

Child Protection Handbook

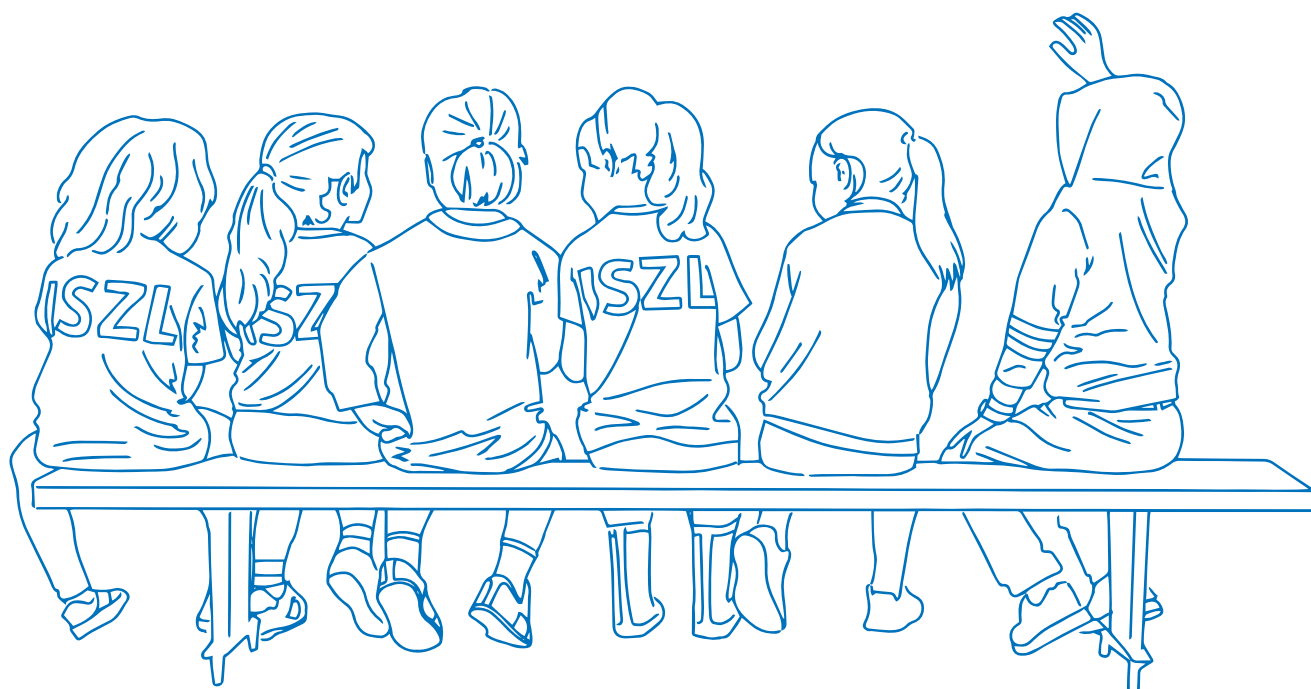
 INTERNATIONAL SCHOOL
OF ZUG AND LUZERN
respect | motivate | achieve

Safeguarding our community



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Letter of introduction

Dear Parents,

Events that have taken place over recent years highlight a community need to be ever-vigilant on behalf of children in our care. Research clearly shows that abuse and neglect are not specific to socio-economic circumstances; the rights of children do not vary from culture to culture. We all share a responsibility to ensure that children here at ISZL have a safe and secure environment in which to learn, grow and develop. It is for this reason that the Child Protection Committee at ISZL ensure appropriate safeguarding measures are in place to monitor, and where necessary address matters of oversight and concern for student welfare in our community.

ISZL endorses the UN Convention on the Rights of the Child, of which our host county, Switzerland, is a signatory. The following are highlighted articles from the Convention of the Rights of the Child:

Article 3

The best interests of the child must be a top priority in all decisions and actions that affect children.

Article 12

Every child has the right to express their views, feelings and wishes in all matters affecting them, and to have their views considered and taken seriously...

Article 19

[Governments] must do all they can to ensure that children are protected from all forms of violence, abuse, neglect and bad treatment by their parents or anyone else who looks after them.

Article 39

Children who have experienced neglect, abuse, exploitation ... must receive special support to help them recover their health, dignity, self-respect and social life.

