



CHILD SAFETGUARDING STATEMENT

Amber Springs Hotel and Health Spa, Kids Club

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INTRODUCTION

A child is defined as a person under the age of 18 (The Children Act 1989). For this policy statement: The term 'child' will be used to describe all children and young people under the age of 12 years old participating in activities within Amber Springs Hotel Kids Club.

The term 'staff' will be used to describe those employed on a contract of employment at Amber Springs Hotel Kids Club including those working on a voluntary/unpaid basis.

Staff should implement this policy using the following guidelines when conducting work that involves children. This will protect the safety and well-being of children engaging in activities, and that of our own staff.

Individual Responsibilities:

Individuals bound by Amber Springs Hotel & Kids Club Child Safeguarding Statement are responsible for:

- 1. Making themselves aware of the child Safeguarding Statement and, their compliance with the standards of conduct outlined there in;**
- 2. Consenting to vetting in compliance with the current procedural and legal requirements under the existing vetting system operated by the Garda Central Vetting Bureau (Children and Vulnerable Person) Act 2012 on its formal commencement.**
- 3. Complying with all other requirements of the child & Safeguarding Policy;**
- 4. Co-operating with staff in providing or a: • Non – discriminatory • Child & young person friendly • Violence, abuse and harassment free environment**
- 5. Understanding the possible consequences of breaching this policy.**

CHILD SAFEGUARDING STATEMENT

**Kids club, Amber Springs Hotel and Health Spa
Wexford ST,
Knockmullen,
Gorey,
Co. Wexford.**

Amber Springs Hotel Kids Club Management staff have a duty of care to safeguard all children involved in any activity within kids club from harm. All children have a right to protection, and a safe environment to play, and the needs of disabled children and others who may be particularly vulnerable must be taken into account. Amber Springs Hotel Kids Club will ensure the safety and protection of all children through adherence to the Children's first, National Guidance for the protections and Welfare of Children.

- 1. Amber Springs Hotel Kids Club will adopt and implement without modification the recommendations from the Children first act 2015, as part of this overall child safety statement.**
- 2. The Designated Liaison Person (DLP) is :**
Name: Lorina Tomkins
Phone 053 9248000
Email ltomkins@amberspringshotel.ie
- 3. The Kids Club recognises that child welfare and protection considerations permeate all kids' club activities and all policies and procedures set out by the Amber Springs Hotel Kids Club will reflect that.**
- 4. The Kids Club will**
 - 4.1. Recognise that the protection and welfare of children in our care is of paramount importance, ahead of all other considerations**
 - 4.2. Fully comply with its obligation under the Children first act 2015, and other relevant legislation relating to the protection and welfare of children.**
 - 4.3. Fully cooperate with relevant authorities regarding child protection and welfare matters.**
 - 4.4. Adopt best practices to minimise the possibility of harm or accidents happening to children, and to protect worker from the necessity to take unnecessary risks that leave them open to accusations of abuse or neglect.**

- 4.5. Fully respect the confidentiality requirements when dealing with child protection matters.**
- 5. Report all signs of neglect or abuse, take seriously and act on any accusation of abuse from a child, and make available these policies to parents/guardians.**
- 6. Make available our child protection policies and procedures, including recognising and dealing with bullying, drop off and collection procedures, fire safety, medication management, behaviour management and infection control.**
- 7. Make available our complaints procedures, and how to appeal the outcome of a complaint. Make available our recruitment and vetting procedures.**
- 8. This statement will be reviewed 10/08/2022**
- 9. Policies that inform the work of our service**
- **Complaints policy**
 - **Fire safety policy**
 - **Dropping off/collection of school age children policy**
 - **Medication management policy**
 - **Behaviour management policy**
 - **Infection control policy**

STATEMENT OF PURPOSE AND FUNCTION

The purpose and function of Amber springs hotel Kids club is to provide a school age, complimentary drop in service for children who are resident in the hotel, where children can play, socialise and have fun in a safe and supervised environment. It is our aim for children to have fun and leave with fond memories of kids club.

Kids club caters for children from 5 to 12 years old.

The numbers vary based on season, adult/child ratio is adhered to, and maximum children per session is 50, accommodated in 3 rooms.

Kids club is a school age service

Opening hours for peak season

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9-10.30am						
10.45-12.15pm						
1-2.30pm						
6-7.30pm						
8-9.30pm						

Off peak is weekends only

Program of activities

- **Art and crafts**
- **Baking**
- **Treasure hunt**
- **Nature walks**
- **Indoor/outdoor games**
- **Quizzes**

A copy of this policy is available and can be viewed by Parents/guardians and school aged children via hardcopy at hotel reception, kids club and via soft copy on our website.

