

Child Safety Policies and Procedures

Graffiti Theatre Company

To be Reviewed in July 2016

GRAFFITI THEATRE COMPANY

We, Graffiti Theatre Company, are committed to a child-centred approach to our work with children and young people.

We undertake to provide a safe environment and experience, where the welfare of the child/young person is paramount.

We will adhere to the recommendations of Children First: National Guidelines for the Protection and Welfare of Children, published by the Department of Health and Children.

We have implemented procedures covering:

- Code of behaviour for all staff;
- Reporting of suspected or disclosed abuse;
- Confidentiality;
- Recruitment and selecting staff;
- Managing and supervising staff;
- Involvement of primary carers;
- Allegations of misconduct or abuse by staff;
- Complaints and comments;
- Incidents and accidents.

This policy will be reviewed in January 2015.

[Signed by Designated Person] _____

Date: _____

SECTION A

GRAFFITI THEATRE COMPANY STATEMENT

Statement

Graffiti Theatre Company is committed to placing respect for children and young people at the heart of all its work: respect for their creativity, intelligence, engagement, learning and their aesthetic capacities, respect for their infinite variety and for their physical and emotional safety.

We wish the young people we work with in all our varied programmes to enjoy the experience, to explore challenges, to have fun, to reflect seriously and, above all, to engage with the art forms of drama and theatre.

In order to achieve this commitment to young people and the art-form we underpin the work with an equal commitment to Child Safety in all its forms within our practice.

The policies and procedures in this document have been designed so that their implementation will protect both young people and staff and allow everyone to focus on quality of engagement, participation and creativity.

SECTION B

CODE OF BEHAVIOUR FOR ALL STAFF

Code of Behaviour for all Staff

****This must be read and implemented by all members of staff ****

A code of behaviour for staff is an essential element of our Child Protection Policy and is embedded in the core values of the company. It is not designed to create difficulties for staff or impediments to working creatively with children and young people but rather to create a safe working environment for both staff and the young people we work with.

The code of behaviour can be categorised under the following headings:

- Commitment to a child-centred approach;
- Good practice;
- Knowledge of inappropriate behaviour and physical contact;
- Health and safety;
- Confidentiality;
- Dealing with Disclosure.

All details of practices and procedures under those headings will be found on the following pages.

Specific codes of behaviour which relate to different facets of the organization – Professional Touring Company, Outreach and Youth Theatres – are included in Section H. Please ensure that you are familiar with all the policies and procedures which apply to all staff and to your section in particular. You will be required to sign the document stating your familiarity with all relevant procedures.

The Codes of Behaviour and the Procedures arising from them are designed to protect the children and young people, you the staff and the organisation as a whole.

1. A Child-Centred Approach

The Principle of Paramountcy applies to all activities. “...*the welfare of the child is of paramount importance.*”(Children First:Principles for Best Practice in Child Protection)

In order to ensure the respect the organisation demands towards children and young people staff should:

- Treat all children and young people equally;
- Listen to and respect children and young people;
- Involve children and young people in decision-making, as appropriate;
- Provide encouragement, support and praise (regardless of ability);
- Use appropriate language (physical and verbal);
- Have fun and encourage a positive atmosphere;
- Offer constructive criticism when needed;
- Treat all children and young people as individuals;
- Respect a child’s or young person’s personal space;
- Discuss boundaries on behaviour and related sanctions, as appropriate; with children and young people and their primary carers;
- Agree a group ‘contract’ before beginning a session;
- Encourage feedback from group;
- Use age-appropriate teaching aids and materials;
- Lead by example;
- Be aware of a child’s or young person’s other commitments when scheduling rehearsals or activities, e.g., school or exams;
- Be cognisant of a child’s or young person’s limitations, due to a medical condition for example;
- Create an atmosphere of trust;
- Respect differences of ability, culture, religion, race and sexual orientation.