By enrolling your child at ISZL, you agree to work in partnership with the school and abide by the policies adopted by the ISZL Board of Trustees. We value our partnership with you in providing for the safety and care of your children. It is for this reason that the ISZL Child Protection Policy defines standards by which ISZL students should be treated at all times, and identifies courses of action should concerns be raised.

As part of our overall educational programmes and specific to our shared responsibility to educate children in a safe environment, ISZL will:

- Provide age appropriate lessons for all grade levels to help students understand personal safety, needs and rights.
- Inform all community members of safeguarding procedures and encourage vigilance regarding the protection of our children.
- Provide support for students in cases where concerns are raised.

Please take the time to review the contents of this handbook, and let your child's Counsellor, Principal or the school's Director know if you have any questions about our commitment to work in partnership with you to protect our children.

Thank you for your support.



Barry Dequanne
ISZL Director

ISZL Child Protection Policy

Essential agreements

The welfare of our children is the school's paramount concern. All staff believe that our school should provide a caring, positive, safe and stimulating environment that promotes the social, physical and moral development of the individual child. We recognise that all adults, including temporary staff, volunteers and Board members, have a full and active part to play in protecting our children from harm. For the purposes of this handbook, the word "child" refers to any student at ISZL.

Definition

ISZL has adopted the definition of child abuse and neglect as defined by the World Health Organization: *"Child abuse or maltreatment constitutes all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment [including failure to act to prevent harm] resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power."*

The following specific definitions apply:

- **Physical abuse** Any action that results in deliberately hurting a child, which could cause injuries such as bruises, broken bones, burns or cuts, including corporal punishment.
- **Emotional abuse** Anything that causes significant and persistent adverse effects on a child's emotional development such as bullying, belittling, making them feel worthless or unloved.
- **Sexual abuse** When a child is forced or persuaded to take part in, or witness, sexual activities. This does not have to be physical contact and it can happen on-line.
- **Neglect** The persistent failure to ensure that a child's basic physical, mental and/or psychological needs are met (lack of food, "home alone", delayed or denied medical attention, etc.).

The aims of this policy are:

- To support the child's development in ways that will foster security, confidence and independence.
- To provide an environment in which children and young people feel safe, secure, valued and respected, and feel confident, and know how to, approach adults if they are in difficulties, believing they will be effectively listened to.
- To raise the awareness of all teaching and non-teaching staff of the need to safeguard children and of their responsibilities in identifying and reporting possible cases of abuse.
- To provide a systematic means of monitoring children known or thought to be at risk of harm, and ensure we, the school, contribute to assessments of need and support packages for those children.
- To emphasise the need for good levels of communication between all members of staff.
- To develop a structured procedure within the school which will be followed by all members of the school community in cases of suspected abuse.
- To develop and promote effective working relationships with other agencies, especially the Police and Social Care.
- To ensure that all staff working within our school who have access to children have been checked as to their suitability, including overseas police checks where necessary.

Procedures

All staff at ISZL are provided with access to the ISZL booklet "Guidance for safer working practices". All members of staff are expected to read and adhere to this booklet in compliance with school expectations. A police check is carried out on all prospective ISZL employees to ensure they have no registered offenses that would be a concern in relation to child protection.

