

SAFEGUARDING HANDBOOK DIOCESE OF FERNS 2023



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If you have a safeguarding query please contact: The Director of Safeguarding

safeguarding@ferns.ie

053 917 4972

If you wish to make a disclosure or report a concern/suspicion/allegation, please call the Designated Liaison Person at any time, on 087 718 5541

Garda Vetting & Declaration of Good Standing

Below are the procedures in relation to vetting requirements.

Garda vetting forms can be found on <u>https://ferns.ie/safeguardingforms/gardavetting/</u>

Garda Vetting

When is vetting required?

A person requires vetting when a necessary and regular part of their work consists of having access to, or contact with, children and/or adults at risk.

Vetting is not necessary when contact with children and/or adults at risk, is merely incidental to their work or activity.

Who requires vetting?

- $\checkmark\,$ All Priests ministering in the Diocese.
- $\checkmark\,$ Retired Priests who engage in occasional ministry in the Diocese.
- ✓ Parish Safeguarding Representatives.
- ✓ Persons supervising altar servers.
- \checkmark Sacristans and those using the sacristy on a regular basis.
- ✓ Leaders of groups that involve children/adults at risk.
- ✓ Eucharistic Ministers taking the Eucharist to people at home or in care/nursing homes.
- Parish Home Visitation Teams visiting people at home or in care/nursing homes.

How to apply for vetting:

Part 1: Proof of identity

- Download, print and complete vetting application forms
- Vetting Invitation Form NVB1 & Guidelines for completion (for applicants who use email)
- Garda Vetting Form NVB2 & Diocesan Information Form (for applicants who do not have an email address)
- Vetting Invitation Form NVB3 & Parent/Guardian Consent Form (for applicants under the age of 18)
- Validation of Identification Checklist

- 1. Bring completed forms along with appropriate identification to your Parish Priest.
- 2. Parish Priest will verify ID and take photocopies.
- 3. Parish Priest will sign and post forms and photocopies to Diocesan Office.

Part 2: For those who have completed NVB1/NVB3 - Complete email application

- 4. You will receive an email from the Vetting Office, please check your junk mail, occasionally the email will appear here.
- 5. Clink on the link in the email and follow the instructions; you will be asked to enter the following: Place of birth, passport number, mother's maiden name, and previous addresses.
- 6. Submit your application.

Part 3: Vetting approval

- 7. Once vetting is complete the Diocesan Office will receive a Certificate of Disclosure.
- 8. The disclosure will be sent to the Parish Priest who will store it securely and for as long as is necessary.
- 9. Parish Priest will inform applicant of outcome.
- 10. Applicants must be furnished with a copy of the disclosure should they so request it.
- 11. Vetting must be renewed every 3 years for as long as the applicant is carrying out duties in the parish.

Declaration of Good Standing

Who is required to make a Declaration?

(This declaration is incorporated into the volunteer application form; those not working with children/vulnerable adults, need only complete the declaration)

- ✓ All Priests/Volunteers/Staff who are required to fill out a vetting form must also fill in a Declaration Form.
- ✓ Readers
- ✓ All Eucharistic Ministers
- ✓ Collectors
- ✓ Committee Members
- ✓ Flower Arrangers
- ✓ Church Housekeeping volunteers/staff
- ✓ All other Church volunteers not listed above.

Parish Groups Working with Children

Codes of Conduct are essential for effective safeguarding practice. It is important to carefully read these guidelines and implement them *at all times*. The Code of Conduct for the Diocese of Ferns should be displayed within church porches, sacristies, and church halls, and reads as follows:

Code of Conduct for Clergy, Staff & Volunteers Working with Children & Young People

It is important for all personnel to:

- 1. Treat all children and young people with respect and dignity.
- 2. Be visible to others when working with children/young people.
- 3. Clergy, staff and volunteer workers should never plan to be alone in a building, car or a closed room with a child or young person. If one to one contact takes place in an emergency, inform the parent/guardian, and make a written record of the matter (to be given to Parish Priest for secure storage).
- 4. Providing accommodation in the parochial house for minors is prohibited except in the case of family members or children/young people accompanied by parents or guardians.
- 5. When the need for a visit to the home of a child/young person arises, professional boundaries must be observed at all times.
- 6. Written consent must be obtained from parents/guardians before organising activities for children/young people in your care.
- 7. Particular care should be taken to ensure that the privacy of children/young people is respected in places such as swimming pools, showers, toilets and changing rooms.
- 8. Avoid spending excessive time alone with children/young people, away from others.
- 9. All organised trips require careful planning and adherence to supervision ratios (see page 8 of this handbook).
- 10. Do not take photographs of children/young people while they are in changing areas (e.g., a locker room or bathing facility).
- 11. Parental consent for taking photographs must always be sought
- 12. Use only age-appropriate language, media products, and activities when working with children and young people. Sexually explicit materials or language are never appropriate.
- 13. Under no circumstances give alcohol, tobacco or drugs to children or young people.
- 14. The physical integrity of children and young people must be respected at all times. Sexual relationships, physical punishments, emotional or verbal abuse are not permitted under any circumstances.

