

National Museum of Ireland

Child Protection Policy

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Introduction

The National Museum of Ireland (NMI) is Ireland's premier cultural institution. Its collections and exhibitions are centred on four sites, Museum of Natural History, Merrion St; Dublin; Museum of Archaeology, Kildare St; Dublin; Museum of Decorative Arts and History, Collins Barracks; Dublin and Museum of Country Life, Turlough Park, Castlebar, Co. Mayo.

NMI welcomes up to one million visitors to its four sites each year and is committed to providing a high quality and rewarding visitor experience.

A large proportion of visitors to NMI are children and young people. Many of these visit as part of an organised group or with family and friends. While the primary responsibility for a child's or young person's welfare rests with the primary carer¹ NMI will ensure, insofar as it is reasonably practicable, that children and young people who interact with NMI, are safe and protected from harm.

NMI also engages young people from time to time through transition year and other education and work experience programmes.

NMI has adopted this Child Protection Policy to underpin its commitment to the safety and welfare of children and young people who engage with NMI and its services.

This child protection policy applies to all NMI staff. Unless otherwise stated, reference to staff includes the following:

- Staff employed directly by NMI on a permanent, fixed term and casual contracts
- Staff employed by contractors or through a contract of agency arrangement who provide a service to NMI
- Self employed or freelance staff
- Individuals who provide a service to NMI through a partnership arrangement with NMI
- Volunteers

Contractors who provide services to NMI such as security and catering providers will be advised of NMI's child protection policy and will be required to meet the policy requirements as part of their contract terms and conditions.

NMI's Child Protection Policy is an evolving document. Every year the NMI Child Protection committee will evaluate the Policy taking into account such items as feedback received and/or any changing legislation over that period and amend accordingly.

¹ 'Primary carer' refers to parent(s), teacher(s) and group leaders, legal guardians, carer(s) or responsible adult(s) as appropriate.

Section 1 – Child Protection Policy Statement

The National Museum of Ireland (NMI) is committed to a child-centred approach in its work with children and young people. It undertakes to provide a safe environment and experience where the welfare of the child/young person is paramount. It will adhere to the recommendations of *Children First: National Guidelines for the Protection and Welfare of Children*, published by the Department of Health and Children.

NMI will refer any child protection and welfare issues to the appropriate agencies. In particular if NMI encounters or has concerns or suspects abuse of a child or young person it will report these concerns to the HSE and/or An Garda Síochána.

NMI wishes to support and protect its staff and the guidelines in this policy will ensure that there is no doubt over responsibilities, obligations and standards. The following procedures are covered in this policy:

1. *Code of behaviour for staff*
2. *Reporting of suspected or disclosed abuse*
3. *Confidentiality*
4. *Recruitment and selecting staff*
5. *Managing and Supervising staff*
6. *Involvement of primary carers*
7. *Allegations of misconduct or abuse by staff*
8. *Complaints and comments*
9. *Incidents and accidents*
10. *Code of Conduct for Visitors*

NMI's Child Protection Policy and Procedures will be made accessible to all users of NMI's sites and services through its website www.museum.ie or on request from an NMI Designated Person.

This policy will be reviewed annually.



Dr. Patrick F. Wallace

Director

Date: 24th Feb 2010

*The Child Care Act 1991 defines a child as a 'person under the age of 18 years other than a person who is or has been married (S.2.1).

The code of behaviour for NMI staff is categorised under the following headings:
Section 2 - Code of Behaviour for NMI staff

The code of behaviour for NMI staff is categorised under the following headings:

- Child-centred approach
- Good practice
- Inappropriate behaviour
- Physical contact
- Health and Safety

In keeping with the commitment to a child centred approach NMI staff will

- Treat all children and young people equally
- Listen to and respect children and young people
- Involve children and young people in decision-making, as appropriate
- Provide encouragement, support and equal praise (regardless of ability)
- Use appropriate language
- Encourage a positive atmosphere
- Offer constructive criticism when needed
- Treat all children and young people as individuals
- Respect a child's or young person's personal space
- Discuss boundaries on behaviour and related sanctions, as appropriate, with children and young people and their primary carers
- Agree group contact before beginning sessions
- Encourage feedback from the group
- Use age-appropriate teaching aids and materials
- Lead by example
- Be cognisant of a child's or a young person's limitations, i.e. medical conditions
- Create an atmosphere of trust
- Respect differences of ability, culture, religion, race and sexual orientation

NMI will adopt the following good practice

- Register the primary carer of each child / young person, as appropriate, participating in an NMI activity (name, address, phone, special requirements, attendance, emergency contact), as they are leaving their children in the care of NMI staff for the duration of the workshop
- Make primary carers, children/young people, visitors and facilitators aware of the Child Protection Policy and procedures
- Request primary carers to supervise the children in their care at all times
- Require facilitators and others working with children and young people at NMI who are non NMI staff to be made aware of and accept NMI Child Protection Policy as well as signing a Declaration Form – Appendix 11
- Set out clearly for young people requesting work experience the exact nature of the placement, the place and conditions of work and ensure that he/she is comfortable with the proposed arrangements before commencement.

