

ARCHDIOCESE OF ARMAGH

Safeguarding Children Interim Policy and Procedures

This policy was prepared by the Armagh Diocesan Committee for Safeguarding Children and is based on 'Standards and Guidance Document' published by the National Board for Safeguarding Children in the Catholic Church (NBSCCC).

This document was ratified by Cardinal Sean Brady and Bishop Gerard Clifford on Friday 8th January 2010.

Jesus said: "I tell you the truth, unless you change and become like little children, you will never enter the kingdom of heaven." Matt 18:3

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Standard 1: Policy Statement

Then people brought little children to him, for him to lay hands on them and pray. The disciples scolded them, but Jesus said, "Let the little children alone, and do not stop them from coming to me; for it is such as these that the Kingdom of heaven belongs." Then he laid his hands on them and went on his way. (Matt 19:13-15)

The Archdiocese of Armagh recognises and upholds the dignity and rights of all children¹ and is committed to ensuring their safety and well-being. The Archdiocese values and encourages the participation of children in all parish liturgies and in all activities that enhance their spiritual, physical, emotional, intellectual and social development.

Above all the Archdiocese recognises the need to protect children, especially those in their care, and aims to do this in a way that promotes their human dignity, integrity and worth as children of God.

The Archdiocese of Armagh recognises that while safeguarding children is everyone's responsibility, all involved in working with young people have a special duty of care towards them. The Archdiocese has committed itself to engaging in a process towards putting procedures in place through which this care is put into effect.

**The most recent version of the Armagh Diocesan Policy and Procedures and supporting materials for Safeguarding Children can be found on the diocesan website
<http://www.archdioceseofarmagh.com/safeguarding-children>**

¹ The terms child and children as used throughout this document refer to those under 18 years of age.

Standard 2: How to respond to allegations and suspicions of abuse

*This is what God asks of you: only this, to act justly,
to love tenderly and to walk humbly with your God. (Micah 6:8)*

Children have a right to be free from abuse as well as a right to be listened to and heard. The Catholic Church is committed to promoting the safety, welfare and protection of children and takes all concerns, allegations, suspicions and disclosures of abuse² very seriously. To support this commitment, the Archdiocese of Armagh has identified a number of Safeguarding Children personnel³ as outlined at the end of this Standard. Together these personnel are committed to ensuring that the following procedures are adhered to if any concern, allegation, suspicion or disclosure is made that indicates a member of the Church staff (current or former) 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.

These procedures will be applied whether the alleged abuse is current or historical.

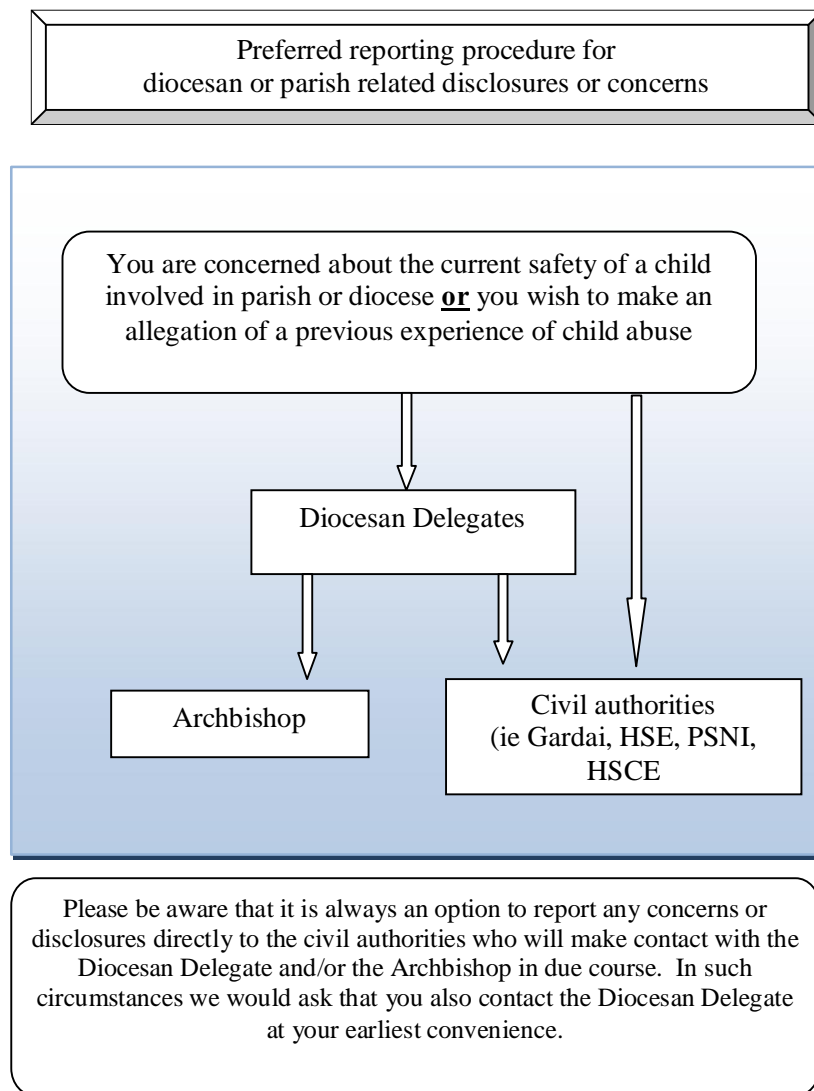
These procedures apply to:

- All church personnel (i.e. clergy, lay employees and volunteers);
- All church personnel are required to comply with this document when ministering to young people through the Archdiocese of Armagh. It applies to all aspects of parish and diocesan ministry in the Church whether within a church building, community work, pilgrimages, trips or holidays;
- It is the responsibility of everyone in the Archdiocese of Armagh to ensure that children who may need help and protection are not left at risk of abuse;
- The Reporting Flow Chart below refers to any child protection concern that involves a child in the community including where the concern is about a situation or person involved in the Church.

² The definitions of abuse are outlined in Appendix 1.

³ Contact information for the Diocesan Safeguarding Children Personnel can be found in Appendix 2 and is also available on the diocesan website.

Reporting Procedure Flow Chart



If a concern arises about a child or if a complaint is made about the behaviour of church personnel the following reporting procedures⁴ must be followed.

1. When a concern arises the information is given directly to the Diocesan Delegate. If a Parish Safeguarding Representative receives a concern he/she must pass the information immediately to the Diocesan Delegate.

⁴ The relevant contact information for reporting concerns can be found in Appendix 2 and on the diocesan website.

The details of the Diocesan Designated persons are:

Kate Acton

Armagh Diocesan Safeguarding Children
Offices
Archdiocese of Armagh
Cathedral Road
Armagh
Co Armagh
BT61 7QY

Tel: 02837 525592 (NI)
Tel: 04837 525592 (ROI)
Tel: 00353879374070 (NI)*
Tel: 0879374070 (ROI)*

Aileen Oates

Armagh Diocesan Safeguarding Children
Offices
Archdiocese of Armagh
Cathedral Road
Armagh
Co Armagh
BT61 7QY

Tel: 07895460797 (NI)*
Tel: 00447895460797 (ROI)*

** Please note, these contact numbers are exclusively for reporting concerns or making allegations in relation to safeguarding children.*

2. The Diocesan Delegate informs the Archbishop and the civil authorities⁵ without delay (contact information for the civil authorities can be found in the back section of this document).

