for others and promotes playing with the right spirit. Fair play is defined as a way of thinking, not just behaving.

Fun and Competition

A balanced approach to competition can make a significant contribution to the development of all participants, while at the same time providing fun, enjoyment and satisfaction. However, often competitive demands are placed too early, which results in excessive levels of pressure. Everyone should aim to put the welfare of all participants' first and competitive standards second.

Smoking

It is not appropriate for IWA employees or volunteers to be smoking with or in front of children when they are in their care.

4. Role of Employees/Volunteers

Employees/volunteers should fully understand their roles and have a clear understanding of the relationship between themselves and children. At its best, their role is that of guide, facilitator and mentor. They have a very positive influence on the development of the child by providing a positive role model, positive leadership and opportunities for development.

Mutual respect, trust, honesty and openness are fundamental to a healthy relationship between the employee/volunteer and a child. This unique relationship, whereby adults and children voluntarily come together to learn and to share values, deserves all the support and protection that can be provided.

Employees/volunteers should not, by their own actions, leave themselves open to allegations of child abuse. This is a matter of using common sense and of being open, as distinct from being secretive, in their dealings with children.

Where an employee or volunteer has a concern about the nature of a particular relationship involving himself/herself or another employee/volunteer with a child, he/she should discuss it with the Designated Person for their region and take appropriate steps as necessary. (Refer to Section 14 of this document).

5. Policies for Good Practice for Employees/Volunteers

IWA wishes to provide the best possible environment for all persons involved in the Association and to provide enjoyable, safe opportunities, free of abuse of any kind. All persons involved in IWA have rights which must be respected. Good practice includes the following principles:

5.1 Ratio of Employees and Volunteers to children

Make sure there is an adequate adult to child ratio. This will depend on the nature of the activity, the age and needs of the participants.

Working with Groups of Children

When working with groups of children there should be a minimum of two employees/volunteers present with a ratio of 2:6. This is only a guide and will change depending on the circumstances and the needs of the participants, safety and other specific circumstances such as mobility, care needs and programme content may require these ratios to be considerably lower.

In a single gender group it is recommended that one employee/volunteer, at least, is of the same gender as the participants. In a mixed group there should be sufficient male and female employees/volunteers to reflect the ratio of male and female participants taking into account the personal care tasks that need to be done.

For trips involving overnight stays away from home the ratio should be 2:4 with a minimum of two employees/volunteers. This will fluctuate depending on the needs of the children and/or the nature of the venue that is being used. Clearly state to parents/guardians the time for start and end of sessions or trips, all persons should remain in pairs until all have been collected.

Working one-to-one with a Child

IWA recognises that some of our employees work one-to-one with children in settings in the course of their work e.g. Personal Assistants in the Assisted Living Service. This is not to be viewed as a negative aspect of our work but as a service that we provide in a safe way that protects the child and the employee involved. Where this occurs as a regular aspect of a service, the employee must follow the guidelines and procedures for setting up and operating children focused PA services that are set out in the Assisted Living Service, Service Operation Manual.

Note: Please refer to Section 7 of this Code Document for Guidelines for Personal Care and refer to Section 10 for Guidelines for Particular Situations of Risk.

5.2 Operation of Programmes for Children

In the operation of these programmes, employees and volunteers should at all times:

- Put in place a sign-in/sign-out system for participants to record attendance, dates, times and venues at any particular club/event/session (the content of all such sessions should also be noted);
- Use language that is appropriate to the age and ability of the children;
- Ensure that programme content and materials are appropriate to the age, ability and maturity of the child;
- Avoid using content and materials that are not conducive to the positive healthy development of children, e.g. issues of violence or subversion;
- Seek the permission of parents/guardians where matters being dealt with are of a sensitive nature, e.g. matters relating to health or sexuality; (refer to parental consent form in Appendix 2)
- All records regarding working with children should be stored in a safe place;
- Please use a check list when preparing to work with children to ensure that all aspects of the activity are well prepared taking into account safety, fun, ability of children and any other issues that need to be covered. (refer to Sample Checklist in Appendix 6)

6. Policy for Appropriate Physical Contact

Some activities require a 'hands on approach', especially in a personal care and a coaching situation, e.g. it may be necessary to support a child learning a new activity. As part of a normal healthy relationship between an employee/volunteer and a child, socially acceptable physical contact will occur from time to time. This will include a handshake, a pat on the back or a comforting arm on the shoulder in times of distress etc. These contacts should be made with integrity and respect for the child and should be made solely in the best interests of the child.

Inappropriate physical contact with children must be avoided at all times including instances that may occur from one child to another. Any discomfort or resistance on the part of the child should be respected.

Employees/volunteers need to be aware that even the most informal physical gestures e.g. putting a hand on a shoulder or arm, could be misconstrued by a child or an observer, especially if they are continually repeated with the same child. Discretion and good judgement must be used at all times with regard to necessary physical contact in some activities including:

- Personal Care Tasks
- Swimming
- Coaching e.g. crafts, sports, photography, etc.
- First Aid
- Games

or with physical contact that could also arise in the following situations:

- Dark Room (photography)
- Comforting a distressed child
- Intervening in a physical fight between children
- When a child greets with a hug/hand shake

Employees and volunteers should be aware of the particular conditions within which appropriate physical contact could properly take place, for example:

- In open view
- With at least one other adult present
- When the child is clearly informed of the process to be followed and freely gives their permission

Physical force should not be used, except in circumstances where such force is the only means of protecting a child or adult from injury.

7. Guidelines for Personal Care

When performing personal care tasks on behalf of a child it is imperative that it is carried out in such a way that the risk of the child being abused is eliminated. It is also important to ensure that all employees/volunteers are protected from allegations of child abuse. The following procedures must be adhered to for performing personal care tasks for children less than 18 years of age. You must ensure that:

- Unnecessary physical contact is avoided;
- Male employees/volunteers do not assist female children in toilets/bathrooms/showers/changing rooms;
- Male children may prefer to be accompanied by male employees/volunteers in toilets/bathrooms/showers/changing rooms – this desire should not be overlooked and should be respected where safe and practical;
- Any necessary contact should be in response to the needs of the child and not the adult;

- It should be in an open environment with the permission and understanding of the participant;
- It should be determined by the age and developmental stage of the participant – avoid doing something that a child can do for themselves;
- Never engage in inappropriate touching;
- Relevant parents/guardians give permission in writing before these tasks are carried out;
- There are adequate employees/volunteers in place to eliminate the risk of abuse taking place;
- All employees/volunteers should only carry out tasks that they are trained to carry out. If however you have an emergency situation and you need to assist a child with a task that you have not been trained to do and you have no alternative, please make your line manager or a colleague aware of this, document it in writing and follow up on this to avoid this occurring again;
- All personal care provided to children must be well planned out and documented before the service is provided.

8. Guidelines for Challenging or Disruptive Behaviour

Disruptive behaviour involves consistent patterns of behaviours that “break the rules.” Children of all ages break some rules, especially less important ones. This behaviour is a normal part of childhood. Situations may arise where the behaviour of a participant is routinely challenging or disruptive and may cause harm to them or other children. It is recommended that in instances of challenging or disruptive behaviour which require the intervention of the employee/volunteer and which put at risk the safety and well being of the child or other children, the following steps could be taken;

- The employee/volunteer who knows the child at the centre of the behaviour well should approach the child and try to convince the child to stop the behaviour;
- In a group setting if the behaviour persists the child could be taken out of the group/activity brought to one side, following good practice guidelines for one-to-one work with children, and helped to deal with whatever is causing the problem;
- It may be appropriate for the child to return to the group/activity once the problem has been resolved;
- It may also be appropriate for the child to go home and if so the parents/guardians must be notified immediately;
- Depending on the nature of the incident the rest of the children involved in the group/activity may need to discuss their reactions to the behaviour. This must be considered and if necessary discussed with their parents/guardians.
- In all cases parents/guardians must be made aware of instances of challenging or disruptive behaviour that their child/children have expressed.