All activities are on a child friendly poster in the kids' club room and various locations throughout the hotel.

AIMS

The aim of the Kids Club Child Protection and Safeguarding Statement is to promote good practice: Providing children and young people with appropriate safety and protection whilst in the care of Kids Club staff. Allow all staff/volunteers to make informed and confident responses to specific child protection issues. Adopting principles of good practice in relation to child protection and safeguarding will ensure that the organisation will help to create an environment in which children are listened to, given a sense of belonging, and kept safe; parents/guardians are supported and encouraged; and staff and volunteers who work with children and young people are supported and protected.

Individuals and Groups Policy:

All groups or individuals using the facilities, without exception whether they are in a paid or unpaid/voluntary capacity, hiring the facilities, or employed by Kids Club, this includes:

- 1. All Staff – full time, part time and volunteers**
- 2. Support Personnel (Carers)**
- 3. Sports Clubs and associated organisations**
- 4. Other invited guest organisations or associations using Amber Springs Hotel Kids Club**
- 5. Any other person (s) groups; organisation or associations that may rent or pay for the use of the centre facilities on a casual or formal basis**
- 6. Parents, guardians, carers, spectators and sponsors to the full extent that is possible.**

Group and/or individual Responsibilities:

All groups and individuals must:

- 1. Adopt, implement and comply with the child Protection and Safeguarding statement**
- 2. Be aware of the consequences of breaching the policy.**
- 3. Promptly deal with any breaches of or complaints made under the protection and safeguarding policy in an impartial, sensitive, fair timely and confidential manner**
- 4. Apply the protection and safeguarding policy consistently without fear or favour**

- 5. Recognise and enforce any penalty imposed under the child protection and safeguarding policy as per disciplinary procedures**
- 6. Ensure that a copy of the protection and safeguarding policy is available or accessible to the persons to whom this policy applies.**
- 7. Appoint or have access to appropriately designated & trained people to receive and handle complaints and or allegations e.g. Designated Liaison Person and display the names and contact details in a way that is ready accessible.**
- 8. Monitor and review the Child Protection & Safeguarding statement at least annually.**

PROMOTING GOOD PRACTICE

Child abuse, particularly sexual abuse, can arouse strong emotions in those facing such a situation. It is important to understand these feelings and not allow them to interfere with your judgement about the appropriate action to take. Abuse can occur within many situations including the home, school and Kids Clubs. Some individuals will actively seek employment or voluntary work with young people in order to harm them, all persons who have access to children while in our care will be Garda vetted. All suspicious cases of poor practice should be reported following the guidelines in this document.

All staff and Volunteers should familiarise themselves with the codes of conduct as set out in the Child Safeguarding Statement. All personnel should be encouraged to demonstrate exemplary behaviour to protect themselves from false allegations. The following are common sense examples of how to create a positive culture and climate.

Good practice means:

Carry out your duties and responsibilities understanding that the welfare of children is paramount. Ensure the safety of all children by careful supervision, proper pre – planning of activities using safe methods always.

Encouraging all children not to discriminate on the grounds of disability, not let any allegations of abuse of any kind to go unchallenged or unreported if appropriate.

Incidents and accidents to be recorded. Parents will be informed.

Create a safe and enjoyable environment for children by:

Planning and preparing appropriately and be positive during sessions.

Making sure all levels of participation should be enjoyable and fun.

Planning age appropriate games and activities.

Avoiding favouritism – each child will need attention according to their personal needs.

Praising and encouraging effort as well as results

Working in an open environment.

Ensuring there is adequate supervision.

Involving and updating parents, especially if a problem has arisen.

Respecting a child's sensitivity to their height and weight.

Never using physical punishment or force

Not using verbal or physical punishments or exclusion for mistakes

Do not allow or engage in bullying behaviour, rough physical games, sexually provocative games, never allow or engage in inappropriate physical contact of any kind or make sexually suggestive comments about or to a child

Avoid the use of alcohol always whilst responsible for young people.

STAFF RIGHTS

Access ongoing training and information on all aspects of leading / managing activities for Children, particularly on child protection

Adequate staff/child ratio

Support in the reporting of suspected abuse.

Access to professional support services.

Be protected from abuse by children/ youths, other adult members and parents

Not to be left vulnerable when working with children.

Any misdemeanours and general misbehaviour will be dealt with immediately and reported verbally to the designated person.

Persistent breach of the code will result in dismissal from the centre management.

GOOD PRACTICE FOR PARENTS/GUARDIANS

Parents/guardians have the primary responsibility for the care and welfare of their children.

