



Safeguarding

Code for Working with Children

Department: Safeguarding

Policy Title: Code for Working with Children

Title: National Safeguarding Officer

Written/Reviewed by: Daragh Kennedy

Approved by: SMT

Policy No: NSP033

Version No: 3

Original Release Date: 13/05/2008

Current Version Date: 14/06/2019

Next Revision Due Date: 14/06/2021

This is a controlled IWA document and may be subject to change at any time.
The most up to date version can always be found on the IWA Intranet under Policies and Procedures.

Safeguarding

Code for Working with Children



Contents

1. Statement.....	2
2. Purpose	2
3. Responsibility.....	2
4. Good Practice for Employees and Volunteers	3
5. Ratio of Employees and Volunteers to Children and Young People.....	4
6. Operation of Programmes for Children and Young People.....	4
7. Appropriate Physical Contact.....	5
8. Guidelines for Personal Care.....	6
9. Guidelines for Challenging or Disruptive Behaviour	6
9.1 Recording Challenging or Disruptive Behaviour	7
9.2 Developing a Code of Behaviour with Children and Young People	7
10. Guidelines for Ensuring Safety.....	8
11. Guidelines for Particular Situations of Risk.....	8
11.1 One to One Personal Assistant Service with Children and Young People	8
11.2 Meetings with Children and young people.....	9
11.3 Dormitory and Changing Room Supervision.....	9
11.4 Travelling with Children and young people	10
12. Guidelines for Residential/Day Trips Away	10
13. Guidelines on the use of Photographic, Mobile Phone and Filming Equipment.....	14
14. Recognising and Responding to Bullying	15
15. Complaints Procedure	18
16. Accidents	19
17. Supervision and Support.....	20
18. Code Review.....	20

Appendices

- Appendix 1** Sample Checklist for Developing Safe Services for Children and Young People
- Appendix 2** Developing a Code of Behaviour with Children and Young People and Parents/Carers

1. Statement

This Code sets out behaviours that are expected and appropriate while working with children and young people and therefore should underpin all work with children and young people in IWA. This document is designed to complement the IWA Child Protection Policy and Procedure. If an employee or volunteer has a concern about the welfare of a child they should refer to that policy for guidance on how to respond. The policy is available on the SharePoint or from local IWA offices.

Every individual within IWA should at all times, show respect and understanding for children and young people's rights, safety and welfare and conduct themselves in a way that reflects the principles of the Association and the guidelines contained in this document. Children and young people's experiences 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 Association.

N.B. This Code does not replace any service operation manuals, volunteer handbook or code of ethics in sport. It has been written to compliment these existing documents and where necessary provide specific guidance for working with children and young people.

2. Purpose

The purpose of the Code is to:

- ▶ Affirm the IWA commitment to providing appropriate and safe activities and services, to children and young people.
- ▶ Provide guidance for employees and volunteers on good practice in the provision of services and activities to children and young people.

3. Responsibility

This Code is applicable to all IWA employees and volunteers working with children and young people in all IWA Services, across all IWA Volunteer Branches and all IWA-Sport clubs and groups. This Code is also applicable to any person representing or working on behalf of IWA through a contract or other agreement.

4. Good Practice for Employees/Volunteers

IWA aims 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 employees and volunteers have a responsibility to:

- ▶ Be aware of policies and procedures for safe working practices
- ▶ Treat children and young people with dignity and respect
- ▶ Listen to children and young people at all times
- ▶ Attend the mandatory safeguarding training as required
- ▶ Report child protection concerns in accordance with the IWA Child Protection Policy.

Employees/volunteers should fully understand their roles and have a clear understanding of the relationship between themselves and children and young people. At its best, their role is that of guide, facilitator and mentor. The following principles apply;

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 in line with relevant legislation and national policies.

Fair Play

Fair play is the guiding principle of this Code. 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/Vaping

It is not permitted for IWA employees or volunteers to smoke cigarettes or to vape e-cigarettes or similar devices with or in front of children and young people when they are in their care.

5. Ratio of Employees and Volunteers to Children and Young People

It is essential that there is an adequate adult to child ratio. This will depend on the nature of the activity, the age and requirements of the participants.

5.1 Working with Groups of Children and Young People

When working with groups of children and young people there should be a minimum of two employees/volunteers present with a ratio of 1:8.