15. Ensure that the buildings and/or facilities used for activities with children and young people are suitable, safe, and secure.

Code of Behaviour for Children and Young People

Children should be involved in drawing up a code of behaviour for themselves; however, it is important that in working with children, an appropriate adult with relevant skills and competencies participates to support them in developing the code of behaviour.

The methods used in creating a code of behaviour should be age and ability appropriate, with children being encouraged to avoid merely drawing up a list of prohibitions. Instead, the code should be comprised of positive statements about respect and should consider what consequences ensue if the code is broken.

There is online support entitled '<u>Workshop on Creating a Code of Behaviour with</u> <u>Children'</u> which can be downloaded from <u>https://ferns.ie/safeguardingforms/</u> When developing the code, consideration should be given to the following:

- Treating everyone with respect.
- Treating property with respect.
- Not consuming alcohol, tobacco, or illegal drugs.
- Agreeing not to bring any physical item into the Church activity that may cause offence or harm to others.
- Acting as a good role model.
- Attending activities on time.
- Signing in and out.
- Turning off your mobile phone.
- Telling someone you trust if you feel uncomfortable with any situation or individual.
- Not using bad/inappropriate language.
- Never bullying anyone or sending threatening messages.

Note: Please see leaflet on <u>https://ferns.ie/safeguardingforms/</u> entitled 'Safeguarding Brochure Information for Parents' which provides codes of behaviours for adults and children as well as a copy of the complaints procedure.

Supervision Ratios

In planning a trip or activity, it is critically important to consider how many adults are needed to supervise children in a safe manner. At a minimum, two adults are required, however this is also dependent on whether the children have specific needs or requirements, and on the duration of the activity.

In addition to the initial two adults, the following ratios should be applied:

Within each group the ratio of adults to children is determined by the age of the children involved:

- 0-1 year: one member of staff to three children
- 1-2 years: one member of staff to five children
- 2-3 years: one member of staff to six children
- 3-6 years: one member of staff to eight children
- 7-12 years: one member of staff to eight children
- 13-18 years: one member of staff to ten children

In addition, for overnight activities additional staff should be considered. If the group is mixed, a gender balance should be maintained.

Dealing with Accidents Involving Children

Please see https://ferns.ie/safeguardingforms/

for the 'Accident/Incident Recording Form', which provides a template for gathering necessary information, and must be used when such events occur.

If a child has an accident while attending a Church-run should be followed:	event, these procedures
1. Assess the injury and reassure the child. If the injury i lost consciousness, please contact the emergency	
 If the emergency services are called, immediately i parents/guardians. Contact information should be membership/consent form 	
 If parents/guardians are not available, it may be net travel with the child to the hospital. If medical treat personnel may be asked about known allergies or e conditions. Again, this information should be found membership/consent form 	ment is required, Church existing medical
4. If the injury is minor, local application of treatment s the first-aid box. There should be a fully stocked first Church-related events. Remember to make a note from the first-aid box so that it can be replaced at t Under no circumstances should any medication be under parental or medical supervision	-aid box to hand at all of what has been used he earliest opportunity.
 As soon as possible after the accident, complete the report form, referred to above. Once complete, this the Parish Priest and stored securely, in line with dat as a confidential document 	s form should be given to
 Always inform parents/guardians of any accident the involving their child, regardless of how minor you con practice to give a copy of the accident/incident re parents/guardians 	onsider it to be. It is good
 It is good practice to keep blank copies of the acc the first-aid box so that one can be easily filled out emergency 	

Complaints Procedure

A complaint is defined as a grievance and/or the raising of a concern about breaches of codes of behaviour.

Allegations or suspicions of child abuse <u>do not fall into this category</u> of general complaints.