Parents/guardians should work in partnership with Amber Springs Hotel Kids Club to create and support a safe environment through the promotion

of good practice and measures in place to prevent poor practice and all forms of abuse

Parents/guardians have a responsibility to ensure that the measures in the Safeguarding Children Policies and Procedures 2010 are implemented and to make sure their children are treated with fairness, respect and understanding.

They should foster an open approach to discussing safeguarding issues to allow their children to tell them about anyone causing them harm or making them feel upset.

Parents/guardians as representatives of their child/children are subject to and should be aware of the rules and procedures of Amber Springs Hotel Kids Club, where changes are made that affect them or their children.

Parents/guardians should be informed of all matters relating to ethics and good practice.

They should encourage their children to participate in activities for fun and enjoyment and should ensure that their child's is a positive one.

Parents must read and understand The Good Practice Guidelines for Parents and Have an awareness of and respect for Leaders and other adults and their roles within the Club

Understand the complaints process and follow the proper procedure if you feel unjustly treated, with the knowledge that any complaint will be dealt with fairly and confidentially

Know your child's drop off and collection times and accept it is your responsibility for delivering and collecting your child/children.

Parents/guardians should ensure they do not leave their child/children waiting unsupervised at any time

Ensure the environment is safe and enjoyable for your child/children

Be a role model for your children and other young people by maintaining the highest standards of personal conduct and respectful behaviour in any activity related to the Amber Springs Hotel Kids Club.

Promote participation for children that is fun, safe and in the spirit of fair play

INCIDENTS AND ACCIDENTS TO BE REPORTED

If any of the following occur, you should report this immediately to the DLP or Manager / Supervisor and record the incident.

You should also ensure the parents of the child are informed:

- **If you accidentally hurt a child.**
- **If he/she seems distressed in any manner.**

- **If a child appears to be sexually aroused by your actions.**
- **If a child misunderstands or misinterprets something you have done.**
- **If a Child reports any kind of abuse to you.**

PHOTOGRAPHS

Written consent to take and use images of children should be obtained prior to the taking of photographs and/or video footage. Parents should be made aware of when, where and how the images may be used in order to give their informed consent. This includes comprehensive information regarding use of images e.g. in print, multi-media, broadcast; for what purpose e.g. promotion, publicity, evaluation, audit, review; and where possible an indication of who the audience will be e.g. the public, the participating children and their families, other organisations and institutes.

ROLE OF THE DESIGNATED LIAISON PERSON

Children First – National Guidelines for the protection and Welfare of Children Act 2017 advises that all organisations providing services should have a designated person to act as a liaison with outside agencies. This designated person would also act as a resource to any staff member or volunteer which has child protection concerns. The designated person should be responsible for reporting allegations or suspicions of child abuse to the health boards or An Garda Síochána.

The following advice is given by the Children First Act 2015 for the designated liaison person responsible for reporting suspicious of child abuse:

- **If the designated liaison person is satisfied that there are reasonable grounds for the suspicions or allegation they must report it to the relevant health board immediately**
- **A report should be made to TUSLA the child and Family agency or if unavailable An Garda Síochána. All reports should include as much of the information requested in the standard reporting form as possible. If a disclosure is being made to TUSLA the operations manager of the centre must be informed. A decision must be made whether to contact the parents/guardian. If a decision is made not to contact the parent/guardian, the basis of this decision must be recorded. If the Designated Liaison Person is unsure about whether to report the concern about a child, they should seek advice from TUSLA. At this informal stage, it must be stated explicitly that a formal report is not being made and identifying details**

should not be given. If TUSLA recommends that a referral should be made by the designate person should act on this advice. If TUSLA do not recommended a referral the person responsible for raising concern should be given a clear statement outlining the reasons why the matter is not being taken any further.

The Designated Person should:

- **Receive information from staff, volunteers, children or parents and carers who have child protection concerns and record it.**
- **Assess the information promptly and carefully, clarifying or obtaining more information about the matter as appropriate reporting:**
- **Inform Designated Liaison Person**
- **Inform Manager**
- **Allow information to go external**
- **Consult initially with TUSLA, the child and family agency.**

If advised that there is no need for concern and the matter is not taken any further the Designated Liaison Person must in a written statement inform the person who reported the concern why no further action is being taken. The designated person needs to be aware of the relevant contact numbers and addresses of the statutory agencies in their locality.

Amber Springs Hotel Kids Club shall select and appoint a Designated Liaison Person (DLP).

