

Bauleni Special Needs Project



**Managed by the Sisters of the Sacred Hearts of Jesus and Mary on behalf of the
Archdiocese of Lusaka**

Child and Vulnerable Adult Safeguarding Policy and Procedures



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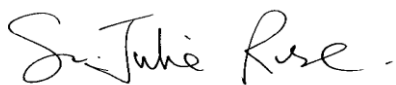
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FOREWORD FROM THE CONGREGATIONAL LEADER OF THE SISTERS OF THE SACRED HEARTS OF JESUS AND MARY

The safety of the children and vulnerable young people and adults in our care is a priority for us. We are fully committed to protecting all those in our care. Indeed, care, compassion and the preservation of the well-being and dignity of the individual lies at the very heart of our Mission Statement:

“We, Sisters of the Sacred Hearts of Jesus and Mary, urged by the compassion of Christ and responsive to the anguish of peoples and planet, are called to help shape communities of gentleness, justice and peace that witness to the healing, liberating and empowering love of God”.

Our commitment to justice entails a duty to protect the dignity and the rights of all God’s people. The creation of a safe environment which protects and respects the dignity of each person is, therefore, a responsibility which we take seriously. Those entrusted to our care in our schools, care services and overseas missions are among the most vulnerable of all. We embrace the measures taken to protect them from all forms of harm and mistreatment. Furthermore, we commit ourselves to promoting and achieving standards of excellence in this key area of safeguarding, as well as in all other aspects of the education and care we provide.

A handwritten signature in cursive script, reading "Sister Julie Rose".

Sister Julie Rose

INTRODUCTION AND MISSION STATEMENT

As a Constituent member of the Catholic Church in Zambia, we, the Congregation of the Sisters of the Sacred Hearts of Jesus and Mary, recognise and uphold the dignity and rights of all children and vulnerable adults, are committed to ensuring their safety and well-being, and will work in partnership with the Diocese parents/guardians to do this. We recognise each child as a gift from God, and we value and encourage the participation of children and vulnerable adults, in all activities that enhance their spiritual, physical, emotional, intellectual and social development. All Church personnel have a responsibility to safeguard children and Vulnerable adults through promoting their welfare, health and development in a safe and caring environment that supports their best interests and prevents abuse.

Children and vulnerable adults have a key place in the heart of Jesus who said: “whoever does not receive the Kingdom of God like a child shall not enter it” (Luke 18:17) This places a sacred obligation on the church to ensure that children and vulnerable people are welcomed, cherished and protected in a manner consistent with their central place in the life of the church in Zambia.

Going to walk the talk of “**Children First!**” it is said so often and repeated even more often, “ad nauseam,” that “Children, are the future of the world because they are the ones to build tomorrow”. (From ZCCB).

MISSION STATEMENT

Moved by compassion of Christ, and respect for Human dignity and creation, we at Bauleni Special Needs Project in collaboration with stakeholders commit ourselves to offering equal, holistic, quality education and skills training to children and youth with special needs, including children and youth who are orphaned or vulnerable, empowering them with the necessary skills to have a meaningful place in society.

APPLICATION

This policy and set of procedures applies to every person without exception, who has an appreciable contact with children and adults in our care.

This includes:

- All members of the Congregation
- All candidates in formation
- All those employed in our Schools, Services and Missions
- All Associates and Volunteers
- All education authorities
- All churches and diocesan personnel
- All visitors
- All outside stakeholders (builders, repairs maintenance staff)
- All University and College students on attachment in the project

Contact persons

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LIST OF ABBREVIATIONS AND ACRONYMS

BSNP	Bauleni Special Needs Project
BSKP	Bauleni Street Kids Project
CBR	Community Based rehabilitation
DB	Deaf blind
HIV	Human Deficiency Virus
PSS	Psychosocial Support
SO	Strategic Objectives
SSHJM	Sister of the Sacred Hearts of Jesus and Mary
NGO	Non-governmental Organization
VSU	Victim Support Unit of the Zambian Police Service
WHO	World Health Organisation
UN	United Nations
UNCRC	United Nations Convention on the Rights of the Child
UNICEF	United Nations Children’s Fund
ZCCB	Zambia Conference of Catholic Bishop (Zambia’s National policy)

ACKNOWLEDGEMENT

Bauleni Special Needs Management would like to thank all the stakeholders, members of staff and individuals that were part of formulating this child and vulnerable adult safeguarding policy for the project. It is hoped that the document will foster and safeguard the rights of the children and vulnerable adults in our care.