- Ensure that parental consent is granted for young people who undertake work experience at NMI
- Have procedures in place for emergencies and make all staff aware of these procedures (as carried out at Health and Safety/Induction for new NMI staff)
- Be inclusive of children and young people with special needs
- Report any concerns to the NMI Designated Person ensuring reporting procedures are followed
- Encourage children and young people to report any bullying, concerns or worries
- Ensure that NMI staff are aware of the anti-bullying policy ('*A Positive Working Environment*' – available on public folders at NMI Administration/Human Resources/NMI Policies and Procedures/NMI Anti Bullying and Harassment Policy or on request from HR at NMI)
- Observe appropriate dress and behaviour
- Have appropriate work practices in place and evaluate them on a regular basis
- Provide appropriate training for staff and volunteers
- Report and record any incidents and accidents (See Section 10 – Accident Procedure)
- Update and review relevant policies and procedures regularly
- Have procedures in place for dealing with lost / found children
- Inform primary carers of any issues that concern their children
- Ensure proper NMI supervision, based on adequate ratios, according to age, abilities and activities involved
- Ensure, as appropriate, that primary carers are present at all educational sessions/workshops
- Have an active policy in relation to concerns around child protection
- Respond promptly to concerns
- Maintain awareness of child protection issues when engaging with children and young people and in particular, around language and comments made.

Staff will behave appropriately and follow the following guidelines.

Inappropriate Behaviour

- Never spend time alone with children/young people without the knowledge of other staff members
- Never use or allow offensive or sexually suggestive physical and/or verbal language
- Never single out a particular child/young person for unfair favouritism, criticism, ridicule, or unwelcome focus or attention
- Never socialise with children/young people outside of structured NMI activities
- Never allow/engage in inappropriate touching of any form
- Avoid physical contact with child/young person (except in an emergency or a dangerous situation)
- Never hit or physically chastise a child/young person
- Never verbally chastise a child/young person in an aggressive manner
- Never engage in horseplay

Health and Safety

- Don't leave children unattended or unsupervised
- Manage any dangerous materials (as referred to in Section 10 below)
- Provide a safe environment
- Be aware of the accident procedure and follow accordingly

The following personnel are Designated Persons for NMI and are the contact persons for all staff who wish to report a concern they have or a concern reported by a third party on any aspect of a child's or young person's safety and welfare. If the Designated Person for the site is not available please contact the Deputy Designated Person or the Designated Person from another site. It is the responsibility of NMI Management supported by the Designated Persons to advise staff about policy and procedures in relation to child protection. It is also the responsibility of the Designated Persons to liaise directly with the Health Service Executive (HSE) or An Garda Síochána where appropriate.

Location	Name	Contact Number	Designated Responsibility	E Mail
Collins Barracks	Michael Gilvarry	01-8816519	Designated Person	mgilvarry@museum.ie
Collins Barracks	Stephen Carder	01-6486378	Deputy Designated Person	scarder@museum.ie
Kildare Street	Brendan Torsney	01-6486301/368	Designated Person	btorsney@museum.ie
Kildare Street/ Merrion Street	Deirdre McGowan	087 2666484	Deputy Designated Person	dmcgowan@museum.ie
Merrion Street	Catherine McGuinness	01-6486332	Designated Person	cmcguinness@museum.ie
Turlough Park	Liam Doherty	09490-31779	Designated Person	ldoherty@museum.ie
Turlough Park	Joanne Hamilton	09490-31764	Deputy Designated Person	jhamilton@museum.ie

Issues which would constitute reasonable grounds for concern

- Specific indication from the child or young person that s/he has been abused
- An account by a person who saw the child/young person being abused
- Evidence, such as an injury or behaviour, which is consistent with abuse and unlikely to be caused another way
- An injury or behaviour which is consistent both with abuse and with an innocent explanation but where there are corroborative indicators supporting the concern that it may be a case of abuse (an example of this would be a pattern of injuries, an implausible explanation, other indications of abuse, dysfunctional behaviour)

Note: Staff are required to be aware of the main categories of child abuse as outlined at pages 31 – 33 of *Children First: National Guidelines for the Protection and Welfare of Children September 1999* as outlined in Appendix 1.

Section 3 - Reporting Procedures

In addressing concerns in relation to the welfare of a child or young person the following information should be noted and recorded.

- Suspicions
- Concerns
- Worrying observations
- Behavioural changes
- Any actions taken and outcomes reached

In dealing with a disclosure and/or concern staff are required

- To stay calm and listen to the child/young person, allow him or her enough time to say what he/she needs to say
- Not to use leading questions or prompt details
- To reassure the child/young person but do not promise to keep anything secret
- Not to make the child/young person repeat the details unnecessarily
- To explain to the child/young person what will happen next (explanation should be age appropriate)

Procedures for passing on a concern

- The staff member will bring the concern to the attention of the Designated Persons or in his/her absence the Deputy Designated Person at the earliest opportunity
- The staff member who expresses concern will be required to complete a file report (Appendix 3 – Standard HSE Report Form) in consultation with the Designated Person outlining the situation, including the date, time and people involved, the report should be factual. Any opinions should be stated as such and supported by factual information
- Staff will facilitate direct access to the Designated Person or his/ her Deputy if requested by a primary carer or by a child or young person
- The Designated Person will decide the most appropriate action to be taken to deal with the concern and may decide to discuss it with the primary carers and /or make a report to the HSE and An Garda Síochána
- The Designated Person may contact the HSE Duty Social Work Department for an informal consultation prior to making the report
- All persons involved should be made aware (by the Designated Person) of a report to the HSE and/or An Garda Síochána unless it is likely to put the child/young person at further risk

- Information will be shared on a strictly ‘need to know’ basis
- If there are reasonable grounds for concern as outlined above the Designated Person will contact the Duty Social Worker in the HSE area, using the standard HSE reporting form (Appendix 3). If NMI Designated Persons or Deputy Designated Person are not available the concerned staff may need to contact the local Duty Social Worker of the HSE directly and subsequently advise the relevant Designated Person as soon as possible
- An Garda Síochána should be contacted in case of emergencies outside HSE Social Work Department working hours. In situations that threaten the immediate safety of a child/young person An Garda Síochána should be contacted directly
- Any procedures not being implemented should be brought to the attention of the HR Manger.