This is only a guide and will change depending on the circumstances and the requirements of the participants, safety and other specific circumstances such as mobility, individual supports and programme content may require these ratios to be considerably lower. For IWA-Sport the ratios may differ according to age, activities and the Sport Ireland guidelines.

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 any personal care supports that may be required.

For trips involving overnight stays away from home the ratio should have a minimum of two employees/volunteers and will depend on the size of the group, the gender of the participants, the requirements of the children and young people and/or the nature of the venue that is being used. Employees/Volunteers should remain in pairs until all children and young people have been collected.

5.2 Working one-to-one with a Child or Young Person

IWA recognises that some of our employees work one-to-one with children and young people in the course of their work e.g. Personal Assistants in the Assisted Living Service. Where this occurs as a regular aspect of a service, the employee must follow the guidelines and procedures for setting up and operating children and young people focused PA services that are set out in the IWA Assisted Living Service Operations Manual.

6. Operation of Programmes for Children and Young People

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.
- ▶ Use language that is appropriate for the age and ability of the children and young people;
- ▶ Ensure that programme content and materials are appropriate to the age, ability and maturity of the child or young person.

- ▶ Seek the permission of parents/guardians where matters being dealt with are of a sensitive nature, e.g. matters relating to health or sexuality.
- ▶ All records regarding working with children and young people should be stored in a safe place and in line with the IWA Data Retention Policy.
- ▶ Use a check list when preparing to work with children and young people to ensure that all aspects of the activity are well prepared taking into account safety, ability of children and young people and any other issues that need to be covered. (refer to Sample Checklist in Appendix 2).

7. Appropriate Physical Contact with Children and Young People

Some activities require a 'hands on approach', especially in 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/young person, 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/young person and should be made solely in the best interests of the child/young person in an open environment ideally with other people present.

Inappropriate physical contact with children and young people must be avoided at all times including instances that may occur from one child/young person to another. Any discomfort or resistance to appropriate physical contact on the part of the child/young person 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/young person or an observer, especially if they are continually repeated with the same child/young person. 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.
- ▶ Comforting a distressed child/young person.
- ▶ Intervening in a physical fight between children or young people.
- ▶ When a child/young person greets with a hug/hand shake.

Physical force should not be used, except in circumstances where such force is the only means of protecting a child/young person or adult from injury. If force is used it is imperative to inform your line manager of the nature of this without delay and that the incident is recorded in writing using the appropriate reporting form.

8. Guidelines for Personal Care

When performing personal care supports with a child/young person it is imperative that it is carried out in such a way that the risk of the child/young person being abused is reduced. The welfare of children/young people is of paramount importance. The following procedures must be adhered to for performing personal care supports for children and young people.

- ▶ All personal care supports for children and young people must be identified, well planned out and documented before the service/activity is provided.
- ▶ Parents/guardians must give permission in writing for these supports to be carried out.
- ▶ Be very conscientious of privacy and dignity.
- ▶ Children and young people may prefer to be assisted by an employee/volunteer of the same gender so this desire should not be overlooked and should be respected where safe and practical.
- ▶ Any necessary physical contact should be with permission and understanding and in response to the requirements of the child/young person and not the adult. Never engage in inappropriate touching.
- ▶ Avoid doing something that a child/young person can do for themselves.
- ▶ All employees/volunteers should only carry out tasks for which they are trained. If however you have an emergency situation and you need to assist a child/young person with a task for which you have not been trained and you have no alternative, always make your line manager or a colleague aware of this. Provide your line manager with a written report of your actions and discuss with your line manager your training requirements.

9. Guidelines for Challenging or Disruptive Behaviour

Disruptive behavior involves consistent patterns or a one-off incident of behavior that “breaks the rules.” Situations may arise where the behaviour of a child/young person is routinely challenging or disruptive and may cause harm to themselves or other children and young people. It is recommended that in ongoing or isolated 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/young person or others, the following steps should be taken;

- ▶ The employee/volunteer who knows the child/young person at the centre of the behaviour should approach the child/young person and try to convince them to stop the behaviour.
- ▶ In a group setting if the behaviour persists the child/young person should be taken out of the group/activity brought to one side where the behaviour and possible solution should be discussed. Please follow good practice guidelines for meeting with children and young people in section 11.2 of this Code.
- ▶ It may be appropriate for the child/young person to return to the group/activity once the difficulty has been resolved.
- ▶ It may also be appropriate for the child/young person to go home and if so the parents/guardians must be notified immediately.