DEFINITIONS

Child

According to the constitution of Zambia, a child is a person who has attained, or is below, the age of eighteen (18) years. (Section 266 of the Republican Constitution (Amendment) Act no. 2 of 2016, Chapter One of the Laws of Zambia). But our policy includes persons with special needs who may be over 18 years of age but need the same protection and support to cope with certain abusive situations in life.

Young Person:

Young person is a person who has attained the age of 15 years, but is below the age of 19 years (section 266 of the Republican Constitution (Amendment) Act no. 2 of 2016, Chapter 1 of the Laws of Zambia)

Stakeholder:

Any person or institution that has a role to play or an interest in the life of a child and vulnerable adults.

Child Abuse

Child abuse is maltreatment and constitutes all forms of abuse that results in actual or potential harm to the child's health, survival development or dignity. This includes:

- Physical
- Emotional/religious exploitation
- Sexual
- Neglect or negligent treatment
- Commercial exploitation/trafficking /child labour
- Psychological
- On line abuse

Neglect and Negligence

On-going failure to meet the child's basic needs such as health, education, emotional development, nutrition, shelter and safe living conditions, in the context of resources reasonably available to the family or caretakers and which causes, or has a high probability of causing, harm to the child and vulnerable adults' health or physical,

mental, spiritual, moral or social development. This includes the failure to properly supervise and protect children from harm as much as is feasible.

Emotional Abuse

Is the persistent emotional ill treatment of a child and vulnerable adults that adversely affects their self-perception and development. It may involve conveying to the child and vulnerable adults that he or she is worthless, unloved, and inadequate, or IS there only to meet the needs of another person; or imposing inappropriate expectations upon him/her. Acts include restricting movements, threatening, scaring, discriminating, corrupting, ridiculing, degrading, bullying, humiliating (e.g. asking potentially embarrassing questions comma, demanding potentially embarrassing actions) or other non-physical forms of hostile or rejecting treatment.

Commercial or other Exploitation

Of a child or Vulnerable adult refers to use of a child in work or other activities for the benefit of others. This includes, but is not limited to, child labor and child prostitution. These activities are to the detriment of the child's physical or mental health, education, moral or social-emotional development. (From 'World Report on Violence and Health'-WHO 1999 AND 2002)

Safeguarding Children

Safeguarding and promoting the welfare of children and vulnerable adults is defined as:

1. Preventing impairment of children's health and development.
2. Ensuring that children are growing up with safe and effective care.
3. Enabling children to have optimum life chances and enter adulthood successfully.
4. Protecting children from maltreatment.

Physical abuse

Resulting from known or suspected acts on the part of others, or from the individual himself/herself, or any physical injury which cannot be satisfactorily explained. This will result in the victim's suffering some level of pain stemming from the act in question.

Sexual abuse

The involvement of child and vulnerable adults in sexual activities they do not truly comprehend, to which they are unable to give informed consent.

On-line abuse

Care should be taken at all times to ensure the safety of children and adults as they access the internet. Activities undertaken by certain individuals on the internet can result in abuse and self-harm.

BACKGROUND

Bauleni Special Needs Project (BSNP) formerly known as Bauleni Street Kids Project is a Catholic run institution located in Bauleni Compound Lusaka, Zambia. It began in 1996, primarily in response to the important need of provision of good education for children of varying special needs and those most vulnerable within Bauleni Compound and surrounding areas. The project provides full access and quality inclusive education for vulnerable children with special needs (ranging from mild to severe disabilities), orphans, and skills training to other vulnerable young people by empowering them to become independent and contribute positively to society. The project is managed by Sisters of the Sacred Hearts of Jesus and Mary- (SSHJM) on behalf of the Archdiocese of Lusaka. The project has an Advisory Board that provides professional advice to the Project's Management team. The Board is comprised of different people representing institutions that have an interest in the project, including SSHJM Trustees in Zambia.