Please note that the *Protection for Persons Reporting Child Abuse Act 1998* grants the provision of immunity from civil liability to any person who reports child abuse “reasonably and in good faith” to Designated Officers of Health Boards or any member of An Garda Síochána.

Section 4 – Confidentiality Statement

NMI is committed to ensuring people’s rights to confidentiality

However, in relation to child protection and welfare, NMI undertakes that:

- Information will only be forwarded on a ‘need to know’ basis in order to safeguard the child/young person
- Giving such information to others for the protection of a child or young person is not a breach of confidentiality
- All persons involved have a right to know if personal information is being shared and/or a report is being made to the HSE/Garda Síochána, unless doing so, could put the child/young person at further risk
- Images of a child/young person will not be used for any reason without the written consent of the parent/carer (photography is prohibited inside NMI galleries however, we cannot guarantee that cameras/videos will not be used at public performances)
- Procedures are in place in relation to the use by NMI of images of children/young people as outlined in the NMI Image Safe Handbook
- Procedures will be in place for the recording and storing of information in line with NMI Data Protection Policy available on public folders at NMI Administration/Human Resources/Data protection

Section 5 – Recruiting and selecting staff

NMI will ensure that staff are carefully selected, trained and supervised to provide a safe environment for all children and young people, by observing the following principles:

- Roles and responsibilities will be clearly defined for every job
- Posts will be advertised as appropriate to the job
- NMI will endeavour to select the most suitably qualified personnel
- Candidates will be required to complete an Application Form (to be drafted)
- At least two references that are recent, relevant, independent and verbally confirmed will be necessary
- Staff will be selected by a panel of at least three (or more) representatives through an interview process mindful of gender balance
- Consent for Garda Síochána vetting (see below) will be sought for all selected staff as well as the completion of a Declaration Form, Appendix 11.
- No person deemed to constitute a ‘risk’ will be employed

Some of the exclusions would include:

- Any child related conviction
- Refusal to sign Application Form and Declaration Form
- Insufficient documentary evidence of identification
- Concealing information on one’s suitability to working with children

A probationary period will apply as appropriate to the post.

An Garda Síochána Vetting System is to be introduced when an arrangement has been agreed between An Garda Síochána and Department of Arts Sport and Tourism.

Section 6 – Managing and supervising staff

To protect both staff and children/young people, NMI undertakes that:

New staff will:

- Receive induction training from the Human Resources Unit to include NMI Child Protection Policy and Procedures
- Be given a copy of NMI Code of Conduct, Child Protection Policy and Procedures, and the names of the Designated Persons
- Undergo an appropriate probationary period as outlined in the contract.

All staff will:

- Receive child protection induction training in line with NMI Child Protection Policy and Procedures within 1 month of taking up employment with NMI
- Receive the appropriate level of training and guidance in the area of child protection as appropriate to their role at NMI
- Be required to read and sign acceptance of NMI Child Protection Policy

Section 7 - Involvement of primary carers

The primary responsibility for the welfare of children visiting NMI rests with the carers, group leaders and teachers at all times. NMI requires them to ensure that they, and all children and young adults in their care, meet standards of good conduct and behaviour and are courteous and cooperative with NMI staff.

NMI will endeavour to ensure age appropriateness for all its activities; however, it is the primary carers' responsibility to ensure that the programme is suitable for the child (ren) or group in its care.

Primary carers of children, group leaders and/or teachers are required to remain with their group while on site as advised.

NMI is committed to being open with primary carers and undertakes to:

- Advise primary carers of our Child Protection Policy and Procedures
- Advise primary carers and schools of the type of activities and potential activities that young people will participate in at NMI
- Issue contact/consent forms where relevant
- Comply with Health and Safety practices
- Operate child-centred policies in accordance with best practice
- Encourage and facilitate the involvement of parent(s), carer(s) or responsible adult(s), where appropriate
- Advise primary carers, in particular, teachers and group leaders of their responsibilities regarding supervision of children / young people in their care

If NMI has concerns about the welfare of the child/young person, it will:

- Respond to the needs of the child or young person
- Inform the primary carers, on an on-going basis, unless this action puts the child or young person at further risk
- Where there are child protection and welfare concerns NMI is obliged to follow the NMI reporting procedures
- In the event of a complaint against a member of staff, NMI will immediately ensure the safety of the child/young person and inform primary carers as appropriate

As a child-centred organisation, NMI is committed to putting the interest of the child/young person first. To that end it will:

- Contact local HSE and/or An Garda Síochána where there is a child protection concern
- Encourage primary carers to work in partnership with NMI under the guidelines set out by NMI to ensure the safety of children in their care
- Have Designated Persons available for consultation with primary carers in the case of any concern over a child or young person's welfare

Section 8 – Dealing with allegations against staff

In the event of allegations being made against an NMI staff member, the protection of the child/young person is the first and paramount consideration.

