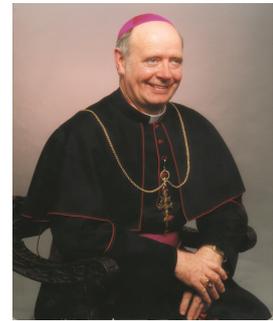


Foreword

Children and young people contribute to the joy and vibrancy of the liturgy and life of every parish. For this reason the Archdiocese of Cashel and Emly values and promotes their inclusion and participation in the life of the parish faith community. All parish ministry involving children and young people strives to make a positive contribution to their spiritual, emotional and social development.



The Safeguarding Policy aims at ensuring that all those who minister to children and young people create a respectful, caring and safe environment where the dignity of every child is valued.

The policy equips parishes to comply with best practice promoted by the State and the Church and with the principles underpinning Safeguarding Children – Standards and Guidance Document for the Catholic Church in Ireland, in creating an environment of trust and transparency where everyone, but particularly children and young people, feel safe.

I welcome this new document ‘Archdiocese of Cashel and Emly Safeguarding Children Policies and Procedures’. I fully support and congratulate all those who have been involved in safeguarding children in our parishes: the parish safeguarding representatives, trainers and committee. This is an ongoing project, which will continue to draw on the talents and time of those who give so much to the service of the parish community. This is not meant to be a ‘stand alone’ document. It seeks to incorporate best practice as found in the civil documents ‘Children First National Guidance for the Protection and Welfare of Children 2011’ as well as the Church guidelines, Safeguarding Children Standards and Guidance Document for the Catholic Church in Ireland.

I am confident that the culture of care and generosity expressed by the parish representatives in volunteering for child safeguarding training will extend to the implementation of this policy and best practice in every parish. All church personnel are required to comply with this document.

+ *Dermot Clifford*

+ Dermot Clifford Archbishop of Cashel and Emly

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Introduction

This document, the Archdiocese of Cashel and Emly Safeguarding Children Policies and Procedures, is designed to promote the safety and welfare of children and vulnerable adults in the Archdiocese. It is revised in 2013 for the Archdiocese and is designed to update and replace all previous documents. This is not a 'stand alone' document and should be used in conjunction with Children First National Guidance for the Protection and Welfare of Children 2011 and Church Guidelines, Safeguarding Children Standards and Guidance Document for the Catholic Church in Ireland, a copy of which has been given to all parishes in the Archdiocese. The seven standards are the expected level of performance in the Catholic Church in Ireland.

All church personnel in the Archdiocese are required to comply with the seven standards.

The document includes information to facilitate the implementation of the seven standards in all parishes in the Archdiocese. These seven standards relate to:

- Standard 1:** A written policy on Keeping Children Safe
- Standard 2:** Procedures how to respond to child protection allegations and suspicions
- Standard 3:** Preventing harm to children
- Standard 4:** Training and education for keeping children safe
- Standard 5:** Communicating the Church's Safeguarding Message
- Standard 6:** Access to advice and support
- Standard 7:** Implementation and monitoring the Standards

Included also in the Archdiocesan Safeguarding Children, Policies and Procedures is information on contact details for the Diocesan Designated Officer, the Statutory Authorities (HSE & An Garda Síochána), other support services and information on the seven standards. The appendices provide information on national and diocesan structures, roles, responsibilities and a standard and guidance policy summary. The resource section contains all forms developed for the diocese. The forms may be amended or adjusted to include specific parish details as required. However, the HSE Reporting Form may not be altered. The forms can also be downloaded from the diocesan website: office@cashel-emly.ie

This Archdiocesan Safeguarding Policies & Procedures will be reviewed and updated as necessary to reflect changes in National and Church Policy. The Diocesan Safeguarding Committee would like to acknowledge all who assisted with this and previous documents, including The National Office for Safeguarding Children.

Archdiocese of Cashel and Emly Safeguarding Children Committee.

December 2012

Section 1

Contact details for child safeguarding and useful helplines

Diocesan Child Protection Contact Details

If you have a child protection concern or wish to report an allegation, please contact one of the following:

Archdiocese of Cashel and Emly

The Designated Officer for the Archdiocese of Cashel and Emly: 087 - 7914517

HSE: Health Service Executive

Duty Social Worker:

Limerick: 061 482792

North Tipperary: 067 38300

South Tipperary: 052 6170931

The Gardaí:

Thurles	0504 25100	Templemore	0504 31011
Bruff	061 382940	Limerick Henry St	061 212400
Cashel	062 75840	Tipperary	062 51212
Clonmel	052 6177640	Cahir	052 7445630

For further information on local Garda stations see www.garda.ie

HSE National Information Helpline: 1850 24 1850 (callsave)

This information line can be contacted from 8a.m. to 8p.m. Monday to Saturday.
For further HSE services see www.hse.ie

National Office for Safeguarding Children in the Catholic Church in Ireland

All Church organisations and personnel can access specialist advice about Safeguarding Children issues through the National Office and they can also contact the National Body:

National Office for Safeguarding Children in the Catholic Church in Ireland
New House
Saint Patrick's College
Maynooth, Co.Kildare
Tel: 01- 505 3124
Fax: 01- 505 3026
Website: www.safeguarding.ie

Towards Healing:

A free and confidential helpline and counselling service for survivors of clerical and religious abuse.

Towards Healing, which has replaced Faoiseamh, provides a more enhanced service for survivors of clerical and religious abuse, irrespective of where they are currently living. The enhanced service will include telephone counselling, a psychotherapy referral service, healing meetings, group work, practical workshops and a bridging service designed to link clients to services relevant to their needs. Contact is provided with accredited psychotherapists in the area local to the person needing counselling, for face-to-face psychotherapy, with the fees arising being paid directly to the psychotherapist by Towards Healing. Towards Healing can provide and pay for counselling for spouses/partners, parents and children of survivors of clerical/religious abuse.

Helpline Hours

Mondays & Wednesdays **11.00 am – 8.00pm**

Fridays **11.00am – 4.00pm**

Freephone (Ire) **1800-303416**

Freephone (N. Ire & UK) **0800-0963315**

Or contact:

info@towardshealing.ie

<http://www.towardshealing.ie>

Connect

Connect is a free phone counselling service for any adult who has experienced abuse, trauma or neglect in childhood. The service is also available to partners or relatives of people with such experiences. A trained counsellor is available with this option to listen and support you. Connect is an out of hours service available Wednesday to Sunday, from 6-10pm.

To speak to a counsellor call: **1800 235 235** - Freephone counselling and support service.

Website: www.connectcounselling.ie

National Counselling Service (NCS)

The HSE National Counselling Service (NCS) is for adults who have been abused in childhood. It was established in September 2000 in response to the recognition that a large number of adults had been abused as children while in care in State institutions in Ireland. The NCS offers confidential face-to-face counselling, free of charge, to adults who experienced physical, emotional, sexual abuse or neglect during childhood. Counselling is available at 60 locations throughout Ireland.

For an appointment at a location of your choice Freephone: 1800 235 234.

More information at: www.hse-ncs.ie

Childline

Provides a 24 hour listening service for all children up to the age of 18.

Tel: 1800 66 66 66 www.childline.ie

ISPCC

The Irish Society for the Prevention of Cruelty to Children Tel: 01 6767 960 www.ispcc.ie

ASCEND

North Tipperary, Abuse Service, Thurles, Roscrea and Nenagh. 0505 23999

Comhar

Counselling Service Tipperary South.
Freephone 1800234118/051852122

Standard 1

Each child should be cherished and affirmed as a gift from God with an inherent right to dignity of life and bodily integrity, which shall be respected, nurtured and protected by all personnel.

Archdiocese of Cashel and Emly Child Protection Policy Statement

The Archdiocese of Cashel and Emly seeks to proclaim the Kingdom of God and to make known the Good News of Christ more fully through worship, service and witness. In keeping with this aim, ministry with children and young people in the Archdiocese is informed by the three Gospel values of Truth, Justice and Love.

The Archdiocese of Cashel and Emly values and encourages the participation of children and young people in parish liturgies and in activities that enhance their spiritual, physical, emotional and social development. We recognise and uphold the dignity and rights of all children and young people. We are committed to their protection and support in a way that promotes their human dignity and integrity as children of God. In keeping with this, we undertake to do all in our power to create safe environments for children and young people, and to ensure their protection from physical, sexual, emotional abuse and neglect. We recognise that all involved in working with children and young people have a special duty of care towards them. We are committed to putting procedures in place through which this care is put into effect so that the rights of children and young people to safely and actively participate in the life of the Church are upheld.

For further information on the parish policies please contact the parish representatives for Safeguarding Children.

All church personnel in the Archdiocese are required to comply with policies and procedures as outlined in this document.

General Principles Guiding Best Practice for Ministry with Children and Young People

The Archdiocese of Cashel and Emly:

- Values and encourages the active participation of children and young people in the life of the Church in ways that enhance their physical, emotional and spiritual growth within the safe, secure and welcoming environment of their faith community. Each child/young person should feel valued, encouraged and affirmed.
- Recognises and upholds the fundamental right of each individual child and young person to be respected, nurtured, cared for and protected. These rights are embedded both in our Gospel values and in civil legislation.
- Acknowledges and reaffirms its commitment to the care and protection of children and young people as ‘children of God’, with intrinsic dignity and irreducible worth.
- Believes that the safeguarding of children is everyone’s responsibility, but accepts that all those working with children and young people in church ministries have a special duty of care towards them.
- Is committed to ‘best practice’ in the area of Safeguarding Children, including:
 - The development of effective structures for safeguarding children and young people.
 - Responding to suspicions or allegations of child abuse, which includes cooperating with the relevant civil authorities.
 - Providing pastoral support and training for all Church personnel.
- Is willing to listen to children and young people and involve them, where appropriate, in decision-making.
- Promotes an ethos and approach, which at all times gives paramount consideration to the welfare of the child and young person.
- Is committed to communicating our safeguarding message to all children and adults throughout the Archdiocese.
- Is committed to following the procedures set out in this document relating to responding to allegations of abuse.
- Responds to the needs of the child.
- Informs the child’s carers unless the action puts the child at further risk.
- Informs the Diocesan Designated Officer and/ or Duty Social Worker and/or An Garda Síochána of all allegations/concerns of child abuse without delay.

- In the event of a complaint against a member of staff or volunteer, will immediately ensure the safety of the child and inform the parents/guardians/primary carers as appropriate.
- The Archdiocese will ensure that all individuals who pose a risk to children will be managed according to our written policy.
- Demonstrates accountability through establishing effective management structures.
- Reviews the monitoring of the policy on a regular basis.
- Has established practices to facilitate safe recruitment, Garda vetting, responding to allegations of abuse, provision of advice and support for those who have suffered abuse and for those against whom an allegation has been made.
- Will work in close co-operation with the civil authorities in relation to the management of anyone deemed to be a risk to children.

Standard 2

Children have a right to be listened to and heard. They have a right to live free from abuse. Church organisations have a duty to promote the safety and welfare of children. The Archdiocese of Cashel and Emly ensures that all concerns, allegations and suspicions of abuse are reported both within the Church and to civil authorities.

Recognising, Responding and Reporting

‘The Children First National Guidance for the Protection and Welfare of Children 2011’ emphasises that the welfare of children is of paramount importance. The Children First National Guidance 2011 states that society has a duty of care towards children and everyone should be alert to the possibility that children with whom they are in contact may be abused or at risk of being abused.

Definitions

A child is defined as any person under the age of eighteen years excluding a person who is or has been married (*Children First National Guidance 2011 pg 8*).

Vulnerable Adults: In the absence of legal definition in the Republic of Ireland we are using the Northern Ireland legal definition of Vulnerable Adult (*Safeguarding Vulnerable Groups (N. Ireland) Order 2007*).

A Vulnerable Adult is defined as a person who is aged 18 years or over and who

- is living in residential accommodation, such as a care home or a residential special school
- is living in sheltered housing
- is receiving domiciliary care in their own home
- is receiving any form of healthcare
- is detained in a prison, remand centre, young offender institution, secure training centre or attendance centre
- is under the supervision of the probation services
- is receiving a specified welfare service, namely the provision of support, assistance or advice by any person, the purpose of which is to develop an individual’s capacity to live independently in accommodation or support their capacity to do so
- is receiving a service or participating in an activity for people who have particular needs because of their age or who have any form of disability
- is an expectant or nursing mother living in residential care who requires assistance in conducting her own affairs

Child abuse can be categorised into four different types; neglect, emotional abuse, physical abuse and sexual abuse.

Definition - neglect

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

Neglect generally becomes apparent in different ways over a period of time rather than at one specific point. The threshold of significant harm is reached when the child’s needs are neglected

to the extent that his or her well-being and or development are severely affected.