AIMS OF THE POLICY

1. To safeguard from harm or abuse all children and vulnerable adults entrusted to our care.
2. To identify and prevent any form of abuse of children and vulnerable adults before they happen by raising awareness of child safeguarding issues and equipping them with the skills needed to keep them safe.
3. To support children who have been or suspected to have been abused in accordance with the laid down counselling procedures and principles.
4. Taking appropriate action at the right time
5. Preventing cases of abuse and reducing the number of incidents in facilities and programmes.
6. Making children and vulnerable adults aware of their rights and their active role in safeguarding.
7. Informing children and vulnerable adults, staff, volunteers, family and community members about the child and vulnerable adults' protection policy and related procedures.
8. Fostering open and honest discussion on abuse in meetings and workshops in all programmes and facilities amongst all stakeholders.
9. To ensure that the following guidelines are adhered to:

- Early recognition of situations where abuse may occur so that preventive measures are applied.
 - Early identification of abuse where there is evidence or mere suspicion or concerns within any of Bauleni services.
 - Awareness raising among all who work with the children and adults entrusted to our care of the symptoms of abuse and identification of particular children and adults who might be vulnerable.
 - Cooperation with the statutory and local authorities to ensure the safety and well-being of every child and vulnerable adults
10. Raising awareness among community members who work with vulnerable children and young adults on the identification of signs and symptoms of abuse related to vulnerable children and young adults.
11. Work in cooperation with the statutory, local and church authorities to ensure the safety and wellbeing of every child and vulnerable young adults in our organizations.

REASONING/ RATIONALE

Children and vulnerable adults by their nature are vulnerable to any form of abuse. It is, therefore, very important that the policy is understood and implemented to safeguard the children and vulnerable adults. This will be in line with the United Nations Convention on the Rights of a Child, the convention of the Rights of Persons with Disabilities 2003. The policy will also take into consideration the contents enshrined in the African Charter on the Rights of a Child, as well as the Zambian Constitution, which outlines children's fundamental human rights. The policy is justifiable because the number of cases of child abuse has increased greatly in recent years and it is widely speculated that many cases go unreported for various reasons leaving the child traumatized for life. This Policy will help to prevent cases of child abuse in the local community by early detection of abuse and an increase in correct reporting and handling of abuse cases. It is important, in our efforts to reduce new cases of abuse happening, to empower children to understand how to protect themselves from all forms of potential abuse.

SIGNS AND SYMPTOMS OF ABUSE

Listed below are signs and symptoms of child and vulnerable adults' abuse. This list is not exhaustive but is a guideline to help determine if child abuse or exploitation has taken place. The signs and symptoms of abuse may vary according to cultural and economic context. Therefore, all the people involved with children, in varying degrees, all need to have reasonable knowledge of the cultural and economic norms of societies in which they are operating.

Signs and symptoms of physical abuse

- Bruises to the face and other parts of the body which are well protected e.g. chest, genitals
- Bite marks, especially of adult size.
- Un explained injuries or burns
- Refusal to discuss injuries
- Fear of going home
- Pregnancy.
- Sexually transmitted infections
- Unexplained gifts or money.
- Prostitution.
- Difficulty in walking.
- More knowledge on sex beyond their age.
- Refusing to stay with a certain person or unhappy at being looked after by certain people.

Signs and Symptoms of Emotional Abuse:

- Lack of concentration
- Depression
- Unnecessary fear
- Low self esteem
- Crying, weeping and strange quietness.
- Failure to answer questions.
- Short temperedness.
- Fear of the unknown.
- Drug abuse.
- Children and vulnerable adults who are being or have been sexually abused may not necessarily display any behavioural disturbances; they may show other signs and symptoms of abuse such as those found under physical abuse.

Signs and Symptoms of Sexual Abuse- also called child molestation a form of child abuse in which an adult or adolescence use a child for sexual stimulation.

- Genital or anal lacerations.
- Bleeding or trauma.

Psychological abuse – involves the regular and deliberate use of a range of words and non- physical actions used with the purpose to manipulate, hurt, weaken or frighten a child.

- Isolation from others
- Low self- esteem
- Depression
- Anxiety
- Unsound mind

- Short temperedness

Signs and symptoms of neglect;

On-going failure to meet child basic needs and the most common symptoms include

- Disturbance of appetite, including reluctance to feed.
- Stealing food.
- Malnourished children
- Stunted growth.
- Constant hunger.
- Poor hygiene
- Constant tiredness.
- Quietness/sadness/withdrawn
- Low esteem.
- Anti-social behaviour

- Reporting late for school
- Fear of medical help
- Constantly running away from people
- Flinching at sudden movements
- Aggression towards others
- Isolation from other children or adults.