2. Good Practice

In order that the practice of the company reflects the above child-centred approach staff engaging with children and young people should:

- Register each child/young participant with whom we have sustained contact (name, address, phone, special requirements, attendance, emergency contact);
- Make primary carers, children/young people, visitors and facilitators aware of the Child Protection Policy and procedures;
- Have emergency procedures in place and make all staff aware of these procedures;
- Be inclusive of children and young people with special needs;
- Plan and be sufficiently prepared, both mentally and physically;
- Report any concerns to the Designated Person(Emelie FitzGibbon) and follow reporting procedures;
- Encourage children and young people to report any bullying, concerns or worries and to be aware of anti-bullying policy.
- Observe appropriate dress and behaviour;
- Report and record any incidents and accidents;
- Where possible, keep primary carers informed of any issues that concern their children;
- Ensure proper supervision based on adequate ratios according to age, abilities and activities involved;
- Observe appropriate gender balance for residential;
- Encourage an open environment with children;i.e. no secrets;
- Don't be passive in relation to concerns; i.e., don't 'do nothing';
- Don't let a problem get out of control;
- Avoid taking a session on your own. All situations where a worker and an individual child are completely unobserved should be avoided;

- Avoid if at all possible giving a lift to a child/young person and if you do then make sure that primary carers are informed;
- Maintain awareness around language and comments made. If you think that something you said may have caused offence or upset, then try to address it in a sensitive manner.

The organisation is committed to:

- Providing appropriate training for staff and volunteers;
- Updating and reviewing policies and procedures regularly;
- Ensuring clear communication between the actors/workshop facilitators and the schools/organizations with which we work;
- Having guidelines and specific work practices for each area of the company's work;
- Evaluating work practices on a regular basis.

3. Innapropriate Behaviour

Staff should observe the following rules:

- Avoid spending excessive amounts of time alone with children/young people;
- Don't use or allow offensive or sexually suggestive physical and/or verbal language(unless, of course, it is required by the performance);
- Don't single out a particular child/young person for favouritism, criticism, ridicule, or unwelcome focus or attention;
- Don't allow/engage in inappropriate touching of any form;
- Don't hit or physically chastise children/young people;
- Don't socialise inappropriately with children/young people, e.g., outside of structured organisational activities.

With regard to Physical contact Staff should:

- Seek the consent of the child/young person in relation to physical contact (except in an emergency or a dangerous situation);
- Avoid horseplay or inappropriate touch *;
- Check with children/young people about their level of comfort when doing touch exercises.
- Be aware of each person's personal boundaries

*Touching should:

- Be in response to the need of the child and not of the adult;
- Be with the child's permission – resistance from the child should be respected;
- Avoid breasts, buttocks and groin;
- Be open and not secretive;
- Be governed by the age and development of the child.

4. Health and safety

Staff should:

- Never leave children unattended or unsupervised;
- Manage any dangerous materials or equipment;
- Provide a safe environment;
- Be aware of accident procedures and follow them accordingly;
- Refer to and observe the Health and Safety Statement.

5. Confidentiality statement

We in Graffiti Theatre Company are committed to ensuring peoples' rights to confidentiality. However, in relation to child protection and welfare we undertake the following:

- Information will only be forwarded on a 'need to know' basis in order to safeguard the child/young person;
- We note that giving such information to others for the protection of a child or young person is not a breach of confidentiality;
- We cannot guarantee total confidentiality where the best interests of the child or young person are at risk;
- We acknowledge that primary carers, children and young people have a right to know if personal information is being shared and/or a report is being made to the Health Service Executive, unless doing so could put the child/young person at further risk;
- Images of a child/young person will not be used for any reason without the consent of the parent/carer (however, we cannot guarantee that cameras/videos will not be used at public performances);
- Procedures are in place in relation to the use of images of children/young people;
- Procedures are in place for the recording and storing of information in line with our confidentiality policy.

Information on Garda Clearance Procedures is stored in NAYD where Anna Galligan is the authorised signatory. Any other confidential material is stored in the company safe.