NMI has a dual responsibility in respect of both the child/young person and staff member. The same person will not have responsibility for dealing with the child/young person welfare issue(s) and the staff issue(s).

An allegation against a staff member will be assessed promptly and carefully. If reasonable grounds for concern exist, a formal report to the HSE will be made. The reporting procedures in relation to the child in Section 3 of these guidelines will be followed. NMI will maintain a close liaison with the HSE and An Garda Síochána and will in no way undermine or frustrate the process.

Agreed procedures will be followed in the context of the applicable engagement contract and the rules of natural justice. Any procedures not being implemented should be brought to the attention of the HR Manager. NMI will take protective measures appropriate to the level of risk while not unreasonably penalising the staff member – unless necessary to protect the child/young person. Protective measures might mean increased supervision, assignment to different duties, or suspension. NMI will follow its Grievance and Disciplinary Policy and Procedure.

Malicious Claims: If it is found that a malicious claim has been made by a member of the public the case will be referred to the necessary authorities or if such a claim is made by a staff member NMI's disciplinary process will be invoked.

Dealing with an allegation against staff

Two separate procedures will be followed:

1. In respect of the child/young person the Designated Persons or the Deputy Designated Person will deal with issues related to the child/young person.
2. In respect of the person against whom the allegation is made, the under mentioned staff member will deal with issues related to the staff member. In the event of the absence of Ms Jennifer O'Connor, the HR Manager will designate an appropriate person.

Designated Responsibility	Name	Contact Number	E Mail
Staff Allegations - all NMI sites	Jennifer O'Connor	01-6486410	jenocconnor@museum.ie

- The first priority is to ensure that no child or young person is exposed to unnecessary risk
- If allegations are made against the Designated Person then the Deputy or another Designated Person should be contacted
- The reporting procedures outlined in Section 3 of these guidelines will be followed
- The child/young person will be dealt with in an age-appropriate manner
- The staff member will be informed as soon as possible of the nature of the allegation and given the opportunity to respond
- The Chairman of the Board and Director of NMI will be informed as appropriate
- Any action following an allegation of abuse against an employee will be taken in consultation with the HSE and An Garda Síochána
- After consultation with the HSE/An Garda Síochána, Jennifer O Connor will advise the person accused and agreed procedures will be followed

Section 9 – Complaints and comments procedures

- Ms Mary Dowling, Human Resources Manager, will manage any complaint or comment received in relation to NMI Child Protection Policy or related Procedures

Designated Responsibility	Name	Contact Number	E Mail
Complaints Manager	Mary Dowling	01-6486438	mdowling@museum.ie

- Complaints or comments will be responded to within two weeks of being received

- In the case of a verbal complaint/comment the person will be asked to put the complaint/comment, in writing, after which it will be responded to within two weeks of being received

Section 10 – Accident Procedure

- NMI has a Health and Safety Statement. Procedures to follow in the event of an accident have been formulated and have been made available to staff (available on Public Folders at NMI-Administration/NMI –Services/Health and Safety/Health and Safety Statement)
- NMI will register the contact details of the primary carers of children/young people who attend activities/programmes as appropriate
- First aid boxes are available and regularly re-stocked
- The location of the first-aid boxes is known to staff
- Availability of first-aid is in accordance with NMI Health and Safety Guidelines
- Children and young people will be advised of risks of dangerous material, however, NMI will endeavour to use risk free materials in its children/young people programmes/activities
- All incidents and accidents will be recorded in the accident book. This is to be found at the main reception desk at all NMI sites.

Appendix 1

Main categories of child abuse

(Children First: National Guidelines for the Protection and Welfare of Children 1999 pp 31-33)

Definition of Neglect

Neglect can be defined in terms of an 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, medical care.

Harm can be defined as the ill-treatment or the impairment of the health or development of a child. Whether it is significant is determined by his/her health and development as compared to that which could reasonably be expected of a child of a similar age.

Neglect generally becomes apparent in different ways over a period of time rather than at one specific point. For instance, a child who suffers a series of minor injuries is not having his or her needs met for supervision and safety. A child whose ongoing failure to gain weight or whose height is significantly below average, may be being deprived of adequate nutrition. A child who consistently misses school may be being deprived of intellectual stimulation. 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.

Definition of Emotional Abuse

Emotional abuse is normally to be found in the relationship between a care-giver and a child rather than in a specific event or pattern of events. It occurs when a child's 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 or symptoms. Examples of emotional abuse of children include:

- The imposition of negative attributes on children, expressed by persistent criticism, sarcasm, hostility or blaming

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

Emotional abuse can be manifested in terms of the child's behavioural, cognitive, affective or physical functioning. Examples of these include: 'anxious' attachment, non-organic failure to thrive, unhappiness, low self-esteem, educational and developmental underachievement, and oppositional behaviour. The threshold of significant harm is reached when abusive interactions dominate and become typical of the relation between the child and the parent/carer.