All complaints will be taken seriously and dealt with fairly and confidentially. Efforts will be made to resolve complaints quickly and informally through discussion with the parents/guardians, children/young people, volunteers/members of staff and clergy, as appropriate.

If a parent/guardian, young person, or child is not satisfied with any aspect of the running of a particular activity, or the behaviour of any individual involved in that activity, the following steps should be taken: All complaints of this nature should be resolved using an open dialogue with the person responsible for the group or the Parish Priest. If resolution is not possible, the following step should be taken.

Note: Please see leaflet on <u>https://ferns.ie/safeguardingforms/</u>

entitled 'Safeguarding Brochure Information for Parents' which provides codes of behaviours for adults and children as well as a copy of the complaints procedure.

Steps	to take:
1.	Complete complaint form and submit to Parish Priest.
2.	A letter acknowledging receipt of complaint will be sent, enclosing a copy of the complaints procedure (for next steps). All complaints must be thoroughly investigated.
3.	The Parish Priest may organise a meeting to discuss and hopefully resolve the complaint.
4.	Following the meeting or discussion, the Parish Priest will write to the complainant to confirm what took place and to set out any solutions that were agreed upon.
5.	If a meeting is not agreeable or possible, the Parish Priest will issue a detailed written reply to the complainant, setting out their suggestions for resolving the matter.
6.	If the complainant is still not satisfied at this point, they should contact the Parish Priest again. At the conclusion of this step, the Bishop may decide to take further action on the complaint.

Whistleblowing Procedure

All staff and volunteers must acknowledge their individual responsibility to bring matters of concern to the attention of their supervisor/superior/manager.

Reasons for whistleblowing:

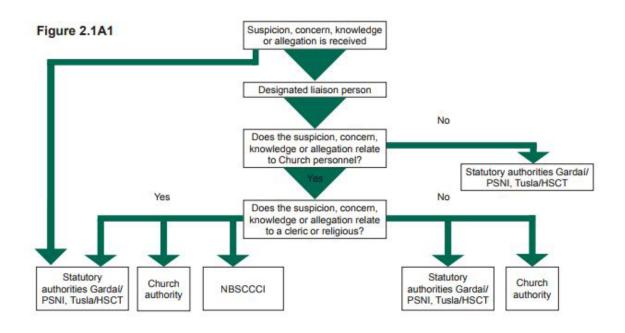
- Each individual has a responsibility to raise concerns about unacceptable practice or behaviour
- To prevent the problem worsening or widening
- To protect or reduce risks to others
- To prevent yourself from being implicated

It is important to undertake the following steps:

- 1. Voice any concerns, suspicions or uneasiness as soon as possible. The earlier a concern is expressed the sooner and easier action can be taken.
- 2. Try to pinpoint exactly what practice is of concern and why.
- 3. Approach your immediate superior/supervisor/manager.
- 4. If your concern is about your immediate superior/supervisor/manager, please contact your Parish Priest or the Diocesan Office.
- 5. Make sure a satisfactory response is secured don't let matters rest.
- 6. Ideally, concerns should be placed in writing, outlining the background and history, giving names, dates, locations and any other relevant information.
- 7. You are not expected to prove the truth of your complaint, but you need to demonstrate sufficient grounds for concern.

Reporting Abuse: Allegation, Suspicion or Concern

- The Diocese of Ferns provides guidance and training on recognition of abuse, and clear procedures on what to do when a safeguarding concern arises, so that everyone knows how to respond appropriately.
- This involves knowing who to tell and how to record it. It is important that the local reporting procedures are fully consistent with statutory legislation, regulations, and guidance.
- Reporting a concern can be a challenging responsibility. Procedure must be clear about what steps to take to ensure the safety of children is the paramount consideration.
- The reporting flow chart below refers to any child protection concern, including where the concern is about a situation or person involved in the Church. It is the responsibility of everyone in the Church to ensure that children who may need help and protection are not left at risk of abuse.



If you wish to make a disclosure or report a concern/suspicion/allegation, please call the Designated Liaison Person at any time, on 087 718 5541

Safeguarding Checklists

This section provides safeguarding checklists for some of the key areas of parish work with children.

All forms & leaflets mentioned in the checklists below are available to download at <u>https://ferns.ie/safeguardingforms/</u>

Altar Servers

When is it necessary for Altar Servers to be supervised?

If Altar Servers are required to get ready in a private setting, for example, the sacristy, then supervision is required.

If Altar Servers get ready in public view of the congregation supervision is not required.

Options for the supervision of Altar Servers

As with other supervision ratios two adults should be present, both of whom must be vetted.