Recording Challenging or Disruptive Behaviour

IWA guidelines require that serious instances of disruptive behaviour which necessitate the intervention of an employee/volunteer be documented on the IWA Incident Record Form, which will be kept on file. This report should be available to IWA management and where necessary, in confidence, to other employees/volunteers involved with the particular group.

The written report should describe:

- a) The programme running at the time
- b) What happened and who was involved
- c) Where and when it happened
- d) What was said, if significant
- e) Any injury to person(s) or property
- f) How the situation was resolved and what the employee/volunteer did to bring about its resolution
- g) Any follow-up or consequences to the situation
- h) This report should be made available to the parents/guardians of the incident

9. Guidelines for Ensuring Safety

According to IWA's policy it is best practice to have an Ancillary Safety Statement that covers every service. There also should be procedures in place for eliminating risks and if they can't be eliminated steps must be taken to reduce the identified risks and monitored on an ongoing basis. All services to children must:

- Ensure activities are suitable for age and stage of development of participants;
- Keep a record of any specific medical conditions of the participants;
- Keep a record of emergency contact numbers for parents/guardians and have them to hand at all times particularly on day trips/outings;
- Ensure Personal Protective Equipment is used;
- Be familiar with and adhere to the IWA Medication Management Policy and Procedure Document when dealing with medication;
- Ensure that a fully stocked First Aid kit is close at hand with access to qualified first-aider;
- Know the contact numbers of emergency services;
- Ensure easy access to medical personnel if needed and have an emergency plan;
- If an accident occurs IWA's Accident Form should be filled out recording the problem/action/outcome. Contact the participant's parents and keep them informed of all details;
- All persons should ensure that the conduct of the game/activity is maintained;
- Participants should know and keep the rules of their sport/activity, keeping in mind that many rules are there for safety;
- Employees/volunteers should hold appropriate qualifications;
- Ensure there is adequate insurance cover for all activities;
- Ensure parents/guardians are present at the appropriate finishing time.

Note: Please refer to IWA Health and Safety Policy and Procedure for further information

10. Guidelines for Particular Situations of Risk

Employees/volunteers need to be aware of particular situations and environments where children are more vulnerable to abuse and where allegations of child abuse are more likely to occur. As outlined in Section 5 of this Code it is recognised that there are occasions when meetings/services take place on a one-to-one basis with children. This section covers points of good practice that need to be considered to provide a safe environment for children, employees and volunteers.

Some examples include:

10.1 One to One Personal Assistant (PA) service provided to/with Children

As outlined in Section 5 of this Code it is recognised that in the Assisted Living Service there are occasions when an employee works on a one-to-one basis with children. All PA service to children are individual service packages tailored to meet the needs of that child. The specific tasks and activities of each package are recorded in the ALS Service Agreement, which is discussed and agreed by the parents/guardian of the child and the ALS Coordinator at the commencement of the service. When providing these services it is best practice that the PA work with the child either

- a) In the family home where another adult is present in the house and within hearing of the child.
- b) In a public place

Formal monitoring and supervision of the package takes place on a monthly basis.

Note: See ALS Service Operations Manual for full details of the guidelines and procedures for the operation of these packages.

10.2 Meetings with Children

Many times children will seek to confide with a person outside of their family supports and this can be a regular part of working with children in informal/social settings. This can be a very rewarding experience for a child and an employee/volunteer as the child can discuss aspects of their life which can be very serious or just regular issues that they have on their mind. Employees/volunteers should be aware of the potential risks which may arise from meetings with individual children or a small group of children. Where possible:

- Avoid being alone with one participant, if you need to talk separately do so in an open environment, in view of others;
- Such meetings should be conducted in a room with visual access, or with the door open, or in a room/area where other people are nearby;
- Employees/volunteers should advise another adult that such a meeting is taking place, and the reason for it. A record should be kept of participants present, dates, times and content of such meetings. Others in the building could be encouraged to drop in occasionally if necessary;
- Employees/volunteers are strongly advised to avoid meetings with individual children where they are on their own in a building;
- Private meetings should take place at an appropriate time e.g. not late at night.

10.3 Dormitory & Changing Room Supervision

- Employees/volunteers should never share rooms/dormitory with children;
- Children share rooms with those of same age and gender and adults should knock before entering rooms;
- Proper advance planning should reduce the risk of inappropriate sharing of rooms. Consultation with the children and parents/guardians during planning is essential.

Note: Please refer to Guidelines for Residential Trips Away in Section 11 of this document

10.4 Travelling with children

There is extra responsibility taken on by all persons when they travel with children. When travelling with children employees/volunteers should:

- Ensure that there is adequate insurance cover;
- Not carry more than the permitted number of passengers;
- Ensure the use of all safety equipment including belts and clamps;
- Employees/volunteers are discouraged from being alone with a child. If, however, it is necessary in unforeseen circumstances to travel alone in a car with a child it is recommended to have the child travel in the back. Seek parental permission to transport an individual child, clearly state times of pick- up and drop off and duration of journey. Inform the parents/guardians of any delays while en route.

Note: In the event of it being necessary to travel alone with a child it is advised that this should be recorded. Please refer to IWA's Policy on the use of personal cars for work for specific guidelines.

11. Guidelines for Residential/Day Trips Away

The following guidelines are put in place to assist IWA employees/volunteers to facilitate the organisation of a trip involving overnight stays away from home for children. The guidelines are designed to maximise the enjoyment, learning opportunities and safety of those involved. Please note that these guidelines also apply to any overnight activity that may involve children staying awake for the duration. *IWA's Code of Good Practice to Protect Children, Infection Control and Medication Management, Holiday Service Policies and Procedures Documents* also govern these activities and must be followed accordingly.

The following checklist acts as a guide for employees/volunteers who are involved in organising residential trips away for children. It is recommended that these are used to ensure best practice approach for these trips and to minimise the risk to children and the persons working with them. The checklist has been split into three categories,

1. Preparing for the Trip
2. During the Trip
3. Monitoring and Evaluation

Preparing for the Trip

- Planning & Documentation
 - Ensure permission forms are signed and received from parents/guardians prior to departure;
 - Ensure that all necessary medical forms are filled out detailing medical conditions, allergies and/or procedures that may need to be looked after during the trip in line with IWA medical policies and procedures documents;
 - Ensure you have adequate IWA insurance cover for the trips and activities involved;
 - Selection process for choosing the children for the trip must be done in a fair and transparent way;
 - Follow proper recruitment procedures when selecting employees/volunteers to go on the trip allowing enough time for Garda vetting, police checks and reference checks, whether they are recruited internally or externally;
 - Ensure that all employees/volunteers have received adequate child protection training and are aware of IWA's child protection protocol and what the Association's duty of care is to the children;
 - Ensure that all employees/volunteers have received the necessary training to match the duties they will be carrying out, i.e. Manual Handling, Hoist etc...
 - Ensure that emergency contact phone numbers for parents/guardians are documented and available at all times. Take particular care in this as some parents/guardians take holidays at these times so they may not be contactable;
 - All employees/volunteers should be given clear roles and responsibilities for the trip;
 - There should be one person appointed as the leader of the overall group who will have final decision making authority during the trip.
- Accommodation
 - In the planning stage check the proposed sleeping arrangements for participants, employees/volunteers and other support personnel;
 - Check health and safety issues relating to the accommodation such as emergency evacuation for upstairs rooms, accessibility of rooms and corridors for mobility of the participants;
 - Ensure that single gender dormitories/rooms are used for children;
 - Ensure that children of similar age share. It is not appropriate for an over 18 year old to share with a child under 18 years of age. It may not be appropriate for a child of 17 years of age to share with a 10 year old. Please ensure to plan this carefully and obtain written parental permission to cover the eventual sleeping arrangements;
 - Always consult with the children and parents/guardians regarding their preferred choice of accommodation with regard to sharing or having a single room. This may be an important issue for some children particularly regarding personal care or being away from home for the first time;