In brief, Amber Springs Hotel Kids Club Designated Liaison Officer Person (DLP) will:

- **Act as a source of advice on child protection and safeguarding matters**
- **Co – ordinate action within Amber Springs Hotel, Leisure & Kids Club, and with any child protection Liaison officers**
- **Liaise with the child and Family Agency and An Garda Síochána and other agencies about suspected or actual cases of child abuse.**
- **Be accessible to all staff. The person(s) designated shall ensure that s/he is knowledgeable about child protection and that s/he undertakes any training considered necessary to keep updated on new development**

Our DLP shall undertake the following role:

- **Where there are any suspicions and/or allegations that a child or young person may have been the victim of child abuse or neglect, report promptly to the Child and Family agency or in the event of an emergency, and in unavailability of the Child and Family Agency, to An Garda Síochána.**

- **Ensure that appropriate information is available at the time of referral and that the referral is confirmed in writing under confidential cover using the TUSLA standard reporting form.**
- **Contact with the senior member of the Child and Family Agency responsible for child protection in the local catchment area, i.e. Child Care Manager or Principal Social Worker.**
- **Establish and maintain links with designated persons in An Garda Síochána and other relevant organisations. • Keep up to date on current developments in child protections and safeguarding regarding provision, practice, legal obligations and policy.**
- **Advise other staff on best practise and ensure that child protection and Safeguarding Statement and procedures are followed.**
- **If a report in accordance with standard procedures has been made, ensure that an individual case record is maintained of the actions taken by the staff, the liaison with other agencies and the outcome. In addition, maintain proper records on all case referred to them in a secure and confidential manner.**
- **Keep relevant people with Kids Club, particularly the General Manager, informed of relevant issues, whilst maintaining confidentiality always.**
- **Ensure the Child Safeguarding Statement is reviewed annually.**
- **Ensure that Child Safeguarding Statement and procedures are brought to the attention of all staff.**
- **Advise Kids Club staff of child protection training needs and where necessary, organise and/or facilitate training and workshops on the guidelines for Child Protection and Safeguarding.**

The Designated Liaison Person does not have;

The responsibility of investigating or validating child protection concerns within the centre and, doesn't have any counselling or therapeutic role to any party involved. These roles are filled by the Statutory Authorities namely the Child and Family Agency and An Garda Síochána as outlined in Chapter 4 of the Children First – National Guidance for the Protection and Welfare of Children (2017)

Types of Abuse

Child abuse can be categorised into four different types: Physical abuse, emotional abuse, neglect and sexual abuse.

Physical Abuse:

Physical abuse of a child is that which results in actual or potential physical harm from an interaction, or lack of interaction, which is reasonably within the control of a parent or person in a position of

responsibility, power or trust. There may be single or repeated incidents.

Physical abuse can involve:

- 1. Severe physical punishment**
- 2. Beating, slapping, hitting or kicking**
- 3. Pushing, shaking or throwing**
- 4. Pinching, biting, choking or hair pulling**
- 5. Terrorising with threats**
- 6. Observing violence**
- 7. Use of excessive force in handling**
- 8. Deliberate poison**

Sign and symptoms of abuse are available on the TUSLA website

Emotional Abuse:

Emotional abuse is normally to be found in the relationship between a parent and carer and a child rather than in a specific event or pattern of events. It occurs when a child's developmental need for affection, approval, consistency and security are not met. Unless other forms of abuse are present, it is rarely manifested in terms of physical signs and symptoms. Examples may include:

- 1. The imposition of negative attributes on a child, expressed by persistent criticism, sarcasm, hostility or blaming.**
- 2. Conditional parenting in which the level of care shown to a child is made contingent on his or her behaviours or actions.**
- 3. Emotional unavailability of the child's parent/carer.**
- 4. Unresponsiveness of the parent /carer and/or inconsistent or inappropriate expectations of the child.**
- 5. Premature imposition of responsibility on the child.**
- 6. Unrealistic or inappropriate expectations of the child's capacity to understand something or to behave and control himself or herself in a certain way.**
- 7. under – or over – protection of the child.**
- 8. Use of unreasonable or over – harsh disciplinary measures.**
- 9. Exposure to domestic violence.**
- 10. Exposure to inappropriate or abusive material through new technology.**

Emotional abuse can be manifested in terms of the child's behavioural, cognitive, affective or physical functioning. Examples of these include

insecure attachment, 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 relationship between the child and the parent/carer.

Signs and symptoms of emotional abuse are available on the TUSLA website

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

Neglect generally becomes apparent in different ways over a period rather than at one specific point. For example, a child who suffers a series of minor injuries may not be having his or her needs met in terms of necessary supervision and safety. A child whose height or weight is significantly below average may be 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.