Safeguarding

Code for Working with Children



- ▶ Depending on the nature of the incident the other children and young people 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/young person has expressed and given details of how it was handled.
- ▶ All serious incidents must be recorded as outlined in section 9.1 of this Code.
- ▶ Please refer to IWA-Sport Disciplinary Code for managing incidents that arise in sport.

9.1 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 Accident/Incident Report Form and sent to the appropriate managers as per IWA Health and Safety Policy. Depending on the nature of the behaviour it may be necessary to develop a plan to manage this behaviour and involve the relevant employees and volunteers working with the child/young person and the parents/guardians.

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 it is relevant.
- 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 child/young person.

9.2 Developing a Code of Behaviour with Children and Young People

Children and young people need to be given every opportunity to express themselves freely and safely within an agreed set of boundaries and appropriate behaviour. It is important to involve children and young people in the development of a code of behaviour to give them a sense of ownership and to maximise the learning for their benefit. Please see Appendix 3 for developing a code of behaviour with children and young people.

10. Guidelines for Ensuring Safety

In line with the Safety, Health and Welfare at Work Act 2005, IWA is committed to providing, so far as is reasonably practicable, a safe and healthy work environment for all IWA staff and to meet its duties to all service users, members, volunteers and authorised visitors who may be affected by IWA's operations. Where risks are identified risk assessments should be completed and control measures put in place in order to eliminate or reduce the risk. In addition to statutory requirements, all services to children and young people 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 where required Personal Protective Equipment is used.
- ▶ Be familiar with and adhere to the IWA Medication Management Policy and Procedures if dealing with medication and liaise with the ALS national development office for advice and support as required.
- ▶ Ensure that a fully stocked First Aid kit is close at hand with access to qualified first-aider.
- ▶ Ensure that the contact numbers of emergency services are available.
- ▶ Ensure easy access to medical personnel if needed and have an emergency plan in place.
- ▶ If an accident/incident occurs IWA's Accident/Incident Report Form should be completed. Contact the child/young person's parents and inform them of all details.
- ▶ 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 for facilitating particular activities.
- ▶ Ensure there is adequate insurance cover for all activities.
- ▶ Ask parents/guardians to be present at the appropriate finishing time.

11. Guidelines for Particular Situations of Risk

Employees/volunteers need to be aware of particular situations and environments where children and young people may be more vulnerable to abuse. This section includes points of good practice that must be considered to provide a safe environment for children and young people, employees and volunteers.

11.1 One to One Personal Assistant (PA) service with Children and Young People

As outlined in Section 5.2 of this Code it is recognised that in the Assisted Living Service (ALS) there are occasions when an employee works on a one-to-one basis with children and young people. All PA services to children and young people are individual service packages tailored to meet the requirements of that child/young person. When providing these services it is best practice that the PA works with the child/young person either:

Safeguarding

Code for Working with Children



- a) In the family home where another adult is present in the house and within hearing of the child/young person, or
- b) In a public place

Formal monitoring and supervision of the package takes place on a regular basis depending on the circumstances and requirements of the child/young person.

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

11.2 Meetings with Children and Young People

Many times children and young people will seek to confide with a person outside of their family supports and this can be a regular part of working with children and young people in informal/social settings. This can be a very rewarding experience for a child/young person and an employee/volunteer as the child/young person 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 and young people or a small group of children and young people.

Where possible:

- ▶ Avoid being alone with one child/young person, 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 if appropriate the reason for it. A record should be kept of participants present, dates, times and content of such meetings. Any such records must be stored and retained in accordance with IWA's Data Retention Policy.
- ▶ Employees/volunteers are strongly advised to avoid meetings with individual children and young people where they are on their own in a building.
- ▶ Private meetings should take place at an appropriate time e.g. not late at night.

11.3 Dormitory & Changing Room Supervision

- ▶ Employees/volunteers should never share rooms/dormitory with children and young people.
- ▶ Children and young people share rooms with those of similar age and gender.
- ▶ Proper advance planning should reduce the risk of inappropriate sharing of rooms. Consultation with the children and young people and parents/guardians during planning is essential.