Definition of Physical Abuse

Physical abuse is any form of non-accidental injury or injury which results from wilful or neglectful failure to protect a child. Examples of physical injury include the following:

- Shaking
- Use of excessive force in handling
- Deliberate poisoning
- Suffocation
- Munchausen's Syndrome by Proxy (condition where parents, usually the mother (according to current research and case experience), fabricate stories of illness about their child or cause physical signs of illness. This can occur where the parent secretly administers dangerous drugs or other poisonous substances to the child or by smothering.
- Allowing or creating a substantial risk of significant harm to a child.

Definition of 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 the following:

- Exposure of the sexual organs or any sexual act intentionally performed in the presence of the child;
- Intentional touching or molesting of the body of a child whether by a person or object for the purpose of sexual arousal or gratification;
- Masturbation in the presence of 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 includes inciting, encouraging proposition, requiring or permitting 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, modelling 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 of abuse.
- Consensual sexual activity involving an adult and an under-age person. In relation to child sexual abuse, it should be noted that, for the purposes of the criminal law, the age of consent to sexual intercourse is 17 years. This means, for example, that sexual intercourse between a 16 year old girl and her 17 year old boyfriend is illegal, although it might not be regarded as constituting child sexual abuse.

The decision to initiate child protection action in such cases is a matter for professional judgement and each case should be considered individually. The criminal aspects of the case will be dealt with by An Garda Síochána under the relevant legislation.

It should be noted that the definition of child sexual abuse presented in this section is not a legal definition and is not intended to be a description of the criminal offences of sexual assault.

Appendix 2

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National Museum of Ireland

Ard-Mhúsaem na hÉireann

Role & Responsibility of a Designated Person

Role

The role of the designated person is to:

1. Establish contact with the local duty Social Work Department responsible for child protection in the organisation's catchment area i.e. Child Care Manager or Principal Social Worker;
2. Provide information and advice on child protection within the organisation;
3. Inform local duty Social Work Department of relevant concerns about individual children;
4. Ensure appropriate information is available at the time of referral and that the referral is confirmed in writing, under confidential cover;
5. Liaise with local duty Social Work Department /An Garda Síochána and other agencies as appropriate;
6. Keep relevant people within the organisation informed as appropriate, particularly the head of the organisation,
7. Ensure that an individual case record is maintained of the action taken by the organisation, the liaison with other agencies and the outcome;
8. Advise the organisation of child protection training needs.

Responsibility

The designated person is responsible for:

1. Acting as a source of advice on child protection matters
2. Coordinating action in relation to Child Protection matters within the organisation,
3. Liaising with Health Board and An Garda Síochána and other agencies about suspected or actual cases of child abuse.

Appendix 3

Please Note: Original forms only to be used.



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

**PRIVATE AND CONFIDENTIAL
STANDARD FORM FOR REPORTING CHILD PROTECTION AND/OR WELFARE CONCERNS**

To Duty Social Work Service

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

1. Details of Child

Name: Male: Female:
 Address: Age/D.O.B.:
 School:

1a. Details of Parents

Name of Mother: Name of Father:
 Address of Mother if different to Child: Address of Father if different to Child:
 Telephone Number: Telephone Number:

1b. Care and Custody arrangements regarding child, if known

1c. Household Composition (Note: A separate form must be completed in respect of each child being reported)

Name	Relationship to Child	Date of Birth	Additional Information (e.g. School/Religion)

2. Details of concern(s), allegation(s), incident(s), time and date as possible, description of what happened, child's view(s) if known, (Additional information if available)

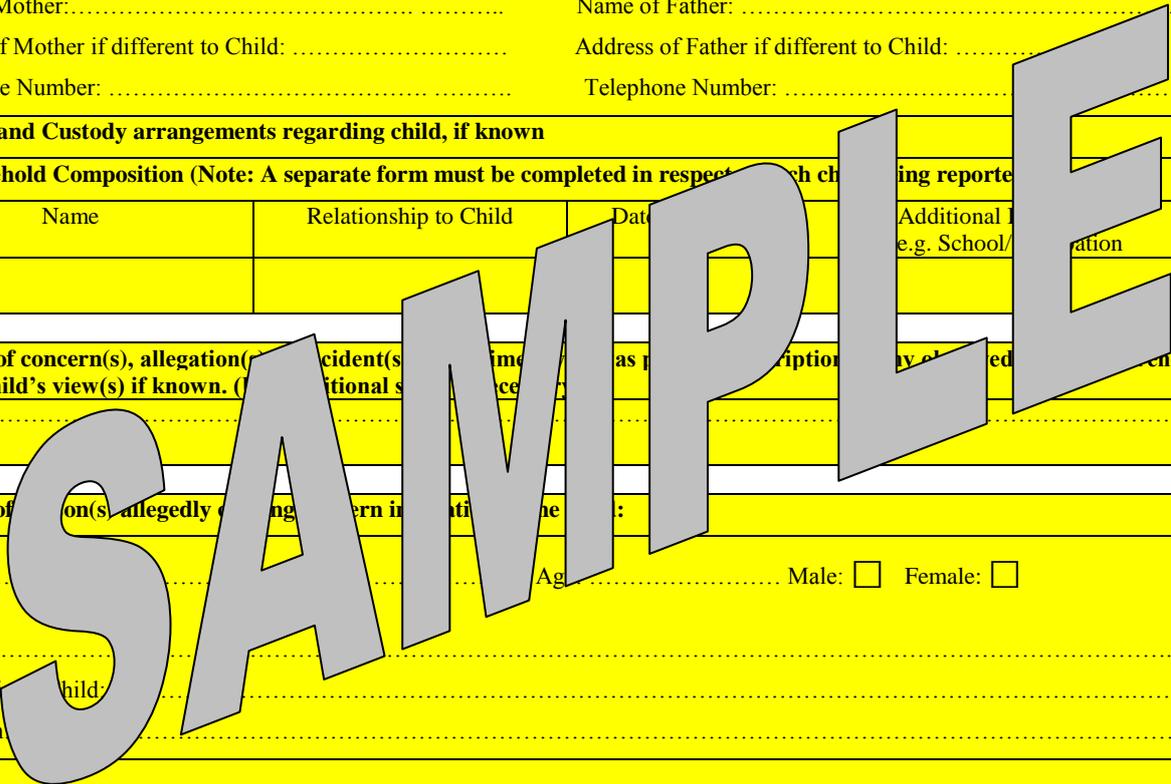
.....