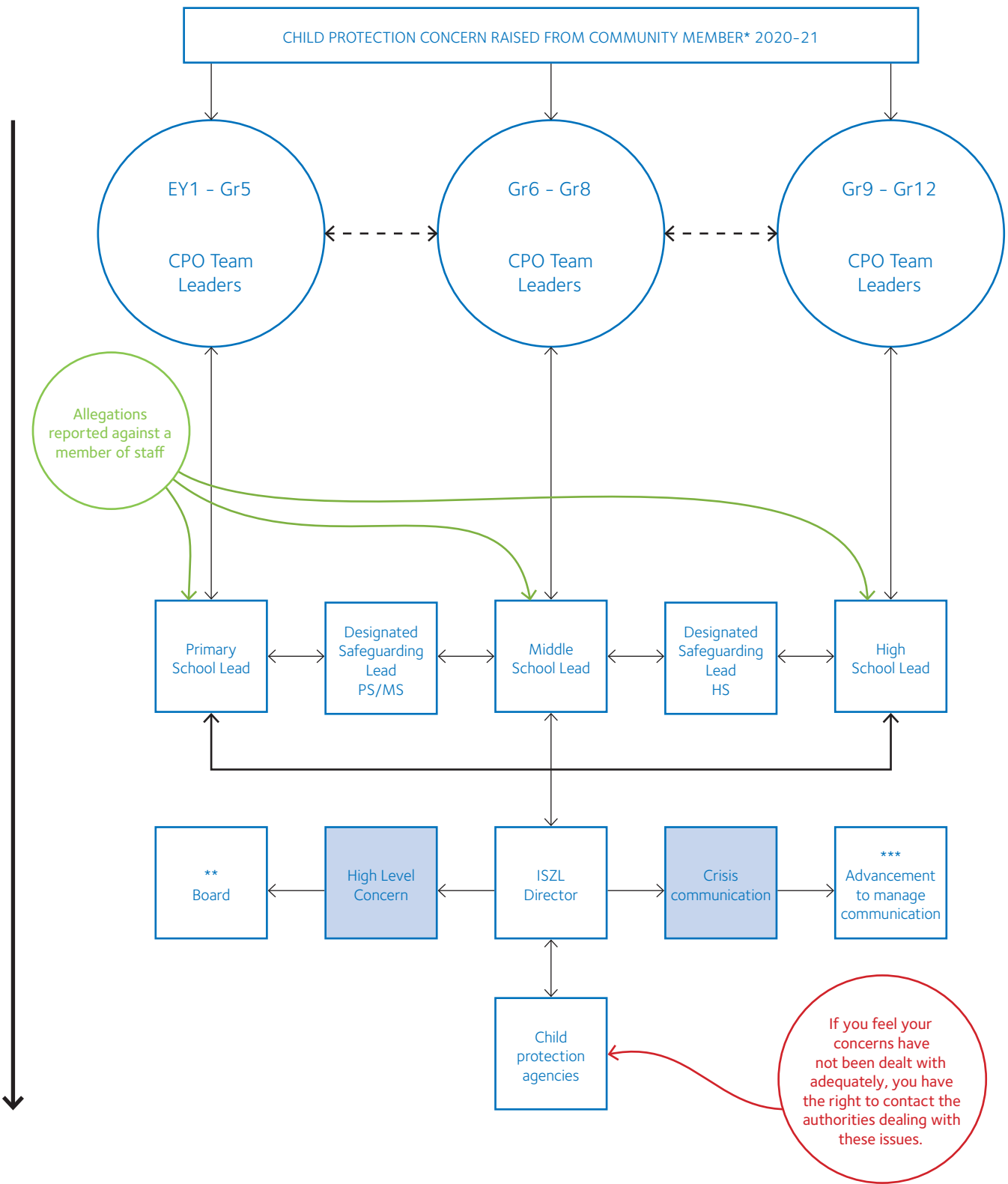
ISZL recognizes that all cases of suspected child abuse or neglect require careful, confidential and prompt investigation. All staff employed at ISZL must report suspected incidents of child abuse or neglect whenever the staff member has reasonable cause to believe that a child has suffered, or is at significant risk of suffering, abuse or neglect. Reporting and follow up of all suspected incidents of child abuse or neglect will proceed in accordance with administrative procedures for this policy. In serious cases of concern, the local child protection authorities will be contacted through our specified procedures. Should a staff member be concerned that our procedures are not being adequately followed they have the right to liaise privately with these authorities.

In the case of a staff member reported as an alleged offender, ISZL will conduct a prompt inquiry in accordance with the administrative procedures for this policy, keeping the safety of the child at the highest priority.

New staff complete an Introduction to Child Protection at ISZL course and all staff are required to complete an on-line refresher course annually. All Child Protection Officers (CPOs) at ISZL are trained to a higher level. Should any child or adult in the ISZL community have a concern regarding a child protection or abuse issue, they should report their concern to one of the ISZL CPOs. All CPOs are trained to handle such reports appropriately and know how to ensure support is provided by following official ISZL procedures.

Student education within the ISZL curriculum is seen as a vital component of our child protection policy. All staff will ensure that their responsibility to deliver child protection components of the ISZL curriculum are conducted to a high standard.