3. In the event that the Diocesan Delegate is not available, or the circumstances of the complaint indicate that this action is not appropriate, the Parish Safeguarding Children Representative or other individual with a concern or allegation must contact the civil authorities directly. In this eventuality, the Diocesan Designated Person should be informed of the complaint as soon as practicable.

The guiding principle is that the safety of the child is always the most important consideration. Any allegation or concern regarding the abuse of a child should be treated seriously and for this reason it is important for anyone raising a concern to strictly follow the Diocesan Reporting Procedure, using the Diocesan Safeguarding Children Recording Form⁶ to record the relevant information. Particular care should be taken with regard to confidentiality and the sharing of information with appropriate people.

It is vital to remember that the safety and well-being of any children must be the paramount consideration in any investigation and children should never be put at further risk of harm by delay or inaction. The Church has a responsibility to pass on safeguarding children concerns about a child to civil authorities even when it does not concern church personnel directly.

⁵ In Northern Ireland the relevant civil authorities refers to the PSNI and the Health and Social Care Trust. In the Republic of Ireland it refers to An Garda Síochána and the Health Service Executive (HSE).

⁶ A copy of the recording form can be found in the Resource section (R12) and is available on the diocesan website.

Initial contact procedure

All those involved in dealing with an allegation or suspicions of abuse are required to record their conversations and actions. This includes the Diocesan Designated Person and, if reporting on behalf of the complainant, the person who reported the abuse or concern to the Designated Person. Below is the action that should be taken on receipt of a concern, suspicion, disclosure or allegation of abuse.

Remember - It is not your role to investigate.

1. If you receive a concern, suspicion, disclosure or allegation of abuse, you must act immediately and refer the matter to your Diocesan Delegate as soon as possible. The Diocesan Delegate will refer the complaint⁷ to the Health and Social Care Trust / Health Service Executive / An Garda Síochána / PSNI. The Diocesan Delegate will also inform the Archbishop / Auxiliary Bishop.

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 Care Trust (NI) or the Health Service Executive (RoI) as well as to the Delegate. Where the Child Care Team (RoI) are not available, An Garda Síochána should be contacted to ensure **that under no circumstances a child is left in a dangerous situation pending Health and Social Services intervention**. Consideration should, in all cases, also be given to whether an immediate referral is necessary in order to preserve and safeguard against the possibility of any loss, deterioration or destruction of potential evidence or forensic evidence.

2. 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, make a written record as soon as possible afterwards and in any case before the end of the day.
3. 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 Diocesan Delegate in case the referrer needs to ask questions later.
4. Details of your conversations and actions should be recorded on the ***Diocesan Safeguarding Children Recording Form***⁸. This initial recording will form the first entry in a file of information about the case which will be retained by the relevant Diocesan Delegate. It should be signed and dated by you. An Additional Recording Page has been added to the end of this Form which would normally include:

⁷ It is a legal requirement in the Republic of Ireland to report any concerns to An Garda Síochána and the Health Service Executive (HSE). In Northern Ireland it is required that any incident is reported to either the PSNI or the Health and Social Care Trust.

⁸ A copy of the recording form can be found in the Resources section (R12) and is available on the diocesan website.

- a. as much information as possible about the circumstances that led to the concern/allegation being raised and why the person is worried about the welfare and safety of the child or children;
 - b. any explanation offered to account for the risk, injury or concern;
 - c. details of any action already taken about the incident/concern/allegation;
 - d. any views expressed by the child's parent(s) or guardian(s) about the matter.
5. Do not be selective. Include detail which to you may seem irrelevant. It may prove invaluable at a later stage in an investigation.
 6. All original records, **including rough notes**, must be passed immediately to the relevant Diocesan Delegate. Any copies of records retained must be kept secure and confidential.
 7. Not all persons raising a concern will wish to go through the process described below. Nonetheless, information about the existence of a potential allegation **must** always be communicated to the Diocesan Delegate.
 8. It is important not to discuss the incident/concern with anyone other than those detailed in these procedures.

Giving children the confidence to speak out

For many complex reasons children, who are abused often, hide their experience and do not tell even the adults that they know and trust. One of the reasons may be that the child has experienced abuse in which an adult has exercised their control and power over them. The adult may also have used threats to harm them or their family if they do tell, or manipulated the child to believe they are at fault in some way, or the cause of the abuse, or that they are complicit and should be ashamed. Different children respond to different experiences, in different ways, but many children do not speak out about being abused.

In order for our Diocese to promote a safe culture and environment, in all activities, we must be sure that children know they can speak out and be listened to. It is important to remember that very young children, disabled children or children whose first language is not English may need extra help to understand the same messages as other children.

Responding to a child making an allegation of abuse

Children will occasionally tell an adult they are being abused if they feel they can trust this person. This happens for many reasons but the important thing to remember is they are telling you in the hope that you will act to stop it happening, even if they ask you not to do anything with the information.

If a child begins to tell you about abuse it is important that you:

Do

- stay calm

- listen carefully and take the child seriously
- ask questions for clarification only if you are unclear what the child is saying
- allow the child to continue at his/ her own pace
- reassure the child that, in disclosing the abuse, he/she has done the right thing
- tell the child he/she is not to blame for the abuse
- let them know you will do what you can to help
- report the child's disclosure to your leader-in-charge and the Diocesan Delegate immediately⁹.

As soon as possible, write down everything that you were told by the child, using his/her own words to describe the abuse¹⁰. Use the Diocesan Safeguarding Children Recording Form to do this. Sign and date this record and pass it onto the designated person.

Do not

- dismiss the concerns
- panic
- probe for more information/ask other questions
- promise not to tell anyone or say "you'll keep it a secret"
- make negative comments about the accused person
- make assumptions or speculate
- disclose details of the allegation to anyone else – even if the allegations involve them in any way.

Find an opportunity to explain that it is likely that this information will need to be shared with others and at the end of the discussion tell them what you plan to do next and with whom this information will be shared.

The one thing you MUST NOT do is NOTHING

Listen

Record

Consult

Remember: The person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred. That is a task for the professional safeguarding children agencies following a referral to them of the concerns about the child.

Guidance on how to respond to an adult making an allegation

Allegations of abuse come from adults as well as children, however the circumstance of the two disclosures differs. Adults may tell you about:

- abuse happening to them now – current;
- abuse that happened to them some time ago – historical;

⁹ In the absence of the Diocesan Delegate refer the complaint to the Health and Social Care Trust/Health Service Executive/ An Garda Síochána/PSNI.

¹⁰ For guidance on recording see Initial Contact Procedure Point 4 on page 8.

- something they've been told by someone else and that they strongly believe is true;
- seeing signs of abuse, such as physical injuries on a child;
- something that they have witnessed, such as the behaviour of an adult to a child that made them;
- feel uncomfortable.

It is often very difficult for adults to talk about abuse, so it is important to make sure that you are patient, listen carefully and attentively, and create a safe environment in which they feel able to tell you as much as they can remember. This will help those people whose responsibility it is to investigate the incident(s) do so as thoroughly as possible.

Where information is given in person, consider the following:

- listen carefully to that person, but do not ask intrusive or leading questions;
- stay calm. Take what the person, raising the concern, says seriously and reassure them;
- allow the person to continue at his/her own pace;
- check with the person, if necessary, 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, but listen carefully to what is being sought;
- explain these procedures and the referral procedures to the person;
- offer to accompany the person to the Support Person¹¹;
- 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 Care Trust / Health Service Executive / An Garda Síochána / PSNI to investigate. There must be no probing for detail beyond that which has been freely given.