6. Grounds for Concern and Recording Procedures

The following instances show what would constitute reasonable grounds for concern:

- 1) Specific indication from the child or young person that s/he has been abused;
- 2) An account by the person who saw the child being abused;
- 3) evidence, such as injury or behaviour which is consistent with abuse and unlikely to be caused another way;
- 4) an injury or behaviour which is consistent both with abuse and with an innocent explanation but where there are corroborative indicators supporting the concern that it may be a case of abuse [an example would be a pattern of injuries, an implausible explanation, other indications of abuse, dysfunctional behaviour];
- 5) consistent indication, over a period of time, that a child is suffering from emotional or physical neglect.

Recording procedures for staff members

Any observation of a child with potential difficulties should:

- *Be recorded in the Incident Book;
- *Be reported to the Designated Person.

Members of staff should record the following:

- Suspensions;
- Concerns;
- Worrying observations;
- Behavioural changes;
- Actions and outcomes;

The Child Safety Incident Book is kept securely in the upstairs safe and access is to be had by senior members of staff. If you haven't immediate access to those personnel then write down your observations immediately and seek access later. Always report as soon as you can to the Designated or Deputy Designated Person.

If there is a serious and immediate threat to the child you will find the appropriate HSE contacts on the contact sheet displayed in the kitchen

7. Handling a disclosure of abuse

Should a young person in your group disclose to you abuse/abuses perpetrated against him/her:

Do listen openly without comment. **Do not** interview.

Do not inquire in detail about the alleged incident or incidents with the young person. This should only be done by a trained health professional. This protects the young person concerned and also protects the leader in the event of a criminal case being pursued. **Remember that you have only one piece of the jigsaw: leave it to the professionals to see the whole.**

Do not ask leading or invasive questions.

Do stay calm. This may be difficult but it is important not to show an extreme reaction to what you are hearing.

Do avoid making personal assumptions and **do not** make any judgemental statements against the alleged perpetrator.

Do not ask the young person to repeat unnecessarily what s/he has told you.

Do take what the young person says seriously.

Do acknowledge the risk taken by the young person in telling you.

Do reassure the young person that it is OK to tell you.

BUT

Do not make promises you cannot keep around the area of confidentiality. You have to report the incident.

Do inform the young person of what your next step will be, that you have to report this information to your designated child protection person.

Under NO circumstances be tempted to investigate yourself; that responsibility lies with the HSO and the Gardaí.

Do write a detailed account as soon as possible and keep a record of all your own actions.

Do follow the procedure laid down by Graffiti and report immediately to the Designated Person, or , if she isn't available , to the Deputy Designated Person.

A disclosure by a youth member over 18 years old must be handled with the same sensitivity as that of a younger person, although the same legal requirements are not absolutely laid down. With the consent of the person you must follow the same procedures as above. Remember that the alleged perpetrator may still be in a position to offend.

Based on 'Common Sense is Not So Common'
Guidelines for Youth Theatre Leaders (NAYD)

THE ONE THING YOU MUST NOT DO IS NOTHING

FOR YOUR INFORMATION:

Under 'The Protection of Persons Reporting Child Abuse Act' there is a provision of immunity to any person who 'reasonably and in good faith' reports child abuse. It is an offence to report 'knowing that statement to be false'.

PROCEDURES TO BE FOLLOWED IF AN INCIDENT OR A DISCLOSURE OCCURS:

WE WILL:

Remember that we are committed at all times to the primacy of the safety of the child/young person.

Ensure that the young person is safe, comfortable and exposed to no unnecessary risk.

Undertake that the young person is dealt with in an age-appropriate manner.

In the case of an emergency phone the Gardaí and the HSE contact.

In case of suspicion of abuse immediately inform the Designated Person or Deputy Designated Person, being clear that it is NOT our function to investigate.

Child-Safety Staff Notice

Emelie FitzGibbon has been designated as the person to contact if you have an issue or concern about any aspect of a child's or young person's safety or welfare. It is the responsibility of this person to support and advise staff about policy and procedures in relation to child protection and to ensure that procedures are followed. It is also the responsibility of the Designated Person to liaise with the Health Service Executive or Gardaí where appropriate.