Sign and symptoms of on-line abuse

- Spending a lot of time on-line
- Texting, playing games
- Isolation from others
- Secretive
- Suicidal thoughts

REPORTING PROTOCOLS (FEEDBACK AND COMPLAINTS HANDLING MECHANISM)

All cases of child abuse, real or suspected, must be reported immediately to the Child safeguarding person at the project. The information collected must be recorded on an Incident Report Form (*see appendix 1*) The Child Safeguarding Officer at the project must have attended the Child Protection Awareness Course. On receipt of an allegation of abuse, the Child Safeguarding Officer must immediately notify an Officer of the Victim Support Unit- VSU of the Zambian Police Service. It is important that a good relationship be established between the Child safeguarding Officer and the Victim Support Unit. The person who reports the case must be informed of the progress made in dealing with the case.

The Child Safeguarding Officer and the Officer from the Victim Support Unit should jointly interview the child. The interview should use open, non-leading questions and will go through the following stages: -

Stage 1 Make the child feel comfortable

Considerable time should be spent by the two interviewers on establishing a relationship with the child and vulnerable adults, allowing them to feel at ease with both of the interviewers. A box of Toys, storybook is a good resource at this stage.

Stage 2: Establish whether the child understands the concept of truth and lies.

The interviewers should use age-appropriate questions to establish the understanding of the child of something that is true and something, which is a lie.

Stage 3: Allowing the child and vulnerable adult to talk freely about the events

The interviewers will use simple open questions to allow the child and vulnerable adults to present their views on what happened. This has to be conducted in a gentle and sensitive manner. They should not feel intimidated by the questions.

Stage 4: Ending the Interview

The interviewers should give the child, Vulnerable adult time to overcome any negative feelings that may arise during the interview. A simple game with them can help them to overcome any anxious feelings that may have surfaced.

The Child Safeguarding Officer may make the decision to request the presence of a parent, guardian or staff member, known and trusted by the child to be present during the interview.

The Child Safeguarding officer and the Victim Support Unit Officer will follow the principles set out and ensure that welfare of the child and vulnerable adults is paramount.

They must decide: -

- If the child and vulnerable adult needs immediate protection from harm.
- If the child and vulnerable adult requires medical treatment/counselling.
- If the child and vulnerable adult should be protected from further abuse.
- To put a plan in action to assist with the child's recovery and further protection.

Stage 5: Recording/Records

Any allegations or suspicions of the abuse of a child / vulnerable adult must be recorded as soon as possible within the services recording system or electronic record. These records should also be

placed within the individual's personal file which should be kept in a locked and secure cabinet, by the Child Safeguarding Officer, with access restricted to named individuals

- The records include an accurate detailed record of what was said to the member of staff/volunteer by the individual.
- The records should be made at the time of the disclosure or other event because it is at that time the memory is accurate and clear.
- It is always important that the confidentiality of records is maintained with the utmost care.
- Information should be released only to those in positions of responsibility who have good reason to need it for the protection of children/adults.
- The Country Link Coordinator will be informed about the incident and will also have a copy of the records. She will also inform the Congregational Safeguarding Coordinator.

PROTECTION OF CHILDREN AND VULNERABLE ADULTS WITH SPECIAL NEEDS:

- Children and vulnerable adults with Special Needs require extra protection because of the following:
- They are often unable to tell someone if they have been abused
- They may be totally dependent for their physical care on the adult who could abuse them
- Societies attitude about disability means that they are not afforded the normal protection granted to children and young people.

The Child Protection Officer will have to make a decision whether or not a child with a disability should be formally interviewed. Where an interview is thought not to be conducive, appropriate a greater reliance is placed in the Police Service to gather forensic evidence.

PLANNING MEETING:

The Child Safeguarding Officer should call a Planning Meeting within seventy-two hours of receiving the allegation of abuse. Those invited to the meeting should include teachers, carers, staff from the appropriate organisation and others responsible for the child. If the meeting will cause harm or anxiety parents/guardians should also be invited.

The outcomes of the meeting will decide what is needed to protect the child and vulnerable adults. The Child Safeguarding Officer will keep minutes and notes from the interview with the child in a safe place.

Contact with the Alleged Abuser.

No staff member should attempt to question the alleged abuser. Where the abuse involved a member of staff, the Victim Support Officer and the Child Safeguarding Officer should interview them jointly. The staff member should be placed on administrative leave (with pay) until investigations are completed.

Where the alleged abuser is not a staff member, an Officer from the Victim Support Unit only should interview them.

Where the alleged abuser involves a child abusing another child:

The Safeguarding Officer and the Officer from the Victim Support Unit should interview both children.