Definitions – emotional abuse

Emotional abuse is normally to be found in the relationship between a parent/carer and a child rather than in a specific event or pattern of events. It occurs when a child's developmental need for affection, approval, consistency and security are not met. Unless other forms of abuse are present it is rarely manifested in terms of physical signs and symptoms. Emotional abuse can be manifested in terms of the child's behaviour, cognitive, affective or physical functioning. Examples of these include insecure attachment, unhappiness, low self-esteem, educational and developmental underachievement and oppositional behaviour. Children who are physically and sexually abused and neglected also suffer from emotional abuse.

Definitions – physical abuse

Physical abuse of a child is that which results in actual or potential physical harm from an interaction, or lack of interaction, which is reasonably within the control of a parent or person in a position of responsibility, power or trust. There may be single or repeated incidents. Physical abuse can involve severe physical punishment, beating, slapping, hitting or kicking, pushing, shaking or throwing, pinching, biting, choking or hair pulling, use of excessive force when handling, deliberate poisoning, suffocation, fabricated/induced illness, allowing or creating a substantial risk of significant harm to a child.

Definitions – sexual abuse

Sexual abuse occurs when a child is used by another person for his or her gratification or sexual arousal, or for that of others. Examples of child sexual abuse include exposure of the sexual organs or any sexual act intentionally performed in the presence of a child, intentional touching or molesting of the body of a child whether by a person or object for the purpose of arousal or gratification, masturbation in the presence of the child or the involvement of the child in an act of masturbation, sexual intercourse with the child, whether oral, vaginal or anal, sexual exploitation of a child to solicit for, or to engage in, prostitution or other sexual acts. Sexual exploitation also occurs when a child is involved in the exhibition or posing for the purpose of sexual arousal, gratification or sexual act, including its recording (on film, video tape or other media) or the manipulation, for those purposes, of the image by computer or other means. It may also include showing sexually explicit material to children, which is often a feature of the 'grooming' process by perpetrators; consensual sexual activity involving an adult and underage person. In relation to child sexual abuse, it should be noted that, for the purpose of the criminal law, the age of consent to sexual intercourse is 17 years for both boys and girls.

How to recognise child abuse

Recognising child abuse is not easy, and it is not your responsibility to decide whether or not child abuse has taken place. You do, however, have a responsibility and duty to act in order that the statutory agencies can investigate and take any necessary action to protect a child. The following information should help you to be more alert to the signs of possible abuse.

How to recognise neglect

Neglect can be a difficult form of abuse to recognise, yet have some of the most lasting and damaging effects on children. The physical signs of neglect may include: constant hunger, sometimes stealing food from other children, constantly dirty or 'smelly', loss of weight, or being constantly underweight, inappropriate dress for the conditions. Changes in behaviour which can also indicate neglect may include: complaining of being tired all the time, not requesting medical assistance and/ or failing to attend appointments, having few friends, mentioning their being left

alone or unsupervised. These definitions and indicators are not meant to be definitive but only to serve as a guide to assist you. It is important, too, to remember that many children and young people will exhibit some of these indicators at some time, and that the presence of one or more should not be taken as proof that abuse is occurring. There may well be other reasons for changes in behaviour such as a death, or the birth of a new baby in their family, relationship problems between their parents/carers etc.

How to recognise emotional abuse

Emotional abuse can be difficult to measure, and often children who appear well cared for may be emotionally abused by being taunted, put down or belittled. They may receive little or no love, affection or attention from their parents or carers. Emotional abuse can also take the form of children not being allowed to mix or play with other children. The physical signs of emotional abuse may include: failure to thrive or grow, particularly if the child puts on weight in other circumstances, e.g. in hospital or away from their parents' care, sudden speech disorders, developmental delay, either in terms of physical or emotional progress. Changes in behaviour which can also indicate emotional abuse include: neurotic behaviour e.g. sulking, hair twisting, and rocking, being unable to play, fear of making mistakes, sudden speech disorders, self-harm, fear of parent being approached regarding their behaviour.

How to recognise physical abuse

Most children will collect cuts and bruises in their daily life. These are likely to be in places where there are bony parts of their body, like elbows, knees and shins. Some children, however, will have bruising which can almost only have been caused non-accidentally. An important indicator of physical abuse is where bruises or injuries are unexplained or the explanation does not fit the injury or when it appears on parts of the body where accidental injuries are unlikely, e.g. on the cheeks or thighs. A delay in seeking medical treatment when it is obviously necessary is also a cause for concern. Bruising may be more or less noticeable on children with different skin tones or from different racial groups and specialist advice may need to be taken. The physical signs of abuse may include: unexplained bruising, marks or injuries on any part of the body, bruises which reflect hand marks or fingertips (from slapping or pinching), cigarette burns, bite marks, broken bones, scalds. Changes in behaviour which can also indicate physical abuse; fear of parents being approached for an explanation, aggressive behaviour or severe temper outbursts, flinching when approached or touched, reluctance to get changed, for example in hot weather, depression, withdrawn behaviour, running away from home.

How to recognise sexual abuse

Adults, who use children to meet their own sexual needs, abuse both girls and boys of all ages, including infants and toddlers. Usually, in cases of sexual abuse it is the child's behaviour which may cause you to become concerned, although physical signs can also be present. In all cases, children who tell about sexual abuse do so because they want it to stop. It is important, therefore, that they are listened to and taken seriously. The physical signs of sexual abuse may include; pain or itching in the genital area, bruising or bleeding near genital area, sexually transmitted disease, vaginal discharge or infection, stomach pains, discomfort when walking or sitting down or pregnancy. Changes in behaviour which can also indicate sexual abuse include sudden or unexplained changes in behaviour e.g. becoming aggressive or withdrawn, fear of being left with a specific person or group of people, having nightmares, running away from home, sexual knowledge which is beyond their age or developmental level, sexual drawings or language, bedwetting, eating problems such as overeating or anorexia, self-harm or mutilation, sometimes leading to suicide attempts, saying they have secrets they cannot tell anyone about, substance or drug abuse, suddenly having unexplained sources of money, not allowed to have

friends (particularly in adolescence), acting in a sexually explicit way towards adults.

Preventing harm to children

The diocese is committed to developing a culture of safety that minimises risk to children and to adhering to best practice in regard to safe recruitment and vetting practices.

How to Respond to Allegations and Suspicions of Abuse

Key Principles

The Safety of the Child is always paramount.

Investigation is a task for the professional Safeguarding Children agencies, following a referral to them of the concerns about a child. It is important that everyone in the organisation is aware that the person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether abuse has occurred.

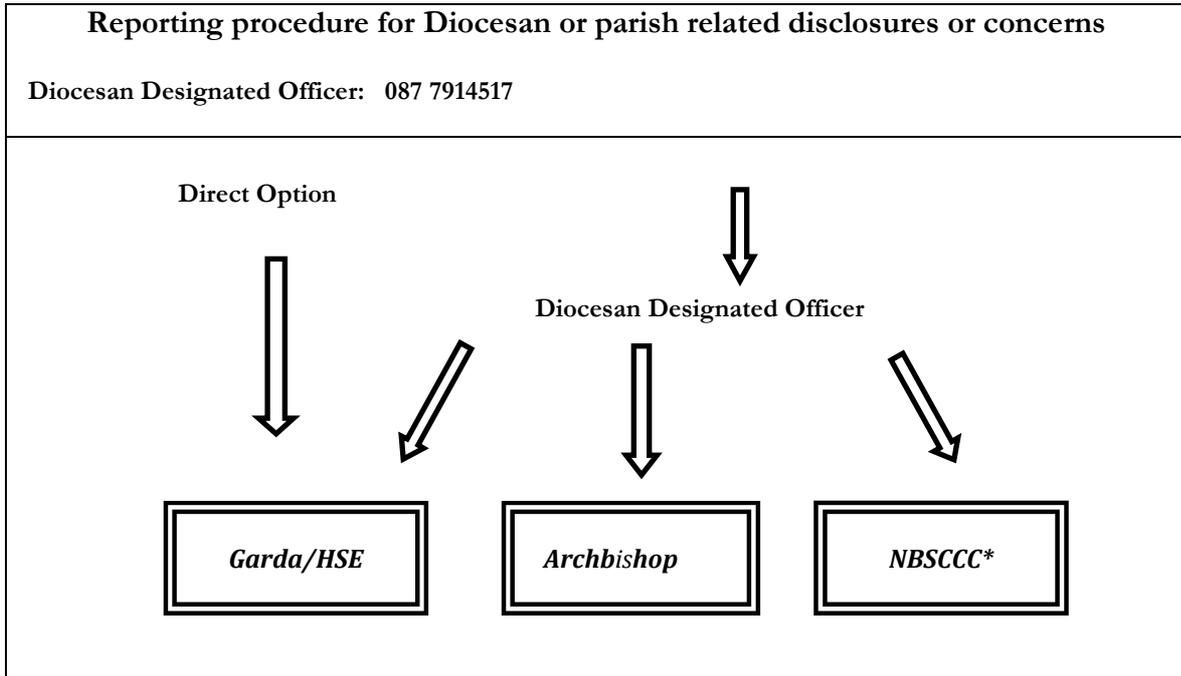
It is Diocesan policy to report all concerns of a child protection nature to the civil authorities. There are structures in place to enable reporting within the church context (see diagram).

Reporting Procedure

This procedure sets out the action that must be taken if any concern, allegation, suspicion or disclosure is made, whether current or historical, **against a member of Church staff** (current or former). The welfare of children is paramount.

- If a person suspects or is told a child is being or has been abused, he/she should inform one of the Diocesan Designated Persons.
- The Diocesan Designated Person informs the Bishop, the Gardaí / and the HSE immediately. A formal report is completed.
- If the Diocesan Designated Person is not available or the circumstances of the complaint indicate that this action may not be appropriate, the person should go straight to the Gardaí and HSE. However, it is expected that they seek advice and support from the National Office for Safeguarding Children. Whether a child protection concern involves a person in the Church or not, it is still the responsibility of everyone in the Church organisation to make a report to civil authorities to ensure that children who may need help and protection are not left at risk of abuse.

Information Concerning Risk to a Child



(*National Board for Safeguarding Children Catholic Church in Ireland)

Please be aware that it is always an option to report any concerns or disclosures directly to the civil authorities who will make contact with the diocesan designated person and/or the Archbishop in due course. In such circumstances we would ask that you inform the diocesan designated person at your convenience.

Initial Contact Procedure

1. When a person receives a concern, suspicion, disclosure or allegation of abuse (which relates to a member of the church past or present), they must act immediately and refer the matter to one of the Diocesan Designated Persons as soon as possible. The Diocesan Designated Person will refer the complaint to the Health Service Executive / An Garda Síochána. They will also inform the Bishop.

In emergency cases, where a child appears to be at immediate and serious risk, an immediate report should be made to the Health Service Executive and/or An Garda Síochána as well as to the Diocesan Designated Officer.

2. Whenever a concern is raised, if it is possible or practical, take notes during the conversation. Always ask permission to do this and explain the importance of writing down all the information. Should it not be possible or appropriate to do so at the time, make a written record as soon as possible afterwards but certainly before the end of that day. Never interview children alone. If a child volunteers information, make sure their parents are present (unless it is about the parent).
3. Explain to the child or person raising the concern what will happen next. Explain who will be told about the information they have given (including An Garda and HSE). Provide contact details of the Diocesan Designated Person should the person raising concerns wish to ask questions later.

4. Details of the conversation and actions should be recorded on the diocesan safeguarding children recording form, which is adapted from the NBSCCC's safeguarding children recording form. It is required to be signed and dated. This will constitute the first entry in a file of information about the case, which will be retained by the Diocesan Designated Person dealing with the matter.
5. Do not be selective. Include all details given to you. Seemingly irrelevant details may be significant in an investigation.
6. All original notes must be passed immediately to the Diocesan Designated Person who will keep all records secure and confidential.
7. Not all persons raising a concern will be comfortable with going through the reporting procedure. However, information about the existence of even a potential allegation must always be communicated to a Diocesan Designated Person and on to the Civil Authorities.
8. No discussion of the incident or concern should take place with anyone other than those detailed in these procedures.

Guidance on giving children the confidence to speak out

Children have a right to be listened to and be heard. Church organisations must respond effectively to the voice of the child. Any allegation or suspicions of abuse should be reported both to the Church and Civil Authorities.

For many and complex reasons, children who suffer abuse often hide the experience and do not tell even adults whom they know and trust. It may be that the child had been abused by an adult who has exercised power and control over them. The adult may have used threats to harm the child or the family if the child tells. The child may be manipulated into believing that the abuse is their own fault or that they are equally to blame and should be ashamed. Each child is unique and will respond to abuse in a way that may be different from another but many children find themselves unable to speak out about being abused. Our Diocese wishes to promote a culture and environment of Safeguarding Children in all activities; therefore we must let children know that they can speak out and that they will be listened to. We need to be mindful that very young children, those who are disabled or those with communication difficulties, through language or speech impairment, may need skilled help to understand that they also will be listened to. Children whose first language is not English may need extra help to express themselves.