Note: Please refer to Guidelines for Residential Trips Away in Section 12 of this document

11.4 Travelling with children and young people

There is extra responsibility when travelling with children and young people. 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 wheelchair clamps.
- ▶ Avoid being alone with a child/young person. If, however, it is necessary in unforeseen circumstances to travel alone in a car with a child/young person it is recommended to have the child/young person travel in the back of the vehicle. Seek parental permission to transport an individual child/young person, 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/young person, this should be recorded.

12. 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 and young people.

IWA's Child Protection Policy, Infection Control and Medication Management Policy, Holiday Service Policies and Procedures Documents also govern these activities and must be followed accordingly.

This section has been split into three categories:

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

1. Preparing for the Trip

Planning and Documentation

- ▶ Ensure permission forms are signed and received from parents/guardians prior to departure.
- ▶ Ensure that all necessary medical forms are completed detailing medical conditions, allergies and medications that the person is taking. Be familiar with and adhere to the IWA medication management policies and procedures and liaise with the ALS national development office for advice and support as required.
- ▶ Ensure that IWA insurance policy covers the trip and activities involved.

Safeguarding

Code for Working with Children



- ▶ 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 mandatory training e.g. child protection and manual handling etc.
- ▶ Ensure that emergency contact phone numbers for parents/guardians are documented and available at all times. Take particular care in relation to this as some parents/guardians take holidays at these times so they may not be contactable. An alternative contact should be provided.
- ▶ All employees/volunteers should be given clear roles and responsibilities for 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 and ground floor rooms, accessibility of rooms and corridors for mobility of the participants.
- ▶ Ensure that single gender dormitories/rooms are used.
- ▶ Ensure that children and young people of similar age share. Please avoid having an over 18 year old sharing accommodation with a child/young person under 18 years of age. Please ensure to plan this carefully and obtain written parental permission to cover the sleeping arrangements as this may require specific arrangements for personal care etc.
- ▶ Ensure that employees/volunteers are accommodated in separate rooms from the children and young people.
- ▶ Ensure all employees/volunteers have a rooming list.
- ▶ Adults should never enter a room without knocking first.

Preparing participants and programme

- ▶ Prepare an information pack for participants including the programme of activities, emergency contact information of where they can get help.
- ▶ Involve the children and young people in the planning 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 and young people involved in any IWA activity. Please see sample code for Parents in Appendix 2.
- ▶ It may be necessary to prepare some children and young people 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 young people 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 and young people well in advance of travelling.
- ▶ Communications with parents/guardians and participants is essential to inform them of travel details, accommodation details, other activities, special requirements, medical requirements, special dietary needs and any other necessary details.

Emergency procedures

- ▶ Have clear emergency procedures if you need to evacuate, have an emergency fund and know where the children and young people, employees and volunteers are at all times.
- ▶ Children and young people 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 first aid 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. 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.

2. During the Trip

Documents to bring on the trip

- ▶ Details of travel insurance for foreign trips.
- ▶ Participant details such as application forms and medical forms where appropriate.
- ▶ 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. This must be agreed in advance of the trip/project.

Orientation on arrival

- ▶ Have a meeting soon after arrival to discuss the venue, house rules, where the children and young people 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.

Safeguarding

Code for Working with Children



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 emergencies.
- ▶ 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 i.e. break times.
- ▶ 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.
- ▶ 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 it is important to be familiar with and adhere to the IWA Medication Management Policies and Procedures).
- ▶ Proper equipment, to assist employees/volunteers to carry out their duties i.e. hoist.
- ▶ It may be necessary to provide night supervision during the trip which may involve two employees/volunteers remaining awake through the night. This will be agreed depending on the profile of the group and the venue that the group are staying at.
- ▶ 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

- ▶ All group socialisation should take place in communal areas (i.e. no boys in girls' rooms and vice versa).
- ▶ Children/young people under the age of 18 years should not be permitted to socialise unsupervised by the responsible adult leader in venues where alcohol is being sold i.e. Hotel Lounges and licensed premises.
- ▶ Alcoholic drink and smoking are forbidden to children and young people under 18 years of age while on an IWA trip. Illegal substances are forbidden to all ages.
- ▶ There should be appropriate access to medical personnel depending on the profile of the participants.
- ▶ There must be an employee/volunteer available to the children and young people 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.
- ▶ 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 in advance and implemented.