INTERVIEWS WITH CHILDREN AND VULNERABLE ADULTS

All interviews with children and vulnerable adults should take place in an environment where the child and vulnerable adult feels safe and comfortable. Interviews at Police Posts are not recommended, unless there is a child or vulnerable adults friendly room available. The child or vulnerable adults may need to be medically examined. The child and vulnerable adults should be helped and supported by the Child Safeguarding Officer or a person delegated by the officer for this task.

DEALING WITH DISCLOSURE OF ABUSE AT THE PROJECT:

All disclosure should be in the agreed manner.

- A. Listen to child, vulnerable adult; do not directly question him or her.
- B. Do not stop the child who is freely recalling significant events. Just listen.
- C. Make note of the discussion, taking care to record the timing, setting and any other personnel present, as well as what was actually said.
- D. Record all subsequent events up to the time the child, vulnerable adult is eventually interviewed.
- E. Refer immediately to the Child Safeguarding Officer

EMERGENCY MEDICAL TREATMENT OF CHILDREN AND VULNERABLE

ADULTS:

Where a child and vulnerable adult requires urgent medical attention and the Child Safeguarding Officer is not available to authorise this, staff have the authority to organise the necessary medical attention, as a delay could have serious consequences for the child or vulnerable adult.

SUPPORT AND SUPERVISION OF CHILD PROTECTION COORDINATORS:

The Project Director and Head Teacher will support and supervise the Safeguarding Officer. Meetings will be held at least every Term and others arranged, should the need arise.

SAFEGUARDING COORDINATING COMMITTEE:

A committee appointed by the Project Director shall meet once a month to review the Child and Vulnerable Adults Protection procedures and activities for the project. This Committee will receive reports from project staff and teachers regarding child and vulnerable adults abuse cases should they occur. The Committee will make recommendations to alter the procedures as necessary. They may also make recommendations about further training requirements. Also review risk assessment regularly.

REQUIREMENTS FOR RECRUITING OF STAFF/VOLUNTEERS:

- At the time of interview, it must be established that the candidate is fully committed to the safeguarding of children and vulnerable adults, this must be established through appropriate questioning. They will be required to produce a police clearance and sign a declaration that they are fully committed to the safeguarding of children and vulnerable adults before they are given a contract of employment in any of our organizations.
- Identify correct procedures for selecting and recruiting of staff and volunteers.
- Interviews of new staff and volunteers will include questions to probe on their suitability to work with children and young adults.

- The Project has a legal and moral obligation to ensure that individuals and agencies contracted for a service that may involve direct or indirect contact with children and vulnerable adults, are aware and abide by the Organization's Child and Vulnerable Adult Safeguarding Policy and Code of Conduct.
- They must submit a police clearance certificate and Independent References.
- A child and vulnerable adult related training/qualification will be one of the minimum requirements for new staff.
- Check applicant's employment history, probe any gaps in the history
- Ensure that applicants have seen and are willing to sign up to Bauleni Special Needs Child and Vulnerable Adult Safeguarding Policy.

INDUCTION OF NEW STAFF AND VOLUNTEERS:

The Project will ensure that the new staff and volunteers recruited undergo child and vulnerable adults' protection training within three months of starting work.

accountability and monitoring

- Management– managers/programme coordinators must ensure that child protection measures are in place and operating effectively, that staff and others are aware of their responsibilities under the policy and that there are sufficient resources and supports available for this.

ON-GOING TRAINING:

On-going training and support arrangements will have a threefold purpose, which help to create a safe environment for each individual entrusted to our care.

- The planning is done at the beginning of each year and the Safeguarding Officers and the Committee Members are responsible for planning the activities.
- Ongoing trainings are conducted when new staff are appointed or employed, for new learners in the school, their parents and guardians, which is mainly after two to three months. (Each term)
- The community training is done within the project and also at outreach activities run by the Bauleni Special Needs project.

- **New Information:** Disseminate new and up to date information on child and vulnerable adult safeguarding.
- **Lessons learned:** through sharing both positive and negative experiences of caring for children and vulnerable adults, good practices should be understood and replicated in other areas. Confidentiality and anonymity must always be respected.
- **Monitoring and evaluate the** present understanding and implementation of the Child and Vulnerable Adult Safeguarding Policy and take action where necessary, to improve either the policy, or its implementation. Monitor how will the policy be put into practice and how will progress and effectiveness be measured.
 - Arrangements should be put place to monitor compliance with child and vulnerable adults' protection measures and records of such monitoring made and kept.
 - Steps are taken to regularly ask children, vulnerable adults, parents and the local community their views on policies and practices aimed at keeping them safe.
 - All incidents, allegations of abuse and complaints are recorded and monitored.
 - Children and parents are consulted as part of these reviews of safeguarding policies and practices.
- **Training for designated staff:** in-depth training will be provided to specific staff i.e. those with direct contact with children and vulnerable adults in their role; those who have responsibility to advise the work force and to handle child abuse complaints and investigations.

