

**The International  
English-Speaking  
Community of the  
Parish of Luxembourg  
Notre Dame**



**SAFEGUARDING  
GUIDEBOOK**

The International English-Speaking Community  
of the Parish of Luxembourg Notre Dame  
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## **Child Protection Policy Statement**

All Churches should have regard to a Child Protection Policy that guides the procedures and practices when safeguarding children and promoting their welfare. The International English-Speaking Community of the Parish of Luxembourg, Notre Dame, takes very seriously its duty towards all clergy, parishioners, volunteers, staff, children and vulnerable adults, to ensure everyone is safe, secure, valued, respected, and listened to.

The English-Speaking Catholic Community in the Parish of Luxembourg City, currently attending St. Alphonse Garden Chapel, Eglise St Pie X, and Eglise St. Michel, understands that their work in safeguarding and protecting children must always have regard for any national guidance issued by the State of Luxembourg and should be in line with any local guidance and procedures and comply with local best practice and procedure.

We understand the term safeguarding to mean that we will take all reasonable measures to ensure that the risk of harm to children's welfare is minimised. We also understand that where we have any concerns about a child's welfare we will take all appropriate action to address those concerns by working in full partnership with other agencies.

Our procedures will be followed by all adults, clergy and lay people, staff and volunteers, working with or on behalf of the International English-Speaking Community in the Parish of Luxembourg, Notre Dame.

# The International English-Speaking Community of the Parish of Luxembourg, Notre Dame.

## Code of Conduct

The many different types of groups and activities run within The International English-Speaking Community the Parish of Luxembourg, Notre Dame, bring volunteers into contact with children, young people and vulnerable adults. Clergy, staff and volunteers need to set good examples of appropriate conduct by treating everyone with respect and dignity. This code of conduct aims to protect all children, young people and vulnerable adults as well as maintaining a safe working environment for all clergy, staff and volunteers.

**Currently we have adopted our policies mainly from the U.K. but will adopt them to relevant Luxembourg policy.**

**All Clergy, staff and volunteers must:**

- Operate within the Catholic Church's principles and guidance and any particular procedures of the Diocese, Religious Congregation, Parish or group.
- Treat everyone equally and with respect – show no favouritism. Avoid being drawn into inappropriate attention-seeking behaviour e.g. tantrums and crushes.
- Engage and interact appropriately with children, young people and vulnerable adults and allow them to talk about any concerns they may have. Physical contact must be both age appropriate and touch related to the person's needs, not the worker's
- Challenge unacceptable behaviour and provide an example of good conduct you wish others to follow – an environment which allows bullying, inappropriate shouting or any form of discrimination is unacceptable.
- Respect the sacred dignity of every individual and their right to personal privacy.
- Recognise that particular care is required in moments when you are discussing sensitive issues or involved in caring for children, young people or vulnerable adults i.e. maintain appropriate boundaries.
- Avoid situations that compromise your relationship with children, young people or the vulnerable and are unacceptable within a relationship of trust. This rule should apply to all such behaviours, including those which would not constitute an illegal act. Keep everything in public.
- All Clergy, staff and volunteers will ensure that any activity related to the life of the Parish e.g. children's liturgy, first communion groups, confirmation preparation groups or altar servers practices undertaken within the Parish or externally in the church's name, have the appropriate number of vetted helpers to provide a safe working environment
- Keep all confidential data on vetted adults or any disclosures, secure at all times.

**All Clergy, staff and volunteers must not: -**

- Engage in inappropriate behaviour or conduct with children young people or vulnerable adults – physical, verbal or sexual. (Avoid any physical activity which is, or can be construed as sexual, aggressive or threatening.)
- Discuss topics or use vocabulary with children and young people which could not normally be used comfortably in the presence of parents or another adult whether in writing, phoning, email or internet
- Take a chance when common sense suggests another more prudent approach
- Physically, mentally, emotionally or sexually abuse, maltreat or exploit any child, young person or vulnerable adult.
- Be alone on a 'one to one' basis with any child, young person or vulnerable adult. It would be prudent for any regulated activity in the church to have at least two helpers working together at all times.
- Arrange any activity with a child, young person or vulnerable adult without ensuring that another approved person will be present and that the appropriate consent is in place.

## The International English-Speaking Community of the Parish of Luxembourg, Notre Dame.

### **What is Safeguarding**

Every human being has a value and dignity which we as Roman Catholics acknowledge as coming directly from God's creation of male and female in his own image and likeness. We believe therefore that all people should be valued, supported and protected from harm.