- Ensure that employees/volunteers are accommodated in separate rooms from the children;
 - Ensure all employees/volunteers have a rooming list;
 - Adults should never enter a room without knocking first.
 - Preparing participants & programme
 - Prepare an information pack for participants including the programme of activities, emergency information if necessary and a 'help me' card particularly for foreign trips;
 - It is essential that the children are involved in every aspect of the process. This is an ideal opportunity for them to share the responsibility for the trip/activities that take place;
 - A code of behaviour should be signed by the parents of children involved in any IWA activity. The code of behaviour for parents can be seen in Appendix 3.
 - Ensure the group appoints a group leader who will have various responsibilities including making a report on returning home
 - It may be necessary to prepare some children for air travel as this may be their first time. Give particular attention to the process for getting on and off the plane and plan this carefully with the children and their parents/guardians;
 - For air travel it may be necessary to use manual wheelchairs rather than powerchairs. This needs to be discussed with the children well in advance of travelling;
 - Communications with parents/guardians and participants is useful to inform of travel details, accommodation details, other activities, special requirements, medical requirements, special dietary needs and any other necessary details. This can take the form of meetings or written correspondence;
- Note:** IWA acknowledges that the legal age of sexual consent is 17 years of age. Please discuss this issue during your preparation meeting and agree an approach prior to departure that is acceptable to all involved.
- Emergency procedures
 - Have clear emergency procedures if you need to evacuate, have an emergency fund and know where the children, employees and volunteers are at all times;
 - Children should be under reasonable supervision at all times and should never leave the venue or go unsupervised without prior permission;
 - Have a back up plan if the programme changes for any reason;
 - Bring a medical kit with you;
 - Employees/Volunteers should ensure they have the contact details of two senior managers with them while on the trip;
 - Please note, for foreign trips in particular, it is advisable to have an agreed contact person in IWA who will be able to respond to emergencies if they occur at any time of the day or night. This may involve liaising with parents/guardians in difficult situations that can be hard to do over the phone. This person should ideally be the line manager responsible for the trip/activity and should have the full contact details of the group and full itinerary for the trip.

During the Trip

- Documents to bring on the trip
 - Details of travel insurance for foreign trips;
 - Participant details such as application forms;
 - Copy of programme and Group contract;
 - First Aid certificate for qualified personnel;
 - Completed parental/guardian consent forms and emergency contact details;
 - Tickets, passports and relevant travel documents e.g. visas;
 - Accommodation details;
 - Child Protection Policy. When partnering with a group from another organisation the policy that is most stringent is the governing policy for the project.

- Orientation on arrival
 - Have a meeting soon after arrival to discuss the venue, house rules, where the children can reach the employee/volunteers in emergency etc...
 - Discuss issues relating to home sickness, agree a group contract particularly if partnering with another group;
 - Ensure that everyone gets to know the layout of the venue as soon as possible;
 - Introduce the programme;
 - Introduce the information point board where everyone can find out important information;

- Employees/volunteers support
 - It is essential that all employees, volunteers or young leaders meet on a daily basis;
 - There must be a common understanding and position on certain issues – particularly in emergency situations;
 - Establish clear responsibilities for employees/volunteers;
 - Have a clear system for keeping records during the trip;
 - Put in place a support system for employees and volunteers;
 - Employees/volunteers must refrain from drinking alcohol while away with young people;
 - There must be at least one adult of each gender with a mixed group, especially when working with children with high dependency personal care;
 - Access to medical support should be available to the group where necessary. Not only in emergencies but for specific personal care tasks that need such intervention; (for administering prescribed medication please refer to *IWA Medication Management Policy and Procedure Document*)
 - Proper equipment, to assist employees/volunteers to carry out their duties including access to telephones for communication must be available;
 - In the event of the venue not providing night supervision one employee/volunteer must remain awake through the night. Should the need arise, the night duty person will call on other adults (male/female) as appropriate. Employees/volunteers should not retire to bed and hand over to the night duty person until they are satisfied that the participants are in bed and settled;
 - When selecting venues for trips away, due consideration should be given to the practicality of implementing these guidelines. It is also important to check if other groups are using the particular venue and to consider the implications if this is the case.

- The Participants/Children
 - All group socialisation should take place in communal areas (i.e. no boys in girls' rooms and vice versa);
 - Alcoholic drink, smoking or other illegal substances are forbidden to children;
 - There should be proper access to medical personnel;
 - There must be an employee/volunteer available to the children at all times during a trip to deal with any concerns;
 - Agree with employees/volunteers and parents on a personal code of behaviour for participants throughout the trip and give good leadership in the implementation of this code;
 - Ensure that the personal belongings such as money, medication and other possessions are stored in appropriate places during the trip and agree this with the participants;
 - If a participant becomes ill he/she should, if necessary, be referred to a doctor or hospital as soon as possible and the parents/guardians notified ASAP;
 - Participants should be made aware of likely variations in climate and be adequately equipped with protective clothing, sunscreen lotions etc;
 - Arrangements should be put in place to cater for any special dietary requirements;
 - Lights out time should be agreed and enforced.

Monitoring and Evaluation

To put an effective monitoring and evaluation system in place, each of the following should be addressed:

- Systems for monitoring and evaluation should be developed prior to the trip and agreed among the team;
- Monitoring and evaluation should be carried out with the participants, employees and volunteers;
- If expectations and ground rules are clear at the beginning, it is easier to monitor progress and difficulties;
- There should be daily evaluations with the participants, employees and volunteers;
- Participants should keep a journal of the trip;
- Have an evaluation box where participants can post comments whenever they like;
- Use creative forms of evaluation;
- Carry out a full and final evaluation which should be a real exercise to learn from;
- Make sure there is a system for keeping records and reports during the trip.

12. Guidelines on the use of Photographic, Mobile Phone and Filming Equipment.

IWA has adopted a policy in relation to the use of images of children on their websites and in other publications. There have been concerns about the risks posed directly and indirectly to children through the use of photographs on websites and other publications. Where possible IWA will try to use models or illustrations when promoting an activity and avoid the use of the name of individuals in a photograph. This reduces the risk of inappropriate, unsolicited attention from people within and outside IWA.

Photography Guidelines:

- If the child is named in an article, avoid using their photograph
- If a photograph is used, avoid naming the child
- Ask for the child's permission to use their image
- Parental permission must be obtained in writing before the child's image is used. This ensures that all are aware of the way the image is to be used to represent IWA
- Only use images of children in suitable dress to reduce the risk of inappropriate use. The content of the photograph should focus on the activity not on a particular child
- Follow IWA Child Protection Procedure for reporting the use of inappropriate images
- Employees/volunteers should be aware of the potential misuse of digital and mobile phone technology and should take appropriate steps to prevent it occurring. Camera phones should not be used in any way, which is disrespectful to the dignity and privacy of any individual. Camera phones should not be used in toilets, dormitories or changing areas

Note: Amateur photographers/film/video operators wishing to record an event or practice session must obtain permission in writing from the appropriate IWA representative. (See Appendix 4 of this document)

IWA will display the following information prior to the start of an event/activity to inform all persons of the policy: *"In line with the recommendation in IWA's Code of Conduct, the promoters of this event request that any person wishing to engage in any video, zoom or close range photography should register their details with the organisers. On no account should a child or children be photographed or filmed without their permission and the permission of their parents".*

When commissioning professional photographers or inviting the press to an activity or event IWA will aim to ensure they are clear about the Association's expectations of them in relation to IWA's Child Protection Policy. Professional photographers/film/video operators wishing to record an activity or practice session should seek accreditation with the appropriate IWA representative or event organiser by producing their professional identification for the details to be recorded.