CODE OF CONDUCT

All project, staff, teachers, volunteers and contractors working at BSNP must:

- Treat children with respect, recognizing their right to personal privacy.
- Ensure that child protection risks for all events in which they are involved are assessed and planned for in order to mitigate them.
- Foster a culture of mutual accountability so that potentially abusive behaviour can be challenged and prevented.
- Help children to develop their own sense of rights and responsibilities as well as helping them to know what they can do if they feel that there is a problem.
- Ensure that field visits and programs involving children are done in their best interest
- Be honest, accountable and selfless in their actions towards children in their respective work places and communities.

- Do not hit or abuse a child or vulnerable adult in any way.
- Report any suspicion regarding child or vulnerable adult abuse of any kind immediately.
- Ensure that all activities with children are supervised, accompanied by another member of staff, or at least in sight of other adults.
- Ensure that interviews with children and vulnerable adults are done in a respectful and courteous manner.
- Ensure that consent is obtained from the child (if they are old enough) and the vulnerable adult, and from the parent/guardian for children under 14 years, prior to any images or biographical information being used.
- Maintain professional boundaries with children.
- Ensure that any injury to a child or vulnerable adult, be it accidental or otherwise, is recorded and witnessed by another adult.

No Project staff, teachers, volunteers and contractors working at the Project should,

- Physically assault or abuse a child.
- Develop intimate physical or sexual relationship with a child.
- Create a relationship with children, which could be deemed exploitative and abusive in any way.
- Act in a way that may be abusive or may place a child at risk of abuse.
- Use language, make suggestions or offer advice, which is inappropriate, offensive or abusive.
- Have a child stay overnight at the worker or volunteers' homes.
- Be alone with a child in an enclosed space to avoid allegations of abuse against them.
- Engage a child or vulnerable young adult in work that is beyond their capabilities.
- Discriminate against, show preferential treatment, or favour a particular child or vulnerable adult.
- Exchange money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour. This includes any exchange of assistance due to children.
- Use the mission's computers or other equipment to view, download, create or distribute inappropriate material, including but not limited to pornography.
- Sleep in the same room with a child and share the same bed with a child. If circumstances necessitate making an exception to this rule, then staff must inform and explain these to their line manager in advance or as soon as possible.
- Do things of personal nature (e.g., cleaning bottoms, undressing/dressing, bathing or toileting

etc.) for a child that they can do for themselves.

- Be intoxicated under the influence of alcohol or drugs whilst children are under their care.
- Take a child/child in a vehicle alone
- Pat a child on the bottom.
- Do not hug and kiss children (Though we want to give love and attention to children, this guideline is important not only for our protection, but for the children as well.)

CODE OF BEHAVIOUR FOR CHILDREN

By providing a safe educational environment and recreational activities, where good standards of behaviour are encouraged, children will be happy and develop to become mature, responsible citizens. Behaviour that is acceptable or unacceptable will be well explained to the children. Rules will be kept to a minimum, written in clear and simple language. The code of behaviour will be developed through discussions with the parents, staff and the children. It will be communicated to all concerned once developed and referred to regularly, emphasising that the code of behaviour will:

- Create and maintain a climate that encourages and reinforces good behaviour
- Create a positive and safe environment for all activities.
- Encourage the children to take personal responsibility for their learning and their behaviour
- Help the children mature into responsible participating citizens.

CHILDREN SHOULD BE TAUGHT TO:

- have respect for themselves and others
- show kindness and willingness to help others
- act with courtesy and good manners
- treat others with fairness
- be ready to use respectful ways to resolve difficulties and conflict
- be willing to forgive
- attend activities regularly and punctually
- always do one's best
- keep the rules and codes
- help to create a safe, positive environment

- respect staff
- respect all other children irrespective of their learning or development
- participate in all organised activities.
- know where to report if they are being bullied or abused.

UNACCEPTABLE BEHAVIOUR IS:

- Behaviour that is hurtful, including bullying, harassment, discrimination and victimisation
- Behaviour that interferes with activities teaching and learning. (e.g. bullying)
- threats or physical hurt to another person
- damage to property
- theft.