Guidance on responding to a child making an allegation of abuse

Children may occasionally tell an adult that they are being abused if the adult is someone they trust and can talk to. The important thing to remember is that they are telling the adult because it is their hope the adult can act to stop it happening, even if they request that nothing is done with the information.

When a child begins to disclose abuse it is important to remember what to do and what not to do:

Do

- Stay calm, listen carefully and patiently.
- Reassure the child that it was right to tell you.

- Explain that you will have to inform the appropriate authorities.
- Record what the child said as soon as possible after the meeting, using their own words as far as possible.

Do Not

- Make judgments about the alleged abuser.
- Promise to keep secrets.
- Tell the child stories about other people.
- Tell the child that everything will be fixed straight away.
- Press for details, except to clarify.
- Fill in words or finish sentences.
- Convey your anger, shock or embarrassment, or give your opinion.

Please note it is not your role to investigate

Find an opportunity as early on in the conversation as possible to explain that the information will need to be passed on to Child Safeguarding Authorities. At the end of the discussion tell the child/adult what will happen next and who will be involved. As soon as possible write down all that the child has said. Use the child's own words to describe the abuse. To do this, use the Diocesan Safeguarding Children Recording Form. Sign, date and pass the form on to the Diocesan Designated Person.

When a child makes a disclosure, action must be taken

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

In cases of emergency

- If a child is at immediate risk, the Child Welfare & Protection Services of the HSE should be contacted immediately.
- Outside of office hours, where a child is at immediate risk, contact the Gardaí.

Guidance on how to respond to an adult making an allegation

When an adult discloses abuse they may reveal many different situations:

- The adult is suffering abuse now (current abuse).
- The adult has suffered abuse in the past (historical abuse).
- They have been told about suspected or actual abuse by another person whom they believe.
- They may have observed signs of unexplained physical injury on a child.
- They may have witnessed worrying behaviour by an adult towards a child.
- It is usually very difficult for anyone to talk about abuse; therefore it is important to be patient, listen carefully and attentively as well as creating an environment where the person feels safe and able to communicate as much as can be remembered about the situation. A clear recollection of events will help a thorough investigation to be carried out.
- When an adult is disclosing abuse, it is important that the person to whom they are speaking, considers the following points:
 - Take what is said seriously.
 - Do not ask intrusive, probing or leading questions.
 - Reassure the person who is disclosing.

- Allow the person to tell his/her story at his/her own pace.
- Check, if necessary, that you have understood what has been said. Use their words, not yours.
- Make no promise of secrecy, but listen carefully to what is being said.
- Explain these procedures and the referral procedures to the person.
- Offer to accompany the person to the support person.
- Make no comment about the alleged perpetrator.
- Do not make assumptions nor speculate on the possible outcome.
- Be aware that the person's ability to communicate the concern or allegation will depend on age, culture, nationality, fluency or if there is a speech or language impairment.
- Be aware that a person displaying anger and deep emotion can be showing past pain and hurt. The challenge is to see the motivations for the pain based behaviour.
- Adopt a compassionate, calm and reassuring listening style.
- Do not allow your own feelings of shock, disgust or distress, to show because this could discourage the person from continuing with their story.
- Do not make any comments about your feelings of belief or otherwise on what has been disclosed.
- Do not question the person beyond checking what has been said. It is the task of the Health Service Executive or Gardaí Síochána to investigate.
- Do not probe for details beyond what has been freely given.
- Listening in these situations means allowing the person to freely recall events without interruption. Some facts are only ever told once and this information must be fully and accurately recorded. This detail should be given directly to a professional from one of the following: Health Service Executive or An Garda Síochána, to allow proper procedures to be observed and to avoid distressing repetition of the account given.

Guidance on anonymous allegations or concerns

Anonymous complaints are to be treated carefully. Anxiety and fear may prevent some people from revealing their identity. It can be difficult to act on information within these procedures unless at some point the name of the person raising the concern or making the allegation is known. The person raising the concern should be made aware that anonymity might restrict the ability of professionals to access information to assess if a child is at risk or to intervene to protect a child. Openness should be encouraged as far as possible.

Guidance on listening to a person who admits abusing a child.

A person who admits an offence against a child or young person must always be told that such information cannot be kept confidential. If an admission is made, then the person to whom it is disclosed must refer the matter to a Diocesan Designated Person. This must be done regardless of the length of time since the incident took place. The Diocesan Designated Person will follow the procedures for referral to the Health Service Executive / An Garda Síochána. They will also inform the Bishop.

Disciplinary Processes

When a member of staff or volunteer is the subject of an allegation

If the allegation/disclosure/suspicion raised concerns about a current employee or volunteer of a Church organisation, the Designated Officer will refer the matter to be dealt with under the grievance and disciplinary procedures of the body concerned, to be investigated in accordance with the applicable procedures of employment law and any other relevant laws. (When a priest is the subject of an allegation, disciplinary procedures are the responsibility of the bishop and the appropriate procedure under canon law will be followed). The documents or other material arising from the investigation are to be kept in accordance with the practices of the employing authority and any relevant laws. Disciplinary Procedures can be initiated but must be put on hold pending the outcome of the statutory inquiries, so as not to prejudice the outcome of those inquiries at the same time as and in parallel with the Reporting Procedures. Volunteers can be suspended or asked to step down. In general it is recommended that the same person should not have responsibility for dealing with both the reporting issues and the employment issues. It is preferable to separate these issues and manage them independently. There will be consultation with the HSE and Gardai regarding protective measures for child/children, always aware that the safety of children is paramount. Those who are the subject of an investigation may be asked to step aside from their ministry and duties for the duration of the investigation. While the matter is pending the respondent enjoys the presumption of innocence and the right to his or her good name. Staff/volunteers may be subjected to erroneous or malicious allegations. Therefore any allegation of abuse should be dealt with sensitively and support should be made available. The primary goal is to protect the child while taking care to treat the employee fairly.

Complaints procedures – independent reviews

What if I am unhappy with the way my concerns were dealt with?

If you are unhappy with the way that the Church dealt with your concerns, you can ask for it to be independently reviewed. You cannot ask for the matter to be re-investigated but you can ask for the process (i.e. how it was dealt with) to be reviewed. You must ask for a review within three months after the Church's investigative process has finished, but this timeframe can be extended in certain circumstances. You should write to The National Board (St. Patrick's College, Maynooth, Co. Kildare), setting out the reasons why you are unhappy with the process. If you have any difficulty in doing this, please contact the National Office to discuss other ways they may be able to help you to ask for a review. The review will be conducted by an independent review panel of three persons with specialist expertise. The Review Panel cannot review the outcome of the process, but will look at the manner in which the process was conducted and will ensure that all the required steps were followed. At the end of the review the Review Panel will then make a recommendation. The person whom your concern/allegation was about is also entitled to seek such a review if he or she is unhappy with the way the process was conducted. For further details of the review process, please see the procedures outlined in p.80 Standards and Guidance Document for the Catholic Church in Ireland or contact the National Office for further information.

Confidentiality statement and guidelines

The Diocese of Cashel & Emly recognises the importance of ensuring people's right to confidentiality and is committed to keeping confidential all personal information about children

and their families. The only exception may be when safeguarding children or welfare concerns arise in relation to a child. In this situation, information will be shared on a need to know basis, in the best interest of the child, as follows: Giving information to an appropriately designated person and/or statutory authority for the protection of a child/young person is not a breach of confidentiality. Primary carers have a right to know if personal information is being shared and a report is being made to the HSE, unless informing them could put the child at further risk. We cannot guarantee total confidentiality where the best interests of the child are at risk.

Using images/photographs of children

Ensure that: parents and children consent to the use of an image and that this is recorded. Photographs/ images likely to be published in public areas – Church property, press or on the Internet are not used in conjunction with the children’s full names (first name and surname) and detailed addresses. Parents and children are aware of the way the image will be used to represent the Church group, organisation or activity. Images of a child will not be used for any other reason without the consent of the parent/carer. We cannot guarantee that cameras/videos will not be used at public liturgies/events.

Record keeping and storage of information

Record keeping and storage of information will be in accordance with the Diocesan policy on storage of completed documents, confidentiality statement and guidelines. Data protection legislation including data protection rules are outlined in the European Communities (Data Protection) Regulations 2001, (See <http://www.dataprotection.ie/>) and the guidelines of the National Board for Safeguarding Children in the Catholic Church. The Church should retain all case management files and safeguarding records for a period of 100 years. All other records pertaining to safeguarding should be stored for a period of 20 years. (See ‘Record Keeping’ at the National Board’s website <http://www.safeguarding.ie/>). Each parish group will be responsible for storing in a confidential way in parish property an accurate record for each activity involving children in parish property. e.g. programme details, attendance, parental consent, necessary medical information etc.

Child protection case files are stored in accordance with Church Guidelines at Archbishop’s House, Thurles.

Documents and official forms

(a) Blank forms.

A supply of blank official forms will be available on the Cashel and Emly diocesan website and will include:

- Safe Recruitment Form**
- Recruitment Checklist form**
- Confidential Application Form**
- Character and Personal Reference Form**
- Declaration Form**
- Policy Agreement Form**
- Reporting Form**
- Parental Consent Form**
- Altar Server Application Form**

Permission for Medical Care
Altar Server Consent Form
Media Permission Form
Child consent Form
Accident/Incident Report Form
General Complaints Form
Parish Self Audit Form
Renting a Hall Form
Diocesan Pilgrimage to Lourdes Application Form

(b) Completed documents

Completed documentation will be regarded as confidential and will be retained securely in the parish office. Copies of documentation relating to vetting of parish personnel will also be retained securely in the parish office when they become available. Sensitive personal information should not be stored on computer, unless it is done in compliance with Data Protection legislation.

Standard 3

Preventing harm to children

Children should have access to good role models they can trust, who will respect and nurture their spiritual, physical and emotional development. They also have a right to an environment free from abuse and neglect.

In order to safeguard children and young people and so as to operate safe activities for children, the archdiocese has adopted procedures for the creation of safe environments for children, including a recruitment and selection procedure for all church personnel, clear guidelines on codes of conduct for adults and children and guidelines for the running of safe activities for children.

Proper recruitment and selection procedures help identify suitable personnel to fill positions. In order to comply with legislative requirements in the Republic of Ireland, the Archdiocese of Cashel and Emly has introduced the following recruitment procedures. All church personnel must undergo the correct recruitment procedures as outlined.

Recruitment Procedure for Church Personnel

- Posts will be advertised as appropriate.
- Indicate the title of the position/post.
- Identify skills/qualifications where necessary.
- Identify the duration of contract.
- Indicate the closing date for receipt of applications.
- Include details in relation to obtaining an application form and a declaration form.
- All staff and volunteers must complete an application form, declaration form, supply ID and the names of two referees.

Where an interview is held, an interview board shall consist of at least two members. Garda vetting will be sought. If the post does not require Garda Vetting the applicant will be asked to complete a declaration form. References will be requested from two referees.

Checklist for recruiting parish personnel

Stage 1:

Advertise the position/post.

Stage 2:

The applicant is given an application form, declaration form, list of suitable I.Ds, parish policy statement, parish procedures and the parish code of conduct.

Stage 3:

The applicant is required to return the application form (including names of two referees), the declaration form, and supplies I.D.

Stage 4:

The interviewing committee checks the application form, declaration form, I.D. and records this information on the application verification form.

Stage 5:

The interviewing committee sends the two named referees a confidential reference form and checks the references when they are returned.

Stage 6:

The interviewing committee holds an interview with the applicant.

Stage 7:

The interviewing committee sends the successful applicant a letter of appointment.

Stage 8:

The successful applicant returns a letter of agreement to the recruitment committee, subject to vetting verification.

Stage 9:

The successful applicant completes the Garda Vetting. This is recorded on the vetting verification form.

Stage 10:

Application forms, declaration forms, references, application verification forms, vetting verification form, letter of agreement should be stored in a secure place in the parish office.

All forms pertaining to recruitment and selection can be found in the ‘resources’ section of this document.

The diocese supports the process of recruitment and selection by the following means:

- Appropriate training for clergy, parish safeguarding representatives and parish recruitment committees is provided.
- Ensuring regular updated information and changes in legislation is given to all those involved in the recruitment and selection of parish personnel.
- Local safeguarding representatives are offered ongoing advice.