Listening does not mean telling a person to stop when they are freely recalling events because some facts are only ever told once, the information given must be fully and accurately recorded. However, it is better that such detail is given directly to a professional from one of the Health and Social Care Trust / Health Service Executive / An Garda Síochána / PSNI to allow proper procedures to be observed and to avoid the distress of having to repeat the account more than once.

¹¹ The various Diocesan Safeguarding Children Roles are outlined in Appendix 3.

Anonymous allegations or concerns

Anonymous complaints are to be treated carefully. Anxiety and fear may prevent some people from revealing their identity immediately. It is sometimes difficult to act on information under these procedures unless at some point the name of the person raising the concern/making an allegation becomes known. The person raising the concern should be informed that anonymity might restrict the ability of professionals to access information or to intervene to protect a child. As much openness as possible should be encouraged.

Listening to a person who admits abusing a child

It is necessary to tell a person who admits an offence against a child or young person that such information cannot be kept confidential. If such an admission is made to you, even where the admission relates to something which happened a long time ago, you must refer the matter to the Diocesan Delegate as soon as possible, who will follow the procedures for referral to the Health and Social Care Trust / Health Service Executive / An Garda Síochána / PSNI.

This safeguarding structure represents the simplest way for the Church, as a whole, to ensure effective procedures and practices are in place to keep children safe and allows for these to be monitored regularly. Ensuring children are properly safeguarded requires co-operation and a willingness to work across traditional boundaries to ensure that any allegation or disclosure of abuse is handled compassionately, effectively and professionally.

Guidance on the Seal of Confession

Within the Sacrament of Confession practices need to be considered that ensure the safety of all those involved, at the same time as providing the required privacy for the person receiving the sacrament.¹²

A priest must be clear about the status of any conversation relating to an allegation of abuse and make sure there is no misunderstanding about whether the seal of confession applies.

Because of the obligations of the sacramental seal, no priest exercising a function under child protection procedures will celebrate the Sacrament of Penance with a respondent.

¹² A paper by Bishop McAreavey on 'How to safeguard children in the sacrament of penance' was distributed to all clergy ministering to the Archdiocese in 2009. Extracts from this paper have been included on the diocesan website and copies of the entire paper are available from the Diocesan Secretary.

Standard 3: Preventing harm to children

Jesus said, 'I am not asking you to remove them from the world, but to keep them from the evil one'. (John 17:15)

In order to prevent harm to children the Archdiocese has in place a recruitment and selection procedure, a code of behaviour for all ministering to children (i.e. those under 18 years of age) and recommendations for operating safe activities for children.

a) Recruitment and Selection

Good recruitment and selection procedures help identifying those suitable for the post. In recognition of this and in order to adhere to legislative requirements, in both jurisdictions, the Archdiocese has introduced the recruitment procedures outlined below. All church personnel should undergo the required recruitment procedure for the jurisdiction in which they live **and**, if different, the jurisdiction in which they are working.

A list of parish and diocesan roles that must undergo the recruitment procedures has been compiled by the diocese and a role description supplied for these. Parishes and diocesan groups can adapt these roles to fit their needs. Anyone unsure as to whether a person should undergo the recruitment procedure should contact the Diocesan Safeguarding Children Offices.

All church personnel (i.e. clergy, lay employees and volunteers) working with children in parish and diocesan groups must undergo the Recruitment and Selection Procedure below before taking up post.

- Receive a Role Description.
- Complete an Application Form (where necessary confirmation of qualifications should be sought).
- Supply two written references¹³.
- Complete a Declaration Form (this is a separate form for those resident in Northern Ireland and is included in the Garda Vetting Form for those resident in the Republic of Ireland).
- Produce evidence to verify identification as outlined in the diocesan application pack.
- Complete an Access NI/Garda Vetting Form.
- Sign a staff/volunteer agreement to undergo training and adhere to the Diocesan Code of Conduct.

It is also recommended that all staff and volunteers undergo an interview and complete a six month probationary period. The details of the interview should reflect the level of responsibility required. Groups should assign two people to meet with new applicants to explore information

¹³ While two references are required these can be from the Cardinal and Auxiliary Bishop in the case of Diocesan clergy. In the case of all visiting and relief clergy, their Diocesan Bishop or Provincial of their Order is required to supply written confirmation of their suitability for ministry with young people and vulnerable adults in the Archdiocese.

included in their application. Resource 5 of the National Board for Safeguarding Children's Standards and Guidance Document¹⁴ gives examples of child protection questions that could be included in a formal or informal interview.

In order to facilitate the Recruitment and Selection Procedures all parish/diocesan groups will need to have the following in place;

- a good collaborative relationship with the priests of the parish and the Safeguarding Children Representative(s);
- at least one Safeguarding Children Representative trained by the Diocesan Training Team to carry out the recruitment role;
- a safe processing and storage system within parish/diocesan premises.

The Diocese will support the area of Recruitment and Selection by:

- providing the necessary training for Safeguarding Children Representatives and all clergy;
- ensuring regular updated information is given to all those involved in the Recruitment and Selection Procedure;
- offering ongoing advice to Safeguarding Children Representatives;
- having in place a group to assess the suitability of applicants who have a query in relation to their references or Access NI/Garda Vetting Form.

b) Code of Behaviour

A code of behaviour is a clear and concise guide to what is and is not acceptable behaviour and practice when working with children. It is necessary to guide all staff and volunteers when working with children. A good code of behaviour protects children and staff. Below are the basic codes to be followed by all ministering to children in parish and diocesan groups. These should be given to staff/volunteers on completion of the Recruitment and Selection Procedure.

It is important for all employees and volunteers and others in contact with children to:

- treat the children and each other with courtesy, dignity and respect;
- provide an example of good conduct you wish others to follow;
- operate within the Church principles and guidance and any specific procedures as outlined in the Diocesan Policy and 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 contact 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.

¹⁴ Copies of the Standards and Guidance Document are available on <http://www.safeguarding.ie/downloads-1>

In general it is inappropriate (and therefore should be avoided) to:

- spend excessive amounts of time alone with children or away from others;
- take children to your home, especially where they will be alone with you.

Church personnel 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(ren) at risk of abuse;
- give their personal details to children unless absolutely necessary.

Church personnel 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 be in the same bed as a child with whom they are working;
- do things for children of a personal nature that they can do for themselves;
- participate in or condone the behaviour of children which is illegal, unsafe or abusive;
- consume alcohol while having responsibility for, or in the presence of, children taking part in church activities;
- use mobiles to make or receive calls or texts when responsible for the safety and well-being of children. This is unsafe practice which distracts from the responsibility of supervision;
- smoke in the presence of children taking part in church activities;
- use drugs or illegal substances while having responsibility for, or in the presence of, children taking part in church activities;
- act in ways intended to shame, humiliate, belittle or degrade;
- engage in rough play with each other or with children;
- discriminate against, show different treatment or favour particular children to the exclusion of others.

In order to ensure the Code of Behaviour is adhered to all parish/diocesan groups will need to:

- ensure adequate information is given to all those involved in ministering to children;

- distribute a copy of the Code of Conduct to all staff and volunteers as part of the Recruitment Procedure;
- display the Code of Conduct in all parish premises;
- make copies of the Code of Conduct available for children and parents/guardians;
- monitor parish groups and those groups using parish premises.

