

Missionaries of the Sacred Heart

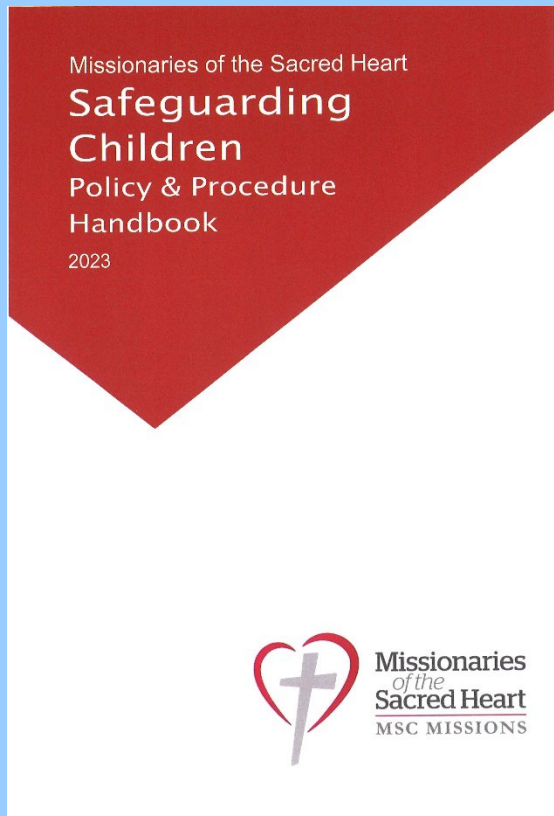
Special Edition Newsletter

Safeguarding Children Policy & Procedure Handbook, 2023

Issue No. 4 - April 2023

Welcome and Introduction

On behalf of the Safeguarding Committee, I am very pleased to introduce the Safeguarding Children Policy and Procedure Handbook, 2023.



The Handbook will replace the 2018 Safeguarding Children Policy Document and we encourage you all to become familiar with the content and forms which will also be made available on the safeguarding section of the MSC website.

We also encourage our overseas communities, to ensure the key safeguarding principles detailed are adopted, adhered to and included in all local safeguarding policy and procedure documents.

We would like to express our sincere thanks to Mrs. Margaret-Louise O'Keefe for her proofing of the document and to Paula Ryan-Kavanagh for work on the formatting, design and printing of the Handbook.

Chairperson

Ms. Sandra Neville

The Safeguarding Children Policy and Procedure Handbook is broken into the following sections:

1. *Foreword*
2. *Introduction*
3. *Key Safeguarding principles*
4. *Glossary*
5. *Introduction*
6. *Standard 1 Creating safe environments*
7. *Standard 2. Reporting Procedures*
8. *Standard 3 Complainant*
9. *Standard 4 Respondent*
10. *Standard 5 Training*
11. *Standard 6 Communication*
12. *Standard 7 Quality Assurances/Audit*
13. *Guidance & Forms*
14. *Appendix Section*

Safeguarding Standards



It is essential that the safeguarding standards detailed on page 13 of the Handbook are adhered to and fully implemented in every MSC community/wherever our Members are based.

Statement of Commitment

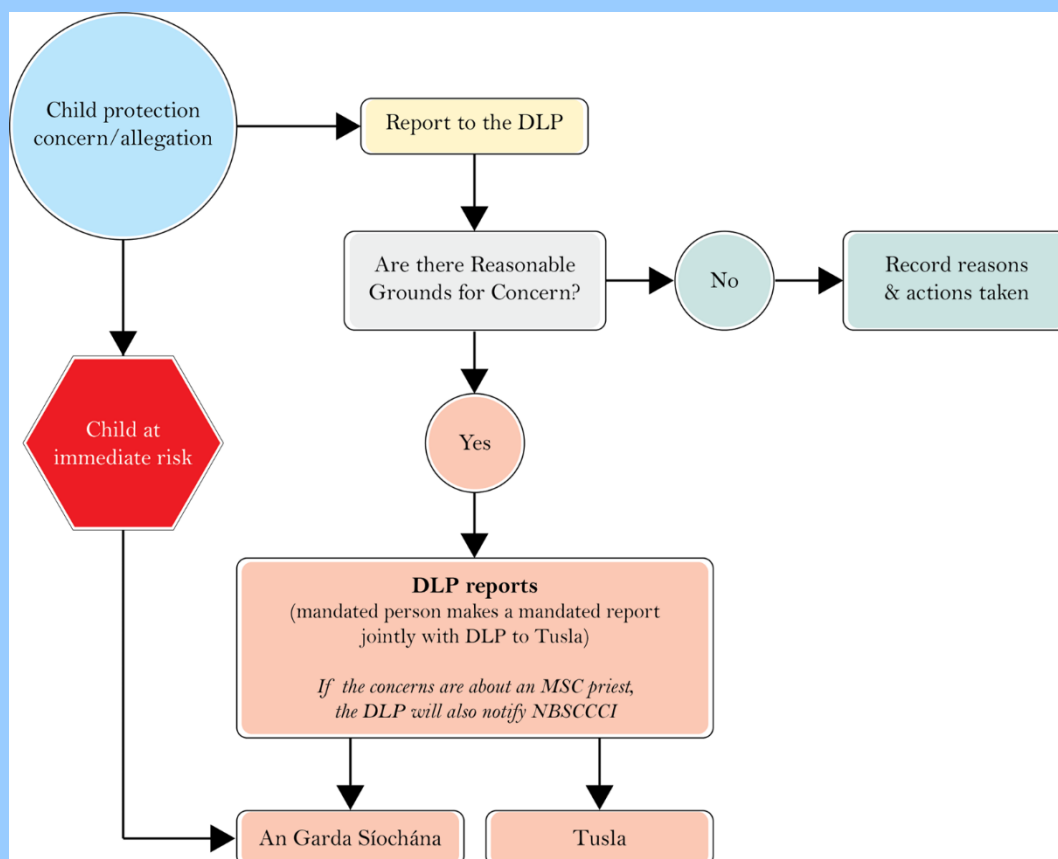
The MSC has a zero-tolerance policy towards all forms of abuse and exploitation. Our priority is to ensure the welfare and safety of every child, young person and vulnerable adult who comes into contact with the MSC, its ministries, activities, our staff and volunteers.