Codes of Conduct

- Codes of conduct are provided to personnel by the Archdiocese of Cashel and Emly which outline clearly what is, and is not, the standard of good practice expected from all adults when working with children in any liturgy, ministry or activity. These are in place to help church organisations develop a culture of safety that minimises risk to children.
- Training is provided for all clergy, parish safeguarding representatives, chairs of parish pastoral councils, pastoral assistants, care persons, permanent deacons, diocesan advisors, the diocesan safeguarding children committee and parish recruitment committees.
- Copies of the parish policy statements, procedures and codes of conduct are provided to be distributed and explained to all adults working at parish level as well as being made available to parents and guardians.
- All children participating in any church activity are made aware of the standards of conduct expected of them. An anti-bullying environment is promoted and children are required to behave appropriately towards each other.
- Church personnel understand clearly the procedures for raising concerns or suspicions of unacceptable conduct towards children by other adults within the church organisation and will comply with the diocesan child safeguarding reporting procedures. This is also known as ‘whistle-blowing’ and may be done confidentially, if necessary.
- Unacceptable conduct by children will be managed in a positive manner that encourages children to achieve self-control. It must not involve physical punishment of any kind, humiliation or degrading treatment.

- All church personnel are aware of and required to comply with additional good practice for pilgrimages and residential programmes.
- The Archdiocese guidance is that discriminatory language or conduct directed at those of a different race, culture, age, gender, disability, religion, sexuality or political view is clearly not acceptable.
- The Archdiocese's guidance sets out standards for the intimate/personal care of very young children or those with disabilities, including appropriate and inappropriate touching.
- Guidance is provided for use of photography, film and IT.
- The policies provide guidance on resolving conflict and making a complaint.

Operating safe activities for children

Safety is of prime importance during any activity. To minimise opportunities for children to suffer harm, the Archdiocese of Cashel and Emly recognises that safeguarding children is the responsibility of all adults involved in activities where children are included. There is guidance on assessing risks when working with children, particularly when activities involve being away from home. In all activities, adequate age appropriate supervision ratios must be maintained to protect children and young people from harm. All use of information technology (including mobile phones, email, digital cameras, websites and the internet) must be in accordance with guidelines to prevent children being exploited, abused or endangered. Following diocesan guidelines is not only in the best interests of children but is also in the best interests of staff and volunteers.

Adults should:

- Operate within church guidelines and at all times act in the best interests of the child's welfare.
- Keep attendance records, accident report forms, consent forms and complaints' records in a secure system.
- Always work openly with children.
- Ensure changing room supervision is gender appropriate and always in pairs.
- Have male and female supervision of mixed groups on trips away from home.
- Report all allegations and concerns of abuse to the diocesan designated officer or to the statutory authorities.
- Treat children and each other with courtesy, dignity and respect.
- Provide good example and conduct themselves as positive role models.
- Develop an open culture where children are not afraid to bring up issues affecting their lives.
- Be aware of and challenge bullying.
- Take care not to discriminate or use language that could be interpreted as discriminating against those of a different race, culture, age, gender, disability, religion, sexuality or political view.
- Advise children of their right to be safe.
- Operate a positive approach to managing children's behaviour.
- Give children a voice and listen to what they have to say.

Adults should only:

- Have physical contact with a child in response to the needs of the child at the time and must be at all times appropriate given the age, gender and developmental stage of the

child. (Those working with children and young people need to accept that all physical contact may be open to scrutiny).

- Have regular physical contact with a child who has additional needs if this has been agreed and sanctioned by the parents or carer of the child.

Adults should never:

- Spend time alone with children.
- Leave children in their care, unattended.
- Take children alone on car journeys, however short the journey.
- Take children to the adult's home.
- Show favouritism.
- Physically punish a child.
- Cause any child to suffer humiliating or degrading treatment.
- Engage in sexually provocative games.
- Consume alcohol, smoke or use illegal substances in the presence of children for whom they have responsibility.
- Engage in rough physical games or horseplay apart from structured sports' activities.
- Allow or engage in inappropriate touching of any form.
- Allow children to use inappropriate language unchallenged.
- Make sexually suggestive comments to or about a child or young person.
- Ask a child to keep secrets.
- Let allegations made by a child go unrecorded or unreported.
- Do things of a personal nature for a child that they can do themselves. (Occasionally it may be necessary to help a child in this matter if the child is very young or disabled but only with the full permission of parents. At all times these tasks must be undertaken with the utmost discretion and sensitivity. In an emergency, parents should be fully informed as soon as possible).
- Take or use images or photographs of children without first consulting diocesan guidance and also seeking the permission of parents, carers and the child if he/she is of an age to give "informed consent"

Guidelines for Practice with Children's Activities

Planning:

- Staff and volunteers are appointed after proper recruitment procedures.
- Staff and volunteers are fully aware of their roles and responsibilities.
- Leaders should be aware of children's relevant medical problems, including allergies.
- Leaders working with a mixed group must be drawn from both genders.
- There is a clearly designated group leader for all activities.
- Signed consent must be obtained from parents or guardians of each child prior to their participation in events, activities and groups. Included also should be relevant medical details, any special needs and emergency contact numbers.
- Risk assessment must be carried out for all physical activities and written permission from parents / guardians must be sought.
- Children wishing to join a parish group complete an application form.
- Diocesan accident and incident report forms are kept on the premises being used and always completed whenever an incident occurs.

- Accident and incident report forms are to be used by all groups using parish premises. The completed forms are to be monitored and stored securely.
- Health and safety policies are adopted.
- All children are checked in to an activity on a registration form.
- All personal data on children is confidential and is to be stored securely.
- All activities must be planned and managed in a way to minimise risk.
- An initial safety check for hazards should be done on each occasion before premises are used.
- Games and icebreakers should be structured to take into consideration the risk of physical injury and personal space issues.
- Adults must ensure proper safety standards and extra insurance cover for occasional activities. e.g. bouncy castles.
- Areas where maintenance work is being carried out should never be used for activities with children.
- Adequate insurance cover for children, parish personnel and third parties is provided.
- All medicines are to be stored securely. (Permission to be sought for the administration of medication, including band aids).
- Non-prescription medication, creams, lotions or adhesive dressings may not be administered to a child.
- Prescribed medication may only be administered to a child with a doctor's prescription and the written consent of a doctor.

Record keeping relating to activities

Supervision of Children

Having clearly defined supervision arrangements minimise accidents occurring and also protect children from intentional harm. When planning activities for children and young people, the Archdiocese of Cashel and Emly advises the following supervision ratios in line with NBSCCC recommendations.

Children under 8 years:

- 0 to 2 years = one adult supervisor for every 3 children.
- 2 to 3 years = one adult supervisor for every 4 children.
- 3 to 7 years = one adult supervisor for every 8 children.
- (6 children for outdoor activity, 4 for pilgrimages/residential)

Children 8 years and over:

- Two adult supervisors for every 20 children (ideally 1 of each gender, if mixed gender group of children). (15 children for outdoor activity).
- There should be one additional adult supervisor for every extra 10 children.
- For residential programmes and pilgrimages this ratio is to be decreased to one adult for every 5 children. This is to allow for adequate free time for all leaders.

Additional Good Practice Guidelines for Pilgrimage/Residential Programmes

The pilgrimage/residential nature of some activities require particular consideration with regard to safeguarding children requirements. Parents and carers are entrusting their children to the care of church personnel at this time and it is vital that those adults follow good practice guidelines to ensure the children's health and safety and behave in a manner that presents a good role model to the children in their care. The programme leader should have overall responsibility for the planning, supervision and conduct of the event. Preparation is essential and after discussion and consultation with other team members, the programme leader is responsible for ensuring that all reasonable preparations have been made for the event. Particular care should be taken to support church personnel in this ministry role. In addition to the good practice guidelines already set out, the following list is provided specifically for pilgrimages and residential programs:

- Appropriate approval is to be obtained from the leader of the organization.
- Health and safety legislation needs to be consulted and followed.
- Risk assessments carried out.
- The venue ought to be visited in advance to check suitability and to be aware of potential problems.
- Ensure the venue has both a current building certificate and fire certificate.
- Check the venue's own policies to ensure that they can be adhered to.
- Organise transport and insurance. Check that they are suitable. Insurance should include public liability and personal accident/injury.
- Timetable the travel, activities and supervision on the trip.
- Check that all leaders and volunteers have been Garda vetted. All adults on the trip are to have a specific role and be accountable to the programme leader.
- An event co-leader of the opposite sex is to be appointed for mixed trips.
- If specialised activities are to be undertaken, check that the person in charge is properly qualified to lead the activity.
- All leaders are to be properly briefed before the trip regarding their roles and responsibilities.
- The leader is to ensure that all adults are aware of the safeguarding children policies, procedures and codes.
- At least two leaders are to be qualified in First Aid. It is their responsibility to be familiar with the locations of and transport to hospitals, doctors, nurses and local medical facilities, including contact numbers.
- Guidance and training on intimate care should be provided, where appropriate.
- Supervision rotas are to be drawn up according to the advice given in this document.
- All participating children have consent forms completed by a person with parental responsibility, who agrees to the various planned activities during the event, including photographs. Medical information is also stated on this form and contact details in case of an emergency. These forms must be taken with the group to the event.
- All parents and carers have a copy of the schedule including dates, times and a contact number for the venue. This is particularly important for the return journey, arrival home and pick up times.
- Children are to be briefed prior to the event. They are to be given a list of items they should and should not bring with them. A summary of the activities planned is to be provided. Expectations of conduct on the trip will be discussed and the children involved as much as possible in setting standards of behaviour.

- Be aware that mobile phones may not always be reliable due to signal coverage. Take this into account when assessing risk.
- On arrival at the venue, any hazards and especially fire exits are to be pointed out and fire drill explained. Check that signs are in place.
- All children on the trip are told where to contact an adult in an emergency.
- Have an evaluation meeting soon after the event; write a report making recommendations to aid the planning of future trips.

The diocese will support parishes and diocesan groups in ensuring a safe environment by:

- Providing necessary updates regarding recommended supervision ratios.
- Supplying incident and accident report forms to parish safeguarding representatives and all clergy.
- Offering support to individuals or groups in order to implement good practice.
- Responding promptly to any concerns reported.
- Reviewing practice and the code of conduct regularly.

Code of Conduct for children and young people

A code of conduct, specific to children, should be drawn up in direct consultation with children. While it is important that each group of children directly contributes to the formation of their code of conduct, the following basics should be included:

- Children will be aware that leaders also have a code of conduct.
- Children will understand that leaders will not work alone with children.
- Children will treat each other and their leaders with courtesy, respect and dignity, taking care to avoid discrimination involving race, culture, age, gender, disability, religion, sexuality or political views.
- Children will not be permitted to engage in substance abuse, to consume alcohol or to smoke, in keeping with Civil Law.
- Inappropriate language or sexually suggestive comments will not be permitted by children. Physical contact between children will be of an appropriate nature at all times.
- Rough play will not be permitted at any time.
- Children are to be consulted about drawing up an all-inclusive anti-bullying policy.

The following is a sample code of conduct for children and young people involved in church liturgies and activities which may assist you.

Respect yourself. Be mannerly. Take care of your own safety. Do not use cigarettes, alcohol or drugs. Always do your best in any activity and always choose to do the “right thing.”

Respect others. Never bully, exclude or engage in name calling against others. Do not use foul or abusive language.

Remember that other people have feelings too; so do not hurt them. Never use violence against another person.

Respect the property of others. Take care of equipment and the buildings.

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

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

Dealing with bullying

Alleged incidents of bullying will be recorded on the accident/incident forms. With regard to alleged bullying involving children, group leaders will inform parents of perpetrators and victims orally regarding serious instances of bullying or, where a pattern emerges involving less serious incidents by one or more individuals. With regard to alleged bullying involving adults bullying adults or adults bullying children, the following may be applied as appropriate:

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

- Adhere to guidelines.
- Keep all organisations up to date on the recommendations and required forms for reporting.
- Report any concern regarding the safety or suitability of a building which may be used by children.
- Respond promptly to any concerns reported and review suitability of premises or practice.

Additional good practice guidelines for safeguarding children and preventing harm to children in the following circumstances:

Visiting priests

It is a diocesan regulation that before priests from outside the diocese can be allowed to minister in this diocese, it must be clearly established that they are in 'good standing' and that there are no child protection concerns. Before a parish makes any arrangement with a visiting priest, the priest must confirm his 'good standing', by showing his 'celebret.' If there are any doubts, the parish is obliged to contact the bishop's office. The diocesan office will contact the priest's own bishop or local superior/provincial directly to confirm the priest's 'good standing' and to confirm that there are not any safeguarding children concerns. Parishes are required to inform bishops/diocesan office if a non-incardinated priest takes up residence in the parish (excluding in a religious community).

Temporary solemnisers

Under legislation effective since November 2007, in order to officiate at a marriage that will be civilly registered, priests must be on the 'List of Solemnisers' submitted by their local bishop to the Registrar-General. Priests from overseas can be added to this list as temporary solemnisers – this meets the legal requirements for the specific marriage(s) at which they are officiating here in Ireland. The bishop of the diocese in which the marriage is taking place has the responsibility, once notified, of submitting the name, overseas address and date of birth of the visiting priest to the registrar-general so that he can be listed as a temporary solemniser. Before doing so, the Bishop's office will contact the priest's own bishop or local superior/provincial directly to confirm the priest's 'good standing' and to confirm that there are no safeguarding children concerns.