3. Details of person(s) allegedly causing concern in relation to child:

Name: Age: Male: Female:
 Address:
 Relationship to child:
 Occupation:

4. Name and Address of other personnel or agencies involved with this child:

Social Workers: School:
 Public Health Nurse: Gardai:
 G.P.: Pre-School/Creche/Youth Club:
 Hospital: Other, specify e.g. Youth Groups, After School Clubs:



5. Are Parents/Legal Guardians aware of this referral to the Social Work Department? Yes No

If yes, what is their attitude?

6. Details of Person reporting concerns: (Please see Guidance Notes re. Limitations of confidentiality)

Name: Occupation:

Address:

Nature and extent of contact with Child/Family:

7. Details of Person completing form:

Name: Occupation:

Address:

Telephone Number:

Signed: Date:

Guidance

HSE has a statutory responsibility under the Child Care Act, 1991, to promote the welfare and protection of children in their area.

HSE therefore has an obligation to receive information about any child who is not receiving adequate care and/or protection.

This reporting form is to be used by:

- HSE Personnel
- Professionals directly involved in the provision of child care services in the community who have service contracts with the HSE
- in a voluntary community agency
- Any professional individual or group involved in services to children who becomes aware of a child protection or welfare concern, or to whom a child protection or child welfare concern is reported.

Please fill in as much information and detail as is known to you. (HSE personnel should do this in consultation with their line manager).

This will assist the Social Work Department in assessing the level of risk to the child, or support services required. If the information requested is not known to you, please indicate by putting a line through the question. It is likely that a social worker will contact you to discuss your report.

HSE aim to work in partnership with parents. If you are making this report in confidence you should note that the HSE cannot

Guarantee absolute confidentiality as:

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

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

If you are unsure if you should report your concerns, please telephone the duty social worker and discuss your concerns with him/her

Appendix 4

HSE Nationwide: Duty Social Work Contact Details

Go to HSE Website/Children and Family Services/Child Welfare and Protection/Social workers.

Appendix 5

Useful Contacts - Phone Numbers			
<u>Garda:</u>			
Bridewell Garda Station		Phone 01 666 8200	
Kevin Street Garda Station		Phone 01 666 9400	
Castlebar Garda Station		Phone 094 902 2222	
<u>Hospitals:</u>			
St James's Hospital		Phone 01 410 3000	
Mater Misericordiae		Phone 01 803 2000	
Mayo General Hospital		Phone 094 902 1733	
Social work Department	Address	Relevant Worker	Phone and Fax numbers
Dublin North City	22 Mountjoy Square Dublin 1	Principal Social Worker Duty Social Worker	T: 01 – 8556871 F: 01 – 8550589 T: 01 – 8014620 F: 01 – 8014603
Dublin South City District	Carnegie Centre 21-25 Lord Edward Street Dublin 2	Principal Social Worker Duty Social Worker	T: 01 – 6486650 F: 01 – 6799303 T: 01 – 6486555 F: 01 – 6486702
Castlebar Social Work Team	Hill House Mountainview Castlebar Co. Mayo	Social Worker	T: 094 – 9042283 or 094 – 9026110 F: 094 – 9042284

Appendix 6

museum
National Museum of Ireland
Ard-Mhúsaem na hÉireann

Visitor Information Form

(Please use this form to record details of visitor groups arriving at the Museum without a booking. Please return to Bookings Office once completed)

Date & Day of Visit: _____

Contact Details

Primary Carer/Group Leader Name: _____

Group Name: _____

Address: _____

Telephone: _____

Mobile: _____

Fax: _____

Email: _____

Is this your first visit to the Museum? _____

Group Details

No. in group: _____

Age of Group: _____

Type of Group: _____

Special Interests: _____

Special Needs: _____

Access/ Language: _____

Other details: _____

Please sign below to confirm that you are aware of NMI's Child Protection Policy and the Code of Conduct for Visitors & Groups.

Please be advised that you should pre-book in advance of your group visit to NMI.

Appendix 7

museum

National Museum of Ireland

Ard-Mhúsaem na hÉireann

Code of Conduct for Visitors to the National Museum of Ireland

The National Museum of Ireland (NMI) is committed to ensuring that visitors have a rewarding and enjoyable experience while visiting each of its four sites. NMI aims to provide a quality service in a welcome and safe environment. In return, NMI asks that visitors adhere to the code of conduct outlined below.