We are committed to acting ethically and with integrity to safeguard children and vulnerable adults and we have put in place and enforce measures and controls that demonstrate that commitment. We are committed to ensuring effective action is taken when issues occur, referring all concerns, allegations and incidents to the relevant local statutory authorities.

All Church communities are expected to have in place arrangements which include the following:

- Procedures to respond to and report a concern
- Codes of practice
- Safe recruitment procedures.

Reporting flowchart/procedures



The Designated Liaison Person (DLP) will report the matter to the statutory authorities on behalf of the person making the report about the possible abuse of a child/young person or will make a joint report if the person is a mandated person making a mandated report. If the complaint concerns a member of the MSC, the Provincial and the NBSCCCI are also informed.

Remember: MSC Church personnel, members, staff and volunteers must respond to all child safeguarding concerns. It is not their role to investigate concerns and to remember they do not have to prove that child/young person has been harmed or at risk of harm, this is the role of the statutory authorities.

Complaint Procedure for Safeguarding Concerns that are not Allegations of Abuse A complaint is defined as a grievance and/or the raising of a concern about breaches of codes of conduct/behaviour. Allegations or suspicions of child abuse

do not fall into this category of general complaints and should always be dealt with in accordance with the MSC child protection and safeguarding procedures.

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

Safeguarding Contacts:

MSC Irish Province: Safeguarding Manager/Designated Liaison Person

Email Address: safeguarding@mscmiissions.ie

☎: (087) 3819515

Republic of Ireland - Support Services

Name of Service	Contact Details
Tusla Child and Family Agency (social services)	www.tusla.ie
An Garda Síochána (police)	☎: Emergencies: 999/112 www.garda.ie
Towards Healing (counselling support)	☎: 1800 303 416 www.towardshealing.ie
Towards Peace (spiritual support)	☎: 01 5053028 www.towardspeace.ie
National Adult Counselling Services (HSE)	www.hse.ie see website for local HSE counselling contact number
Barnardos	☎: 1850 222 300 www.barnardos.ie
Irish Society for the Prevention of Cruelty to Children (ISPCC)	Childline text support Text 'Talk' to 50101
Childline:	☎:180066666 www.childline.ie
Connect:	www.connectcounselling.ie

Useful websites for church personnel, parents/carers and children and young people in relation to child safeguarding matters:	www.webwise.ie www.hotline.ie www.internetsafety.ie www.samaritans.org
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UK - Support Services

Name of service	Contact Details
Social Services	☎: 08081962274 enquiries@socialworkengland.org.uk
Police	☎:999
Safe Spaces	☎: 03183 739084 www.victimsupport.org.uk
Barnardos	www.barnardos.org.uk
NSPCC	☎:08088005000 www.help@nspcc.org.uk
Childline 24 hours support service	☎:08001111 www.childline.org.uk
Useful websites for church personnel, parents/carers and children and young people in relation to child safeguarding matters.	Samaritans: ☎: 116123 www.samaritans.org.uk www.nationalonlinesafety.com www.saferinternet.org.uk

South Africa - Support Services

Name of service	Contact Details
Child Line South Africa	☎: 116
South Africa Police Service (SAPS)	☎: 10111

USA- Support Services

Name of service	Contact Details
Social Services/Child Welfare Information Gateway	Child Help ☎: 18004224453 www.acvy.org.za
Police	☎: 911
Victim Assistance Coordinators	ww.usccb.org/vac

Venezuela- Support Services

Name of service	Contact Details
Agencia de denuncias/Accesco a la Justicia/Police	☎: 0800-DEFENSA 0800-3333672 / 0212-505.45.07
Dirección Caracas	☎: 0212-408.72.00 / 62.21 / 67.56 / 67.88
Extensión Parque Central Dirección	☎: 0212- 597.61.49 / 61.50
Dirección Maracaibo	☎: 0261-796.18.21 / 18.20

Consejo de Protección del Niño, Niña y Adolescentes en Venezuela

Emergencias: 24 horas al día los 365 días del año

☎: 0212- 4098453 / 0212- 4098580 / 0212-4098517



Lord Jesus,
hear our voices as we pray for your care and protection
of all whom we meet in our daily lives.
Strengthen and guide us as we strive to make our
MSC communities and apostolates safe places.
We especially ask that all children and vulnerable adults
you entrust to our care are protected and feel safe.
Give us the wisdom and courage to listen with open hearts,
see with open eyes, and speak out to ensure children
and vulnerable adults are safe, loved, respected, and cared for.
We also pray for those who have been harmed.
Give them the courage to seek healing.
Lord, you call us to walk with integrity in the service of others.
May we strive to understand our collective responsibility to work
together to safeguard all who are vulnerable.
Guide us as we build a community that fosters everyone
to flourish and be safe.
We ask this through Christ, our Lord, Amen.