- Parents of Altar Servers who have been vetted by the Diocese.
- Any adult who has been vetted by the Diocese.
- Members of other Church groups who have been vetted.
- Parish Safeguarding Representatives.

Checklist for persons supervising Altar Servers

- 1. Volunteer Application Form, incorporating declaration of good standing and references
- 2. Garda Vetting (to be renewed every 3 years)
- 3. Confidentiality Declaration Form
- 4. Induction Agreement Form for Church Volunteers/Personnel
- 5. Code of Conduct for Adults Working with Children and Young People (see page 5 of this handbook)
- 6. Attend Safeguarding Information Session
- 7. Provide annual information session for parents/guardians & children
- 8. Signing In/Out Book in sacristy

Checklist for parents/guardians of altar serving children

- 1. Child & Parent/Guardian Joint Consent & Media Permission Form
- 2. Young people aware of appropriate Code of Behaviour
- 3. Safeguarding Brochure Information for Parents
- 4. Attend parish information session for parents/guardians and children



Choir Groups Involving Children

Who requires vetting for choir groups?



The leaders of the choir group require vetting.

Checklist for Choir Leaders

- 1. Volunteer Application Form, incorporating declaration of good standing and references
- 2. Garda Vetting (to be renewed every 3 years)
- 3. Confidentiality Declaration Form
- 4. Induction Agreement Form for Church Volunteers/Personnel
- 5. Code of Conduct for Adults Working with Children and Young People (see page 5 of this handbook)
- 6. Attend Safeguarding Information Session
- 7. Attendance Register for Choir
- 8. Provide annual information session for parents/guardians and children

Checklist for parents/guardians whose children are in the Choir

- 1. Child & Parent/Guardian Joint Consent & Media Permission Form
- 2. Young people aware of appropriate Code of Behaviour
- 3. Safeguarding Brochure Information for Parents
- 4. Attend parish choir information session for parents/guardians & children

Mixed Choir (where there are both adult and children choir members)

The leader(s) of the choir group require garda vetting.

All other adult members of the choir are required to make declaration of good standing.

Sacristans

Checklist for Sacristans

- 1. Volunteer Application Form, incorporating declaration of good standing and references
- 2. Garda Vetting (to be renewed every 3 years)
- 3. Confidentiality Declaration Form
- 4. Induction Agreement Form for Church Volunteers/Personnel
- 5. Code of Conduct for Adults Working with Children and Young People (see page 5 of this handbook)
- 6. Attend Safeguarding Information Session
- 7. Sign In/Out Book in sacristy

Eucharistic Ministers/Home Visitation Teams



- 1. Volunteer Application Form, incorporating declaration of good standing and references
- 2. Garda Vetting (to be renewed every 3 years)
- 3. Confidentiality Declaration Form
- 4. Induction Agreement Form for Church Volunteers/Personnel
- 5. Code of Conduct for Adults Working with Children and Young People (see page 5 of this handbook)
- 6. Attend Safeguarding Information Session

Priests & Curates

The Parish Priest has overall responsibility for safeguarding children and adults at risk.

In this capacity, the Parish Priest is supported by Parish Safeguarding Representatives and the Director of Safeguarding for the Diocese of Ferns.

Checklist for Parish Priests, Curates & Retired Priests

- 1. Garda Vetting (to be renewed every 3 years)
- 2. Code of Conduct for Adults Working with Children and Young People
- 3. Attend Safeguarding Training (renew training every 3 years)

Visiting Priests: Priests from outside the Diocese, including retired Priests

Checklist for Priests from outside the diocese who intend to minister for short or long periods of time

- 1. Seek permission in writing from Bishop of Ferns; details regarding duration of visit, type of ministry and location of ministry being considered
- 2. Testimonial of Good Standing from own Church Authority sent to Bishop of Ferns
- 3. Garda Vetting (to be renewed every 3 years)
- 4. Abide by Code of Conduct for Adults Working with Children and Young People
- 5. Attend Safeguarding Training (renew training every 3 years)

Priest from outside the Diocese: Engaging in once off service

Checklist for Priests who intend to engage in once off service

- This applies to occasions such as weddings, baptisms, and funerals
- Celebret must be viewed and verified by Parish Priest

Parish Safeguarding Representatives

Safeguarding Representatives support the Parish Priest in maintaining safeguarding standards in the Church.

It is recommended that each Parish have two Safeguarding Representatives.