IWA will then:

- Provide a clear brief about what is considered appropriate in terms of content and behaviour
- Issue the photographer with identification which must be worn at all times

- Keep a record of accreditations
- Inform children and parents that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs
- Not allow unsupervised access to a child or one to one photo sessions at events
- Not approve/allow photo sessions outside the events or at an individuals home

Anyone concerned about any photography taking place can contact the Children's Officer/ Designated Person for support with the matter.

13. Dignity and Respect Among Children

IWA is dedicated to implementing and promoting measures to protect the right of all individuals to be treated with dignity and respect at all times and is committed to ensuring that all are provided with a safe environment which is free from all forms of discrimination, bullying and harassment. When working with children there can be instances where bullying can occur which can be very damaging to those involved.

What is Bullying?

Bullying can be defined, as repeated aggression be it verbal, psychological or physical conducted by an individual or group against others. Bullying is a behaviour that is intentionally aggravating and intimidating and can occur mainly in social environments such as schools, clubs and other organisations working with children. It includes behaviours such as:

- Teasing / Taunting / Threatening / Hitting
- Extortion behaviour by one or more children against a target person, e.g. Bebo Pages.

How would you know if a child is being bullied?

All bullies operate using furtiveness, threats and fear. Bullying can therefore only survive in an environment where the target person does not feel empowered to tell someone who can help or in which it is not safe to do so. The following indicators could be warning signs that a child might be being bullied:

- Reluctance to come to a venue or take part in activities
- Physical signs (unexplained bruises, scratches, or damage to belongings)
- Stress-caused illness – headaches and stomach aches which seem unexplained
- Fearful behaviour (fear of going alone to a meeting, going different routes, asking to be driven, fear of going home, fear of specific people)
- Frequent loss of, or shortage of, money with vague explanations
- Having few friends
- Changes in behaviour (withdrawn, stammering, moody, irritable, upset, distressed, not eating)
- Attempting suicide or hinting at suicide
- Anxiety (shown by nail-biting, fearfulness, tics)

Note: There are other possible reasons for many of the above.

Who should deal with bullying?

While the more extreme forms of bullying would be regarded as physical or emotional abuse and if necessary should be reported to the HSE or An Garda Síochána, dealing with bullying behaviour is the responsibility of all persons within IWA. For direction on the correct procedure please refer to Section 14 of this document.

When dealing with minor forms of bullying the responsibility for resolution lies with the employee/volunteer who is managing the group/activity. This person should have the skills to resolve the situation and work through the issue with all parties involved.

How can it be prevented?

- Ensure that all members follow IWA's Code of Conduct, which promotes the rights and dignity of all
- Deal with any incidents as they arise
- Use a whole group policy or 'no-blame approach', i.e., not 'bullying the bully' but working with bullies and the group of children, helping them to understand the hurt they are causing, and so make the problem a 'shared concern' of the group. This to be managed by the employee/volunteer who is trained to do so
- Reinforce that there is 'a permission to tell' culture rather than a 'might is right' culture
- Encourage children to negotiate, co-operate and help others, particularly new children
- Never tell a child to ignore bullying, they can't ignore it, it hurts too much
- Never encourage a child to take the law into their own hands and beat the bully at their own game

Note: Please refer to IWA Dignity and Respect at Work Policy and Procedure for more information to deal with cases involving adults in IWA.

14. IWA Child Protection Reporting Procedures

Principles of IWA Code of Practice to Protect Children

To maximise the safety and wellbeing of children in our services IWA takes the following steps:

- Gives parents, children and employees/volunteers information about what we do and what they can expect from us by providing a Service Information Leaflet at the commencement of each service
- Provides access to this Code of Practice to Protect Children for/to all service users, carers and other relevant individuals who are availing of a service that involves children and young people
- Makes sure that all employees/volunteers are carefully recruited and supervised as per the procedures recommended in *Children First* Guidelines
- Establishes a Code of Good Practice for the operation and delivery of children's services
- Trains all relevant employees/volunteers in Child Protection and Welfare both at induction and in the standard IWA basic training package for each service. Refresher training is provided at regular intervals for employees/volunteers and at a minimum every three years.
- Monitors, supervises and evaluates our services and employees/volunteers to ensure consistency and quality for all our service users as outlined in the IWA Human Resource Policy and Procedures and in IWA Service Policy and Procedures.
- Informs parents and children how they can voice their concerns or complain if there is anything they are unhappy about by providing/displaying the IWA Complaints Procedure for/to all service users.
- Appoints Designated Person(s) who will provide the necessary mechanism for dealing with suspicions and/or allegations of abuse ensuring that all employees/volunteers are familiar with who these people are, and how to access them.
- Undertakes to review and update this Policy and Procedure Document in September 2009.

14.1 What is Child Abuse?

There are various types of child abuse, i.e. neglect, emotional, physical and sexual abuse. A child may be subjected to more than one form of abuse at any given time. *Children First* has adopted the following definitions:

- **Neglect**

Neglect is normally defined in terms of *omission*, where a 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 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 his/her health and development as compared to that which could be expected of a similar child.

Neglect generally becomes apparent in different ways *over a period of time* rather than at one specific point. For instance, a child who suffers a series of minor injuries is not having his/her needs met for supervision or safety. A child whose ongoing failure to gain weight or whose height is significantly below average may be deprived of adequate nutrition. A child who consistently misses school may be deprived of intellectual stimulation. The threshold of *significant harm* is reached when the child's needs are neglected to the extent that his/her well being and/or development are severely affected, e.g. excessive body odour and/or inappropriate clothing.

- **Emotional Abuse**

Emotional abuse is normally to be found in the *relationship* between a caregiver and a child rather than in a specific event or pattern of events. It occurs when a child's need for affection, approval and security are not met. It is rarely manifested in terms of physical symptoms. Examples of emotional abuse include:

- Persistent criticism, sarcasm, hostility or blame;
- Conditional parenting, in which the level of care shown to a child is made contingent on his/her behaviours or actions;
- Emotional unavailability of the child's parent/carer;
- Unresponsiveness, inconsistency or inappropriate expectations of a child;
- Premature imposition of responsibility on a child;
- Unrealistic or inappropriate expectations of a child's capacity to understand something or to behave and control himself/herself in a certain way;
- Under or over protection of a child;
- Failure to show interest in, or provide age appropriate opportunities for, a child's cognitive and emotional development;
- Use of unreasonable or over harsh disciplinary measures;
- Exposure to domestic violence.

- **Physical abuse**

Physical abuse is any form of non-accidental injury that causes significant harm to a child, including:

- Shaking;
- Use of excessive force in handling;
- Deliberate poisoning;
- Suffocation;
- Munchausen's syndrome by proxy (where parents fabricate stories of illness about their child or cause physical signs of illness);
- Allowing or creating a substantial risk of significant harm to a child.

- **Sexual abuse**

Occurs when a child is used by another person for his/her gratification or sexual arousal, or for that of others, for example:

- Exposure of the sexual organs or any sexual act intentionally performed in the presence of a child;
- Intentional touching or molesting of the body of a child whether by a person or object for the purpose of sexual arousal or gratification;

- Masturbation in the presence of a child or involvement of the child in the act of masturbation;
- Sexual intercourse with a child, whether oral, vaginal or anal;
- Sexual exploitation of a child;
- Non-contact activities such as internet pornography and inappropriate use of camera phones;
- Consensual sexual activity between an adult and a child under 17 years. (See page 33 of *Children First* Guidelines for legal explanation of age of consent)

Other Forms of Abusive Behaviour Towards Children

Apart from the above very serious forms of abuse, employees/volunteers should also be on the alert for other forms of behaviour that may be harmful to children. The following behaviours are unacceptable among children and employees/volunteers and have been taken from the Department of Education Code of Good Practice Child Protection for the Youth Work Sector.