Meetings with children:

If the pastoral care of a child necessitates the arrangement of a meeting alone with him/her, do not meet in isolated environments. Schedule meetings at times and at designated locations that allow for transparency and accountability, for example, rooms that have a clear glass panel or window, an open door, and in buildings where other people are present. Scheduling meetings by text messaging should be done by texting parents/carers. Limit both the length and number of meetings. Inform parents or guardians that the meeting(s) is/are taking place, except in circumstances where doing so might place the child in danger. In that case, inform a colleague and fill in an incident form. Do not encourage visits to or conduct meetings in private homes or personal living quarters. When the need for a visit to the home of a child arises, professional boundaries must be observed at all times. Never do things of a personal nature (for example, helping with toileting, washing or changing clothing) for children that they can do themselves.

Guidance in relation to personal/intimate care for children with disabilities

Don't be rushed into taking on intimate care tasks. Never take responsibility without the permission of parent and child. Treat every child with dignity and respect. Ensure that the degree of privacy is appropriate. Involve the child as far as possible in his/her own intimate care. Make sure intimate care is as consistent as possible. If you are concerned about anything during intimate care, report it. Intimate care is defined as any procedure involving touching, or carrying out what could be described as an invasive procedure. Apart from helping someone to eat and drink, the following list contains the major areas of intimate care: dressing or undressing, assisting a disabled child to use toilet facilities.

For all types of intimate care the main points to consider are:

Staff issues

Only staff that have been vetted and trained are to be assigned to this task. The child should be involved in selecting the carer where possible and in cases where a substitute carer needs to be brought in, only properly vetted and trained staff should be used. The carer should be the same sex as the child to ensure the dignity of the child is respected. Particularly for toileting, one person of the same sex will attend the child unless two persons are needed and then reasons must be clearly documented for this decision. All staff will be monitored and proper records kept.

Best practice: prior permission should be obtained after discussion with both parent and child and agreement should be reached on how the specific tasks will be conducted. An intimate care plan needs to be drawn up explaining in detail how specific tasks will be conducted. Roles and expectations are clearly understood by all concerned (parents, child and carer). The child's reaction to a situation needs to be accepted as the guide to the child's wishes. Only appropriate terminology is acceptable to be used to name private parts. Where there are speech, language, hearing or cognitive difficulties, an agreed method of communication should be arrived at beforehand and time should be taken to familiarise the child with the method. Built into the intimate care plan should be the aim of working towards independence for the child, as far as is possible. Touching should always be appropriate to the type of care being administered. The child's attempts to help with tasks should be encouraged and he/she should be allowed to do any task that the child is capable of doing. If drugs are required to be administered by any method, a medical plan must be drawn up and directed by a physician and written consent should be given. Strict attention must be paid to the doctor's directions and proper records should be maintained.

Best Practice in relation to photography, film and use of I.T. equipment

Always ensure that the content of the photo or film is appropriate. One-to-one photo sessions with children are supervised. Parents and children consent to the use of an image and that this is recorded. Photographs/images likely to be published in press or on the internet are not accompanied by children's full names (first name and surname) and detailed addresses. Parents and children are aware of the way the image will be used to represent the church group, organisation or activity. Church organisations also need to assess the possible ways that children communicate with church personnel, volunteers and each other using digital and online systems such as via the internet, mobile phones, and emails. It is important to develop guidance to reduce the risk to children associated with online activity when they are involved in an activity, group or event to prevent them:

- Being groomed online by paedophiles.

- Experiencing online bullying.
- Accessing or being exposed to inappropriate or harmful material.
- Personal contact details not being secure.
- Personal images being uploaded and used without consent.

Complaints Procedure

Resolving conflict

The approach to resolving conflict should always be one of open dialogue in a safe space and in a friendly and informal atmosphere.

Parish Procedures

All parishes should develop a clear and transparent complaints procedure and appeals process to be used by children, staff, workers, volunteers, or by parents who are dissatisfied with any aspect of activities or services provided. Make sure that a copy of the complaints procedure is available to children, their parents or guardians and to all staff and volunteers. All complaints should be recorded.

Making a complaint

What to do if you have a complaint concerning someone working on behalf of the parish. In the case of parish activities for children, communicate immediately with the person in charge of the project /event.

- Once a communication is received, the leader will try to resolve the issue promptly and fairly.
- Should the matter not be resolved to the complainant's satisfaction, the complainant may discuss the issue with the parish priest who will, similarly, try to resolve the issue promptly and fairly.
- If a satisfactory resolution cannot be arrived at, an external mediator will be invited by the parish priest/administrator to dialogue with all concerned. In this regard, advice will be sought from the National Board for Safeguarding Children, should this be deemed necessary. The determination of the external mediator, proposed after discussions with all parties, will be final.
- Should the issue relate to the parish's safeguarding children procedures, the leader, upon receipt of the communication, must contact the parish priest to deal with the matter.

Standard 4

Training

All church personnel should be offered training in safeguarding children to maintain high standards and good practice.

The Archdiocese of Cashel and Emly is committed to best practice in safeguarding children. Everyone in the church who comes into contact with children has a role to play in their protection. Fundamental to the development and maintenance of a safe environment is the training and education of personnel. Training provides individuals with knowledge and skills in safeguarding children and the confidence to perform their roles. To carry out their role confidently they need to be made aware of child protection issues and have the necessary knowledge and skills to keep children safe.

- All church personnel in the Archdiocese of Cashel and Emly who come in contact with children are offered training in child safeguarding to maintain high standards and good practice.
- The Archdiocese has five registered trainers who are committed to keeping children safe and regularly update themselves on issues related to safeguarding children and vulnerable adults by attending relevant courses, workshops and conferences. This information is shared with clergy, the parish safeguarding representatives, the parish recruitment committees and other diocesan personnel at meetings and conferences.
- Training in safeguarding children for new parish safeguarding representatives is provided as the need arises.
- Attendance records of these meetings are taken and evaluation forms completed to ensure quality control.
- All those in the Archdiocese of Cashel and Emly who have additional responsibilities such as dealing with complaints, managing risk and acting as designated person, have extra training provided.
- An information session is given by parish safeguarding representatives, at parish level, for those who come in contact with children and vulnerable adults. Diocesan trainers support these programmes, where necessary. Individuals should not engage in work with children and young people until they have completed basic awareness of safeguarding children policy and procedures.
- Arrangements are in place to ensure that children and young people are given information about their rights and responsibilities.
- There is a leader identified in each group to whom children can express their worries and fears.
- On behalf of the diocesan committee, the trainers update themselves in national training networks through the National Safeguarding Office of the Catholic Church in order to ensure that the Archdiocese of Cashel and Emly is implementing an appropriate and current programme consistent with legislation.

The Training Programme for Safeguarding children includes:

- Signs and symptoms of abuse
- Recognising, responding and reporting abuse
- Information on safeguarding children and legislation
- Working safely with children
- Code of conduct for adults working with children
- Good practice in recruitment and selection, management, training and supervision
- The Seven Standards of the National Board for Safeguarding Children

Standard 5

Communicating the Church's Safeguarding Message

Children are welcomed, cherished and protected in a manner consistent with their central place in the life of the Church.

The Archdiocese of Cashel and Emly is committed to making its safeguarding children procedures widely known and understood. The names and contact details of the safeguarding personnel in the Archdiocese of Cashel and Emly and counselling services are disseminated to church personnel and external agencies. Our safeguarding policy can be downloaded from office@cashelandemly.ie.

- The safeguarding children policy statement is prominently and permanently displayed in all churches and church premises. It is also available on the diocesan website office@cashelandemly.ie.
- All clergy, parish safeguarding representatives, parish recruitment committees and other diocesan personnel have a working knowledge of diocesan policy, procedures and codes of conduct.
- All parents and carers know what is contained in the safeguarding children policy, procedures and codes of conduct. Children and young people are informed that, for their well-being, there is a safeguarding children policy in operation.
- Special notices are designed to be easily read and comprehended by children and are displayed in the premises where children's activities takes place, advising children of their right to be safe as well as giving details of a person to contact if they have concerns or worries.
- Everyone with responsibility for church activities understands the ethos and content of the safeguarding policy, procedures and codes of conduct. They also know who the diocesan designated persons are, what their role entails as well as their contact details. All church personnel are issued with details of local child safeguarding services (statutory and voluntary), helpline numbers and Gardai contact details. This information is also displayed with church notices.
- Use is made of notices, leaflets, newsletters, parish bulletins and pastoral letters to further communicate the safeguarding message. Regular meetings with parish safeguarding representatives and clergy are held for updates and review.
- Links and good working relationships are developed by church organisations with statutory agencies in order to keep children safe.

Standard 6

Access to Advice and Support

Those who have suffered child abuse should receive a compassionate and just response and should be offered appropriate pastoral care to rebuild their lives.

Those who have harmed others should be helped to face up to the reality of abuse, as well as being assisted in healing.

- Children need someone to turn to when they are being abused and need to be given information on who to talk to and where they can get help. The Archdiocese of Cashel and Emly is committed to ensuring that those who have suffered child abuse receive a compassionate and just response and are offered appropriate pastoral care to rebuild their lives.
- Those who have harmed others are to be assisted to face the reality of their abusive behaviour and facilitated to seek healing.
- Training advice and pastoral support is available to help church personnel and volunteers play their part in safeguarding children.

Mindful of our duty to ensure that advice and support is available, the Archdiocese has the following arrangements in place.

- Young people who participate in church activities will be advised that there is support and services available to those who may have been abused.
- In churches, displayed along with the safeguarding children message, there is clear information that advice and support is available for victims and their families. The information has clear guidance about where and how to get advice and support.
- The designated persons in the diocese will provide information regarding where and how to get specific help and advice, whether the abused person is a child or an adult and whether the abuse is current or historical.
- Appropriate pastoral support is offered to the complainant, whether an allegation concerns current or historical abuse. Pastoral support offered must not compromise any future enquiries nor put children at further risk. It is important to acknowledge the impact that pain and trauma can have on a person's ability to access help, which may present itself as challenging and difficult behaviour. Therefore, the diocese offers pastoral support and counselling to all affected by abuse suffered within the Church.
- Those who are accused of abuse will have pastoral support and advice offered by an appointed advisor as they go through reporting and investigation.
- The diocese strongly recommends that a perpetrator of abuse will seek appropriate remedial and therapeutic help to enable him or her to face up to the seriousness of the abuse and reduce the risk or reoffending.
- All safeguarding children personnel in the Archdiocese of Cashel and Emly have access to advice, support and information on issues relating to keeping children safe through maintaining links with statutory and voluntary agencies together with the diocesan coordinator and the National Office for Safeguarding.

Standard 7

Implementing and Monitoring the Standards

To keep children safe, policies, procedures and plans have to be implemented across all church organisations. Checks are needed to ensure this is happening consistently. The views of those inside and outside of church organisations can help to improve the effectiveness of measures taken.

The diocesan authorities are responsible for ensuring the policies and procedures are implemented. All policies, procedures and codes of conduct adopted by the Archdiocese of Cashel and Emly are designed to keep children safe. To be effective these measures have to be implemented across all church organisations consistently and need to be checked regularly.

The following list details the actions taken to check and monitor how guidance is being carried out:

- Financial and human resources are in place for the implementation of the safeguarding children policy. The diocese annually reviews the implementation of its policies and procedures and updates any changes in legislation and guidance and provides NBSCCC with a summary of its findings.
- A summary of training events attended by or conducted by the diocesan trainers (including a register of attendance) is recorded and kept on file.
- Parish safeguarding representatives provide the diocesan committee with annual statistics of the numbers of staff and volunteers in each parish who have been recruited and vetted.
- Processes are in place to give parents, carers and children an opportunity to give their views on measures contained in the safeguarding children policy and procedures.
- All incidents, allegations and suspicions of abuse in the diocese are recorded and stored securely, in line with data safeguarding legislation.

Appendix 1

Structures for Safeguarding Children and Descriptions of Roles and Responsibilities

Safeguarding Structure at National Level

The National Board for Safeguarding Children in the Catholic Church (NBSCCC or National Board)

The first National Board was established by the Irish Bishops' Conference, the Conference of Religious of Ireland and the Irish Missionary Union to provide independent advice and to monitor safeguarding practices in the Church. The National Board is independent in order to allow it to undertake independent advisory, audit and inspection functions. The National Board will produce an annual report which provides data and commentary on the practice of the Church organisations regarding the safeguarding of children. In particular, the annual report will contain summaries of the learning gained from reviews and audits carried out during the year to which the annual report relates.

The National Office for Safeguarding Children

The National Office for Safeguarding Children was established by the National Board.