Child Protection Communications Flowchart



*ISZL community (paid/unpaid) including faculty, staff, administrator, drivers, students, clients, cleaners, receptionists, counselors, nurses, guardians, parents, nannies, host families and others.
 ** In all matter that potentially threaten the reputation of the school or give cause for legal concern, the Director is responsible for reporting to the Board of Trustees.
 ***Should crisis management communication to community be necessary, the Director will be informed

STEP

1

Reporting Processes

Procedures for reporting suspected cases of child abuse or neglect

Reporting

When a child or adult reports abuse or there is reasonable cause to believe that abuse or neglect is occurring, the ISZL staff member will report this to an appropriate ISZL Child Protection Officer (CPO) at the earliest opportunity, and definitely within 24 hours, using the Communication of Concern Form if necessary. The only exception to this is if the abuse or neglect allegation involves a staff member of ISZL. In such a situation, the concern should be reported immediately to the division lead who will liaise with the School Director. For all other cases, the CPO informed will take initial steps to gather information regarding the reported incident and will form a CPO Response Team. The response team formed will be a minimum of 3 CPOs, including the most relevant CPO Team Leader. The CPO Team leader will ensure that the details of the concern is recorded in the myConcern database with 48 hours of the team meeting. If a hard copy of the Communication of Concern Form has been completed, the Lead CPO will save a scanned copy of it in the MyConcern database and will hand the hard copy version to the Designated Safeguarding Lead who will store it in the locked file. The response team will normally include the CPOs specified in the disclosure flow chart. A CPO will be recused from an investigation in the following circumstances:

- If a CPO is the parent or close family friend of a child of concern
- If a CPO is related to, is a personal friend, is a current or former colleague other than in a supervisory role, or has any other personal connection to an accused person
- If it is determined in the initial CPO response team meeting that, for one of the above 2 reasons, a member of the response team needs to be recused.

In all cases, follow up activities will be conducted in a manner that ensures that information is documented factually and that strict confidentiality is maintained. The following procedure will be used:

1. The CPO response team will immediately inform their CPO Team Leader who will inform the Divisional Lead of the concern.
2. Interview staff members as necessary and document information relevant to the case in the myConcern database.
3. Consult with school personnel to review the child's history in the school.
4. Discussion with the parents/guardians of the child concerned, providing written feedback regarding such meetings and ensure full documentation is recorded in the MyConcern database.
5. Any files or documents recorded on the computer of a staff member will be deleted from that computer once the item has been saved in the MyConcern database.
6. Determine the course of follow-up actions.



**DOING NOTHING
IS NOT
AN OPTION**

**STEP
2****Action Plan**

For allegations against individuals, the CPO team will recommend an inquiry strategy to the Divisional Lead. If the individual concerned is a member of staff, the Divisional Lead will liaise with the Director regarding an inquiry process. An investigation into the allegations will be led by external specialists in cases where:

- Inquiries would be needed beyond the ISZL school community
- Initial inquiries lead to suspicion that the allegations may be justified and are serious

For reports of abuse against a child, a plan of action will be developed to assist the child and family. Actions that may take place are:

- Discussions between the child and counsellor in order to gain more information. Depending upon the age of the child, appropriate strategies will be used to elicit more information as to what may have occurred. The child should be consulted and supported regarding further steps that may be taken, including discussions with parents and possibly outside authorities.
- In-class observations of the child by the teacher, counsellor, or school leader.
- Further meetings with the family to present ISZL's concerns, with a follow-up letter documenting the meeting outcome to the family.
- Referral of the student and family to external professional counselling. In cases of severe abuse where outside authority intervention is deemed necessary, the ISZL CPO staff will follow the instructions of outside authorities. If there is a high level concern and it is deemed necessary, an ISZL crisis management team will be created as specified in the the ISZL Crisis Management Plan document. In the event that the abuse or neglect allegation involves a staff member of ISZL, the concern should be reported directly to the Divisional Lead who will liaise immediately with the School Director.