Emelie FitzGibbon can be contacted at 086-8395568 or 021-4312737

Jennifer O'Donnell has been designated as deputy to Emelie FitzGibbon and can be contacted on 087-6114844

**In an emergency contact HSE South at 021-4529028
Or
Gardaí at Angelsea Street 021 – 4544000**

Further contacts are in the Child-Safety Guidelines and Procedures Handbook in the main office.

SECTION C

DESIGNATED PERSON INFORMATION

1. Designated Persons

Emelie FitzGibbon has been designated as the person to contact if you have an issue or concern about any aspect of a child's or young person's safety and welfare. It is the responsibility of this person to support and advise staff about policy and procedures in relation to child protection and to ensure that procedures are followed. It is also the responsibility of the Designated Person to liaise with the Health Service Executive or Gardaí where appropriate.

Emelie FitzGibbon can be contacted at Graffiti Theatre Co. Tel: 021 4397111

Jennifer O'Donnell has been designated as deputy to Emelie FitzGibbon and can be contacted at Graffiti Theatre Company Tel: 021 4397111 . (See Contact List for mobile numbers.)

DESIGNATED PERSON

Person

- Senior position
- Knowledge of organisation
- Good listening / feedback skills
- Familiar with the topic of abuse
- Accessible

Role

- Provide information and advice
- Receive and consider child protection concerns
- Consult with the Health Service Executive
- Make a formal referral
- Maintain confidential records
- Inform parents / carers

The Organisation's Key Contacts for the Designated and Deputy Designated Persons

Duty Social Worker, South Lee 021 – 4923001
Duty Social Worker, North Lee 021 – 4927000
Duty Social Worker, North Cork 022 – 30200
Duty Social Worker, West Cork 066 – 7184887

Gardai, Angelsea Street 021 – 4544000

Sexual Assault Treatment Unit 021 – 4926297

HSE South 021 – 4529028

Sheelagh Broderick
Information Officer – Children First 087 - 2224829

2. Information notes for Designated Personnel

- The HSE is available to do a one hour briefing for staff of organisations which have a policy in place.
- When developing the Policy imagine someone reading it for the first time and ensure that they have instant access to the procedures.
- If a report is made to you, you can contact the relevant person in the young person's area, describe what you have been told and ask them for advice. Ask early and avoid anxiety for both yourself and the staff member concerned. The hours are 9 – 5 and in an emergency they will come out to you. (See contact sheet)
- Your role is to be the cool head!
- Parents/carers should be informed about the reporting but not if it is felt that to do so would further endanger the young person.
- The manner of contacting the parents is crucial. Remember the whole thing is about making things better, not demonising. Parents have a right to know about their children. The Designated Person will contact any parent or carer by phone in the case of any report filed with her by a member of staff.
- The recruitment policy should be in the info pack for all new members of staff.
- It is a good idea to ask for confirmation of identity as well as references when employing new staff.
- Remember that the Guidelines are quite generic but procedures are specific and it's having those procedures in place which protects the individuals and the company.
- If there is an accusation against the Designated Person the Deputy Designated Person and the Chairperson of the organisation will follow the procedures laid down in this document.

SECTION D

**STAFF MANAGEMENT POLICIES AND
PROCEDURES**

Staff Management Policy Statement

To protect both staff (paid and voluntary) and children/young people, we undertake that:

New staff will:

- Take part in a mandatory induction training session;
- Be made aware of the organisation's code of conduct, child protection procedures, and the identity and role of who has been designated to deal with issues of concern;
- Undergo a probationary or trial period.

All staff will:

- Receive an adequate level of supervision and review of their work practices;
- Be expected to have read and signed the Child Protection Policy Statement;
- Be provided with child protection training.

As a company we undertake to:

- Where appropriate, advise primary carers of our child protection policy;
- Where appropriate inform primary carers and schools of all activities and potential activities;
- Issue contact/consent forms where relevant;
- Comply with health and safety practices;
- Operate child-centred policies in accordance with best practice;
- Adhere to our recruitment guidelines;
- Ensure as far as possible that the activities are age-appropriate;
- Encourage and facilitate the involvement of parent(s), carer(s) or responsible adult(s), where appropriate.