The Diocese will support good practice by:

- providing the necessary training for Safeguarding Children Representatives and all clergy;
- distributing copies of the Code of Conduct to all clergy and Parish Representatives;
- offering support to individuals or groups in the implementation of good practice;
- responding promptly to any concerns reported and reviewing practice and the content of the Code of Conduct regularly.

It is also recommended that a Code of Behaviour for all activities is developed with children. Guidance in this area can be sought from the Armagh Diocesan Youth Commission or the Armagh Diocesan Youth Director.

c) Operating safe activities for children

Safety is of prime importance during any activity. This is not just the responsibility of the leader in charge but of every worker including the Safeguarding Children Representative and the priests of the parish. All church personnel should be aware of the following guidelines when preparing safe activities for children (under 18 years).

- Adequate supervision ratios should be maintained at all times with at least two adult supervisors at all times. The Archdiocese adheres to the recommended ratios outlined by the NBSCCC which are:

Under 8 years

0 to 2 years = one adult supervisor for 3 children

2 to 3 years = one adult supervisor to 4 children

3 to 7 years = one adult supervisor to 8 children

(6 children for outdoor activity, 4 for pilgrimages/residentials)

8 years and over

Two adult supervisors to 20 children (15 children for outdoor activity).

There should be one additional adult supervisor for every 10 children.

For *residentials and pilgrimages* this ratio should be decreased to one adult supervisor for every five children. This is to allow for adequate time off for all leaders.

Under no circumstances should a leader work alone with a child or young person.

- Personal details of children should be sought as part of the registration process and permission slips must be completed for all activities. One person should be assigned the responsibility for the storage of this information and he/she should ensure that it is stored safely.
- Contact details in case of emergency should be accessible during all activities for all young people and leaders.
- Care will be taken to ensure that in working with mixed gender groups leaders will be drawn from both genders.
- There will be a clearly designated leader within each group with whom children and other leaders can raise concerns.
- No matter how well you know a building you should always have an initial look around the premises you are about to use and identify any possible dangers e.g. a stack of chairs which could topple, an electric cable which could trip and cause an accident.
- Be aware of the location of fire exits and ensure that they are not obstructed. Occasional fire drills should be conducted to ensure that all children and church personnel know what evacuation procedure to follow in the event of a real fire. Know where the nearest fire extinguishers are located. Remember, in the event of a fire, evacuating the building and saving life is much more important than fighting a fire.
- Know where the nearest accessible telephone is especially when on outings or residential/pilgrimages. A telephone should, where possible, be installed on the premises for safety purposes. Do not rely on mobiles in more remote areas.
- There should be a First Aid kit stored on all premises and brought on all outings. It is recommended that all groups have someone with a First Aid qualification.
- All leaders should be aware of the medical history of children in the group. If children are currently taking medication they should carry a medicine schedule in their medical kit. If a member of church personnel is required to administer medication to a child this requires written consent from the parent/guardian and doctor. Workers should seek to obtain information concerning allergies and reaction to foods e.g. peanuts. Medication should be clearly marked, out of reach of children, and securely locked away.
- During games or ðicebreakersö be aware of the risks of physical injury and the issue of individual personal space and guard against these.
- When using special equipment for your programme, e.g. for ðone offø activities, such as trampolining or bouncy castle, ensure there is adequate supervision by trained workers. You may also require special insurance to cover these higher risk activities. Be aware of the physical environment and remove/avoid items which may cause injury during the said activity. If the organisation is undertaking what is deemed to be high risk activities the leaders/helpers must seek written permission from parents/guardian in advance.
- Areas where maintenance work is taking place should never be used for activities with children.
- The Archdiocese has a standard form for reporting accidents and incidents which is included in the forms section of this policy and is available on the diocesan website.
- This Form should be used by all groups/organisations who are complying with the Diocesan Policy for Safeguarding Children. Each parish should have a procedure for reporting any accidents or incidents including an identified person who is responsible for the monitoring and storage of all accident/incident forms.

Additional Good Practice Guidelines for pilgrimage/residential programmes

The pilgrimage/residential nature of some activities require particular consideration to the area of safeguarding children. Parents/carers are placing their children in the care of church personnel at this time and it is imperative that practice on such residential/pilgrimages ensures safety and

presents a good role model to children. Particular care should be given to ensure that Church personnel are supported in this ministry. As such the points above in relation to safeguarding children and ensuring a safe environment are to be adhered to. The guidelines outlined below are additional guidelines to be adhered to on pilgrimages and residential programmes:

- when seeking personal details of children permission to make decisions in medical emergencies must be included;
- it is recommended that a visit to the accommodation and activities area happens prior to the pilgrimage/residential. During this time a Risk Assessment should be carried out into the premises and activities the children will be involved in;
- a meeting should be held with parents/guardians in advance of the departure date and all information regarding travel details, programme content and emergency contact information should be supplied to them;
- where the environment is new to church personnel and children, the premises should be assessed on arrival and extra care given to familiarising the group with housekeeping details such as the location of fire exits and extinguishers;
- a rota of responsibility should be drawn up with and for leaders ensuring adequate time off for all. At all times the supervision ratios should comply with the recommended ratios under Standard 3 Part c (i);
- the issue of supervision can be challenging when away from home. It is important to recognise however, that in this environment, especially, children should be well supervised;
- at least two of the leader team should have an up to date First Aid qualification. It is the responsibility of the First Aiders to ensure that they know the location of the local medical facilities and contact numbers and are familiar with the location and travel requirements for the local hospital and primary care doctors/nurses.

In order to ensure a safe environment for children at home and abroad all parish/diocesan groups will need to:

- ensure the guidelines above are adhered to and that all groups/organizations are kept up to date on the relevant recommendations and required forms for reporting;
- report any concern regarding the suitability of a building for use with children;
- respond promptly to any concerns reported and review suitability of premises or practice.

The Diocese will support parishes and diocesan groups to ensure a safe environment by:

- providing the necessary updates in relation to recommended supervision ratios and necessary forms for incidents and accidents to Safeguarding Children Representatives and all clergy;
- offering support to individuals or groups in the implementation of good practice;
- responding promptly to any concerns reported and reviewing practice and the content of the Code of Conduct regularly;
- developing guidance material in relation to the use of internet, e-mail, mobile phone and photography. (Due to the ever changing nature of new technology these guidelines have

been included in Appendix 4 rather than being included in the main body of the Diocesan Policy and Procedures.)

Standard 4: Training and education for keeping children safe

‘The fully trained disciple will always be like his teacher.’ Luke 6:40

The Archdiocese will ensure that all diocesan and parish personnel will develop and maintain the necessary attitudes, skills and knowledge to keep children safe.

All diocesan and parish employees and volunteers who come into contact with children and vulnerable adults have a role to play in their safety. To carry out this role confidently and effectively they need training in child protection issues that will also provide them with knowledge and skills to keep children safe.