Checklist for safeguarding representatives

- 1. Parish Safeguarding Rep application form, incorporating declaration of good standing and references
- 2. Garda Vetting (to be renewed every 3 years)
- 3. Confidentiality Declaration Form
- 4. Induction with Director of Safeguarding
- 5. Induction Agreement Form
- 6. Code of Conduct for Adults Working with Children and Young People
- 7. Attend Safeguarding Training (renew training every 3 years)

Role of the Safeguarding Representatives and Parish Priest

There is a brochure on the Role of the Rep available at

https://ferns.ie/local-safeguarding-representatives/

All Parish Safeguarding Reps must:

Have completed a full day Safeguarding Training Programme (with a refresher session every 3 years).

Be acquainted with the Brochure on the Role of the Rep and familiar with its content.

Receive induction specific to their role.

Complete all relevant safeguarding forms and confirm understanding of same.

Be aware of the safeguarding needs specific to the group setting.

Ensure Garda Vetting is complete and up to date.

Ensure that all parish groups involving children utilise the sign-in/out registers. Ensure that all non-parish groups fill out the Hall Application Form.

Ensure all Diocesan Safeguarding posters are prominently and appropriately displayed.

Complete Parish Safeguarding self-audit form annually, with Parish Priest.

Use of Church Property involving Children

1. Parish Groups/Activities:

Parish Activities are carried out with the full knowledge and authority of clergy, or any other person specifically authorised by them. Parish activities within this definition are covered under the parish insurance policy. The responsibility for safeguarding rests with the Parish Priest.

Parish Group Activities must:

- 1. Adhere to the Diocese of Fern's Safeguarding Policies & Procedures.
- 2. Inform Parish Safeguarding Representative of activities taking place.
- 3. Parish Safeguarding Representative's role is to assist activity leaders/groups in accessing and adhering to Diocesan Safeguarding Policies

2. Non-Parish Groups/Activities:

Any activity, group, class etc. that is not run by or for the parish. The Parish Safeguarding Representative has no role in relation to these activities.

Non-Parish Group/Activities must:

- 1. Have their own separate liability insurance arrangements in place
- 2. Have their own Child Safeguarding Policy in place
- 3. Complete the Parish Hall Application Form for Non-Parish Activities.
- 4. Be approved by the Parish Priest

Long-term Letting/Leasing Arrangements by Outside Group:

Where all or part of a parish building is let exclusively, for example, to a pre-school or local community organisation, a formal agreement will be in place. The Parish Safeguarding Representative has no role in relation to these activities.

Long-term lets/leaseholders must:

- 1. Have liability insurance
- 2. Have a Child Safeguarding Policy
- 3. Complete the Parish Hall Application Form for Non-Parish Activities.
- 4. Be approved by the Parish Priest

Private Function

Use of property for private functions (birthday parties for example) is not advised as such functions cannot be covered by parish liability insurance or parish safeguarding protocols. Should the person applying for a private function have proof of insurance and a child safeguarding statement, the activity will be subject to approval in the same way as all other Non-Parish activities.

Parish Priest must ensure:

- 5. Property is fit for use in terms of health and safety
- 6. Groups using the property are aware of how to report accidents arising due to the condition of the property

3. Schools using Church property for sacramental celebrations

The school and the parish priest will agree who is responsible for safeguarding for such activities.

Guide to the Safeguarding Website: What is online?

The Ferns Diocesan website, <u>www.ferns.ie</u>, has been updated in line with the updated standards. It has also been updated to assist you in your role when working with children.



The safeguarding children policy document is now available to download online. There is also a concise version of the Safeguarding Policy Document which can be downloaded also.

Guidance by Role

On this page you can view the relevant pieces of the guidance for each role in the safeguarding structure. This will make it easier to examine only those pieces of guidance which are relevant to your role.

Church personnel ministering with children

- 1.1A Guidance on Safe Recruitment Procedures
- 1.2A Guidance on Codes of Behaviour for Adults
- 1.3A Guidance on Creating a Code of Behaviour with Children
- 1.3B Guidance on Dealing with Breaches of Codes of Behaviour for Children and Adults
- 1.3C Guidance on Anti-Bullying
- 1.4A Guidance on Safe Care for Children
- 1.4B Guidance on Dealing with Accidents
- 1.4C Guidance on Maintaining Adequate Supervision Ratios
- 1.4D Guidance on One-to-One Contact with Children and Young People
- 1.4E Guidance on the Pope John Paul II Award
- 1.4F Guidance on the Participation of Children with Specific Needs
- 1.4G Guidance on Trips Away with Young People
- 1.6A Guidance on Whistle-Blowing