If we have concerns about the welfare of the child/young person, we will:

- Respond to the needs of the child or young person;
- Inform the primary carers on an on-going basis unless this action puts the child or young person at further risk;
- Where there are child protection and welfare concerns we are obliged to pass these on to the Duty Social Worker and, in an emergency, the Gardaí;
- In the event of a complaint against a member of staff, we will immediately ensure the safety of the child/young person and inform primary carers as appropriate.

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

- Contact local Health Service Executive and Gardaí where there is a child protection welfare concern;
- Encourage primary carers to work in partnership with us under the guidelines set out by our organisation to ensure the safety of their children;
- Have a designated contact person available for consultation with primary carers in the case of any concern over a child or young person's welfare.

RECORDING INCIDENTS

FOR GRAFFITI THEATRE COMPANY

- When: date, time
- Who: staff / volunteer, child
- Any action taken

RECORDING FOR

Health Service Executive

- Personal details of child, parents / carers and others
- Full account of grounds for concern
- Details of alleged perpetrator
- Agencies / key personnel involved
- Have parents / legal guardians been informed?
- Source of information
- Identity of reporter

SECTION E

DEALING WITH AN ALLEGATION AGAINST STAFF

1. Dealing with allegations against a member of staff

Two separate procedures will be followed in parallel:

1. In respect of the child/young person: Emelie FitzGibbon will deal with issues related to the child/young person.
2. *In respect of the person against whom the allegation is made: Jennifer O'Donnell will deal with issues related to the staff member.*
 - The first priority is to ensure that no child or young person is exposed to unnecessary risk;
 - *If allegations are made against the Designated Person, then the Deputy Designated Person should be contacted (See Contact List);*

In the event of complaints against both persons then the person who should be contacted is the Chairperson of the company, Andrew Desmond 086 8243284.

- The reporting procedures outlined in Section 3 of the Arts Council Guidelines will be followed. Subject to not putting the child in any further danger, both the primary carers and child/young person will be informed of actions planned and taken.

The child/young person will be dealt with in an age-appropriate manner;

The staff member will be informed as soon as possible of the nature of the allegation;

The staff member should be given the opportunity to respond;

The chairperson/head of the organisation will be informed as soon as possible;

Any action following an allegation of abuse against an employee will be taken in consultation with Health Service Executive and Gardaí;

After consultation, the Chairperson/head of organisation will advise the person accused and agreed procedures will be followed.

- Complaints or comments will be responded to within 3 weeks;
- Emelie FitzGibbon has responsibility for directing complaints/comments to the appropriate person;
- Verbal complaints will be logged and responded to.

Declaration form for all those working with children and young people.

Surname: _____

First Name: _____

Date of Birth: _____

Place of Birth _____

Address: _____

Tel. No: _____ Mobile No: _____

Any other name(s) previously known as: _____

Is there any reason that you would be considered unsuitable to work with children and young people? Yes No

If yes, please outline the reason below.

Have you ever been convicted of a criminal offence? Yes No

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

Do you consent to Garda clearance? Yes No

Signed: _____ Date: _____

SECTION F

INVOLVEMENT OF PRIMARY CARERS

Policy Statement on the involvement of Primary Carers

Graffiti Theatre Company is committed to being open with all primary carers.

We undertake to:

Advise primary carers of our child protection policy;
Inform primary carers and schools of all activities and potential activities involving the young people;
Issue consent forms where relevant;
Comply with health and safety practices;
Operate child centred policies in accordance with best practice in the field;
Adhere to our recruitment guidelines;
Ensure, as far as possible, that our activities are age-appropriate;
Encourage and facilitate the involvement of parents, carers or responsible adults where appropriate.