- The Diocese will provide two nine-hour *Keeping Safe* training courses annually. One in the northern part of the Diocese and one in the southern part of the Diocese. These courses will include attendance records as well as evaluation forms to ensure quality control. Information about this training will be through the diocesan website, the ad clerum (information circulars to clergy), parish bulletins and letters to priests and Safeguarding Children Representatives.
- The *Keeping Safe* accredited trainers¹⁵ are committed to keeping children safe as well as keeping themselves informed about issues related to safeguarding children and vulnerable adults. They will do this by attending courses, workshops and conferences. Relevant information will then be shared with Safeguarding Children Representatives and priests.
- The Diocesan Safeguarding Children Committee will ensure there is ongoing training and pastoral care of Safeguarding Children Representatives and priests in keeping children safe. The committee will organise bi-annual meetings of representatives and priests either collectively or in their Pastoral Areas.
- A training programme is in place for all parish personnel who will come in contact with children and vulnerable adults. This programme takes the form of a parish information evening. The Diocesan Training Team along with the Committee for Safeguarding Children is committed to developing this programme and will review it regularly.
- On behalf of the Diocesan Committee for Safeguarding Children, the Training Co-ordinator and/or representatives of the Training Team will actively participate in national Church training networks through the *Keeping Safe* programme and the National Board for Safeguarding Children in the Catholic Church in order to ensure that the archdiocese is implementing an appropriate and up to date training programme.

¹⁵ A list of the diocesan trainers is available on the diocesan website

The Training Programme for Safeguarding Children Representatives and clergy is a nine hour programme including:

- information on Safeguarding Children and Legislation (NI and RoI);
- signs and symptoms of abuse;
- good practice in recruitment & selection, management & supervision and training;
- Code of Behaviour for those working with children;
- dealing with allegations or suspicions of abuse;
- creating a safe environment for children.

Standard 5: Communicating the Church's Safeguarding Message

Jesus said, 'I must proclaim the Good News of the Kingdom of God.' (Luke 4:43)

Communication is a key area of importance when ensuring the safety of children, young people and vulnerable adults in our diocese. Care should be taken and systems implemented to ensure that all those with particular responsibility for children, young people and vulnerable adults, and indeed all those in the church, know the key personnel and recording systems in the Diocese.

The following information is to be communicated in the Diocese:

- any concerns or disclosures of abuse;
- the contents of this document;
- updates on developments in relation to civil law, procedures and diocesan progress in safeguarding children;
- the contact information of relevant personnel in the area of safeguarding children and vulnerable adults;
- the passing of information between the Diocesan Committee for Safeguarding Children and the NBSCCC;
- the experience in parishes and diocesan groups.

Any concerns or disclosures of abuse

The procedures to be followed and the requirements and recommendations for communication in this area are outlined in Standard 2.

The Diocesan Policy and Procedures for Safeguarding Children

The Diocesan Committee for Safeguarding Children has a responsibility to review the Diocesan Policy and Procedures in line with the recommendations of the NBSCCC and to ensure that all Safeguarding Children Representatives and clergy are familiar with its content and aware of any updates. Supplementary information is included on the diocesan website (www.archdioceseofarmagh.com).

The Safeguarding Children Representatives have a responsibility to ensure that all those working with children, young people and vulnerable adults in their parish/group are familiar with and adhere to the Diocesan Policy and Procedures and have a copy of the shortened version of the Policy when provided by the Diocesan Committee.

Updates on developments in relation to civil law, procedures and diocesan progress in safeguarding children

This is the responsibility of the Diocesan Safeguarding Children Committee through the trainers and Delegates. The Diocesan Committee will be responsible for communicating these changes

to the Safeguarding Children Representatives/Committees who will in turn be responsible for communicating it to all personnel in the parish or diocesan group.

The contact information of relevant personnel in the area of safeguarding children and vulnerable adults

Contact details for the Delegates, the Training Coordinator and the Chairperson of the Safeguarding Children Committee are listed in Appendix 2 and should be widely distributed throughout the Diocese. Posters will be designed by the Diocese with the contact details of the Delegates and forwarded to all parishes. It is the responsibility of the priests of the parish and the Safeguarding Children Representatives to ensure they are clearly visible in all parish (and where applicable diocesan) premises. Once distributed, additional copies will be available from the Diocesan Secretary. The contact details for the Delegates will also be available on the diocesan website and the NBSCCC website.

Contact information for the Diocesan Committee for Safeguarding Children and the Training Coordinator will be available on the diocesan website and distributed regularly to Safeguarding Children Representatives.

Contact information for the Safeguarding Children Representatives is to be displayed on the diocesan website under the information for each parish and in poster form in the parishes. Safeguarding Children Representatives should be sure to update the relevant Diocesan Safeguarding Children personnel of any changes in contact information who will in turn update the diocesan website. It is the responsibility of the Safeguarding Children Representatives and the priests of the parish to ensure that the posters are displayed on parish premises and the information is accurate

The passing of information between the Diocesan Committee for Safeguarding Children and the NBSCCC

The NBSCCC and the Diocese will communicate through the Bishops' Conference, the Committee for Safeguarding Children, the Diocesan Delegates and the training team. This information will be fed through to the Diocesan Committee and shape any developments in Diocesan Policy or Procedures.

The experience in parishes and diocesan groups

The regular meetings of Safeguarding Children Representatives give opportunity for sharing experiences and identifying common issues. This may be done in a formal manner through the agenda and over refreshments. Safeguarding Children Representatives may wish to form their own support relationships. It is important in this sharing to adhere to the guidelines on confidentiality.

Methods of communication will include:

- a newsletter for safeguarding children representatives and clergy;
- the diocesan website;
- bi annual meeting of the Safeguarding Children Representatives will take place either in Pastoral Areas or at diocesan level;
- regular updates at the clergy conferences;
- annual diocesan update;
- Day to day support of Safeguarding Children Representatives and clergy by members of the Diocesan Committee for Safeguarding Children.

Standard 6: Access to advice and support

'If we live by the truth and in love, we shall grow in all ways into Christ, who is the head by whom the whole body is fitted and joined together, every joint adding its strength, for each separate part to work according to its function. So the body grows until it has built itself up, in love.' (Eph 4:16)

The Church is committed to ensuring that advice and pastoral support is available to help church personnel and volunteers play their part in safeguarding children.

When an allegation of abuse is made against a member of the Church e.g. priest, religious, employee or volunteer, it can have a major impact on the parish, congregation, church organisation and personnel. The Archdiocese of Armagh is committed to offering pastoral support to all those people involved, such as victims and their family or accused and their family.

It is important that the pastoral support offered is appropriate to whether an allegation concerns current or historical abuse. Pastoral support offered must not compromise any future enquiries or put children at further risk.

Support and advice for those who have been abused

Children need someone to turn to when they are being abused as do adults and children who have been abused in the past. Often they do not know where to go for help so the Archdiocese, through the Delegates, will provide information about where and how to get help and advice on these matters.

All children are vulnerable but some, such as disabled children or children with communication difficulties are particularly vulnerable. The Archdiocese is committed to working in partnership with relevant agencies/organisations to develop alternative ways of enabling those children and adults with special needs to access information and support e.g. braille, interpreters or identifying experienced workers in the area who can assist if required.

Support and advice for those who have abused

The Archdiocese of Armagh will appoint an Adviser to offer pastoral support to those who have abused as they go through the reporting and civil investigative procedures.

It is also strongly recommended that the perpetrator of abuse will seek appropriate remedial and therapeutic help to enable him/her to face up to the reality of abuse to minimise the risk of reoffending, as well as promoting healing in a manner which does not compromise children's safety.

Contact information for relevant agencies/services which are available to provide assistance, respond and give support to all children are included in Appendix 2. Children and adults can seek advice and support for a range of issues, not just about abuse. This may include issues

regarding: teachers; parents/ carers; bullying; relationship problems; medical advice and legal advice.