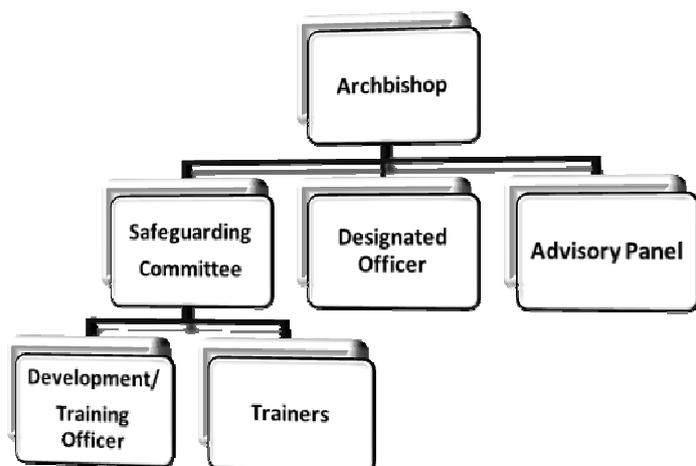
Its main purpose is to:

- implement the policies and decisions of the National Board
- undertake advisory and audit tasks
- act as a resource for Church organisations and be accessible to all such bodies for advice or guidance and to support the diocesan/congregational Designated Officers
- monitor practice within the Church organisations regarding adherence to the standards set down within this guidance, both through the self-audit process and through its auditors

Child Safeguarding and Protection Structure in the Archdiocese of Cashel and Emly

Under the direction of, and reporting to, the Archbishop, the following structures have been put in place at Diocesan and Parish level:

Safeguarding Structure Diocesan Level



Child Safeguarding Committee

A new Child Safeguarding Committee for the Archdiocese of Cashel and Emly was appointed in 2012. This committee is responsible for ensuring Diocesan policies are updated, as appropriate in line with ‘Standards and Guidance Document for the Catholic Church in Ireland, and the civil standards ‘Children First’. They also oversee safeguarding training, and assist in creating, maintaining and monitoring a safe environment for children and those who work with them and who are involved in church life and activity. A Safeguarding Co-ordinator/Trainer is employed by the Diocese. The Co-ordinator is responsible for coordinating the overall work of the safeguarding office and works closely with this committee in the provision of training on and raising awareness of safeguarding in theory and practice throughout the Archdiocese.

Advisory Panel on Child Protection for the Archdiocese of Cashel and Emly

The Advisory Panel provides independent, expert advice to the Archbishop on all aspects of the management of cases of alleged or confirmed child sexual abuse. Since 2011 this service is provided for the Archdiocese by the National Case Management Reference Group. The National Case Management Reference Group is composed of clerical and lay people with a range of expertise in areas relevant to the management of child protection concerns. They also provide advice to a number of other Dioceses and Religious Orders

The Designated Officer

The Designated Officer is a person who has specific responsibility for ensuring that effective child protection procedures are followed within the Diocese. All child protection concerns that relate to Church personnel and activities in the Archdiocese of Cashel and Emly must be reported to the Designated Officer who has the overall responsibility, entrusted to him or her by the Archbishop, to ensure that each concern is correctly managed from start to finish.

The responsibilities of the Designated Officer include:-

- to hear any concerns relating to safeguarding, 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 Services/An Garda Síochána, and any subsequent internal investigations
- to ensure that the person raising a concern, disclosing abuse, or making an allegation and anyone who is implicated by that are regularly informed about the progress of the inquiry process
- to liaise with the National Office and have an overview of all matters dealt with under these procedures within their diocese/congregation
- to carefully record all steps undertaken as part of these procedures. Each diocese must also appoint a deputy designated officer, who can act in the event that the designated officer is not able to deal with a concern/allegation, where there may be a conflict of interest, or where the designated officer is unavailable due to absence or incapacity. (See also pp 55, 84, 85, 86 Standards and Guidance Document for the Catholic Church in Ireland).

Procedure to be followed by the Designated Officer

1. Receive information about a concern or allegation.
2. Ensure that the procedures for responding to concerns, suspicions, allegations and disclosures of abuse involving church staff and volunteers have been followed and to ensure a referral has been made to the statutory authority, where appropriate, if this has not already happened.
3. Create a child protection case file for every referral that includes a log of actions, events and information received using the dedicated form for this purpose. Entries should be made as soon as possible.
4. Take possession of any written records made by any person in connection with the case and place them in the Child Protection Case File.
5. Explain the procedures for addressing the concern, allegation or disclosure to the person who has raised the concern and ensure that they (including the child's parent or guardian, where appropriate) sign the data protection declaration of consent. This consent relates to this child protection concerns process only – consent is not required for the making of a referral to the Health and Social Services/An Garda Síochána.
6. To contact emergency or appropriate services where a child appears to be at immediate and serious risk of harm. An immediate referral should be made to the HSE. Where appropriate, if HSE staff is not available, An Garda Síochána should be contacted to ensure that under no circumstances is a child left in a dangerous situation pending Health 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.
7. Inform the Church authority that a complaint has been made and make a recommendation to the Church authority about any immediate action(s) that may need to be taken in order to ensure the safety of children.
8. Make enquiries to identify the present and previous appointments of the respondent in order to establish whether there are any previous concerns about his/her practice, or any current grounds for concern in relation to the safety and well-being of children. Again, in cases of emergency, where a child appears to be at immediate or possible risk, an immediate referral needs to be made.

9. Alert the adviser to be on standby, without identifying the respondent. The respondent shall be given information about his or her entitlement to seek legal advice (both civil and, where appropriate, canonical) and about the child protection process. The respondent should be informed that he/she is not obliged, in law, to respond or to furnish evidence, but that any statement provided will be taken into account in the investigation. The designated officer and the Church authority should then inform the respondent of the nature and detail of the allegation/concern and the name of the person raising it. The purpose of the interview is to inform the respondent of the existence of the allegation and of the process being followed. The respondent needs to be given enough detail about the disclosure/allegation/concern, and the person raising it, to be able to offer a response. The respondent shall be offered the services of an Adviser. A written record of the interview must be prepared, agreed with the respondent, signed and dated.
10. Implement the referral policy as outlined in Standard 2 – How to respond to concerns, suspicions, allegations and disclosures of abuse involving church staff and volunteers.
11. In cases where a Designated Officer has a concern about a child but is not sure whether to make a referral, he or she should seek appropriate advice. He or she may consult the National Office, the HSE and/or An Garda Síochána on the appropriate steps to be taken. The Designated Officer must keep a written record of the outcome of the consultation with the Health Services / An Garda Síochána on the Child Protection Case File. Decisions not to refer a matter must always be in consultation with the National Office.
12. Ensure the availability of the Advisory Panel, if required, and convene the Advisory Panel at an appropriate time.
13. Follow the advice given by HSE / An Garda Síochána where a child protection concern has been referred to them. Allow the HSE/Garda Síochána to conduct their enquiries unimpeded. Do not visit the family or contact family members without prior discussion with investigators.
14. Maintain a dialogue with the Investigating Officer or Social Worker to monitor the progress of the case and act on any advice given. Details of contacts made should be recorded chronologically on the Child Protection Case File.
15. Ask for an update from the Health and Social Services / An Garda Síochána about the outcome of their investigations; this request should be made in writing.
16. Conduct an internal investigation at the conclusion of any external investigation or where no such investigation takes place. Any internal investigation will be initiated in cases where child protection concerns remain or where disciplinary action needs to be considered. Such an investigation will gather and assess available information from all sources and witnesses. Every effort should be made, in consultation with the HSE/ An Garda Síochána, to avoid the necessity to interview child witnesses for the purposes of disciplinary inquiries. This investigation (which takes place after the statutory enquiries have been completed) should be conducted expeditiously, taking no longer than three months, wherever possible. In cases where there is a delay, and particularly where a Priest or Religious has been temporarily removed from active ministry or a lay person suspended from duties, it is important to keep everyone informed of the progress of the investigation and to maintain records of such communications. There can be no excuse for a respondent to be left uninformed and ‘in limbo’ indefinitely. Where an investigation concerns Clergy or Religious, the requirements of Canon Law will be observed.

Support Person

The Archbishop appoints, as appropriate, a Support Person to be available 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. The role of the Support Person is to assist, where appropriate, with communication between the child or adult making an allegation/disclosure and the Designated Officer, to facilitate the child or adult in gaining access to information and help and to represent their concerns during the inquiry process. 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. (See also p.56 and p.57 of the Standards and Guidance Document for the Catholic Church in Ireland.)

Adviser

The Archbishop appoints, as appropriate, an Adviser 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 Designated Officer and the Church authority/Church organisation. The respondent's adviser shall not be the respondent's therapist or spiritual adviser. Under no circumstances should the same Support Person or Adviser be provided for the child or adult making the allegation/disclosure of abuse and for the respondent. (See also p.58 and p.59 of the Standards and Guidance Document for the Catholic Church in Ireland).

The Diocesan Garda Vetting Administrator

The Diocesan Garda Vetting Administrator handles Garda vetting applications on behalf of the Diocese.

Safeguarding Structure at Parish Level

1. The Parish Priest/Administrator has overall responsibility at parish level.
2. The Parish Safeguarding Representatives also known as Local Safeguarding Representatives (See also p.54, Standards and Guidance Document for the Catholic Church in Ireland).
3. All Church personnel, including employees, volunteers, group leaders, are obliged to abide by the prescribed safeguarding rules, procedures and guidelines.

Responsibilities of the Parish Priest/Administrator

At parish level, the overall responsibility for safeguarding children in any Church organisation remains with the relevant Church authority, such as the Parish Priest or Administrator.

All parishes are required to issue and display a **Parish Safeguarding Children Statement** that confirms the parish will adhere to the diocesan policy and procedures as set out in the latest edition of “Safeguarding Children in the Archdiocese of Cashel and Emly”.

Responsibilities of the Parish / Local Safeguarding Representative

It is expected that one or two people within each Church organisation will be identified to act as Local Safeguarding Representatives to work alongside the relevant Church authority. The position is voluntary, but Local Safeguarding Representatives will be provided with induction, support and regular training. Their role will be to promote the safeguarding of children within the Church organisation by:

- Raising awareness of what safeguarding is
- Disseminating information on *Safeguarding Children –the Standards and Guidelines Document for the Catholic Church*, and circulating information widely to the public especially among church counselling agencies and parishes
- Ensuring that the contact details of the relevant Designated Officer are widely publicised

The Role of the Parish/Local Safeguarding Representative (LSR)

1. Allegation, suspicion or concern about abuse of a child

- Inform the Designated Officer upon receipt or notification of an allegation, suspicion or concern about abuse of a child, current or historical, from any person and follow the guidelines (see Section 2 Responding and Reporting).
- Co-operate, contribute to, and assist any investigation being undertaken by the HSE/An Garda Síochána and/or Designated Officer with any practical matters.
- Refer all child protection concerns to the Designated Officer.

2. Raising awareness of what safeguarding is:

- Update church notice boards.
- Put bulletins in parish newsletters.
- Alert parishes to training.
- Attend Parish Pastoral Council meetings periodically.

- Report to Designated Officer any concerns/complaints received by the Representative.
- 3. Disseminating information on Safeguarding Children and circulating information widely to the public. This will include information re:**
- Standards & Guidance Document
 - Relevant Diocesan Policy
 - Safeguarding Forms (Parental Consent, etc)
 - Training Information
 - Declaration Forms
 - Garda Vetting Forms
- 4. Ensuring Church activities are provided in a way that ensures the safety and well-being of the children involved. This will include:**
- Liaising with director of activity
 - Ensuring appropriate levels of supervision are in place for all Church activities
 - Ensuring insurance cover is in place
 - Ensuring adequate records are kept
- 5. Ensuring that the contact details of the relevant designated officers/delegates are widely publicised via:**
- Church Notice Boards
 - Parish/Diocesan Newsletters
 - Parish/Diocesan Websites
 - Local Media Publications

All church personnel, including employees, volunteers, group leaders, are obliged to abide by the prescribed safeguarding rules, procedures and guidelines

Appendix 2

Policy Summary

Standard 1 – A written policy on keeping children safe

The diocesan policy document, Safeguarding Children in the Archdiocese of Cashel and Emly, contains guidelines and procedures which will enable the goals of the diocesan policy statement/guiding principles to be realised. It contains procedures and guidelines regarding how to respond to child protection allegations and suspicions; prevention strategies including safe recruitment and selection; codes of behaviour; training and education; strategies for communication and information sharing regarding the Church's safeguarding message; access to advice and support. It also provides guidelines regarding the implementation and monitoring of safeguarding standards and mechanisms as well as stipulating clearly defined roles and responsibilities.

Standard 2 – Procedures - how to respond to child protection allegations and suspicions

Procedures and guidelines regarding how to respond to safeguarding children allegations and suspicions. Responding and reporting: definitions and step by step procedures and guidelines are outlined: Definitions, signs, symptoms, response to and reporting of child abuse – to ensure a prompt response to concerns about a child's safety or welfare and to enable the Church to meet its national and international obligations in this regard. Reporting procedures- a fair complaints procedure for those who are unhappy with the manner in which their concerns were handled; a fair review process for those who are the subject of an investigation, either civil or canonical, relating to child abuse; (adherence to best practice regarding confidentiality, using images/photographs of children, keeping and storage of information, documents/official forms sharing information.)