**STEP
3****Step 3: Follow up**

Subsequent to a reported and/or substantiated case of child abuse or neglect:

- The counsellor/school leaders will maintain contact with the child and family to provide support and guidance as appropriate.
- The counsellor will provide the child's teachers and the principal with on-going support.
- The counsellor will provide resource materials and strategies for teacher use.
- The counsellor will maintain contact with any outside professionals and organizations involved in order to update the progress of the child in school.
- The counsellor is not responsible for providing in depth counselling to the offender.
- Staff that have become involved with the child who has suffered harm may find this situation stressful or upsetting. We will provide the opportunity for staff to talk through their concerns with school leaders or CPOs and receive further support as appropriate.

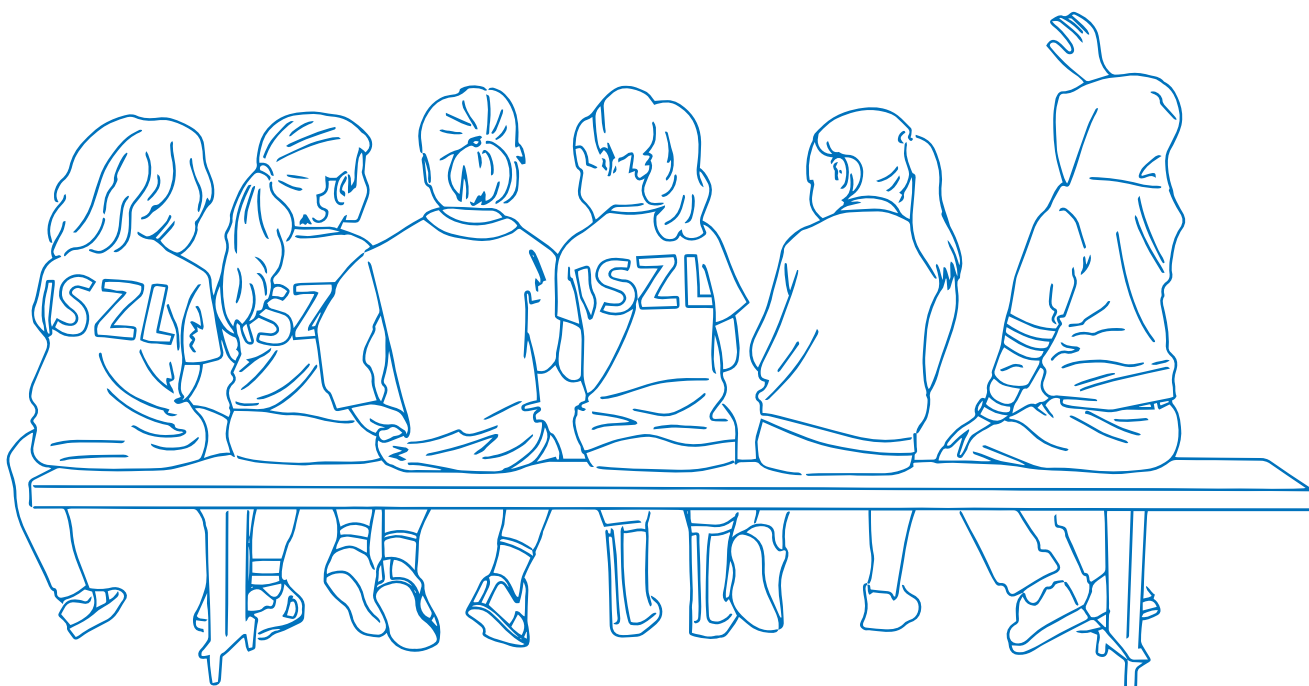
All documentation of the investigation will be kept in the child's confidential records file in the MyConcern database. If any viewing of documents in MyConcern involves staff downloading to their computer, the downloaded documents will be deleted from the computer's downloads and trash immediately after viewing. Such downloaded documents will not be saved in any location other than the MyConcern database. If a student with an on-going child protection case is withdrawn from ISZL by their parents, the Divisional Principal will meet with the Director to decide whether communication with the child's next school is required. No formal records will be sent to the school concerned.

Confidentiality

- We recognise that all matters relating to child protection are confidential.
- Information about a student will be disclosed to other members of staff only on a need to know basis.
- All staff must be aware that they have a professional responsibility to share information with other agencies in order to safeguard children.
- All staff must be aware that they cannot promise a child to keep secrets, which might compromise the child's safety or wellbeing. Staff must be active listeners and not ask leading questions when a child gives us cause for concern in the context of safeguarding.
- Should there be a need to refer a child to local authorities, this intention should be communicated to their parents/carers, unless to do so could put the child at greater risk of harm or impede a criminal investigation.
- Any files or documents recorded on the computer of a staff member will be deleted from that computer once the item has been saved in the MyConcern database.