3. 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 and young people.
- ▶ There should be daily evaluations with the participants, employees and volunteers.
- ▶ Participants should be encouraged to keep a journal of the trip.
- ▶ Use creative forms of evaluation i.e. comment box, informal games etc.
- ▶ Carry out a full and final evaluation which should be a real exercise to learn from.

13. 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 and young people on their websites and in other publications. There are risks directly and indirectly to children and young people 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 individual children/young people in a photograph. This reduces the risk of inappropriate, unsolicited attention from people within and outside IWA. Please refer to the IWA Photography Policy and Procedures for more information and relevant forms.

Photography and Young People:

- ▶ You must ask for the child/young person's permission to use their image.
- ▶ If the child/young person is named in an article, avoid using their photograph.
- ▶ If a photograph is used, avoid naming the child/young person.
- ▶ Parental permission must be obtained in writing before the child/young person'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 and young people in suitable attire to reduce the risk of inappropriate use. The content of the photograph should focus on the activity not on a particular child/young person.
- ▶ Follow the reporting procedure outlined in the [IWA Child Protection Policy](#) 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 that disrespects the dignity and privacy of any individual.
- ▶ It is the responsibility of employees/volunteers to ensure that camera phones are not allowed in venues where they could be used inappropriately i.e. 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 IWA Photography Policy for forms).

14. Recognising and Responding to Bullying

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 and young people 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 and young people. It includes behaviours such as:

- ▶ Teasing / Taunting / Threatening / Hitting
- ▶ Extortion behaviour by one or more children and young people against a target person, e.g. social network sites, text messages, emails etc.

How would you know if a child/young person 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/young person 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 signs and symptoms and these are not a check list for bullying. One of these alone could be a sign that there may be a problem.

How can it be prevented?

- ▶ Deal with any incidents as they arise
- ▶ Reinforce that there is 'a permission to tell' culture rather than a 'might is right' culture
- ▶ Encourage children and young people to negotiate, co-operate and help others, particularly new children and young people
- ▶ Never tell a child/young person to ignore bullying, they can't ignore it, it hurts too much
- ▶ Never encourage a child/young person to take the law into their own hands and beat the bully at their own game

Note: Please refer to IWA Dignity and Respect Policy and Customer Care Policy and Procedures for more information to deal with cases involving adults in IWA.

Procedure for responding to bullying?

Please follow the reporting procedures detailed in the IWA Child Protection Policy for responding to serious concerns. 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.

Use the Acid Test

This test is a useful way to confirm if the behaviour that has been highlighted in bullying.

Acid Test	
1. Targeted?	Is the behaviour targeted at a group or individual?
2. Duration?	Has the behaviour been happening over a period of time?
3. Frequency?	How frequent is the behaviour and is there a pattern?
4. Intention?	Is the intention of the behaviour to cause harm to an individual or group?

Source: Let's Beat Bullying

How Serious is the Bullying?

In order to assess the impact of the bullying on the target, these questions need to be answered and will give a good indication of the next appropriate steps to take to address the issue. These questions will need to be considered by an appropriately trained person to ensure the process is managed fairly and without causing further harm.

How distressed is the target?	How long has the bullying been going on?
How aware is the perpetrator in relation to the impact of the bullying?	How willing is the perpetrator to acknowledge the hurt that has been caused?
To what degree is the perpetrator ready to work towards resolution?	How ready is the target to work towards resolution?

Source: Rigby 1996

Strategies to deal with Bullying

The following are strategies that can be used to respond to an incident of bullying with both workers and young people in an organisation. These have been taken from the Let's Beat Bullying Resource. Depending on the group and the seriousness of the bullying, a choice of ten methods are outlined below to respond to the incident of bullying.