1.7A Guidance on Complaints Procedure for Safeguarding Concerns that are not

Allegations of Abuse

- 1.8A Guidance on Hazard Assessment of Activities with Children
- 1.9A Guidance on Use of Technology
- 1.9B Guidance on Use of the Internet
- 1.9C Guidance on Use of Texting and Email
- 1.9D Guidance on Use of Photography
- 1.9E Guidance on Use of CCTV and Webcams
- 2.1A Guidance on Reporting Allegations of Abuse
- 5.5A Guidance on Raising Awareness of Child Safeguarding with Children and their Parents/Guardians
- 5.6A Guidance on Support and Supervision
- 6.2A Guidance on Ensuring that Information Regarding the Church's Child Safeguarding Message is Accessible
- 6.2B Guidance on Creating User-Friendly Versions of the Child Safeguarding Policy
- 6.3A Guidance on Communicating Appropriately to those whose First Language is not English, and to those who have Specific Needs

Local Safeguarding Representative

- 1.1A Guidance on Safe Recruitment Procedures
- 1.4A Guidance on Safe Care for Children
- 1.5A Guidance on External Groups who Use Church Property
- 1.5B Guidance on Church Property and Hire for Private Functions
- 1.6A Guidance on Whistle-Blowing

1.7A Guidance on Complaints Procedure for Safeguarding Concerns that are not Allegations of Abuse

2.1A Guidance on Reporting Allegations of Abuse

5.6A Guidance on Support and Supervision

6.2A Guidance on Ensuring that Information Regarding the Church's Child

- Safeguarding Message is Accessible
- 6.2B Guidance on Creating User-Friendly Versions of the Child Safeguarding Policy
- 6.3A Guidance on Communicating Appropriately to those whose First Language is not English, and to those who have Specific Needs

Safeguarding Committee

- 7.1F Guidance on Developing a Constitution for a Safeguarding Committee
- 1.1A Guidance on Safe Recruitment Procedures
- 1.2A Guidance on Codes of Behaviour for Adults
- 1.3A Guidance on Creating a Code of Behaviour with Children
- 1.3B Guidance on Dealing with Breaches of Codes of Behaviour for Children and Adults

1.3C Guidance on Anti-Bullying

1.4A Guidance on Safe Care for Children

- 1.4B Guidance on Dealing with Accidents
- 1.4C Guidance on Maintaining Adequate Supervision Ratios
- 1.4D Guidance on One-to-One Contact with Children and Young People
- 1.4G Guidance on Trips Away with Young People
- 1.5B Guidance on Church Property and Hire for Private Functions
- 1.6A Guidance on Whistle-Blowing

1.7A Guidance on Complaints Procedure for Safeguarding Concerns that are not Allegations of Abuse

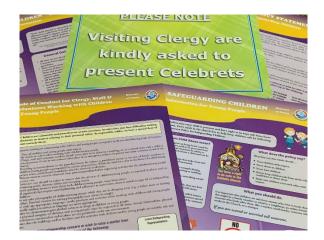
- 1.8A Guidance on Hazard Assessment of Activities with Children
- 1.9A Guidance on Use of Technology
- 1.9B Guidance on Use of the Internet
- 1.9C Guidance on Use of Texting and Email
- 1.9D Guidance on Use of Photography
- 1.9E Guidance on Use of CCTV and Webcams
- 2.1A Guidance on Reporting Allegations of Abuse
- 2.1 J Guidance on Cross-Referencing Safeguarding Policies
- 5.5A Guidance on Raising Awareness of Child Safeguarding with Children and
- their Parents/Guardians in the Church
- 5.6A Guidance on Support and Supervision

6.2A Guidance on Ensuring that Information Regarding the Church's Child Safequarding Message is Accessible

6.2B Guidance on Creating User-Friendly Versions of the Child Safeguarding Policy

Diocese of Ferns Website <u>www.ferns.ie</u>

Please visit the website for easy access to the most frequently used forms, posters and leaflets.



Here you will also find information on training, the safeguarding committee, and a section dedicated to youth matters.

If you have a safeguarding query please contact: The Director of Safeguarding <u>safeguarding@ferns.ie</u>

053 917 4972

If you wish to make a disclosure or report a concern/suspicion/allegation, please call the Designated Liaison Person at any time, on 087 718 5541