If we have concerns about the welfare of a child/young person we will:

Respond to the needs of the child or young person;
Inform the primary carers on an on-going basis unless the action puts the child or young person at further risk;
Be conscious of our legal obligation where there are child protection and welfare concerns to pass those on to the Duty Social Worker and, in an emergency, the Gardaí;
Immediately ensure the safety of the child in the event of a complaint against a member of staff and inform primary carers as appropriate.

As a child-centred organisation we are committed to putting the interest of the child/young person first. To that end we will:

Contact local HSE and Gardaí where there is a child protection welfare concern;
Encourage primary carers to work in partnership with us under the guidelines set out by our organisation to ensure the safety of their children;
Have a designated contact person available for consultation with primary carers in the case of any concern over a child or young person's welfare.

*

Policy Statement on the involvement of Primary Carers

Graffiti Theatre Company is committed to being open with all primary carers.

We undertake to:

Advise primary carers of our child protection policy;

Inform primary carers and schools of all activities and potential activities involving the young people;

*Issue consent forms where relevant;

*Comply with health and safety practices;

*Operate child centred policies in accordance with best practice in the field;

*Adhere to our recruitment guidelines;

*Ensure, as far as possible, that our activities are age-appropriate;

*Encourage and facilitate the involvement of parents, carers or responsible adults where appropriate.

If we have concerns about the welfare of a child/young person we will:

*Respond to the needs of the child or young person;

*Inform the primary carers on an on-going basis unless the action puts the child or young person at further risk;

*Be conscious of our legal obligation where there are child protection and welfare concerns to pass those on to the Duty Social Worker and, in an emergency, the Gardaí;

*Immediately ensure the safety of the child in the event of a complaint against a member of staff and inform primary carers as appropriate.

As a child-centred organisation we are committed to putting the interest of the child/young person first. To that end we will:

*Contact local HSE and Gardaí where there is a child protection welfare concern;

*Encourage primary carers to work in partnership with us under the guidelines set out by our organisation to ensure the safety of their children;

*Have a designated contact person available for consultation with primary carers in the case of any concern over a child or young person's welfare

SECTION G
RISK AND HEALTH AND SAFETY

Risk & Health & Safety

Contacts

- The organisation will maintain an up-to-date register of the contact details of all children/young people regularly involved in the organisation.
Youth Theatre Members' details are kept in the Red File on the Outreach Desk;
- Children/young people's details may be cross-referenced between the incident book and file;
- External organisations with whom the organisation has dealings must provide proof that they have public liability insurance.

Accidents procedure

Graffiti Theatre Company will ensure that:

- First-aid boxes are available and regularly re-stocked;
- The location of the first-aid box(es) is made known to staff. The First Aid box is kept in the kitchen and is clearly visible. The touring company has a First Aid box in the van.
- The availability of first-aid is in accordance with the organisation's Health and Safety guidelines.
- The location of accident/incident books is made known to staff. The incident book is kept in the kitchen, near the First Aid box and is clearly visible.
- Children and young people are advised of risks of any dangerous material and that care is taken to minimise that risk;
- Details of any risky equipment used are recorded and steps are taken to minimise risk;
- Cognisance is taken of responsibility for first-aid on off-site trips.

SECTION F
RECRUITMENT PROCEDURES

Health Service Executive

or

An Garda Síochána

Recruitment Procedures

Graffiti Theatre Company formulates recruitment and selection procedures that ensure – as far as possible – the safety and protection of children and young people. The organisation's Recruitment and Selection policy will operate in tandem with its Human Resources policy.

All staff who will have or are likely to have contact with children and young people will undergo a recruitment process in line with these procedures and appropriate to their level of contact with children and young people.

In formulating policy the organisation will take cognisance of equal opportunities legislation. Ultimately, common sense and sound judgment will be applied in the process of selecting and recruiting staff.

Recruitment and Selection policy statement:

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

- We will endeavour to select the most suitably qualified personnel;
- Candidates will be required to submit a c.v's
- Candidates will be asked to sign a declaration form;
- At least two written references that are recent, relevant, independent and verbally confirmed will be necessary;
- Staff will be selected by a panel of at least two (or more) representatives through an interview process;
- No person who would be deemed to constitute a 'risk' will be employed;

[Some of the reasons for exclusions would include:

- any child-related convictions;
- refusal to sign application form and declaration form;
- insufficient documentary evidence of identification;
- concealing information on one's suitability to working with children.]