Whistle Blowing

Safeguarding concerns about adults in the School should normally be made to a Divisional Lead. If there is a concern that the school's CPO system is failing to adequately address a situation of abuse or neglect, the issue should be brought to the attention of the School Director. Should there be serious doubt in the ability of the school's systems or the Director to adequately address a concern, it's important to note that all staff may raise concerns directly with the local authorities.



Student Information

RECOGNISE
YOU HAVE
A CONCERN

REPORT
YOUR CONCERN
TO AN ADULT

REFUSE
TO DO SOMETHING
THAT MAKES YOU
UNCOMFORTABLE BY
SAYING "NO"

Tell an adult

If someone is hurting you or you are worried, speak to an adult you trust:

Your Teacher
A Counsellor
Your Principal
A School Nurse
A Child Protection Officer
Your Parents

Say "No"

There are certain things you can do to keep yourself safe.

Don't accept a lift with an adult on your own (without your parents' permission)

Don't agree to meet an adult in secret or alone

Don't give your telephone number or email address out to people unless you know and trust them

Don't accept friend requests on social media with strangers

Don't let anyone touch you in any way that makes you feel uncomfortable

No secrets

Some things must not be a secret. If someone is hurting you or a friend – you must tell someone.

Similarly, if adults are concerned about you, they are also expected to tell a Child Protection Officer.

We are here to help and support you.

We promise to do so discreetly but if it is serious, we'll need to talk to other people who can help

Child Protection in the ISZL Curriculum

The Child Protection curriculum at ISZL is delivered through the PSHE programme for students in every grade level at ISZL. The programme is based on the Keeping Safe syllabus of the South Australian Government and is enhanced with specific additional material to suit the needs of the international environment of ISZL and the age range at our school. In Primary School the programme is incorporated into the PYP units of inquiry. In Middle School and High School the programme is delivered during dedicated PSHE lesson time. The Child Protection curriculum at ISZL includes a focus on the following areas:

- Safe and unsafe situations
- Bullying
- Relationships and trust
- Secrets
- Touch - appropriate and inappropriate
- Trust networks
- Protective strategies

For further information on child protection in the ISZL curriculum, refer to our curriculum documentation.

Reference Documents

Parents

For additional information the following reference documents can be found in the ISZL “Policies and Handbooks” page of the Parent Portal.

ISZL Child Protection Communications Flowchart
ISZL Policy for the Handling of Student Bullying Issues
Signs & Symptoms of Child Abuse or Neglect
ISZL Volunteers Policy
ISZL Student Responsible Use Agreement (Educational Technology)
ISZL Parent Absence Policy
ISZL Parent Absence Form

Faculty & Staff

Additional documentation regarding operational procedures can be found on the Faculty Portal in the “Child Protection Documentation” folder and the Policies Handbook.

Support Agencies

Police: 117
Medical emergency: 144
Swiss toxicological information center: 145
Young people and adults Samaritans: 143

Pro Juventute – supporting young people www.projuventute-zg.ch
Helpline for children and young people (Pro Juventute): 147

Helping hands – if you need to talk to someone anonymously: 143
Helping hands website – <https://luzern.143.ch/>

Online support for children/young adults: www.tschau.ch

Victim support: free, confidential and anonymous support to adults, adolescents and children in 5 languages (DE, FR, IT, EN, RM)
<https://www.opferhilfe-schweiz.ch>

International Social Service – ISS Switzerland defends the rights of children, families and migrants and offers them assistance in social, legal and professional matters alongside its network of partners in 120 countries.
www.ssi-suisse.org

International Support Agencies

Child Abuse:
<https://www.nspcc.org.uk/>

Domestic Violence
<https://www.womensaid.org.uk/>
<http://www.refuge.org.uk/>

Female Genitalia Mutilation
<http://www.dofeve.org/>

Honour based violence
<http://www.haloproject.org.uk/>

General support
<http://www.samaritans.org/>