Signs and symptoms of emotional abuse are available on the TUSLA website

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: 1. Exposure of the sexual organs or any sexual act intentionally performed in the presence of the child. 2. Intentional touching or molesting of the body of a child whether by a person or object for sexual arousal or gratification 3. Masturbation in the presence of the child or the involvement of the child in an act of masturbation. 4. Sexual intercourse with the child, whether oral, vaginal or anal 5. Sexual exploitation of a child, which includes inciting, encouraging, propositioning, requiring or permitting a child to solicit for, or to engage

in, prostitution or sexual acts. 6. Consensual sexual activity involving an adult and an underage 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 for both boys and girls.

An Garda Síochána will deal with the criminal aspects of the case 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 offence of sexual assault.

Signs and symptoms of emotional abuse are available on the TUSLA website

1. Concerns about poor practice:

If, following consideration, the allegation is clearly about poor practice, the Designated Liaison Officer will deal with it as a misconduct issue. If the allegation is about poor practice by the Child Liaison Officer, or if the matter has been handled inadequately and concerns remain, it should be reported to the relevant officer who will decide how to deal with the allegation and whether or not to initiate disciplinary proceedings.

2. Concerns about suspected abuse:

Any suspicion that a child has been abused by either a member of staff or a volunteer should be reported to the DLP, who will take such steps as considered necessary to ensure the safety of the child in question and any other child who may be at risk. The DLP will refer the allegation to the social services department which may involve the police or go directly to the police if out-of-hours. The parents or carers of the child will be contacted as soon as possible following advice from the social services department. If the DLP is the subject of the suspicion/allegation, the report must be made to the appropriate Manager or in his/her absence the assistant manager or supervisor on duty who will refer the allegation to social services.

3. Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only.

This includes the following people:

The Designated Liaison Officer

The parents of the person who is alleged to have been abused

The person making the allegation Social services/police

The alleged abuser (and parents if the alleged abuser is a child).

Seek social services advice on who should approach the alleged abuser.

Information should be stored in a secure place with limited access to designated people, in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).

Internal enquiries and suspension Amber Springs Hotel, Leisure & Kids Club's Designated Liaison Officer will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries. Irrespective of the findings of the social services or police inquiries Amber Springs Hotel, Leisure & Kids Club's Disciplinary Committee will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision, particularly where there is insufficient evidence to uphold any action by the police. In such cases, the Centre's Disciplinary Committee must reach a decision based upon the available information, which could suggest that on a balance of probability it is more likely than not that the allegation is true. The welfare of the child should remain of paramount importance throughout. Allegations of previous abuse Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or by a member of staff who is still currently working with children).

Where such an allegation is made, the club should follow the procedures as detailed above and report the matter to the social services or the police. This is because other children, either within or outside sport, may be at risk from this person. Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children. This is reinforced by the details of the Protection of Children Act 1999.



BULLYING

Definition of bullying

Bullying can be defined as repeated aggression be it verbal, psychological or physical conducted by an individual or group against others. Bullying and harassment should be prevented by anticipation of an occurrence and having a planned course of action.

Bullying Behaviour

Bullying behaviour is intentionally aggravating and intimidating and occurs mainly in social environments such as schools, clubs and other organisations with children and young people. It includes behaviour such as teasing, taunting, threatening, and hitting and extortion by one or more children against a victim. A bully operates using furtiveness, threats and fear. Bullying can therefore only survive in an environment where the victim does not feel able to tell someone who can help or in a situation where it is not safe to do so. Bullying can take place between adults, children and child to adult or adult to child, and is not restricted by age, socio-economic background or sex. Each case of bullying must be dealt with as soon as the symptoms are apparent or bullying is suspected.

Types of Bullying

Bullying can occur in several ways and in various forms. Traditionally bullying would take place where the opportunity arises for a bully to meet a victim face to face – e.g. in a changing room, going to or from school/Club, travelling on a bus. This afforded a victim the opportunity to escape situations where they may be vulnerable. Unfortunately, today the technological advances in methods of communications has meant that people are much more accessible through the use of mobile phones, email, social networking sites, etc. This means that a victim can be targeted by a bully without being physically present. Bullying need not be solely physical where a victim is physically harmed; bullying can be verbal, involve the use of gestures, by exclusion, and using extortion.