- There will be a probationary period of six months in the case of core staff;
- All staff will be required to consent to Garda clearance, and where available, this will be sought.

SECTION G

GUIDELINES AND CODES OF BEHAVIOUR

Guidelines for Youth Theatre Leaders and Assistants (Both Professional and Volunteer)

‘A leader is in a unique position of trust which should be maintained with integrity’.

Things that you should know:

- The contact numbers of the Designated Child Safety personnel, the contact number for your line manager and the location of the company’s emergency number list.

- The location of the contact numbers of the parents/carers of all the people involved in the Youth Theatre. (Youth Theatre file on Outreach desk in the office)

- The location of Fire Exits, appointed Assembly Points and emergency procedures.

The leader/young person relationship should be:

- Entered into by choice on both sides.
- Be open, positive and encouraging.
- Defined by familiarity with Graffiti’s Child Safety and Health and Safety Guidelines.
- Carried out in an environment where young people are protected and their rights are promoted.
- Respectful of the needs and developmental stage of the young person.
- Aimed at promoting enjoyment and individual/group fulfillment.
- Respectful of the roles and responsibilities of leaders and young people alike.
- Aware of commitments outside the Youth Theatre – school, family, etc.
- **Leaders should:**
- Be entitled to the respect their position demands in their own Youth Theatre.
- Be aware of their own limitations. Leaders shouldn’t over-reach or exhaust themselves.
- Be aware of their own level of competence in relation to the management and artistic aspirations of the young people in the group.
- Have sufficient leadership skills to enable them to put together safe and worthwhile activities for their Youth Theatre.
- Have access to knowledge of any medical condition of any of the young people in their care. This information is on membership forms which are kept kept in the Outreach filing cabinet in the main office.
- Recognise the importance and weight of personal promises.
- Be respectful of the developmental and individual needs of the young people in their Youth Theatre.

- Encourage a free flow of information with the parents or guardians of the young people.
- Develop relationships with local agencies such as the Gardaí, HSE, etc. (See contact sheet)
- Find their own supports by having a mentor, friend or counsellor to act as a sounding board for ideas as well as an occasional shoulder to cry on.

(Based on “Common Sense is not so Common”, NAYD)

Youth Theatres

Your Rights

- You have the right to feel safe at all times. You have the right to be protected from any bullying or violence from others.
- You have the right to have your personal property respected at all times.
- You have the right to have your own personal space and privacy respected. Inappropriate sexual behaviour towards you by any member or by a leader/teacher/director will not be condoned and you have the right to report it to the Designated Company Officers, Emelie FitzGibbon or Jennifer O'Donnell.
- You have the right to express your needs or concerns to leaders of the Youth Theatre.
- You have the right to clear information and to express your views freely.
- You have the right to have full participation in the activities of your Youth Theatre.
- You have a right to be informed of the rules of your Youth Theatre.

Trips away with the Youth Theatres

Graffiti Theatre Company will ensure that the Guidelines prepared in this area by the National Association for Youth Drama, 'Go Happy, Come Back Safely', will be adhered to in any trips undertaken. A copy of these is available in the Office.

Partnerships between Outside Theatre Professionals

Graffiti Theatre Company will ensure that the Guidelines prepared in this area by the National Association for Youth Drama, 'Joint Ventures', will be the basis of practice with the Youth Theatres. A copy of 'Joint Ventures' is available in the Office.

Photography

No photos of Youth Theatre members are to be taken without the written permission of parents/carers. The yearly membership form will ensure that the use of photographic material for publicity has been ratified by parents/carers.