- **Verbal Abuse**

This can include name calling, sarcasm, and criticism, making reference to some physical characteristic, destructive criticism, derogatory remarks and gestures.

- **Bullying**

Bullying behaviour can be defined as repeated aggression, be it verbal, psychological or physical which is conducted by an individual or group against others. Examples of bullying include teasing, taunting, threatening, hitting or extortion.

- **Organised Abuse**

Child abuse can occur in a number of ways, including organised abuse. This occurs when one person moves into an area/institution and systematically entraps children for abusive purposes (mainly sexual) or when two or more adults conspire to similarly abuse children using inducements.

- **Peer Abuse**

In some cases of abuse the alleged perpetrator will also be a child. In these situations the Child Protection Procedures should be adhered to for both the victim and the abuser. If there is any conflict of interest between the alleged abuser and the victim, the victim's welfare is of paramount importance.

- **Unwelcome Behaviour**

This can include favouritism, exclusion, sexual harassment and sexual innuendo, humiliating and embarrassing others, deprivation of basic rights and harsh disciplinary regimes.

Reasonable Grounds for Concerns of Child Abuse

Good child protection practice means that employees/volunteers know how to recognise child abuse. This does not mean that they are responsible for deciding whether or not abuse has taken place – even for an expert that is a difficult decision – but they have a responsibility to be alert to behaviour by children or workers which suggests that something is wrong. An employee/volunteer may become concerned for the safety of a child in a number of circumstances:

- An employee/volunteer may witness abuse;
- A third party informs the employee/volunteer of their concerns/suspicions regarding a child;
- A child discloses to a third party who informs the employee/volunteer;
- A child discloses to an employee/volunteer that he/she is being abused;
- An employee/volunteer may overhear other children discussing their concerns about a particular incident, employee/volunteer or other child;
- An employee/volunteer becomes suspicious of unexplained injuries, behaviour or explanations that clearly lead to concerns for the well being of the child.

14.2 Procedures for Reporting Suspected or Actual Child Abuse

The primary responsibility of the person who first suspects or is told of abuse is to ensure the safety of the child. **The child's welfare and safety must be the employee/volunteer's overriding and paramount concern.**

Reporting Procedure for a Disclosure of Abuse from a Child to an Employee/Volunteer

It is important that a child who discloses abuse feels supported and facilitated in what, for him or her, may be a frightening and traumatic process. He or she may feel perplexed, afraid, angry, despondent and guilty. A child who divulges abuse makes a profound act of trust and should be treated with respect, sensitivity and care.

It is important to remember and adhere to the following:

1. React calmly, as over-reacting may alarm the child and compound feelings of guilt.
2. Listen carefully and attentively; be sure to observe carefully and take the young person seriously.
3. Reassure the child that he/she has taken the right action in telling.
4. Do not make false promises. Do not commit to keeping it a secret.
5. Do not ask the child to repeat the story unnecessarily.
6. Ask questions only for the purpose of clarity. Be supportive, but do not ask leading questions or seek intimate details beyond those volunteered by the child. Detailed investigative interviews will be carried out, if necessary, by HSE staff or by a member of An Garda Síochána.
7. Check with the child that what has been heard and understood by you is accurate.
8. Do not express any opinions about the alleged abuser.
9. Explain and ensure that the child understands the procedures which will follow.
10. Record the conversation using the child's own words as soon as possible, in as much detail as possible. Please use the IWA Internal Child Protection Reporting Form to help you make the report as set out in Appendix 5 of this document. **N.B.** Please read the guidelines for completing/storing this form.
11. The disclosure should be reported immediately to the Designated Person. If the Designated Person for their region is not available they must contact the Duty Social Worker in the child's area of residence. In the case of an emergency, or the Duty Social Worker cannot be contacted, the employee/volunteer should contact An Garda Síochána. The Designated Person should be informed as soon as possible that this has been reported to the authorities.
12. The Designated Person will liaise with the HSE on behalf of the organisation to ascertain if a report needs to be made. If a report is being made it must use the child's own words.
13. The Designated Person will make contact with the parents/carers to inform them of the disclosure. This is to be done provided it doesn't place the child in danger.
14. Treat the information confidentially, sharing it only with persons who have a right to hear it.

Reporting Procedure for Suspicions or Allegations of Child Abuse

Any person who is concerned about the safety or well being of a child or receives an allegation of abuse should record their concerns/information and report the matter as soon as possible to the Designated Person for their region.

The following procedure should be followed when dealing with any suspicion/allegation of Child Abuse:

1. All information relating to a concern or allegation must be treated in the strictest confidence.
2. Where an employee/volunteer has reason to be concerned about the safety or welfare of any child in receipt of an IWA service, or any child that an employee/volunteer comes in contact with in the course of their work, they must report it to the Designated Person immediately. If the Designated Person for their region is not available they must contact the Duty Social Worker in the child's area. In the case of an emergency, or the Duty Social Worker cannot be contacted, the employee/volunteer should contact An Garda Síochána. The Designated Person should be informed as soon as possible that this has been reported to the authorities.
3. The incident(s) which raised the concern must be documented accurately by the employee/volunteer as soon as possible after it occurs by completing the IWA Internal Child Protection Reporting Form as set out in Appendix 5 of this document. Only exact details should be recorded, an employee/volunteer's feelings should not be part of this record. This record must be signed and dated by the person making it.
4. The employee should store the record in a private secure place until it is handed over to the Designated Person. The full details should be reported to their Designated Person as soon as possible.
5. Where both parties agree that there is a risk to the child the incident will be reported to the HSE by the Designated Person without delay by using the Reporting Form available from the Designated Person in each region.
6. Where both parties agree there is no risk to the child no further action will be taken and the report will be filed in a secure location. However support for families or referral to other agencies/services should be considered at this stage. Advice can be received from the Duty Social Worker in the child's area.
7. Where both parties disagree on whether a report should be made to the HSE the individual employee/volunteer who raised the concern should be given a clear written statement of the reasons why the organisation is not taking action. The employee/volunteer is to be advised that if they remain concerned about the situation they are free to consult with or report to the HSE or An Garda Síochána. The employee/volunteer must notify the Designated Person that they are continuing with this course of action.*
8. At any time if a Designated Person is unsure as to whether he/she should refer or not, they should seek advice/consultation with the Duty Social Worker in the child's area.
9. The Parents/Guardians of the child must be notified; particular care should be taken especially if this will cause increased risk for the child.
10. The Designated Person will liaise with the Statutory Authorities on behalf of IWA.

*Under *Children First* Guidelines the Designated Person and employee/volunteer may consult with the local HSE Child Care Manager regarding any risk to children before making a formal report.

It is important to be aware that The *Protections for Persons Reporting Child Abuse Act, 1998* provide civil immunity from civil liability to persons/organisations/groups who report Child Abuse 'reasonably and in good faith' to the HSE or An Garda Síochána.

14.3 Procedure for Dealing with Suspicions or Allegations of Child Abuse Against an Employee/Volunteer

When an allegation is made against an employee/volunteer, the IWA has a dual responsibility in respect of both the child and the employee/volunteer or other accused person. The organisation should, as a matter of urgency, take any necessary protective measures to ensure that no child is exposed to unnecessary risk.

There are two procedures to be followed when allegations of abuse are made against employees or volunteers who are providing services to children in IWA:

<i>The reporting procedure in respect of the child</i>	<i>The procedure for dealing with the employee/volunteer</i>
--	--

The Designated Person will have responsibility for the child and will follow the standard reporting procedure and will liaise with the Parents/Carers and Statutory Authorities on behalf of IWA.