Standard 3 – Preventing harm to children

Prevention strategies, including safe recruitment and selection; Garda vetting and codes of behaviour. The policy outlines prevention strategies which include: preventing harm to children; responsibilities and codes; procedures for recruiting Church personnel and assessing their suitability to work with children. Prevention and codes of behaviour; guidance on standards of behaviour of adults (staff and volunteers) towards children, including basics for working with children. Guidance on standards - code of behaviour for children towards each other. Complaints procedure and appeals process to be used by children, staff, workers, volunteers, or by parents who are dissatisfied with any aspect of activities or services provided. Good practice processes for dealing with children's unacceptable behaviour. Guidance regarding discrimination involving race, culture, age, gender, disability, religion, sexuality or political views. Guidance regarding personal/intimate care of children with disabilities, including appropriate and inappropriate touch. Guidance on assessing risks, especially on trips/activities away from home. Guidelines on appropriate supervision ratios. Guidelines for appropriate use of information technology, mobile phones, digital cameras, websites and internet facilities.

Standard 4 – Training and education for keeping children safe

Everyone in the Church who comes in contact with children has a role to play in their protection. Training will be provided with the aim of maintaining necessary attitudes, skills and knowledge for all Church personnel, which will facilitate keeping children safe. All Church personnel who work with children will be inducted into the Church's policy and procedures on child protection when they begin working within Church organisations. Identified Church personnel will be provided with training in a recognised Safeguarding Children Training Programme and opportunities provided to update skills and knowledge.

Training/information will be provided for those with additional responsibilities e.g. those managing complaints/disciplinary processes, those giving support or acting as designated officers. The Archdiocese of Cashel and Emly Diocesan Safeguarding Children Committee has responsibility for training programmes.

Standard 5 – Communicating the Church's Safeguarding Message

Communicating and information sharing of the Church's safeguarding message. Information relating to contact details for reporting child safety concerns will be made available and procedures will be in place to disseminate and display the safeguarding message of the Church, to children, all Church personnel, parishioners and external agencies, with the aim of creating a safe environment for children. The safeguarding children policy will be openly displayed and available to everyone. Children will be made aware of their right to be safe from abuse and who to speak to if they have concerns. The name and contact details of the Diocesan Designated Officer will be made available to everyone in the Church organisation. Church personnel will be aware of contact details of local safeguarding children services. Church organisations will establish links with statutory child protection agencies to develop good working relationships. Clear definitions of child abuse will be provided and disseminated, with particular reference to its four main forms – physical abuse, emotional abuse, sexual abuse and neglect. Information will be provided outlining the signs and symptoms of child abuse in its four main forms, so as to better equip those in contact with children to recognise child abuse. Comprehensive information, procedures, guidance etc, relating to safeguarding children, will be provided by circulating Safeguarding Children in the Archdiocese of Cashel and Emly to all parishes and by having it available on the diocesan website.

Standard 6 – Access to advice and support.

Those who have suffered child abuse should receive a compassionate and just response and should be offered appropriate pastoral care to rebuild their lives. Those who harmed others should be helped to face up to the reality of abuse as well as to promote healing in a manner which does not compromise children's safety. Assistance to victims will be provided by the Support Person who is available to assist the child or adult making an allegation of abuse. Assistance to respondents will be provided by the Advisor who is available to help the respondent. Church personnel with special responsibilities for keeping children safe will have access to specialist advice, support and information. Contacts will be established, insofar as is practicable, with relevant child protection agencies and help-lines. Guidance on how to respond and support a child who is suspected to have been abused, whether that abuse is by someone within the Church or in the community, including family members.

Information on how to seek support is provided to those who have experienced abuse. Appropriate support is provided to those who have perpetrated abuse to help them to face up to the reality of abuse as well as to promote healing in a manner which does not compromise

children's safety.

Standard 7 – Implementation and monitoring the standards

To keep children safe, the Archdiocese has a plan of action which includes: structures for implementation of its safeguarding policy; the roles and responsibilities of the individuals who constitute the implementation structure. Arrangements for monitoring the implementation, and ensuring that the implementation is operating effectively. Processes to ask parishioners (children/parents/carers) about their views on policies and practices to keep children safe. Procedures for the secure storage and retention of documents with particular reference to all incidents, allegations/suspicions of abuse.

Resources

- Form 1 (a): Safe Recruitment and selection checklist for employees and volunteers.
- Form 1 (b): Recruitment checklist.
- Form 2: Confidential Application Form – Adult Volunteer.
- Form 3: Character and Personal Reference.
- Form 4: Declaration Form.
- Form 5: Safeguarding Policy Agreement.
- Form 5(a): Safeguarding Policy Agreement for Parish Priest/Administrator.
- Form 6: Recording Form.
- Form 7(a): Parental Consent Form.
- Form 7(b): Altar Server Application/Consent Form.
- Form 7(c): Permission for Medical Care.
- Form 7(d): Special Altar Server Consent Form.
- Form 7(e): Media Permission Form.
- Form 7(f): Consent for Photographs.
- Form 8: Child Consent Form.
- Form 9: Accident/Incident Report Form.
- Form 10: General Complaints Form.
- Form 11: Parish Self Audit.
- Form 12: Renting a Hall.
- Form 13: Diocesan Pilgrimages (Lourdes).

Safe Recruitment and Selection Checklist for Employees and Volunteers.

<p>Contact with children</p> <p>What contact with children will the job involve?</p> <p>Will the employee/volunteer have unsupervised contact with children or hold a position of trust?</p> <p>What other forms of contact will the person have with children, e.g. email, telephone, letter, internet?</p>	
<p>Defining the role</p> <p>Have the tasks and skills necessary for the job been considered?</p> <p>Does the job description make reference to working with and having responsibility for children?</p>	
<p>Key selection criteria</p> <p>Has a list of essential and desirable qualifications, skills and experience been developed?</p>	
<p>Written application</p> <p>Have all applicants been asked to supply information in writing including personal details, past and current work/volunteering experience?</p> <p>Have you developed application forms?</p>	
<p>Interview</p> <p>Have at least two representatives from the organisation been identified to meet with an applicant to explore information contained in their application?</p> <p>Have the applicant and the application forms been carefully considered, highlighting points to raise in interview including:</p> <ul style="list-style-type: none"> • the applicant's attitudes towards working with children • areas you want to explore in more detail • gaps in employment history • vague statements or unsubstantiated qualifications • frequent changes of employment 	

<p>Declaration</p> <p>Have applicants been asked to sign a declaration stating that there is no reason why they would be considered unsuitable to work with children?</p> <p>Have applicants been asked to declare any past criminal convictions and cases pending against them that would have implications for their work with children. Consider the post applied for, e.g Driving Conviction if they are going to drive youth club members, etc?</p>	
<p>Identification</p> <p>Have applicants been asked for photographic documentation to confirm their identity e.g. birth certificate, passport?</p> <p>Is documentation relating to the applicant's identity and relevant qualifications checked at interview?</p>	
<p>Qualifications</p> <p>Are applicants asked for documentation to confirm qualifications?</p>	
<p>References</p> <p>Are applicants asked to supply the names of two referees who are not family members and, ideally, who have first-hand knowledge of the applicant's experience of work/contact with children?</p> <p>Are referees asked specifically to comment on the applicant's suitability to work with children?</p> <p>Are all references provided in writing and followed up with a telephone call or in person?</p> <p>Is the identity of referees verified?</p>	
<p>Vetting procedure</p> <p>Has the vetting procedure that you will need for your selected applicant been considered?</p> <p>Has the applicant been informed that you will need to conduct essential background checks before they take up any appointment?</p>	
<p>Records</p> <p>Are details kept of the selection and induction process on the personnel file of the person appointed?</p>	

<p>Are references kept on file as part of the record of the recruitment process?</p>	
<p>Confidentiality</p> <p>Is information about the applicant only seen by those directly involved in the recruitment process?</p> <p>Are applicants reassured that information about them, including information about convictions, will be treated in confidence and not used against them unfairly?</p>	

Recruitment Checklist:

Role/Post

TASK	Date Completed
Identify the contact the person will have with children	
Define the Role	
Create a job description	
Consider selection criteria	
Application Form or CV requested	
Interview	
References sought	
Declaration form	
Vetting	
Contract	
Induction	

Signed by

<p>Confidential Application Form</p> <p>Adult Volunteer</p>

Diocese: Parish:.....

Surname: First Name:.....

Address:
.....

Tel. Email

Work experience

.....
.....
.....

Have you previously been involved in voluntary work: Yes No

If yes, please give details

.....
.....
.....
.....

Why do you want to get involved with this diocesan/parish activity/ministry?

.....
.....
.....
.....

Have you previously received any training for working with children or young people?

Yes No

If yes, please give details

Is there any medical information we need to be aware of?

Any other relevant information?

Please provide the names and addresses of two people whom we could contact for a reference (not relatives)

Name	Name
Address	Address
Tel	Tel
E-Mail	E-Mail

I declare that the above information is true and that I am fit to serve as a volunteer with this parish ministry/activity. I agree to abide by and accept the terms and conditions of participation.

Signed: _____ Date: _____

For Office Use

Date: form received _____

Date: Ref forms sent _____

Date: Ref 1 returned _____ Date: Ref 2 returned _____

Invited to take up position: yes no

Signed _____ Date _____

Character and Personal Reference

Confidential

Dear

Your name has been given to us by _____

who has applied for the position of _____

I would appreciate you completing and signing the information below.

Thank you in anticipation of your help.

Yours Sincerely

.....

1. Can you tell us how long you have known the applicant? _____

2. In what capacity do you know the applicant?

3. Can you highlight some of the applicant's skills and qualities?

4. Do you, without reservation, recommend the applicant for the position for which he/she have applied? Please bear in mind that this position involves working with children. (please tick)

Yes No

If no, can you tell us why?

If yes, please specify why:

Any additional comments

Signed _____ Date _____

Declaration Form for all Persons working as Employees or Volunteers with Children and Young People

Confidential

Legislation in both jurisdictions in Ireland have, at their core, the principle that the welfare of children and young people must be the paramount consideration.

Church organisations, therefore, ask that everyone working or volunteering for the Church, who will come into contact with children or personal details of children, abide by good practice by completing and signing this declaration.

Do you have any prosecutions pending or have you ever been convicted of a criminal offence or been the subject of a Caution or of a Bound Over Order (please tick).

Yes No

If yes, please state below the nature and date(s) of the offence(s)

Date of offence: _____

Nature of offence:

Have you ever been the subject of disciplinary procedures or been asked to leave employment or voluntary activity due to inappropriate behaviour towards a child?
(Please tick)

Yes No

If yes, please give details including date(s) below:

Full name (print): _____

Any surname previously known by: _____

Address:

Date of birth: _____ Place of birth: _____

Declaration

I understand that, if it is found that I have withheld information or included any false or misleading information above, I may be removed from my post whether paid or voluntary, without notice. I understand that the information will be kept securely by the Church organisation.

I hereby declare the information I have provided is accurate.

Signed: _____ Date: _____

Safeguarding Policy Agreement

I confirm that I have read and understand the contents of the Archdiocese of Cashel and Emly Safeguarding Children Policy and Procedures.

I agree to abide by and adopt the policy, standards, and procedures in all aspects of my work with the Archdiocese

Print Name _____

Signed _____

Dated _____

Safeguarding Policy Agreement for Parish Priest/Administrator

I _____ confirm that I have read and understand the contents of the Archdiocese of Cashel and Emly Safeguarding Children Policy and Procedures and safe recruitment and selection checklist for employees and volunteers. I agree to ensure the implementation of the policy, standards, and procedures in all aspects of our work in the parish of _____ within the Archdiocese of Cashel and Emly.

Signed _____

Dated _____

Child Protection Recording Form (template) Confidential

Child Protection Recording

1 About the disclosure/concern

Date of disclosure _____
 Time of disclosure/concern _____
 How was information received? (Attach any written information to this form)
 Telephone ____ Letter ____ Email ____ in person ____

2. Details of person making disclosure/raising concern

Name _____
 Address _____

 Tel _____ Mobile _____
 Email _____

Relationship to child or alleged victim _____

3. Details of child or alleged victim

Name _____
 DOB _____
 Address _____

 Tel _____ Mobile _____
 Ethnic origin _____
 Language (is interpreter/ signer needed) _____
 Disability _____
 Special needs _____
 Parish / Order (if applicable) _____

4. Parent / Carer details (where appropriate)

Name _____
 Address (if different from above) _____
 Tel _____
 Mobile _____
 Are they aware of the allegation, suspicion or complaint?
 Yes No

5. Details of alleged perpetrator

Name _____
 Address _____

 Tel _____ Mobile _____
 Relationship to child/ victim (parent/priest/teacher etc)

 Position in Church/ Order

 Address at time of incident(s)

Current contact with children if known (sits on Board of Management of school, runs youth activities etc)

Any additional information

6. Details of concern, allegation or complaint

(Include dates / times and location the incident(s) occurred, witnesses, if known. Does the child /alleged victim know this referral is being made?)