General Code of Behaviour for the Professional Touring Company

Members of the Company should at all times deal with other employees and members of the public in a courteous manner, and should at all times act in a manner consistent with the professional approach of Graffiti Theatre Company. In particular, members of the Company should observe the following guidelines:

- * refrain from using expletives other than while 'in character';
- * discipline problems experienced by the actor/teachers during the performance or workshop should be referred to the Company Manager. Problems are not to be resolved by shouting at students;
- * teachers & students should be dealt with in a courteous manner at all times;
- * the Company must leave facilities as they were found;
- * responses experienced in one school should not be discussed in another;
- * members of the touring company are not to smoke in the vicinity of the school or in the touring van;
- * members of the touring company should use discretion when changing before and after performance;
- * the company will behave in a professional manner while on the school premises/staff room;
- * any problems between company members are not to be discussed or referred to in the vicinity of the school;
- * the company administrator is to be advised of any illness or ongoing medical treatment while on tour;
- * should members of the touring company feel uncomfortable while travelling (due to speed, road rage, illness, weather conditions, fatigue) the driver must make note of their comments and respond appropriately and positively;

- * while in touring van, tea breaks & choice of music will be decided by the Production Manager;
- * while on tour the Production Manager will be responsible for allocating call times & venue of call;
- * should a member of the cast miss the call time and pick-up they shall be liable for their own travel costs to the performance venue;
- * problems experienced on tour between company members are not to be discussed outside the company. Any severe problems experienced should only be referred to the company Administrator/Artistic Director;
- * should any members of the touring company be deemed incapable of performance for any reason (other than illness) by the Production Manager, the performance will be cancelled and the member responsible fined for loss of income;
- * cast members are not to be outside of a 30 mile radius of the performance venue on the day of performance;
- * personal appointments during rehearsal/tour time must be confirmed in advance with Administrator;
- * all members of the touring company are to carry out their duties and responsibilities as laid down by the company and to respect the duties and responsibilities of others.
- * all members of the touring company are required to observe the Child Safety Guidelines and Health and Safety regulations laid down by Graffiti Theatre Company.

All members of the Touring Company are reminded that while carrying out their duties as referred to above, **they are required to work within the law as well as in accordance with the rules and regulations of Graffiti Theatre Company.**

Contacts and Information

Phone Contacts: Child Safety Personnel

Designated Person: Emelie FitzGibbon 086 – 8395568

Deputy Designated Person: Jennifer O'Donnell 087 – 6114844

Gardaí: 021 - 4544000

Emergency Services: 999 or 112

The nearest First Aid box is in the kitchen. All core staff have been trained in emergency first aid.

The Incident Book is on the counter in the kitchen.

All fire exits in the building are clearly marked. Please ensure that all visitors, members and audience are familiar with the whereabouts of the nearest one.

Access to each floor of the building for those with mobility difficulties is via the ramp on the ground floor and via the side entrance to the Auditorium.

The emergency assembly point is in the carpark to the right of the main gate. Please calmly direct people to there in the event of an emergency evacuation of the building.

SECTION H
COMPLAINTS PROCEDURES

Complaints procedures

In the event of a grievance expressed by a child or young person to a member of staff:

The receiver of the complaint must bring that grievance or complaint to his/her line manager or to the General Manager or CEO;

The complainant will be informed that the issues will be investigated and that they will receive a response within three weeks.

The issues/incidents will be investigated by senior staff.

In the event of a grievance expressed by a primary carer to a member of staff:

The receiver of the complaint must bring that information to the line manager or to the General Manager or to the CEO;

The complainant will be informed that the issues will be investigated and that they will receive a response within three weeks.

The issues/incidents will be investigated by senior staff.

In the event of staff complaints the procedures followed will be in accordance with those laid down in the Staff Handbook.

The ultimate responsibility for dealing with complaints rests with the CEO (Emelie FitzGibbon) and the General Manager (Jennifer O'Donnell) but in practice – and depending on the severity of the complaint – complaints/grievances/comments are dealt with by the line managers of the various aspects of the company:

Outreach and Youth Theatre: Geraldine O'Neill

Touring Company: The on-tour Production Manager

Schools Work: Emelie FitzGibbon