The procedure for dealing with accusations against employees/volunteers is set out in the IWA HR Department, Dignity and Respect at Work Policy and Procedures Document. The CEO and relevant senior management will remain in consultation with the Designated Person, HSE and An Garda Síochána for the duration of the process. The possibility of collusion of other employees/volunteers should be recognised. It will be necessary for An Garda Síochána and senior management to agree their strategy for investigation and maintain open communication throughout the process.

There are various situations in which allegations may be made involving persons associated with the organisation. These may include:

- An allegation of abuse against an employee;
- An allegation of abuse against a volunteer;
- A complaint or allegation against a child, who may be a member of the organisation.*

*If an allegation is made against another child, it should be considered a child protection issue for both children involved and child protection procedures should be adhered to for both the victim and the alleged abuser.

Reporting Procedure for Dealing with an Allegation against an Employee/Volunteer

When an allegation is made against an employee/volunteer the following steps should be followed and the rules of natural justice should apply. Procedure as follows:

1. The Chief Executive Officer should be informed as soon as possible by the Designated Person.
2. Necessary steps should be taken to ensure that the child is not exposed to unnecessary risk and protective measures should be taken to protect the child.
3. The Designated Person should be contacted immediately to ensure that the needs of the child are being met. The Designated Person will work on behalf of the child with the statutory authorities and will follow the standard reporting procedure for dealing with a suspicion/allegation of child abuse as outlined in this policy document.
4. These measures should be proportionate to the level of risk and should not unreasonably penalise the employee/volunteer, financially or otherwise, unless necessary to protect children. Where protective measures do penalise the employee/volunteer, it is important that early consideration be given to the case.
5. Any employee/volunteer who has been accused of any allegation of child abuse should be given the right to respond to the accusation. This response should be recorded and securely filed by the CEO. The employee/volunteer should receive support from their line manager under the direction of the CEO until the issue is resolved.
6. IWA does not investigate the accusation. This is the responsibility of the statutory authorities.

7. The CEO should arrange a meeting with the HSE as soon as possible to agree the procedures that need to be followed. The Designated Person should have the relevant contact details to set this up.
8. After these consultations and when pursuing the future position of the employee/volunteer, accused of the allegation, the CEO will advise the employee/volunteer of the procedures that have been agreed with the HSE and An Garda Síochána.
9. IWA Management should take care that actions taken do not undermine or frustrate the investigations being conducted by HSE or An Garda Síochána. Strong liaison with these agencies must be maintained to ensure that the process is as effective as possible.
10. Following such an investigation careful consideration should be given to the welfare of the child and the employee/volunteer, particularly if the allegation was not true. This should be carefully managed by the CEO and relevant senior manager.

14.4 Procedure for Dealing with Retrospective Disclosures by Adults

This section refers to situations when an IWA adult member discloses abuse that took place during their childhood. In these situations it is essential that consideration is given to the current risk to any child who may be in contact with the alleged abuser. If any risk is deemed to exist the following procedure must be followed.

1. The employee/volunteer who the disclosure is made to must report it directly to the Designated Person.
2. The Designated Person will ascertain if there is any current risk to children who may be in contact with the alleged abuser.
3. If any risk is deemed to exist the Designated Person will report it to the HSE without delay.
4. If the alleged abuser is an IWA employee/volunteer the procedure for dealing with an allegation against an employee/volunteer must be followed as outlined in this policy document.
5. IWA has a duty of care towards an adult who discloses childhood abuse to an employee/volunteer. Support should be offered to the adult member to help him/her to deal with the disclosure and the consequences of the abuse. Information should be obtained from HSE for counselling that is available in the community. This needs to be handled with the utmost confidentiality. This information should only be shared with employees who need to know.
6. IWA employees/volunteers who are not employed as counsellors should not engage in counselling any adult member who discloses childhood abuse. It is the duty of IWA to support members to access this support if they want it from professional counselling services.

15. Confidentiality and Record Keeping

It is essential that all child protection information within IWA and the information exchanged between HSE and An Garda Síochána is treated with the utmost confidentiality in order to safeguard the privacy of the children and families concerned and to avoid prejudicing any subsequent legal proceedings.

Child Protection information should only be shared with individuals who need to know and are involved in the reporting procedure for dealing with suspicions or allegations of child abuse. The IWA Internal Form for Recording Child Protection and/or Welfare Concerns/Disclosures that is included in Appendix 5 of this document is to be filled out when an employee/volunteer needs to record any suspicions or concerns. Guidelines for using this form are included in Appendix 5 and should be read before completing the document. Please refer to the IWA's Handling Information, Policy Document for guidelines and instructions for handling information of any kind within IWA.

16. Complaints

The primary responsibility of the person who first receives a complaint of abuse or witnesses an accident is to report it and to ensure that their concern is taken seriously. The guiding principles in regard to reporting child abuse may be summarised as follows:

- The safety and well-being of the child or young person must take priority;
- Reports must be made without delay;
- The principle of natural justice should apply, which means that a person is innocent until proven otherwise;
- The principle of confidentiality should apply, whereby only those that need to know should be told of a suspicion/allegation/disclosure of abuse and the number that need to be kept informed is kept to a minimum;
- Parents and Guardians have a legal right to know about any circumstance or situation that affects their child/children.

Note: For writing and documenting complaints within IWA please refer to the IWA Customer Care Policy and Procedure.

17. Accidents

It is the responsibility of all employees/volunteers to carry out their work safely, not to take unnecessary risks, and be constantly vigilant to the possibility of accidents to themselves or others, and to be aware of any hazards that may exist. There are added responsibilities when working with children that employees/volunteers need to be aware of when dealing with an accident. These responsibilities are as follows:

- Parents/guardians must be notified of any accident/incident that occurs regardless of how small it may seem;
- Record every incident/accident that occurs on the IWA Accident/Incident Record Form regardless of how small it may seem;
- Emergency numbers for parents/guardians and emergency services must be kept close to hand;
- Follow the formal complaints procedure for children and parents;
- All employees/volunteers know what information will be needed to process a report of an accident.

Note: Please refer to IWA's Accident and First Aid Policy.

18. Safe Recruitment and Selection

Many people who apply to work with community and voluntary organisations on either a voluntary or paid basis are interested, well motivated and suitable for the various tasks involved. However, it is very important that IWA takes all reasonable steps to ensure that only suitable and appropriately qualified people are recruited. Unfortunately, people with a tendency to abuse children can be attracted to the type of work that gives them opportunity to be with children, and this always has to be borne in mind when recruiting/selecting employees/volunteers to work with children.

All employees/volunteers taking responsibility for children in IWA should undergo a recruitment process. This recruitment process is as follows:

- Responsibilities of the role and the level of experience/qualifications required should be drawn up and clearly stated beforehand;
- It must be clear from the outset the type of factors which would exclude applicants, i.e. convictions against children;
- Appropriate application forms should be used for employees and volunteers. Please refer to IWA HR Department for these;

- Interviews should be undertaken by at least two IWA representatives;
- Two references should be obtained, non relation, in writing and checked in accordance with IWA Human Resources Policy and Procedures;
- All potential employees/volunteers should sign a declaration giving permission to the IWA to carry out a Garda Vetting process. It is IWA Policy that the Garda Vetting process is carried out prior to commencement of duties. Garda Vetting is managed by the HR Department so please refer all queries to the IWA Authorised Signatories;
- A probationary period must be outlined;
- All employee/volunteer contracts must be agreed and signed off by management.

A good recruitment process will improve the chances that the right people are placed in the right positions.

Note: For relevant application forms and for further information on recruitment and selection please refer to IWA Human Resources Policy and Procedure Documents and IWA Volunteer Policy and Procedure Document.