It is advisable to read this code in conjunction with NMI Child Protection Policy which is available at www.museum.ie and, by request, at NMI reception areas.

1. NMI wishes all visitors to have an enjoyable stay. Visitors are therefore expected to display courtesy and respect for others and for NMI property.
2. Primary carersⁱ are responsible for the safety and behaviour of children in their care. Children must be supervised at all times.
3. All NMI staff must be treated with courtesy and respect. Anyone who demonstrates inappropriate behaviour towards staff or other visitors such as raising their voice, making unwanted physical contact, making sexist or racist remarks, will be asked to leave NMI.
4. NMI has a duty of care to children and will communicate any child protection/welfare based concerns to the relevant NMI Designated Person as outlined in Section 3 of the Child Protection Policy.
5. To ensure a pleasant environment for all visitors, please refrain from using mobile phones when on the premises. Mobile phones must be switched off during workshops, talks, launches and any other events.
6. In order to protect the collections, the touching of display objects is not allowed, unless signage specifies otherwise.

7. For reasons of copyright and conservation, photography is not permitted in the galleries, unless otherwise indicated.
8. Please consider others when using shared areas (e.g. education resource room). Plan to arrive and leave the area promptly. Please take steps to leave the area clean and tidy.
9. Litter bins are provided by NMI. Visitors are asked to use them.
10. There are designated areas for the consumption of food in NMI. Please use these areas as eating is not allowed in other areas of NMI buildings.
11. Smoking is not permissible within NMI buildings.
12. The consumption of alcohol, not obtained on the premises, is not permitted.
13. Possession and/or use of any illegal drugs is strictly prohibited anywhere on NMI property.
14. Visitors are advised not to enter areas of NMI that are cordoned off or marked 'Private'.
15. In order to avoid accidents, running within NMI buildings is not allowed.
16. In the case of emergency or an accident, follow the directions/instructions of staff. Staff members will follow NMI Health and Safety procedures as outlined in the Health and Safety statement and Section 10 of NMI Child Protection Policy.
17. To contact a member of staff in the event of a lost child, NMI procedures will be followed. This procedure is available as an appendix to the NMI Child Protection Policy.
18. The NMI reserves the right to ask visitors not following the code of conduct to leave the Museum premises.

Primary carer refers to parent(s), teacher(s) and group leader(s), legal guardians, carer(s) or responsible adult(s) as appropriate.ⁱ

Appendix 8

museum

National Museum of Ireland

Ard-Mhúsaem na hÉireann

Code of Conduct for Groups (Schools, Language Schools etc) visiting the National Museum of Ireland

The National Museum of Ireland (NMI) is committed to ensuring that groups visiting NMI have the best possible experience at each of its four sites. While NMI aims to provide a quality service in a welcome and safe environment, groups and their leaders/teachers are asked in return to adhere to the code of conduct outlined below.

It is advisable to read these procedures in conjunction with the NMI Child Protection Policy which is available at www.museum.ie and, by request, at NMI reception areas.

NMI would ask all group leaders/teachers when on site to:

1. Ensure that a supervisory ratio of 1 teacher/leader to every 15 students is maintained. In the case of groups with children less than 7 yrs or those with special educational needs, ensure a supervisory ratio of 1 teacher/leader to every 10 students
2. Stay with your group and supervise the children and young people at all times as leaders/teachers have primary responsibility for the welfare and behaviour of these children and young people
3. Ensure your group display courtesy and respect towards visitors, NMI staff and NMI property. Anyone who demonstrates inappropriate behaviour towards staff or other visitors, such as, raising their voice, making unwanted physical contact, making sexist or racist remarks, will be asked to leave NMI
4. Keep in mind that there are designated areas for eating in NMI. Please use these areas as eating is not allowed in other areas of NMI buildings
5. Ensure that the consumption of alcohol, not obtained on the premises, is not allowed.
6. Ensure that the possession or use of illegal drugs is not allowed within NMI
7. Prohibit the touching of display objects, unless signage specifies otherwise
8. Refrain from entering areas of NMI that are cordoned off

-
9. Ensure that running within NMI buildings is prohibited
 10. Follow the directions/instructions of staff in the case of emergency or an accident. Staff members will follow NMI Health and Safety procedures as outlined in the Health and Safety statement and Section 10 of the NMI Child Protection Policy
 11. Contact a Senior Attendant in the event of a lost / missing child. In such cases NMI procedures on lost / missing children will be followed. This set of procedures is available as an appendix in the NMI Child Protection Policy.

Reminders to NMI staff:

- NMI reserves the right to ask groups, who do not adhere to this code of conduct, to leave NMI premises
- NMI staff will communicate any child protection based concerns/welfare to the relevant NMI Designated Person as outlined in Section 3 of the Child Protection Policy
- Senior Attendant will communicate concerns, unrelated to child protection, to the leader/teacher, (unless this person is the source of concern) and follow through with the school/organisation
- Senior Attendant will communicate any unrelated child protection concerns about the leader/teacher, directly to the school /organisation and possibly An Garda Síochána.

Arrival of Groups that have booked through the Bookings Office:

- For pre-booked activities (including tours, workshops, self directed gallery sessions etc), please bring the booking confirmation form on the day and present it at the reception desk
- Please make contact with NMI site you are visiting if you are going to be late for your tour/workshop. Contact details as follows: Dublin sites (Collins Barracks: Kildare Street: Merrion Street) - 01 6777444; Turlough Park - 094 9031755
- NMI requires 48 hours notice if you cancel a tour / workshop. Cancellations must be in writing. Otherwise, we regret that a mandatory charge of €40 must be paid.