MEDIATION	<p>Mediation is the process of assisting people to find a common solution to a common problem. (Doherty, 1998) defines mediation as follows: 'To intervene between parties in order to reconcile them'.</p> <p>The process of mediation requires a voluntary agreement that all parties will abide by the course of action and the agreed solution. It is without prejudice and all notes of individual cases must be destroyed when it ends. Confidentiality is paramount in both the agreement and in the independent and joint meetings with the parties involved. The process also requires the willingness of both parties to cooperate as it will not work if people refuse to compromise.</p>
No Blame Approach	<p>A common reaction to bullying is to blame and punish the perpetrator. The 'no blame' approach takes a different focus by not concentrating on who did what to whom (Cleary et al., 2004) but instead, focusing on the feelings of the target and what the group involved in the bullying (perpetrator and bystanders) and the target can do to make this situation better.</p> <p>The 'no blame' approach allows the group involved in the bullying behaviour to think about the action that has taken place and the effect it has had on the target. It promotes the perpetrator and the rest of the group involved in the bullying behaviour with an opportunity to redeem themselves. For more information on this approach please seek advice and read through the Let's Beat Bullying Resource.</p>
Method of Shared Concern	<p>This approach uses a non-confrontational counselling style, with the primary focus being to find a solution. The aim is to enable the target and the bully to function peacefully within the same group, and not to develop a friendship if they do not wish to do so. It comprises of three stages:</p> <ul style="list-style-type: none"> ▶ Individual interviews with the perpetrators followed by an interview with the target; ▶ Follow – up discussions with each of the young people to evaluate progress; ▶ Group discussion with all young people concerned.

Actively Discouraging Bullying	Publicly discouraging bullying behaviour and putting in place appropriate measures to combat instances of bullying among the workers and young people in the organisation.
Time-Out	By providing some space and time between the perpetrator and target and allowing both parties involved to think about the incident that has taken place, time apart may aid the process of resolving the bullying e.g. removal of the perpetrator away from the target to another group.
Denial of Privileges with the Opportunity to Redeem One Self	Loss of certain privileges, e.g. withdrawal of permission to participate in any events or trips etc. By using this response, it is hoped that the perpetrator may realise the impact of their actions on the target and the consequences for themselves. It is hoped that they will realise that their behaviour needs to change if they want to continue to be involved.
Parental / Guardian Involvement	Parents of both the target and the perpetrator may need to be made aware or called on to intervene in the incident of bullying. Let's Beat Bullying Resource has very useful tips for dealing with Parents/Guardians in such instances.
Code of Behaviour	The code sets out the guidelines for young people regarding boundaries and appropriate behaviour. Children and Young People should have a sense of ownership for the Code of Behaviour for their club/group. This can be utilised very effectively to address any bullying that may occur.
Support By Standers	Encourage people witnessing the bullying to speak up about it and to befriend the target of the bullying. Promote a permission to tell culture within the group.
Suspension or expulsion of the perpetrator	Suspension or expulsion may be used as a last resort in dealing with the bullying.

15. Complaints

It is important to take complaints seriously and to follow up on suspicions/concerns that may arise in relation to the welfare of children and young people. Complaints made by children and young people should be taken seriously and followed up with in accordance with IWA Customer Care policies and procedures regardless of the age, ability or development of the child making the complaint. A child protection concern may arise in the context of a complaint and should be investigated and managed in accordance with the Reporting Procedure outlined in The IWA Child Protection Policy.

With regard to complaints raised through IWA-Sport please refer to the IWA-Sport Disciplinary Code for guidance on how to deal with the issue.

16. 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 and young people 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 Report Form regardless of how small it may seem
- ▶ Emergency numbers for parents/guardians and emergency services must be kept close to hand
- ▶ All employees/volunteers are required to know the reporting procedure in the event of an accident

Note: Please refer to IWA Health and Safety Policies and Procedures for more information.

17. Supervision and Support

Supervision

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

Induction

All employees/volunteers whether temporary or permanent should receive induction in all aspects of this Code. This can be overlooked particularly if an employee/volunteer has been working in the adult service and they carry out temporary duties with the children and young people's service. This induction should be carried out with current and new employees/volunteers as they commence work with children and young people. All employees/volunteers, whether temporary or permanent, are required to abide by this Code and to the Operations Manual that governs the service they are working in.

Training

All employees/volunteers must complete the mandatory safeguarding training which is provided by the IWA Training Department. It is IWA policy that where possible this training is provided before commencement of duties with children and young people. All safeguarding training accessed internally or externally must be recorded within the Training Department. Please refer to the Mandatory Training Grid for details on all training requirements.

18. Code Review

This Code will be reviewed in June 2021.