19. Supervision and Support

Supervision

IWA is mainly an adult service provider. Some of the services that are provided to children can be delivered outside of the usual structure of the main services of the organisation. It is very important that every effort should be made to manage and support appointed employees/volunteers in their work with children. It is important that all employees/volunteers have a mechanism to discuss any aspect of their work with children.

IWA's line management system should be used in all cases where managers meet with employees/volunteers at regular intervals on their own or in small groups giving them the opportunity to raise any questions they may have, any problems they are experiencing, or any suggestions for change that they wish to make.

Adequate employee/volunteer/children ratios should always be provided to protect all persons involved. Please refer to Section 5 of this document for guidelines on this.

Induction

All employees/volunteers whether temporary or permanent should receive induction in all aspects of this Code of Good Practice Document. This can be overlooked particularly if an employee/volunteer has been working with the organisation in the adult service and they carry out temporary duties with the children's service. This induction should be carried out with current and new employees/volunteers as they commence work with children.

All employees/volunteers, whether temporary or permanent, are required to sign up to this Code of Good Practice Document.

Training

The Training Department is responsible for co-ordinating the training needs of all employees/volunteers in relation to child protection and welfare. All employees/volunteers shall receive child protection and welfare training that is provided by the Training Department. It is essential that this training is provided before commencement of duties with children. All child protection training accessed internally or externally must be recorded within the Training Department. Please refer to the Regional Trainer for your area for direction on this.

Designated Person Role and Responsibility and Contact Details

Role & Responsibility of Designated Person

General Description.

The Designated Person is responsible for dealing with any concerns about child protection that arise within IWA. Each region within IWA has a Designated Person named to deal with any child protection queries, concerns, suspicions or allegations.

The role of the Designated Person is to:

- ▶ Refer suspicions/allegations/cases of child abuse on behalf of IWA to the HSE and/or An Garda Síochána;
- ▶ Ensure appropriate information is available at the time of referral and that the referral is confirmed in writing under confidential cover;
- ▶ Be a resource on child protection matters locally to employees/volunteers;
- ▶ Co-ordinate locally on particular cases that arise;
- ▶ Ensure that an individual case record is maintained of the action taken by IWA, the liaison with other agencies and/or involvement of any IWA employee/volunteer and record the outcome;
- ▶ Store all related files in a safe and secure place in accordance with the relevant legislation;
- ▶ Liaise with and support parents/carers, children and IWA employees/volunteers ensuring safety for the children accessing our services;
- ▶ Maintain a working knowledge about Child Protection issues;
- ▶ Establish contact with the senior member of community services responsible for Child Protection in each catchment area on behalf of IWA, i.e. Child Care Manager or Principle Social Worker;
- ▶ Provide information and advice on Child Protection within IWA as requested e.g. local HSE Keeping Safe Training Programmes;
- ▶ Ensure that IWA's Code of Practice to Protect Children is followed when dealing with child protection concerns;
- ▶ Liaise with Community Services/An Garda Síochána on behalf of IWA as appropriate;
- ▶ Report any child protection training needs that come to their attention to the National Child Protection Officer;
- ▶ Keep relevant people informed within IWA of any Child Protection issue that arises i.e. National Child Protection Officer or Senior Management within the region as appropriate;
- ▶ Work within the Child Protection Team* to give and receive support that is needed for working within the area of child protection;
- ▶ Attend the Designated Person Team meetings.

Note: All suspicions/allegations of child abuse within IWA-Sport should be reported directly to the Designated Person with specific responsibility for IWA-Sport, contact details are included below. The Children's Officers in IWA-Sport are also available to assist with any child protection concerns that arise in IWA-Sport. The details of local officers are available from IWA-Sport in Clontarf.

*The Child Protection Team consists of the National Child Protection Officer and the Designated Persons.

Name	Contact Details	Responsible for
Mark Barry IWA-Sport	IWA-Sport Office, Blackheath Drive, Clontarf, Dublin 3 T: 01 818 6476 M : 087 984 2384 E: mak.barry@iwa.ie	All IWA-Sport Clubs and activities throughout the 32 counties.
Maurina Brennan West	Cuise Holiday Centre, Donamon, Co Roscommon T: 090 666 2277 M: 087 298 9671 E: maurina.brennan@iwa.ie	Donegal, Sligo, Leitrim, Roscommon, Galway, Mayo, Clare Limerick and North Tipperary.
Marion Dowling Dublin North East	National Rehabilitation Hospital, Rochestown Avenue, Dun Laoghaire, Co Dublin T: 01 235 5406 M: 087 050 6946 E: youthdunl@iwa.ie	North & Central Dublin, Louth, Monaghan, Meath and Cavan.
Liam Saunders South	Claddagh Court, College Rd, Kilkenny T: 056 776 2775 M: 087 693 9375 E: liam.saunders@iwa.ie	Wexford, Waterford, Carlow, Kilkenny, South Tipperary, Cork and Kerry.
Daragh Kennedy Dublin Mid Leinster	John Sullivan Centre, Ballinagappa Rd, Clane, Co Kildare T: 045 861346 M: 087 997 5444 E: daragh.kennedy@iwa.ie	Wicklow, South & West Dublin, Kildare, Laois, Offaly, Westmeath, & Longford.

National Child Protection Officer Contact Details

Name	Contact Details	Role
Daragh Kennedy Dublin Mid Leinster	John Sullivan Centre, Ballinagappa Rd, Clane, Co Kildare T: 045 861346 M: 087 997 5444 E: daragh.kennedy@iwa.ie	To support the Designated Persons. To advise on child protection standards through all IWA services so that the organisation has a culture of child protection in all its activities.

Appendix 2

IWA Parental / Guardian Consent Form

To be completed
and returned to

NAME OF IWA OFFICE

CONTACT NAME

DATE

For attendance

EVENT NAME, PLACE & DATE

Name of young
person

Date of birth

Address

Other relevant
information

(PLEASE MENTION ANY MEDICAL CONDITIONS, SPECIAL NEEDS OR DIETARY REQUIREMENTS)

I agree to allow the young person named above to attend the

NAME OF EVENT, VENUE AND DATE (DROP OFF AND PICK UP TIMES) AND ANY OTHER RELEVANT INFORMATION E.G. THE TRANSPORT ARRANGEMENTS),

- ☐ I understand that there will be suitable supervision during the event.
- ☐ I understand that information/photos gathered at the event will be used for the purpose of IWA's work and may be published in the form of an IWA report.
- ☐ I give permission to IWA staff to assist the child named above with any personal care tasks that may need to be carried out during the event.
- ☐ I give permission for the child named above to receive first aid or any appropriate medical attention in emergencies.
- ☐ I give permission for the child named above to avail of IWA transport where required.

Please sign the appropriate section and give all details listed.

Signed

PARENT / GUARDIAN

Signed

YOUNG PERSON

Relationship to young person

Date

Address

Home Phone

Work Phone

Mobile

Email

Name of other person if you are not contactable

Number

Code of Behaviour Agreement for Parents

IWA believes that all parents should:

- ▶ Be a role model for their child and maintain the highest standards of conduct when interacting with children, other parents, officials and organisers.
- ▶ Always behave responsibly and do not seek to unfairly affect any activity or participant.
- ▶ Never intentionally expose any young participant to embarrassment or disparagement by the use of flippant or sarcastic remarks.
- ▶ Always recognise the value and importance of the volunteers who provide sporting/recreational opportunities for their child. Do not publicly question the judgment or honesty of referees, coaches or organisers. Respect referees, coaches, organisers and other participants involved in IWA activities.
- ▶ Encourage their child to participate by the rules. Teach their child that honest endeavour is as important as winning and do all you can to encourage good sportsmanship.
- ▶ Set a good example by applauding good play on both sides. Encourage mutual respect for all participants.