In consultation with parents and the project counsellor, behaviour change modules are commenced with the child/children to improve their behaviour.

HOW CAN CHILDREN KEEP THEMSELVES SAFE?

- Don't talk to strangers
- Tell an adult if you feel uncomfortable about the way someone has talked to you or touched you.
- Do not accept gifts from anyone that you cannot tell your parents/guardians about it.
- Learn refusal skills. Do not be afraid of saying "No" and meaning it.
- Yell for help if you feel in danger



- If someone has made you feel sad, frightened or uncomfortable, tell an adult
- If someone has told you to keep something secret and you do not feel comfortable with it, tell an adult.
- Learn to be alert and to avoid lonely, dark places.
- Do not open the door to strangers.

CAMERAS/MEDIA, ONLINE ABUSE AND BULLYING

- The staff and volunteers must never take photographs of the children for any purpose with their own camera/phone. Photographs must be taken with the project camera after permission has been obtained from the parent or guardian.
- No members of the media must be allowed to film any children without written permission of the Management of the mission and permission of the parents/guardians of the children being filmed.
- Nobody is allowed to download on the project computers any pornography material or any pictures of violence that may be disturbing to children.
- Online abuse and bullying

EMPLOYEES: RECORDS:

It is essential that all missions maintain appropriate records about its employees. These records must include

- Application forms or letters and proof of identity (E.g. A copy of the national registration card)
- Police clearances
- Two references, it is desirable that the referees know the applicant for two years
- Applicant's Curriculum Vitae
- A signed declaration that they have no previous criminal record especially relating to child abuse

- A signed Statement of Commitment.

Such documents may be reviewed by the appropriate statutory agencies (e.g. Officials from the Ministry of Labour, Criminal Investigation Unit of Zambia Police etc.). However, it is not appropriate for individuals or agencies to have reference to these confidential documents, unless the individual to whom they relate has given consent.

AT THE TIME OF INTERVIEWS, IT MUST BE ESTABLISHED:

- That the candidate is fully committed to the safeguarding of children (and vulnerable adults). This must be established through appropriate questioning at the time of interviews.
- The candidate must produce two references declaring that they have a good clean record if they had been caring for children in any capacity.
- A declaration to that effect must be signed.

ACTIONS FOLLOWING AN ALLEGATION MADE AGAINST A MEMBER OF STAFF INCLUDE:

- Be re-assigned to alternative duties which do not entail contact with children/ vulnerable people who may be subjected to further abuse.
- Be suspended from all duties (on full pay) until the outcome of the investigations. This is for the protection of the child and the staff member.
- Immediate removal from the post and work place if it is considered that the person is considered real and immediate threat.
- Disciplinary hearing – staff told verbally and in writing.
- Dismissal if found guilty.

RECORDS: RECORDING ABUSE CASES:

Any allegations or suspicions of abuse of a vulnerable child/adult must be recorded in line with the Child safeguarding Policy. Records should also be placed within the individual's personal file, which should be kept in a locked, secure cabinet. Records should be retained for the minimum of 50 years for children and 25 years for adults.

CONFIDENTIALITY:

Where a child/vulnerable adult, who is either a victim or an observer, makes a disclosure and asks that the information be not passed on, the child/vulnerable adult should be appropriately advised that the person receiving the disclosure have a responsibility to inform the Safeguarding Officer immediately.

All agencies receiving information in the course of an investigations, should treat it sensitively, although priority must be given to the protection of the child/vulnerable adult at all times. They should not disclose information for any other purpose without consulting with the person who provided it.

THE POLICY WILL BE GIVEN TO:

- Board members
- To all employees, volunteers who will work in direct contact with the children and vulnerable adults
- To all Committee members, parents and guardians of the children
- To community volunteer groups who are trained by BSNP to promote safeguarding in the local community
- The policy will be available and explained to the children and vulnerable adults whom it is designed to protect.
- Be available in all departments for all who may officially request to see it.

RESPONSIBILITIES:

- The Child Safeguarding Officer in collaboration with the Management will be responsible for all matters related to child and vulnerable protection. The Child Safeguarding Officer will ensure that all staff and volunteers are given training and refresher courses.
- All members of staff are encouraged to be vigilant in detecting and reporting cases of abuse in confidence to the Child Safeguarding Officer or a senior member of the Management Team.