Appendices

Appendix 1

Sample Checklist for Developing Safe Services for Children and Young People

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

- ▶ Accidents, complaints or grievances.
- ▶ Attendance of all children and young people and the personnel who were rostered for each session.
- ▶ Travel arrangements including IWA Bus requirements and employee/volunteer rosters.
- ▶ Records of regular monitoring and supervision of staff to support them in their roles.
- ▶ The programme of activities and provide these to parents/guardians particularly for residential trips away or long day trips.
- ▶ Emergency contact details for each child or young person.

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 mandatory training prior to commencing their work with children.

Safeguarding

Code for Working 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 and emergency phone numbers.
- ▶ 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 and young people are and what they are doing.
- ▶ Any activity using potentially dangerous equipment has constant adult supervision.
- ▶ Specific written parental permission is obtained in advance for all aspects of the work with children and young people.
- ▶ 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 and young people.
- ▶ All employees/volunteers have access to this Code and relevant IWA policy documents that cover the nature of their duties while working in IWA.

Appendix 2

Developing a Code of Behaviour with Children and Young People and Parents/Carers

Key issues to consider when developing and implementing a Code of Behaviour with children and young people.

- ▶ Consult with children and young people as early as possible to include them in every stage of the process.
- ▶ The Code should be relevant to the age and stage of development of the participants, such as using age appropriate words and phrases that they can understand.
- ▶ The ability of the participants should be taken into consideration when discussing the elements of the Code, such as literacy and ability to understand the issues being raised and the behaviour that is being agreed.
- ▶ The Code should uphold the dignity and rights of each individual and should encourage mutual respect for everyone.
- ▶ The response to breaches of the Code should be included but should be appropriate to the profile of the group. Issues to be covered include breaches of discipline, disruptive behaviour and bullying should be included.
- ▶ Children and young people should be aware that serious breaches of the Code will be handled with their parents/guardians involvement.
- ▶ The Code should refer to IWA's complaints policy if the children or young people wish to make a complaint.
- ▶ All children and young people participating in the service/programme should sign the Code, be given a copy of it and/or have it displayed in a prominent place for all to see.

Sample Contents of a Code for Children / Young People in Sport

In your sport you should:

- ▶ Be happy, have fun and enjoy taking part and being involved in your sport.
- ▶ Be treated fairly by everyone, adults and other athletes.
- ▶ Feel safe and secure when you are taking part in your sport.
- ▶ Be listened to and allowed to reply.
- ▶ Be treated with dignity, sensitivity and respect.
- ▶ Have a voice in the decisions that affect you within the Club and organisation.
- ▶ Say no to something which makes you feel uncomfortable.
- ▶ Train and compete at a level that is suitable for your age, development and ability.
- ▶ Know that any details that are about you are treated with confidentiality but if you are at risk of harm or we are worried about your safety we may need to pass this information on.

Safeguarding

Code for Working with Children



Your responsibilities are to:

- ▶ Treat all sports leaders/coaches with respect.
- ▶ Be fair at all times, do your best to achieve your goals; be gracious if you do not achieved your goals.
- ▶ Respect other athletes and your opponents.
- ▶ Be part of the team and respect and support other team members both when they do well and when things go wrong.
- ▶ Never bully or use bullying actions against another person; you should never hurt other team members, athletes or your opponent, this includes never taking/damaging their property, never spreading rumours or telling lies about other young people or adults.
- ▶ Keep to rules and guidelines set by your National Governing Body of Sport, the Region and your Club and make sure you understand the rules e.g. if you play a team sport what contact is allowed.
- ▶ Take part in your sport without cheating; you are responsible for not cheating and must not allow others to force you to cheat.
- ▶ Listen to and respect decisions made by others; if you feel unjustly treated you can talk to your Club Children's Officer or your parents;
- ▶ Behave in a manner that is respectful towards your organisation and your club.
- ▶ Never use violence or bad language; do not shout or argue with leaders, team mates or opposing participants – talk to someone if you are upset or angry or if someone has caused you to be upset or angry.
- ▶ Talk with your Coach or Club Children's Officer if you have any difficulties or do not understand something; you should never keep secrets about any person who may have caused you harm or has made you feel upset.
- ▶ Do not, or allow others to make you, try or take banned substances to improve your performance.