Standard 7: Implementing and monitoring the Standards

*'We do nothing that people might object to,
so as not to bring discredit on our function as God's servants.'* (2Cor 6:3)

The Archdiocese of Armagh recognises the importance of a Policy and Procedures for Safeguarding Children as a living document. As a result this document has been designed to guide and support those involved in ministry to children in the Archdiocese. In order to ensure its effectiveness and the ongoing implementation of the guidelines herein the Archdiocese commits to:

- provide the required financial resources for the implementation of the policy;
- support the needs of those with roles in safeguarding children through the Committee for Safeguarding Children;
- review the document every three years or more frequently if there are changes in legislation or ministry to children in the Archdiocese or there is a need to review it after an incident has taken place;
- develop the areas identified in the current action plan for the Committee for Safeguarding Children and reviewing this plan at the quarterly meetings;
- ensure accurate records are kept of any incidents, allegations or concerns that are reported to the Delegates.

APPENDICES

Appendix 1

What is Child Abuse?**Recognising the various types of Abuse**

The recognition of child abuse is never easy or straightforward even for those professionals who work in this area. Nevertheless it is important that those working with children are aware not only of the different types of abuse, that a child may experience, but also that a child may suffer more than one type of abuse. Abuse is normally categorised under four broad headings: physical abuse; emotional abuse; sexual abuse and neglect. Those working with children need to be aware of the general indicators of abuse, which can be divided into both behavioural and physical signs.

General indicators of abuse**Physical Abuse**

Where children are hurt by ill-treatment or deliberate or neglectful failure to prevent injury or harm. Common indicators may include:

- É unexplained recurrent injuries or burns;
- É unlikely or improbable explanations for injuries or a refusal to explain;
- É self destructive tendencies;
- É fear of physical contact, or shrinking back if touched.

Emotional Abuse

Where children are persistently or severely emotionally neglected or rejected, for example, by not being shown enough love and attention, made to feel worthless, or being intimidated by threats or taunts. Signs of emotional abuse include:

- É delays in physical, emotional and social development;
- É extreme fear of new situations;
- É poor self esteem and sense of own worth;
- É over reaction to mistakes;
- É inappropriate response to pain;
- É neurotic behaviour.

Sexual Abuse

Where children are encouraged or forced to observe or participate in any form of sexual activity ranging from exposure to pornographic literature, pornography on the Internet, to inappropriate touching for the purposes of arousal or gratification and sexual intercourse.

Symptoms of sexual abuse include:

- É sexual knowledge inappropriate for the child's age and level of understanding;

- É sexualised behaviour towards self or others;
- É regression to younger behaviour patterns such as thumb sucking;
- É self mutilation, suicide attempts, running away, overdoses, anorexia;
- É sudden loss of appetite or over eating.

Neglect

Where children's physical and/or psychological needs are persistently and/or severely neglected, with a failure to protect a child from exposure to any kind of danger. Signs of neglect include:

- É constant hunger;
- É inadequate clothing;
- É constant tiredness, pale and generally unkempt appearance;
- É poor personal hygiene.

The indicators outlined above should only be considered as a general guide to the types of abuse experienced by children. In all cases of abuse an assessment will need to be carried out by a range of Social and Health professionals in order to gain an understanding as to what may be happening to a child. Injuries alone are not proof of abuse. Suspicion and concerns should be raised if there is:

- É a history of injuries,
- É delay in adults seeking treatment for a child who has been harmed,
- É inadequate or inconsistent explanations, or
- É a child being blamed repeatedly for causing the injuries.

Appendix 2

Contact details for Safeguarding Children (Diocesan and Statutory)

Armagh Diocesan Safeguarding Children
Key Personnel Contact Information

Kate Acton

Diocesan Designated Officer

Armagh Diocesan Safeguarding Office
Archdiocese of Armagh
Cathedral Road
Armagh
BT61 7QY

Tel: 0879374070 (ROI)
+353879374070 (NI)
E-mail: kate@armaghyouth.com

Aileen Oates

Diocesan Designated Officer

Armagh Diocesan Safeguarding Office
Archdiocese of Armagh
Cathedral Road
Armagh
Co Armagh
BT61 7QY

Tel: 07895460797 (NI)
00447895460797 (ROI)

Kate Acton

Diocesan Training Coordinator

Armagh Diocesan Safeguarding Office
Archdiocese of Armagh
Cathedral Road
Armagh
BT61 7QY

Tel: 028-37523084 (NI)
048-37523084 (ROI)
07841101687 (NI)
00447841101687 (ROI)
E-mail: kate@armaghyouth.com

Sr Loretto McKeown

Chairperson of the Safeguarding Committee

Convent of Mercy,
Catherine Street,
Newry
BT35 6JG

Tel: 028-30257095 (NI)
048-30257095 (ROI)
028-30264964 (NI)
048-30264964
E-mail: slmck@hotmail.co.uk

*These numbers are exclusively for emergencies
in relation to Safeguarding Children.

Safeguarding Children Contact Details for Relevant Agencies and Services

Below is contact information for relevant agencies/services which are available to provide assistance, respond and give support to all children. Children and adults can seek advice and support for a range of issues not just about abuse. This may include issues regarding: teachers, parents/ carers, bullying, relationship problems, medical advice and legal advice.

Northern Ireland

PSNI Tel: 0845600800

This is a centralized number. 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.

The Health and Social Care trusts in Northern Ireland have Gateway services in all departments including the Children's Social Work department. Anyone reporting a concern or making an allegation of abuse should contact this service. Contact information for these departments in each of the five Health and Social Care Trusts are outlined below:

GATEWAY SERVICES: Tel: 08007837745

Gateway is a social work service for children and families.

NSPCC

CHILDLINE: Tel: 08001111

Help for adults: Tel: 08007837745

SOUTHERN HEALTH AND SOCIAL CARE TRUST

Gateway Services (Armagh, Coalisland, Ballygawley, Dungannon, Markethill, Moy, Portadown and Newry)

Tel: 08007837745 (9.00am to 5.00pm)

Out of hours Emergency Service

Tel: 02838334444 (ask for duty social worker)

NORTHERN HEALTH AND SOCIAL CARE TRUST

Gateway Services (Cookstown, Lissan, Magherafelt and Pomeroy)

Tel: 03001234333 (9.00am to 5.00pm)

Out of hours emergency service

Tel: 02894468833 (ask for duty social worker)

WESTERN HEALTH AND SOCIAL CARE TRUST

Gateway Services (Carrickmore and Beragh)

Tel: 02871314090 (9.00am to 5.00pm)

Out of hours emergency service

Tel: 02871345171 (ask for duty social worker)

RAPE CRISIS & SEXUAL ABUSE CENTRE (NI)

29 Donegal Street

Belfast

BT1 2FG

Helpline: 02890 329002

Phone: 02890329001/2

Fax: 02890329001

FAOISEAMH HELPLINE was set up in February 1997 to listen to and, if required, arrange face-to-face counselling for victims of abuse by members of religious orders. Faoiseamh is completely private and confidential except with the express wish of a particular client to provide further contact.

The operational hours of the Helpline are ó

Monday and Wednesday 11.00 a.m. to 8.00 p.m.

Friday 11.00 a.m. to 4.00 p.m.