FAMILY OF THE VICTIM

- Create a relationship with the family of the victim and offer counselling. Referrals can be made to other facilities for the support and security of the victim and the family.

CARE OF VICTIM/ PERPETRATOR

VICTIM

- Protection will be given to the victim by taking them to a safe place.
- Counselling and pastoral care.

PERPETRATOR

- Should be reported to the police.
- Their movements should be monitored
- Should be taken to the courts of law for trial. (According to the Zambian law, bill or rights)

WHISTLE BLOWING:

A 'whistle blower' is a person who is concerned about another person's behaviour at the Project and reports this, because they fear that if such concerns are not acted upon there may be serious consequences for the child or vulnerable adult, or their own position in the project will be put at risk. It is recommended that if such a person does not feel able to approach the Child Safeguarding Officer or if the concern relates to the Child Safeguarding Officer, then they should contact a senior member of the Management Team. Once a report is received, the Senior Manager must ensure that the identity of the whistle blower is not revealed for his/her protection,



respect confidentiality and assure the person that he/she will be supported. BSNP Management team recognizes that this is an acceptable course of action as the protection of children/vulnerable adults entrusted to their care is of paramount importance.

APPENDIX:

- Statement of Commitment
- Declaration of Criminal Conviction
- Incident Record
- Information to be displayed at the Project

LEGAL AND PROCEDURAL FRAMEWORK

The following pieces of legislature will be used to deal with any infringement of the above policy guidelines:

- Constitution of Zambia
- Penal Code (Amendment) Act 15 of 2005 (Chapter 87)
- Education (Amendment) Act
- Employment Act
- Employment of Young Persons and Children Act (Chapter 274)
- National Child Policy
- Juvenile Act (Chapter 53)
- Marriage Act (Chapter 50)
- Affiliation and Maintenance Act
- Widows and Orphans Pension Act
- Sisters of the Sacred Hearts of Jesus and Mary Policy
- Archdiocese of Lusaka/Kasama Legal guidelines
- Humanitarian procedure.
- Zambia Conference Catholic Bishops safeguarding policy
- The Diocesan Safeguarding Coordinator

Statement of Commitment

I, _____ have read and understood the provisions of this Child and vulnerable adult Policy and its appendices, I have taken note of the Disciplinary measures that will be employed in the event of an allegation being made against me. I agree with the principles/guidelines contained therein and accept the importance of implementing the policy and practice in line with the project mandate to do so.

Signed _____

Date _____

Witnessed by _____

Date _____

Declaration of Criminal Conviction.

Do you have a prosecution pending or have you ever been convicted, bound over or cautioned by the police or received a formal reprimand or final warning for any offences, including road traffic offences?

Yes _____ No _____

If yes, please provide details, including those prosecutions or convictions considered 'spent' and declare any previous investigations or allegations made against you. These will be kept confidential by the designated Child Protection Officer for Sisters of the Sacred Hearts of Jesus and Mary who will assess if they pose any risk or not in relation to Child Protection.

I declare that the information I have given is complete and true and understand that knowing to make a false statement may result in termination of any agreement held between myself and Sisters of the Sacred Hearts of Jesus and Mary in Zambia.

Signed: _____

Print Name: _____

Date: _____

Witness: _____

Print Name: _____

Date: _____

INCIDENT REPORT FORM

Child's Name _____

Person reporting _____

Date of Incident _____

Time of incident _____

Place of incident _____

Details of incident _____

Action taken _____

Name of person reporting

Signature of person reporting

Date

Name of Witness

Signature of Witness

Date

ACTION TAKEN

When the incident report is done, Information will flow as indicated in tables below.

INFORMATION PASSED TO:	NAME:	DATE PASSED:
SAFE GUARDING OFFICER		
SCHOOL HEAD TEACHER		
PROJECT DIRECTOR		
SSHJM SAFEGUARDING LINK PERSON. ZAMBIA.		
SAFE GUARDING COORDINATOR. CHIGWELL.		
SIGNED		

Feedback Form for the Family

DETAILS OF PERSON GIVING FEEDBACK

NAME:

RELATIONSHIP TO VULNERABLE CHILD/ADULT:

DETAILS OF FEED BACK:-----

SIGNED

DATE

FOR THE LINK COORDINATOR TO COMPLETE:

WHAT ACTION HAS BEEN TAKEN?-----

SIGNED

DATE

Passed on to:	Safeguarding officer	Link Coordinator	Congregation Safeguarding Coordinator
Date:			