Code for Parents/Carers

Parents/Carers play a key role in the promotion of an ethical approach to sport and young people's enjoyment in sport. Parents/guardians therefore need to be aware, informed and involved in promoting the safest possible environment for children to enjoy their participation in sport. Sports Leaders need the support of parents/guardians in conveying the Safe, Fun and Fair Play message.

- ▶ You should help and support the implementation of best practice policies in your child's/children's Club by following the guidance below.
- ▶ Become members of the Club and contribute your time and effort in the daily running of the Club; no club can operate successfully and safely without the help of volunteers.
- ▶ Understand and ensure your child/children abide by the Code.
- ▶ Be available for specified duties if and when required; some duties are mandatory and form part of the procedures for safeguarding your children; some will be at the request of the Club.

- ▶ Have an awareness of and respect for Leaders and other adults and their roles within the Club.
- ▶ If you wish to raise an issue with a Leader this should be addressed with the Leader in an appropriate manner and not in front of children and young people
- ▶ Respect and abide by the decisions made by the Committee and other Leaders, these should be made in the best interests of the children in the Club.
- ▶ Understand the complaints process and follow the proper procedure if you feel unjustly treated, with the knowledge that any complaint will be dealt with effectively and confidentially.
- ▶ Know your child's training and/or competitive programme, and accept it is your responsibility for delivering and collecting your child/children. Parents/carers should ensure they do not leave their child/children waiting unsupervised at any time.
- ▶ Ensure the environment is safe and enjoyable for your child/children.
- ▶ Promote fair play and the positive aspects of sport.
- ▶ Be a role model for your children and young people by maintaining the highest standards of personal conduct and respectful behaviour in any activity related to the sports club/organisation.
- ▶ Allow your child to focus their efforts and success in terms of their goals rather than winning being the main objective.
- ▶ Promote participation for children that is fun, safe and in the spirit of fair play
- ▶ Ensure appropriate leaders are informed regarding any absenteeism, medical conditions or other relevant matters concerning your child.
- ▶ Arrange an appropriate time and place for discussing any matter with leaders and coaches; communication should not take place whilst leaders and coaches are in a position of supervision or responsible for other young people.
- ▶ You should have the opportunity to put forward suggestions and comments.
- ▶ Provide the Club with appropriate information in relation to your child to ensure their safe inclusion in the club and with emergency contact information and to be reasonably available in case of emergency.
- ▶ Abide by the procedures and policies in this document especially with regard to the use of smart phones, any type of camera and videoing equipment.
- ▶ Be aware and abide by the safeguarding policy, the rules and constitution of your organisation and the rules and constitution of your own Club.

Source: Safeguarding Guidance for Children and Young People in Sport, Sport Ireland 2019

History of Changes

Version Number	Date	Author	Comments
1	13/05/2008	Daragh Kennedy	Document created as separate from the Child Protection Policy.
2	11/10/2012	Daragh Kennedy	Document updated to ensure compliance with Children First 2011.
3	28/01/2019	Daragh Kennedy	Updated the document in relation to language, clear messages and legislative changes. Changed the Dignity and Respect section and renamed it as Recognising and Responding to Bullying.
3	14/06/2019	Daragh Kennedy	Updated document in relation to Sport Ireland Code of Ethics 2019 guidance.

References

- Tusla Best Practice Principles for Organisations in Developing Children First Training Programmes 2017
- Children First National Guidance for the Protection and Welfare of Children, Dept. of Children and Youth Affairs 2017
- Safeguarding Guidance for Children and Young People in Sport, Sport Ireland 2019
- Our Duty to Care, Dept. of Health & Children 2002
- Let's Beat Bullying, National Youth Council of Ireland 2007
- Guidelines for Good Practice Child Safety and Youth Exchange Programmes, Leargas 2003



Safeguarding

Code for Working with Children

Department: Safeguarding

Policy Title: Code for Working with Children

Title: National Safeguarding Officer

Written/Reviewed by: Daragh Kennedy

Approved by: SMT

Policy No: NSP033

Version No: 3

Original Release Date: 13/05/2008

Current Version Date: 14/06/2019

Next Revision Due Date: 14/06/2021

Irish Wheelchair Association
Áras Chúchulainn,
Blackheath Drive,
Clontarf, Dublin 3.
Tel 01 818 6400 | Fax 01 833 3873

www.iwa.ie