An answering machine service is available at all other times and any messages are followed through on next open dayø

Freefone: 0800 973 272

Republic of Ireland

DUNDALK Health Service Executive (HSE)

Tel: 0429392200 (9.30am to 5.30pm, lunch 1.00pm to 2.00pm)

After hours contact Garda Station

Dundalk Tel: 0429335577

DROGHEDA Health Service Executive (HSE)

Tel: 0419833163

After hours contact Garda Station

Drogheda: Tel: 0419836919

Ardee: Tel: 0416853222

ISPCC

CHILDLINE Tel: 1800666666

Other enquiries Tel: 016767960

RAPE CRISIS & SEXUAL ABUSE CENTRE (NE)

PO Box 72
Clanbrassil Street
Dundalk
Co Louth

Helpline: 1800 212122

Phone: 0429339491

Fax: 0429339491

FAOISEAMH HELPLINE was set up in February 1997 to listen to and, if required, arrange face-to-face counselling for victims of abuse by members of religious orders. Faoiseamh is completely private and confidential except with the express wish of a particular client to provide further contact.

The operational hours of the Helpline are ó
Monday and Wednesday 11.00 a.m. to 8.00 p.m.
Friday 11.00 a.m. to 4.00 p.m.

An answering machine service is available at all other times and any messages are followed through on next open day.

Freefone: 1800 33 1234

Remember: Anyone involved in working with children in the Archdiocese of Armagh, including the Diocesan safeguarding children personnel can access specialist advice about protection issues from the National Board for Safeguarding Children.

Postal Address:

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

Appendix 3

Various Safeguarding Children Roles in the Diocese

The paragraphs below outline the roles of personnel within the Archdiocese that form the essential elements of the safeguarding framework. Those fulfilling any of the roles listed below must abide by the highest possible standards of professional conduct in all aspects of their work, including the maintenance of confidentiality.

1. Safeguarding Representative

All parishes and diocesan groups will have at least one Safeguarding Children Representative assigned by the Parish Priest/Administrator or the group's Committee. It is recommended that larger parishes or diocesan organisations have a Safeguarding Children Committee. The clergy and Safeguarding Children personnel in some Pastoral Areas may also wish to work together to address the issue of Safeguarding Children. This partnership approach is supported by the Diocesan Committee for Safeguarding Children.

The position of Safeguarding Children Representative is voluntary. All those accepting the role must undergo the Recruitment and Selection Procedure through the Diocesan Office and attend training organised by the Diocesan Training Team. Regular updates and network meetings will be planned by the Diocesan Committee. Safeguarding Children Representatives are expected to attend these meetings. Updates and advisory leaflets will also be available on the diocesan website.

The responsibilities of the Safeguarding Children representative are:

- É to promote awareness of the Diocesan Policy and Procedures for Safeguarding Children;
- É to ensure that all parishioners have ready access to contact details of the Diocesan Delegates and other relevant agencies;
- É to support or facilitate anyone in their parish/diocesan groups working with children and/or vulnerable adults;
- É to attend Safeguarding Children Representative meetings arranged within Pastoral Areas or at diocesan level.

Each parish and diocesan group working with children must have a Safeguarding Children Representative who takes responsibility for training and a Safeguarding Children Representative who takes responsibility for the recruitment process. A Safeguarding Children Representative may fulfill both roles in their parish/diocesan group. The additional responsibilities of these roles are outlined below:

Recruitment and selection

- To ensure the parish carry out the Diocesan Requirements for Recruitment and Selection for all staff, whether paid or unpaid, in their parish/diocesan group. This will include two way communication with the diocesan personnel implementing the Recruitment Procedures.

Training

- To ensure that all those people in the parish working with children and/or vulnerable adults attend an information evening on good practice.
- To liaise with the Diocesan Training Coordinator in the implementation of the Diocesan Strategy for Training.
- To arrange training dates and venues for parish/group volunteers.

The overall responsibility for safeguarding children in any Church Organisation remains with the relevant church authority, such as the Parish Priest/Administrator.

Any safeguarding concerns raised with a Parish Safeguarding Representative should immediately be passed on to the Diocesan Delegate.

2. Diocesan Delegate

The Diocesan Delegates are appointed by the Archbishop and should be widely identified so that everyone knows who to go to if they have a concern regarding the safeguarding of children, including a concern about a child or disclosure of abuse by a child or adult. One way of doing this is to ensure that his/her details are highlighted in parish/congregational websites and at the back of all churches.

The role of the Diocesan Delegate is:

- É to hear any concerns relating to safeguarding children, including any disclosures or allegations of abuse, and take responsibility for managing the response to that concern or disclosure, from start to finish. This would include the preliminary internal inquiry and referral to the Health and Social Care Trust / Health Service Executive / An Garda Síochána / PSNI, and any subsequent internal investigations. Specific procedures have been drawn up for the Diocesan Delegates to follow and these can be made available on request;
- É to ensure that the person raising a concern, disclosing abuse, or making an allegation and anyone who is implicated are regularly informed about the progress of the inquiry process;
- É to liaise with the National Office and have an overview of all matters dealt with under these procedures within the Archdiocese;
- É to carefully record all steps undertaken as part of these procedures.

The Archbishop has appointed two **Diocesan Delegates** who can act in the event that one Diocesan Delegate is not able to deal with a concern/allegation, where there may be a conflict of interest, or where they are unavailable due to absence or incapacity.

3. Diocesan Safeguarding Committee

The Archbishop has established a Safeguarding Children Committee. Their role is primarily focused on creating, maintaining and monitoring a safe environment for children in all aspects of church life and activity and for advising on the human resources required for implementing best Safeguarding Practice across services. Their role is supportive and developmental. It is not related in any way to the management of individual cases of suspected or alleged abuse.

The Safeguarding Committee has responsibility for:

- É the provision of training;
- É the safe recruitment of volunteers and staff within the archdiocese;
- É regular review of the Diocesan Policy and Procedures for Safeguarding Children as and when required;
- É communication and promotion of all aspects and developments in relation to Safeguarding Children in the Archdiocese.

4. Advisory Panel

The consultative Advisory Panel has been appointed by the Archbishop in order to advise and assist him at all stages of the investigative process into alleged abuse.

The Panel provides a consistent and accessible source of guidance, through a process of risk assessment, for the Archbishop who is charged with specific responsibilities for decision-making in response to alleged or actual child abuse involving a priest or religious.

The Advisory Panel provides advice on:

- É the complaint itself;
- É ensuring the safety and welfare of the child(ren) remains paramount;
- É the appropriateness of providing help to a child making an allegation and to the family of the child;
- É the appropriateness of the respondent continuing in his or her present pastoral assignment, having regard to the paramount need to protect children;
- É how the right of the respondent to a fair trial, on any criminal charge, may be preserved and his or her good name and reputation may be appropriately safeguarded;
- É whether a specialist Risk Assessment of the respondent should be sought;
- É the needs of a parish or other community in which a respondent has served;
- É the needs of the wider community, including the appropriateness and timing of any public statement.

The Panel creates a record of its recommendations and notes the matters upon which it has been asked to advise and the documents which it has considered.

5. Support Person(s)

A Support Person(s) is appointed by the Archbishop to those who make an allegation/disclose abuse under these procedures. The person (who can be a child or adult) making the allegation will be offered a choice between a male or female Support Person.

- É The role of the Support Person(s) is to assist, where appropriate, with communication between the child or adult making an allegation/disclosure and the Diocesan Delegate.
- É To facilitate the child or adult in gaining access to information and help.
- É To represent their concerns during the inquiry process.