Parents should support all efforts to remove abusive behaviour and bullying behaviour in all its forms. Please read IWA's Anti Bullying policy.

Parents Code of Conduct:

- ① I will respect the rules and procedures set down in Irish Wheelchair Association's Code of Good Practice to Protect Children.
- ② I will respect all participants, employees, volunteers, leaders, (e.g. coaches, officials, judges), and parents, as well as participants, parents, employees and volunteers from opposing teams. I will encourage my child to do the same.
- ③ I will give encouragement and applaud all positive accomplishments whether from my child; his/her team mates, their opponents or the officials.
- ④ I will respect my child's leader(s) and support his/her efforts.
- ⑤ I will respect the employees/volunteers and their authority during sessions and events.
- ⑥ I will never demonstrate threatening or abusive behaviour or use foul language.

Name

Date

Name(s) of Child(ren)

This form should be signed by all parents involved in IWA activities and should be kept on file by the employee who is in charge of the activity.

Appendix 4

IWA Photography and Video Consent Form

Under IWA guidelines, please note that if you wish to use video or photography at any time during this event/activity you are required to provide the following details:

Name

Address

Email

Phone No

Category

PARENT, COACH, OTHER – PLEASE SPECIFY

OFFICIAL USE ONLY

I confirm that the above details are correct.

Duration of Permission

Signed

IWA OFFICIAL

Date

A pass/card will be distributed during registration to highlight that you have received permission to take photographs or video shots during the event/activity. This should be visibly displayed on all equipment at all times.

Please return to the appropriate representative at the end of the event/session.

IWA reserves the right to refuse the use of photography or video equipment at any stage.

IWA Internal Child Protection Reporting Form

In case of emergency or outside HSE office hours, contact should be made with An Garda Síochána.

Please read these instructions carefully.

IWA's Internal Child Protection Reporting Form is to be used by employees/volunteers who need to record a particular concern or incident that they have come across. This record is to be filed securely until it is passed on to the Designated Person who will manage the process for dealing with the concern. The Designated Person will then fill out the HSE Standard Reporting form on behalf of IWA. This information will assist the Social Work Department in assessing the level of risk to the child, or support service required.

Instructions for filling out this form:

- ▶ Please fill in as much information and detail as is known to you.
- ▶ Do not record your opinions, only use facts that have been witnessed by you or disclosed to you.
- ▶ If the information requested is not known to you, please do not investigate but state 'not known'.
- ▶ Write clearly ensuring that the record can be read as this will be presented to the HSE as part of the report.
- ▶ Be sure to sign and date the form.
- ▶ **Do not leave this form lying around** or on a desk. File it securely until it is handed over to the Designated Person in your region. If it is posted please mark it confidential. Do not fax this form.

***Note a separate form must be filled out for each child/incident being reported.**

1. Record details of concern(s), allegation(s) or incident(s), dates, times, who was present, description of any observed injuries, parent's view(s), child's view(s) (if known): (Please use extra paper if needed)

▶

**2. Care and custody arrangements regarding child, if known:
e.g. give details of who dropped off and collected the child etc...**

▶

3. Details of Child:

Name

Date of Birth if known

Address

4. Details of Person Recording Concerns:

Name

Position in IWA

Address

Telephone Number

Nature and extent of contact with Child/Family

5. In the case of a scribe filling out this form for the person named in point 4 please give details of this person:

Name

Occupation

Signed

Date

6. Details of Designated Person that this form has been passed to

Name

Signed by designated person

Date received

Received by Hand or Post

IWA and the HSE aim to work in partnership with parents. If you are making this report in confidence you should note that IWA and the HSE cannot guarantee absolute confidentiality as

- ▶ A Court could order that information be disclosed;
- ▶ Under the Freedom of Information Act, 1997, the Freedom of Information Commissioner may order that information be disclosed.

You should also note that by making a 'bone fide report' you are protected by the Protection for Persons Reporting Child Abuse Act, 1998.

If you are unsure whether you should report your concerns, please telephone the Designated Person for your region or the duty social worker and discuss your concerns with him/her. (Details of designated persons can be found in Appendix 1 of IWA Code of Good Practice to Protect Children).

This is a short check list that is designed to focus on some specific aspects that need to be considered when organising an activity or group that involves children. There are many other items that should be taken into consideration when planning any IWA activity and these should be considered as regular aspects of the work.

Know the Children

- ▶ Have defined criteria for membership/participation of the group/activity
- ▶ Have an adequate registration system for each child in attendance
- ▶ Have access to appropriate medical details, any particular needs and emergency contact telephone numbers

Keep Records of

- ▶ Attendance
- ▶ Travel arrangements including IWA Bus requirements and employee/volunteer rosters
- ▶ Accidents
- ▶ Consent given for various activities
- ▶ ALS Service Agreements for PA services
- ▶ Records of regular monitoring and supervision of staff to support them in their roles
- ▶ Any complaints or grievances
- ▶ The programme of activities and provide these to parents/guardians particularly for residential trips away or long day trips

Know the Employees/Volunteers

- ▶ Follow the recruitment and selection procedures
- ▶ Ensure that all employees and volunteers have been checked through IWA HR Department's Garda Vetting system prior to commencement of their duties
- ▶ Ensure that all employees/volunteers know their role and work duties
- ▶ Make sure there are always sufficient employees/volunteers of either gender to carry out the programme and tasks in a safe way
- ▶ Ensure that all employees and volunteers have received IWA Child Protection Training prior to commencing their work with children

Pay attention to health and safety matters making sure that

- ▶ All buildings being used are safe and meet required standards
- ▶ There is sufficient heating and ventilation
- ▶ Toilets, showers and washing areas are up to standard
- ▶ Fire precautions are in place
- ▶ First aid facilities and equipment are adequate
- ▶ There is access to a phone
- ▶ Equipment is checked regularly and insurance cover is adequate

It is important to ensure that

- ▶ Children are not normally left unattended
- ▶ Employees/volunteers know at all times where children are and what they are doing
- ▶ Any activity using potentially dangerous equipment has constant adult supervision
- ▶ Dangerous behaviour is not allowed
- ▶ Specific written parental permission is obtained in advance for all aspects of the work with children
- ▶ All employees/volunteers receive adequate supervision and support to help them carry out their duties in a safe way and that they can raise any concern they have as a result of their work with children
- ▶ All employees/volunteers have access to this Code of Practice and relevant IWA policy documents that cover the nature of their duties while working in IWA

Glossary of Terms

Child/Children	When referring to children in this document we are including young people under 18 years of age. In Ireland, the Child Care act, 1991 defines a child as any person under the age of 18 years, excluding a person who is married or who has been married.
Employee	This includes all staff members such as Core and CE Scheme staff.
Designated Person	The Designated Person is the title given to the person(s) in IWA, appointed to deal with child protection concerns reported by employees/volunteers or children. Contact details for the regional Designated Persons are available in Appendix 1.
Children's Officer	These Officers work locally and assist in dealing with any child protection concerns that employees/volunteers have within the IWA-Sports Clubs/Groups. They are a link between the employees/volunteers and the Designated Person for Sport.
Caregiver/Carer	This can be defined as any adult person who is not an employee or registered volunteer and has responsibility for a child in the short or long term.
Volunteer	This refers to an adult, who is 16 years and over, working on behalf of the organisation in an official capacity without monetary reward.

References:

- Code of Ethics and Good Practice for Children's Sport, Irish Sports Council, 2000.
- Children First National Guidelines for the Protection and Welfare of Children, Dept. of Health & Children 1999
- Our Duty to Care, Dept. of Health & Children 2002
- Guidelines for Good Practice Child Safety and Youth Exchange Programmes, Leargas 2003
- For Northern Ireland Sports Clubs and organisations reference should also be made to Children's Act NI and Safeguarding Children