Recognising the signs of bullying

The following indicators are warning signs that a young person might be the subject of bullying: Reluctance to come to a venue or take part in activities Physical signs (unexplained bruises, scratches, or damage to belongings) Stress-caused illness – headaches, and stomach aches which seem unexplained Fearful behaviour (fear of walking to swimming, going via different routes, asking to be driven) Frequent loss of, or shortage of, money with vague explanations Having few friends Changes in behaviour (withdrawn, stammering, moody, irritable, upset, distressed) Attempting

suicide or hinting at suicide Anxiety (shown by nail-biting, fearfulness, tics)

Action

If bullying is suspected, the same procedure should be followed as set out in 'Responding to suspicions or allegations

Action to help the victim and prevent bullying in sport:

Take all signs of bullying very seriously. Encourage all children to speak and share their concerns. Help the victim to speak out and tell the person in charge or someone in authority. Investigate all allegations and take action to ensure the victim is safe. Speak with the victim and the bully (ies) separately. Reassure the victim that you can be trusted and will help them, although you cannot promise to tell no one else. Keep records of what is said (what happened, by whom, when). Report any concerns to the Designated Liaison Person (wherever the bullying is occurring).

Action towards the bully (ies): Talk with the bully (ies), explain the situation, and try to get the bully (ies) to understand the consequences of their behaviour. Seek an apology to the victim(s). Inform the bully (ies)'s parents. Insist on the return of 'borrowed' items and that the bully (ies) compensate the victim. Provide support for the victim's coach. Impose sanctions as necessary. Encourage and support the bully (ies) to change behaviour. Hold meetings with the families to report on progress. Inform all organisation members of action taken. Keep a written record of action taken.



INFORMATION FOR SOCIAL SERVICES OR THE GARDA ABOUT SUSPECTED ABUSE

To ensure that this information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern, which should include the following: The child's name, age and date of birth of the child. The child's home address and telephone number. Whether or not the person making the report is expressing their own concerns or those of someone else. The nature of the allegation. Include dates, times, any special factors and other relevant information. Make a clear distinction between what is fact, opinion or hearsay. A description of any visible bruising or other injuries. Also, any indirect signs, such as behavioural changes. Details of witnesses to the incidents. The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred. Have the parents been contacted? If so, what has been said? Has anyone else been consulted? If so, record details. If the child was not the person who reported the incident, has the child been spoken to? If so, what was said? Has anyone been alleged to be the abuser? Record details. Where possible referral to the police or social services should be confirmed in writing within 24 hours and the name of the contact who took the referral should be recorded

RECRUITMENT PROCESS

The recruitment and selection of suitable people is essential in safeguarding the health and welfare of children.

Amber Springs Hotel Kids Club will take the following steps to ensure company recruitment and selection procedures support child protection and safeguarding policies.

Recruitment advertising and all applicant's information, including the job description and person specification contains a prominent child statement. We consider the tasks and skills necessary for the job and what kind of person is most suited to the position and develop a list of essential and desirable qualifications, skills and experience and shortlist against this.

- **Identification – We ask for photographic documentation to confirm identity, such as passport or driver licence.**
- **Qualifications – documentation to be supplied to us.**
- **Interview – We explore information contained in application and discuss towards working with children and discuss child protection and safeguarding statement with applicant to ensure they have the ability and commitment to meet the standards required.**

The following are examples of questions we asked to explore their attitudes and commitment to child welfare: 1. Tell us about any previous

experience you have working with children or young people? 2. Is there anything we should know that could affect your suitability to work with children or young people? One person on the interview panel should have been trained in Child Protection and safeguarding for recruitment purposes. Any points of concern, such as gaps in employment history, are pursued and satisfactorily explained. In addition, to successful competition of Garda vetting by the National Vetting Bureau as established by the National Vetting Bureau (Children and Vulnerable Persons) Act 2012, recruitment will continue to be subject to the existing process of vetting by the Garda Central Vetting Bureau. Therefore, all persons who:

- **Will have significant access to children or young people or hold a position of trust with children and young people of trust with children and young people with whom come into contact, must be vetted to establish whether they have any criminal convictions or other past behaviour that suggests they are unsuitable to work with children or young people, or may present a risk to children or young people. A duly processed Garda Vetting Form application will indicate one or more of the followings:**
- **No previous convictions against the applicant**
- **Convictions against the applicant,**
- **Prosecutions pending involving the applicant. No person under 18 years of age may undergo the Garda Vetting process without the permission of their parent/guardian. As a person under 16 years of age cannot undergo Garda Vetting, Amber Springs Hotel, Leisure & Kids Club, will not consider any person under 16 years for any appointment.**

Application:

The Following are required:

- 1. Submission of full Curriculum Vitae (CV)**
- 2. Written references from former employers**
- 3. Previous experience, qualifications and training undertaken**
- 4. Provide disclosure of any criminal record (including past or pending)**
- 5. Consent to Garda Vetting**
- 6. Completed Garda Vetting Form**
- 7. All training agreement forms signed Applicants are asked to declare:**
- 8. All elements of any criminal record, irrespective of status**
- 9. If they are known to the relevant Social Services authorities within the HSE for any matters pertaining to their risk to children or young people**

10. If they we/are subject to disciplinary proceedings/sanctions with another organisation relating to child abuse.

11. Applicants should be informed that the information disclosed may not necessarily exclude their application for consideration on its merits.