The Archdiocese will provide appropriate training to the Support Person. The Support Person(s) is not a counsellor to the child or adult, and must not be or act as their therapist. Support Persons must 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 ongoing vulnerability during this process.

In addition, the Support Person should:

- É consider any wishes of the child or adult disclosing abuse, in regard to a pastoral response by the Church to his or her family;
- É be available to the child or adult throughout the course of the inquiry process, and thereafter as required;
- É ensure the child or adult is kept informed of developments in relation to them;
- É represent the wishes and any therapeutic needs of the child or adult to the Delegate, as required;
- É arrange, if considered helpful, a meeting between the child or adult and the Archbishop.

Under no circumstances should the same Support Person be provided for the child or adult making the allegation/disclosure of abuse and for the respondent.

6. Adviser(s)

The Archbishop will appoint an Adviser(s) to be available to the respondent. Advisers shall represent the needs of the respondent to the church authority and assist, where appropriate, with the care of the respondent and with communication between the respondent, the Delegate and the church authority/church organisation. The respondent's Adviser shall not be the respondent's therapist or spiritual adviser. Advisers should be particularly alert to the sense of isolation and vulnerability which a respondent may experience following an allegation of this nature. He or she will:

- accompany, if so requested, and be available after the respondent's meeting with the church authority and the Diocesan Delegate;
- inform the respondent of his or her right to obtain advice in civil and Canon Law;
- identify any therapeutic or other needs of the respondent and suggest how these may be met;
- consider the wishes of the respondent in regard to a pastoral response by the Church to his or her family;
- be available to the respondent throughout the inquiry process and thereafter as required;
- ensure that the respondent is kept informed of developments in regard to the inquiry;
- represent the needs and wishes of the respondent to the Delegate, as required. Appropriate training is provided to the Adviser.

Under no circumstances should the same Support Person be provided for the child or adult making the allegation/disclosure of abuse and for the respondent.

Appendix 4

Guidelines on use of modern technology when working with children**Use of photography and video**

The use of photography and video is an issue of great concern among those working with children. The Archdiocese recognises that every parish has their own arrangements in relation to its use in schools, youth groups and for the sacraments however the guidelines have been devised below to aid parishes and diocesan groups:

- É it is always good practice to seek written permission from a parent or guardian before taking any photographs or video footage of children. This written permission must be sought from the parent/guardian or the person who owns the photograph before it can be displayed on promotional materials or websites. This can be incorporated in the registration form when a child joins a group (template permission Resource 10);
- É neither names nor any personal information should be displayed alongside any photographs;
- É special consideration should be given where taking photographs or video footage might be misinterpreted, or the images could be seen as provocative (eg beach trip or gymnastics display etc). It is not to say, however, that with the right planning, these events cannot be recorded and enjoyed.

Photography and video recording are important methods of recording social activity and providing an historic record ó illustrating and validating important moments in people's lives. This process is a powerful and personal one, and therefore, we must respect the rights of everyone to make the choice whether or not to be photographed.

Use of mobile phones

The use of mobile phones for communication is growing rapidly and many young people use their own personal mobile. In addition to this many mobiles can be used for photography and video as well as for the internet. It is therefore important for groups to be very clear on their stance in relation to use of mobile phones for church personnel.

The following guidelines are recommended:

- É when responsible for the supervision and safety of young people church personnel should not use mobile phones, for social or business purposes, unless in the case of emergency. To do so before we would consider this to be both unsafe and inappropriate conduct. Anything which compromises the ability to maintain a safe environment and give full attention to the supervision of children should be actively discouraged;
- É most mobile phones have a facility to take photographs and videos which can be immediately uploaded onto the web or social networking sites without permission. Therefore, group leaders should discourage the use of mobile phones during church activities. The group may wish to produce a mobile phone Code of Conduct to ensure safe usage;
- É mobile phones with photographic and video facilities are not to be used in changing facilities or residential accommodation;

É contacting children by phone, text or e-mail should never be undertaken without parental knowledge or consent. Additional communication should be directed to the child's parent/guardian.

There are situations when access to a mobile phone will make a positive contribution to the safety and welfare of children, particularly when an emergency occurs.

Use of the internet and e-mail in Church

Many parishes and diocesan groups have websites and use e-mail as a form of communication with children and families. Through these websites they give information on many things including Catholic faith and social teaching, parish and diocesan activities, activities organised by other agencies whether community or faith based and give links to other websites. Information relating to groups working with young people should only be included in diocesan/parish websites if they adhere to a child protection policy which has been sent to the Diocesan Training Team for approval.

Acceptable internet use policy

Use of the internet by church personnel to promote, inform and educate, is encouraged where such use supports the ethos of the Archdiocese. It is the responsibility of those church personnel using the internet and the Parish Priest/Administrator/Diocesan Contact Person for each of the diocesan groups to ensure that they:

- É comply with current legislation;
- É use the internet in an acceptable way.

It is recognised that many young people communicate through social networking sites and personal e-mails. This method of communication is generally not shared with parents/guardians. It is therefore the responsibility of the group leader/organiser to ensure that any information shared with a child through a social networking relationship or through e-mail is shared with parents. Advice in this area can be sought from the Diocesan Youth Director. The following are some guidelines to follow:

- É all e-mails sent and received from children should be retained for 2 years;
- É young people should only be contacted by group e-mail and should also be forwarded to parents;
- É it is the right of each individual to decide who has access to their e-mail address. All e-mail providers offer a BCC function which allows the sender to send an e-mail to many people without revealing the addresses of the other people receiving the e-mail. In order to ensure the privacy of children and parents/guardians, individual addresses from group e-mails should be sent using the BCC box. If you are unsure how to do this contact the Diocesan Office or the Youth Ministry Office and someone will advise you;
- É group e-mails should give individuals the opportunity to have their contact details removed from the list by including a statement such as: "If you wish to be removed from this e-mail list please contact the administrator".

Unacceptable internet use

In particular the following is deemed unacceptable internet use or behaviour:

- visiting internet sites that contain offensive, obscene, hateful, pornographic or otherwise illegal material;
 - using the computer to perpetrate any form of fraud, or software, film or music piracy;
 - using the internet to send offensive or harassing material to other users;
 - using obscene or racist language;
 - hacking into unauthorised areas;
 - publishing defamatory and/or knowingly false material about others on social networking sites, -blogsø(online journals), -wikisøand any online publishing format;
 - introducing any form of malicious software into the corporate network;
 - intentional damage to computers, computer systems or computer networks;
- (i)intentional damage to any information communication technologies equipment;
(ii)using another users password or giving their password to another user;
(iii)using the network for unapproved commercial purposes.

If a diocesan or parish group uses the internet or emailing as part of its activities, the group leader must ensure that each leader and young person is aware of what is acceptable and unacceptable usage, using the above points as a guide. The area of cyber bullying should also be addressed in drawing up and implementing an anti bullying policy.

USEFUL WEBSITE ADDRESSES

Church organisations can get further help and guidance about online safety from the following:

For adults ó Child Exploitation and Online Protection Centre (CEOP)

www.ispai.ie

www.copine.ie

www.ceop.gov.uk

For children ó Child Exploitation and Online Protection Centre (CEOP)

www.thinkuknow.co.uk

NSPCC

www.childline.org.uk/Info/Pages/OnlineSafety.aspx

For information on Cyber Bullying

www.bullying.co.uk/schools/cyberbullying