Arrival of Groups that have not booked through the Bookings Office:

- If your group has not booked a visit, NMI cannot guarantee entrance into the Museum upon arrival as preference will be given to groups who have made prior bookings
- All groups who enter NMI sites are required to register at the Museum reception.
- When registering at reception, you will be asked to complete a 'Reception Area Booking Confirmation Form' which contains the following information:

-
- Date of visit
 - Contact details of the group (including name of group leader and the School or organisation details)
 - Whether this is the group's first visit to NMI
 - Group details (number in group, age group, type group, etc)
 - Purpose of visit.
- Receipt of the above form by the Bookings Office may be followed up with a letter aimed at encouraging pre-booking in future by the group.

Appendix 9

museum

National Museum of Ireland

Ard-Mhúsaem na hÉireann

Procedures for Responding to Lost and Missing Children at the National Museum of Ireland

As part of the National Museum of Ireland's (NMI) commitment to practices which safeguard and promote the welfare of children, these procedures have been prepared to advise members of staff on procedures to follow if they discover a lost or missing child.

It is advisable to read these procedures in conjunction with the NMI Child Protection Policy. This policy is available at www.museum.ie and, by request, at NMI reception areas.

If you come across a lost child follow the procedures below:

- Get down to the child's eye level
- Show the child your identity badge. Tell them your name and inform them that you work for NMI
- Reassure the child by speaking clearly and calmly. Remember to use age appropriate language
- Bring the child to the main reception and contact the Senior Science and Art Attendant on duty without delay
- If the child refuses to go to reception, reassure them that you are there to help them and encourage them to accompany you to main reception. At all times stay with the child and contact a colleague to go to reception if the need arises
- Give Senior Science and Art Attendant the following details:
 - The time and location where you found the child
 - Name of child
 - Age of child
 - Home address/name of school
 - Physical description of child (height, colour of hair, clothing, etc.)

-
- Where the child was found
 - Ask Senior Science and Art Attendant to announce over the loud speaker that a child has been found and state where the child or young person can be collected. Do not disclose the name of the child or young person on loud speaker
 - Continue to make every effort to reassure and calm the child while waiting for the primary carer to collect the child
 - When the primary carer arrives, it is advisable to ask the child to verify that this person is who they say they are. At the same time look for visual clues that the child recognises the adult and check that the child is comfortable leaving with the adult. Before they depart request full contact details of the adult and fill out an incident form. In this situation it is advisable for staff to exercise sensitivity and common sense
 - If the child is not claimed after a reasonable time, the Senior Science and Art Attendant should contact a member of An Garda Síochána/Designated person
 - If An Garda Síochána has been notified, and if, in the meantime, the child has been reunited with their primary carer, then An Garda Síochána should be informed of this development immediately
 - A short record of the incident should be completed by NMI staff and sent to the NMI Designated Person who will include details of the incident in the Incident Book
 - If a lost child is brought to you by a member of the public, you will need to record the person's contact details in the event that they need to be contacted at a later stage.

Procedures for dealing with missing children

- If someone reports to you that a child is missing, record as many details as possible including:
 - Name of Child
 - Age of Child
 - Where and when the child was last seen
 - The person's name and contact details who has reported the missing child
 - Child's address or name of school/group
 - Physical description of the child (height, colour of hair, clothing etc.)
 - If possible ask for a recent photograph of the child
- Contact all staff on duty and ask them to keep a look-out for the child. Place one member of staff at each exit.

-
- Senior Science and Art Attendant should co-ordinate a search involving other staff and the child's primary carers and set a reasonable time limit for this activity.
 - If the child is not found, Senior Science and Art Attendant should decide on whether to undertake further searches or to inform An Garda Síochána.
 - Senior Science and Art Attendant should reassure and calm the primary carer that action is being taken to locate the child.
 - Senior Science and Art Attendant will maintain contact by telephone or in person with the primary carer until the child is found.
 - If An Garda Síochána has been notified, and if, in the meantime, the child has been found, then An Garda Síochána should be informed of this development immediately.
 - A short record of the incident should be completed by the Senior Science and Art Attendant and sent to the Child Protection Designated Person who will include details of the incident in the Incident Book.

3. Details of incident and witness('s) account(s) available allegedly causing concern in relation to the child if known:

Childs Name: Age: Male: Female:

Address:
.....

Witness('s) Name(s): Job Title:

.....

Address:
.....
.....

4. Details of Person (Deputy/Designated Person) to whom incident/concern is reported and action(s) taken if any:

Name: Job Title:

Address:
.....

Action(s).....

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Appendix 11

museum
National Museum of Ireland
Ard-Mhúsaem na hÉireann

Declaration Form

Confidential

Declaration form for all new staff

Surname _____ **First Name** _____

Date of Birth _____ **Place of Birth** _____

Address: _____

Tel no: _____ **Mobile no:** _____

Any other name(s) previously known as: _____

Is there any reason that you would be considered unsuitable to work with children and young people? Yes _____ No _____ (please tick one)

If yes please outline:

Have you ever been convicted of a criminal offence relating to children? Yes ___ No _____ (please tick one)

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

Signed: _____ **Date:** _____