If they wish to do so, applicants: may request to speak with the General Manager, in confidence, in relation to this element of the recruitment process. Amber Springs Hotel, Leisure & Kids Club shall treat and disclosures with complete confidence.

Interviews and Selection:

Amber Springs Hotel Kids Club through the panel of Interviewers, shall conduct a formal interview of the selected applicants in accordance with established procedures, protocol and recommendations. Amber Springs Hotel Kids Club is aware that completing the process does not guarantee that an individual is safe to work with children and young people.

However, using all the information available, the interviewers shall, to the best of their ability, prepare and recommend a list of persons they believe to be suitable for the filling of the positions. The General Manager will make the final decision.

Education and Training:

To ensure all staff understand and are committed to a Safeguarding culture it is important to make them feel welcome and supported. All employees of Amber Springs Hotel Kids Club will undergo an Induction process and will be trained on all company procedures and policies. The Kids Club child protection and safeguarding policy will take priority during the induction stage of the recruitment process. There should be continuing programmes of in service training for all staff members. They should include training in child protection concerns. Good practice in training means keeping a record of training needs, training provided, and a note of the workers satisfaction with the training. Amber Springs Hotel Kids Club is fully committed to the education and training of all staff on all aspects of the child protection and safeguarding statement.

If you are worried about sharing concerns about abuse with a senior colleague, you can contact TUSLA or the Garda direct, or the ISPC Child Protection Helpline on 01 234 2000



COMPLAINTS POLICY

Our policy is:

To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint

To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint

To make sure everyone at Amber Springs Hotel, Leisure & Kids Club knows what to do if a complaint is received

To make sure all complaints are investigated fairly and in a timely way

To make sure that complaints are, wherever possible, resolved and that relationships are repaired

To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Amber Springs Hotel Kids Club.

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in Amber Springs Hotel Kids Club.

Reporting

A complaint can be received verbally, by phone, by email or in writing, to Lorina Tomkins, Kids Entertainment Manager.

Email: ltomkin@amberspringshotel.ie

Phone 053 9484000

Investigating

The designated liaison person who receives the complaint, will take written note of complaint detail, approach named parties in confidence, gaining all information, seeking to find a resolution. We will utilise witness statement if available, and CCTV if available.

Process of complaint

- **Complaint received**
- **Information gathered and documented**

- **Information reviewed**
- **Work towards a resolution**

The DLP will provide a timeline to the complainant, based on a case by case basis. The complainant will be kept informed by email or phone detail provided to the DLP.

Complaints not managed by the DLP

The DLP will not manage cases of suspected sexual abuse, abuse, neglect, or any violence towards a child. The DLP will contact a professional body, Tulsa or An Garda Siochana.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Appeals

The appeals process is that if the complainant is unhappy with the outcome of the investigation carried out by the DLP, it will be referred to a member of Senior Management for appeal. The complainant must agree for DLP to share all relevant data with senior management, where necessary for the appeal. The outcome of the appeal will be final.

Records

A record of the complaint will be held for a period of one year, in line with GDPR regulations.

Responsibility

Overall responsibility for this policy and its implementation lies Kids Club, and DLP.

Children's complaint procedure

Children are encouraged to speak with a member of staff immediately if they are unhappy with any aspect of the kids club. This is conveyed to the children via child friendly poster on the wall, and at the start of each session by the staff on duty.

A copy of this policy is available and can be view by Parents/guardians and school aged children via hardcopy at hotel reception, kids club and via soft copy on our website.

DROPPING OFF AND COLLECTING OF SCHOOL AGED CHILDREN POLICY

It is the Policy of the Amber Springs Hotel Kids Club to ensure that all children that are in our care are signed in accurately by a parent/Guardian and can only be collected by the same Parent/Guardian who signed them in. Anyone else who presents to collect a child, will not be permitted to do so. Doors are kept locked at all times, during drop off and collection a senior member of staff stands at the door and allows parents and children to enter/exit our service. Parent/guardian must provide contact details.

Late collection/not collected: team leader will stay with child, and contact parent/guardian via contact details provided, or involve duty manager.

Parent/guardian not in a fit state: Team leader would contact duty manager for assistance.

A copy of this policy is available and can be view by Parents/guardians and school aged children via hardcopy at hotel reception, kids club and via soft copy on our website.