7. Action taken

Has the matter been referred to civil authorities?

Yes No

If yes

Date _____

Time _____

If no, explain why

To whom was it referred?

Name _____

Designation _____

Address _____

Tel _____

Email _____

Has the matter been referred to a member of the Church?

Yes No

If yes

Date _____

Time _____

If no, explain why _____

To whom was it referred?

Name _____

Designation _____

Address _____

Tel _____

Email _____

8. Next Steps

What actions were agreed and by whom when the matter was referred on to civil / Church authority?

Are there any immediate child protection concerns? If so, please record what they are and state what actions have been taken by whom to address them:

9. Designated Officer details:

Name _____
Tel _____
Mobile _____

Date form sent _____

Sample Parental Consent Form

Activity Permission Form for Persons under 18 years

1. Name of Church organisation _____

Venue/Activity/Group/Event _____

Date/Time _____

Name of Group Leader/person responsible _____

2. Name of Child/Young Person _____

Address _____

Telephone No _____

Date of Birth _____

Give details of **any** medical condition of which the Organisers ought to be aware, please include details of any medication which has to be taken or any dietary requirements. (This information will be treated with confidence).

3. I have read all the information provided concerning the programme of the above activity and I have read the Archdiocese of Cashel & Emly Safeguarding Children Policies and Procedures. I hereby give permission for my son/daughter/ward to participate in the above activity.

4. The _____ *organisation* only accepts liability or responsibility for an incident or accident caused by the negligence or breach of statutory duty of the *organisation*, its servants or agents.

Signed _____ Date _____

(Parent/Guardian)

Address _____

(if different from above)

Contact Telephone Number _____

Name and telephone numbers of available persons during the period of the activity, in the event of non-availability of parent/guardian.

Altar Server Application/Consent Form

(All information will be treated in confidence)

Parish of: _____

Name: _____

Date of Birth: _____

Address: _____

Parent/Guardian Name: _____

Parent/Guardian - Telephone Contact Number: _____

Parent/Guardian - Mobile Contact Number: _____

Other Emergency Details – Name: _____

Home Telephone Number: _____

Mobile Telephone: _____

Does your child suffer from any medical condition, disability or allergy? Yes No

Please give details below (If necessary please attach note)

Consent:

I give consent for my child _____ to be trained and participate as an altar server in the parish of _____.

I have read the Archdiocese of Cashel & Emly Safeguarding Children Policies and Procedures.

Signed: _____

Date: _____

Permission for Medical Care

In the event of my child being taken ill or injured during his/her time serving at Mass or while participating in Church activities, I hereby authorise the leader in charge to sign on my behalf any written forms or consent required if any surgical operation or injection becomes urgently necessary, provided that the delay necessitated to obtain my signature or other parent's signature might endanger or worsen my child's health or safety.

Signed: _____

Date: _____

Special Altar Server Consent Form

I _____, parent/guardian of _____, give permission to his/her class teacher to excuse him/her from class to serve Mass in _____ Church on _____ (Day/Date).

Please tick and complete one of the following: Yes No

My child will be collected by _____

or

I give permission for my child to make his/her own way to the church.

Signed: _____

Date: _____

Contact Details of Parent: _____

Media Permission Form

I _____ give permission for photographs to be taken of me/ my

child and to be used if required (please tick): Yes No

- In newspapers, magazines, and other official parish magazines Yes No
- On the parish website (first name/photographs) Yes No
- On the parish twitter feed/facebook (group name/ photographs) Yes No

Signature _____
Parent/Guardian

Date _____

Relationship to young person _____

Signature _____
Child

Date _____

Consent for Photographs

I _____ (name of parent / guardian) consent to the Archdiocese of Cashel & Emly photographing _____ (name of child) and to the publication of the photo on the diocesan website and in other diocesan publications both print and electronic.

Signed: _____

Date: _____

Sample Child Consent Form

1. Name of Church organisation _____

Venue/Activity/Group/Event _____

Date/Time _____

Name of Group Leader/person responsible _____

2. Name of Child/Young Person _____

Address _____

Telephone No _____

Date of Birth _____

Give details of **any** medical condition of which the Organisers ought to be aware, please include details of any medication which has to be taken or any dietary requirements. (This information will be treated with confidence).

3. I have read all the information provided concerning the programme of the above activity. I am happy to participate in the activity. I am aware that my parents are also consenting to my participation in the activity. I am aware of and understand the Archdiocese of Cashel and Emly Safeguarding Children Policies and Procedures and I agree to abide by them.

Signed _____ Date _____

(child)

Name and contact details of parent/guardian

Address _____

(if different from above)

Any additional telephone numbers during the period of the activity _____

Sample Incident/Accident Reporting Form

Name of Church organisation _____

Venue/Activity/Group/Event _____

Date/Time _____

Name of Group Leader/Person Responsible _____

Names of others present _____

2. Location of Incident _____

Nature of Incident _____

Name of Child/Young Persons involved _____

Contact details of parents/guardians _____

Telephone No _____

Date(s) of Birth _____

Give details of Incident/Accident

3. Action taken both during and following incident _____

4. Date and time of people contacted _____

5. Other relevant information _____

Signed _____ Date _____
Group Leader/Person Responsible

General Complaints Form

All complaints arising during a Church related activity (with the exceptions of child abuse complaints) should be resolved, if possible, by discussion between the parties involved. If this is not possible, the complainant should complete the details below and submit it to the person in charge or to the parish priest.

Name:

Contact details including address, phone number and e-mail address:

Details of complaint:

Signature: _____

Date: _____

Parish Self Audit

Name of parish		
Person completing audit		
Year of completion		
Standard 1 - Written Policy	Yes	No
<ul style="list-style-type: none"> ➤ Is there a Safeguarding policy in place 		
Standard 2 – Procedures for Responding		
<ul style="list-style-type: none"> ➤ Parish safeguarding representatives in place ➤ Staff/volunteers have been made aware of procedures for reporting allegations or disclosures of abuse ➤ Staff/volunteers have signed their agreement to observe these procedures ➤ Have any reports/concerns/complaints been reported to the Safeguarding Representative <p>Are the contact details for the Church designated person, Social Services and Police displayed in all appropriate places</p>		
Standard 3 – Preventing Harm		
<ul style="list-style-type: none"> ➤ Are safe recruitment and vetting procedures in place including use of the following: <ul style="list-style-type: none"> ❖ Application forms ❖ Declaration Form ❖ References ❖ Vetting ➤ Is there a sign in/out book in the sacristy ➤ Is there a code of behaviour in place for (a) 		

<p>adults (b) children</p> <ul style="list-style-type: none"> ➤ Has this been signed up to by (a) all staff/volunteers;(b) all children ➤ Does each parish group involving children have an appropriate number of volunteers to supervise activities ➤ Are all facilities in use compliant with health and safety standards ➤ Are all forms in place (e.g. recruitment, consent, incident) ➤ Are all records/forms securely stored ➤ Is there guidance on the use of photography and internet use ➤ Have any issues arisen regarding: inappropriate behaviour, photographs, internet use, trips ➤ Do all non-parish groups using parish facilities have (a) safeguarding policies and (b) insurance ➤ Have visiting clergy provided evidence that they are in good standing 		
<p>Standard 4 – Training</p> <ul style="list-style-type: none"> ➤ Have (a) Parish Safeguarding Reps and (b) priests completed approved training ➤ Have information sessions on safeguarding policy and procedures been attended by relevant staff and volunteers ➤ Have participants and parents been made aware of parish policies relating to child protection, good behaviour and complaints procedure ➤ Was training given to altar servers during this year 		

<p>Standard 5 – Communication</p> <ul style="list-style-type: none"> ➤ Is the child protection policy displayed and copies available to everyone ➤ Is there information available for children on who to speak to if they have a concern ➤ Does the policy document contain contact details for local child protection services 		
<p>Standard 6 – Access to Advice and Support</p> <ul style="list-style-type: none"> ➤ Is the name and contact details for the Designated Person publicised ➤ Does the policy document contain advice on responding to, and supporting, a child who discloses, or is suspected of being abused 		
<p>Standard 7 – Implementation and Monitoring</p> <ul style="list-style-type: none"> ➤ Is there provision for storage of documentation relating to all aspects of the safeguarding procedures ➤ Are all forms and other records held securely ➤ Do the PSRs provide support to volunteers and monitor compliance with procedures 		
<p>Please list all Youth Ministry in the Parish in the Space below.</p>		

Signed: _____

Date: _____

Parish Priest

Renting a Hall

Parish of _____

As a Church which provides the use of facilities and services to individuals and groups who work with children and young people (service users) it is our responsibility to ensure that all reasonable steps are taken to safeguard children and young people using our facilities and services. The Archdiocese of Cashel & Emly has clear policies and procedures in relation to safeguarding children. Any group/organisation operating under the name/auspice of the Archdiocese must comply with the Diocesan requirements.

However, we welcome other organisations/groups/individuals within the community to use our facilities. We require detailed information in respect of your application to ensure that the safety and well-being of the service users are maintained. We would ask that you complete the following questionnaire in capital letters, using ink pen and tick response as appropriate. If any response is not applicable (N/A), please provide details regarding why this does not apply to your organisation.

Please indicate when additional information is provided in support of your application.

Definition – The term child refers to those under the age of 18 years.

Name of Group / Organisation: _____

Purpose or proposed activities: _____

User Group e.g. children, adults: _____

Facilities required: _____

Date of commencement of use: _____

Date of completion of use: _____

Frequency of use: _____

Hours of use: (1) Commence at _____(a.m. / p.m.). (2) Finish at _____(a.m. / p.m.)

Name and addresses of persons who will be in charge during use:

(1) _____

Telephone Number: _____

(2) _____

Telephone Number: _____

Commitment to good practice:

Do you have a policy statement and procedures on the safeguarding of children and young people? Yes No

Insurance:

Do you have appropriate insurance cover for the activity? Yes No

Name of Insurer: Policy Number:

Period of Insurance - From: Expiry Date:

Please provide a copy of your insurance policy and/or a letter from your insurer establishing that you have adequate cover in force for the activity in question.

To be signed by official / co-coordinator of the organisation/group.

Signed: _____ **Date:** _____

Print Name: _____ **Date:** _____

Position: _____

Parish Use Only

Evidence of insurance received: a) copy of insurance policy: Yes No

b) letter from renter's insurer: Yes No

Received: _____ Date Received: _____

Signed: _____ Date: _____

**Cashel & Emly Youth Group
Diocesan Pilgrimage to Lourdes**

Parental/Legal Guardian Consent

Name of Young Person: _____ Age: _____

Name of Parent/Legal Guardian: _____

Address: _____

Please Complete ALL Details

Daytime Phone No. _____ Home Phone No. _____

Mobile Phone No. _____

Other relevant information (i.e. medical conditions, including prescribed medication, special needs, dietary requirements).

- In case of emergency I give permission for my son/daughter to receive medical assistance if required.
- I am satisfied that I have been sufficiently informed of the Diocesan Safeguarding Policy.
- I give consent for my son/daughter to be contacted by phone/email in relation to pilgrimage group arrangements and I also consent to their involvement in pilgrimage related photography and recordings.
- Duty of care will commence at coach pick-up and end at coach set-down unless young person travels by car to Shannon Airport where duty of care will begin on meeting us.

Signature of Parent or Legal Guardian: _____ **Date:** _____

Relationship to Young Person: _____

Diocesan committee for safeguarding children

Sr Carmel Bourke Safeguarding Children Trainer/Coordinator

Rev. Thomas Fogarty

Rev. Martin Hayes

Ms Breda McCormack Chairperson

Mr Andrew Meaney

Ms Mairead Stapleton

Ms Marian Whyte

Designate Officer: Mr Bill Meagher 087 7914517

Deputy Designate Officer: Sr Carmel Bourke 087 2327642

Diocesan Secretary: Rev. Nicholas J. Irwin 0504 21512

Parish Representatives have been appointed for each parish. Their contact details are displayed in the church(es) in each parish.

Trainers

Rev. Tom Hearne

Ms Mary Shanahan

Ms Mary Purcell

Mr Willie Hardiman

Sr Carmel Bourke

Statutory Personnel within the Archdiocese:

HSE: Duty Care Social Worker:

North Tipperary: 067 38300

South Tipperary: 052 6170931

Limerick: 061 482792

Gardaí:

Thurles: 0504 25100

Templemore: 0504 31011

Bruff: 061 382940

Limerick, Henry St: 061 212400

Cashel: 062 75840

Tipperary: 062 51212

Clonmel: 052 6177640