FIRE SAFETY POLICY

It is the policy of the Amber Springs Hotel Kids Club

- **To ensure all Kids Club staff are trained in fire safety and evacuation procedures**
- **To ensure all Kids Club staff have knowledge of the fire assembly point, located in the front carpark of the hotel.**
- **To provide firefighting equipment in the kids Club room, and train staff in the proper use of same.**
- **To carry out regular maintenance checks on all equipment in accordance with Fire safety regulations.**
- **To carry out fire drills, and evacuation procedures, monthly, by setting off the fire alarm.**
- **The hotel management record in writing the fire drills that take place.**
- **The hotel management record in writing the number, type and maintenance of firefighting equipment and smoke alarms.**

Procedure for fire evacuation

Team leader takes control of the situation, account for all kids club staff, get sign-in sheets, count all children, quickly and line them up for exiting via the nearest fire exit. Team leader will lead the group out of the building in a calm, orderly fashion to the fire assembly point. Team leader and kids' club staff will count all children and staff ensuring that all are accounted for, then take instruction from senior management from this point.

This is conveyed to the children via child friendly poster on the wall in the kids' club room.

A copy of this policy is available and can be viewed by Parents/guardians and school aged children via hardcopy at hotel reception, kids club and via soft copy on our website.

MEDICATION MANAGEMENT POLICY

It is the Policy of The Amber Springs Hotel Kids Club to not administer any medication to any child in our care.

Children attending our service who require medication must be able administer the medication themselves or arrangements can be made for parent/Guardian to return to administer medication.

Parents must remain on the premises in case of an emergency

A copy of this policy is available and can be viewed by Parents/guardians and school aged children via hardcopy at hotel reception, kids club and via soft copy on our website.

BEHAVIOUR MANAGEMENT POLICY

Our expectation as a kids club is to provide safe, fun, nurturing environment for the children using our service. All staff are trained in behaviour management.

Rules within the service are

- **No kicking/punching/biting**
- **No shouting**
- **No bad language**
- **No climbing on furniture**
- **No throwing objects**
- **No bullying**
- **No phones/electronic devices**

Any conflict or challenging behaviour will be addressed by the team leader and kids' club staff, in an age appropriate manner, by removing the child from the situation, speaking calmly and quietly to the child about their behaviour, if a resolution cannot be found parent/guardian intervention can be sought.

Positive behaviour is incorporated into practice by staff addressing children in a friendly tone, using age appropriate language and getting down to their level and interacting with the children through games and activities.

Cyber bullying: No phones or electronic devices are permitted in kids club

Practices that are not allowed at kids club

- **Use of corporal punishment**
- **Use of or threat-of, any practices that are disrespectful, degrading, exploitative, intimidating, isolating, emotionally and/or physically harmful to the child or neglectful of the child.**
- **Bullying of any form**
- **Restraint of children by any means**

Procedure to be followed if a child leaves the service unaccompanied

If a child leaves unaccompanied immediately inform team leader to handle the situation.

The team leader will instruct a staff member to lock door behind them, and they will follow and guide them back to the facility.

Staff can physically intervene to prevent injury to the child or others and to prevent significant damage to equipment or property. The policy ensures that this intervention:

- **Used only as a last resort**
- **Ensures no pain is inflicted upon the child**
- **Incident record is kept**
- **Parents/guardians to be advised**
- **Is an approved evidence based method**

A copy of this policy is available and can be viewed by Parents/guardians and school aged children via hardcopy at hotel reception, kids club and via soft copy on our website.



INFECTION CONTROL POLICY

Kids club would not permit the entry of any staff or child using the service, if they appear unwell, and could potentially transmit infection.

Procedure for hand hygiene

When kids' club staff accompany a child to the toilet, hand washing is supervised after toilet use. Hand sanitisers are available and used throughout the session.

If a child appears to be unwell, they will not be permitted to avail of the service to protect other users and staff, and to avoid transmission of infection.

Cleaning procedure

After every session all equipment, tables, chairs, handles and hard surfaces are sprayed down and wiped using an approved cleaning product issued from the hotel accommodation department.

Immunisation records

Not applicable

Procedure for outbreak of infectious diseases

Refer to Covid-19 hotel procedures

It is standard procedure for The Amber Springs Hotel to report notifiable infectious diseases to Tulsa and the HSE.

A copy of this policy is available and can be viewed by Parents/guardians and school aged children via hardcopy at hotel reception, kids club and via soft copy on our website.

CONTACTS FOR REPORTING

**Tusla,
Child and Family Agency,
Floors 2-5, Brunel Building,
Heuston South Quarter,
Dublin 8.**

Tel: (01) 771-8500

E-mail: info@tusla.ie

Web: <https://www.tusla.ie>

**Gorey Garda station,
51A Main ST,**

Gorey

Tel: 053 9430690