In the Catholic Church this is demonstrated by the provision of carefully planned activities for children, young people and vulnerable adults; supporting families under stress; caring for those hurt by abuse in the past; ministering to and managing those who have caused harm.

It is because of these varied ministries that we need to take all reasonable steps to provide a safe environment for all which promotes and supports their wellbeing. This will include carefully selecting and appointing those who work with children, young people or vulnerable adults at risk and responding robustly where concerns arise.

'Working Together to Safeguard Children' (Although this is a UK Government publication, the information in it is still relevant) refers directly to Faith Communities and sets out the responsibilities and expectations of all churches and faith communities in safeguarding children and promoting their welfare.

It recognises that churches provide a wide range of services for children; and that religious leaders, staff and volunteers have an important role in safeguarding and supporting children and families.

Children may need protection from abuse or maltreatment in their own home or in other environments including the church itself. Wherever a child is at risk or concerns are raised about a child, all adults have a duty to act to safeguard that child and promote his or her welfare.

The need to safeguard children is not confined to any age group or groups in the community and all concerns should be responded to equally, always bearing in mind that the welfare of the child is paramount.

In all research and in reviews where a child has died or been seriously injured because of abuse, the same messages to all organisations come back time and again – namely, the importance of adults responding promptly to concerns, listening to children with respect and most importantly, communicating effectively with one another within and between organisations and agencies.

All churches and faith communities should have in place arrangements which include:

- Procedures to respond to and report concerns
- Codes of practice
- Safe recruitment procedures
- Arrangements must be in place to respond to concerns about any form of abuse or maltreatment of a vulnerable adult.
- In Luxembourg the British Embassy have a booklet entitled 'Child Protection in Luxembourg' which lists many different supporting agencies and contacts. Excerpts from this booklet can be found at the end of this document.
- The Luxembourg Government's document, 'Maltraitance de mineur, Procédures à suivre par les professionnels de l'Enfance et de la Jeunesse' also lists different supporting agencies and contacts, references to which can be found at the end of this booklet.

## **Aims of the safeguarding policies**

The aim of these policies and procedures is to provide a safe environment for children, young people and vulnerable adults who come into contact with any parish voluntary worker and to give confidence to members of staff and volunteers, to allow supportive parish activities to flourish without fear.

The Parish Priest of The International English-Speaking Community of the parish of Luxembourg, Notre Dame (ESCCPoLC) will strive to achieve this by:

1. Effective recruitment and selection of suitable staff and volunteers.
2. Raise awareness of safeguarding by delivering a structured programme to all staff and volunteers.
3. Providing information which enables staff and helpers to recognise possible signs of abuse, the need for additional support/services and to respond appropriately to these issues.
4. Describing the procedures to be followed when a member of staff or helper becomes aware that a child, young person or vulnerable adult may be experiencing abuse or is in need of additional services.
5. Providing staff and volunteers with guidance, to reduce risks within parish groups, by following safe practice guidelines.

## **Safeguarding Team**

There should be at least two people appointed by the Parish Priest/council to be members of a Safeguarding team. Their duties must not be devolved to anyone else outside the Church community.

The Safeguarding team will have responsibility for the welfare of each member of the parish and will have received enhanced safeguarding training commensurate with the role.

The Parish Safeguarding members are responsible for:

1. Responding to initial concerns or disclosures from any parishioner;
2. Liaising with statutory services in an emergency situation;
3. Reporting all safeguarding incidents/concerns to a Safeguarding Advisor in the police or social services;
4. Completing a safeguarding concern report form;
5. Making sure that they and all helpers are aware of and abide by our English-Speaking Catholic Community of Luxembourg (referred to as ESCCPoLC) Code of Conduct;
6. Explaining to volunteers taking on a role within the parish what safer working practices are and how this affects their roles and responsibilities;
7. Being aware of child and vulnerable adult protection issues;
8. Making sure that volunteers have shared relevant information to raise awareness;
9. Making sure that parishioners know what to do if they are concerned about a child, young person or vulnerable adult;
10. Making sure the ESCCPoLC provide the right support to any person who has reported a case of suspected abuse;
11. Having an “open door” policy where people feel they can talk to the Parish priest or known safeguarding team member about any concerns at any time;
12. Being aware of the importance of involving and consulting children, young people and vulnerable adults and promoting the benefits of participation in supervised ESCCPoLC Parish activities and events;
13. Supporting volunteers after a disclosure has been made to them, by signposting them to sources of further support if necessary;
14. Keeping themselves up to date with any updated ESCCPoLC Parish policies and procedures to enable them to fulfil their role;
15. Acting as a focal point for staff and helpers’ safeguarding concerns;
16. Delivering an acceptable safeguarding induction information programme for all new volunteers;
17. Ensuring that all ESCCPoLC Parish helpers are aware of the safeguarding policy and procedures and know how to recognise and refer any concerns;
18. Ensuring that detailed and accurate written records of concerns about a child or vulnerable adult are kept, even if there is no need to make an immediate referral;
19. Ensuring that all safeguarding records are kept confidentially and securely and are separate from any other Parish information or records; (e.g. A designated safeguarding safe)
20. Knowing how and where to access any necessary emotional or professional support, both personally and in relation to any volunteer involved in safeguarding children or vulnerable adult protection cases.

If any individual has a safeguarding concern that involves anyone in our community, he or she should raise the concern directly with a member of the Safeguarding team.

## **KEY SAFEGUARDING ROLES:**

There are currently three key roles which play a major part in developing and promoting safeguarding within the Catholic Church at local level. These roles are mutually dependant and supportive, combining knowledge and expertise of safeguarding with an understanding of Church life, safeguarding structures and Church context.

The following description of the four key roles recognises the differing expertise and the importance that each brings to safeguarding.

**The Priest** has a pivotal role to play in promoting a culture of safeguarding within a parish, which includes safeguarding the young and the vulnerable and in helping to create a safe environment. The Priest, along with the Safeguarding Coordinator, has a key role in recruiting the Safeguarding Representative ensuring those appointed have the ability, skills and aptitude for the role. Once the Safeguarding Representative is appointed the Priest has a key role in supporting and encouraging the Safeguarding Representative in their role.

**The Safeguarding team members** have specific responsibility for promoting good and safe practices in all activities involving children, young people and vulnerable adults within the parish or congregation.

All Safeguarding representatives will have a sound knowledge of the policies and procedures and also who to contact in different circumstances. He/she is also the link between parish community and Diocese.

Safer recruitment is a key function for the identified Safeguarding representative who has the responsibility for facilitating the **ECJ** disclosure procedure at local level and ensuring that everyone who is required to go through the process does so.

**The Safeguarding Advisors – Clergy & Religious:** In order for safeguarding to be effectively implemented and promoted within the Catholic Church, a contextual awareness and understanding is vital. The Safeguarding Advisor, as a member of the Clergy/Religious brings this expertise and experience to the safeguarding structure. He/she provides support and contextual advice to the Safeguarding Coordinator.



## Volunteers

A volunteer is someone who has taken on the lead role for any Parish group or activity which involves children or vulnerable adults.

All staff and volunteers who come into contact with children, young people and vulnerable adults have a shared responsibility to:

1. Abide by the ESCCPoLC Parish Code of Conduct;
2. Promote the welfare of children, young people and vulnerable adults;
3. Safeguard any child or adult who is considered to be at risk;
4. Recognise and respond to any potential or actual safeguarding situations and concerns and act appropriately;
5. Develop a culture of listening and engaging children and vulnerable adults.

If any parishioner has a concern about a child or vulnerable adult, they must follow the safeguarding procedures and refer the matter to the Priest or a parish Safeguarding team member in the first instance.

A risk assessment should identify the minimum number of volunteers/leaders required who have the appropriate skills required to assist children and vulnerable adults who may have specific needs e.g., partial sighted, hearing impaired or wheelchair users. Ensure that all volunteers/leaders have been safely recruited (role description, completed application, references and relevant check.) All staff and volunteers should be carefully vetted, by completing a registration form, undergoing an interview and reference process, as well as obtaining both '**Bulletin No3**' and '**Bulletin No5**' (working with minors) certificates from the Casier Judiciaire in Luxembourg, to ensure that all children and vulnerable adults, receive the highest level of care and attention while unaccompanied by parents /legal guardians.

All those involved in Church groups or in organising parish events, must be aware of safeguarding guidelines and be competent to undertake their role.

**Find a copy of the Volunteering requirements and forms at the end of this booklet.**

## **Child**

The term 'child' is used to include all children and young people up to the age of 18.

Safeguarding and promoting the welfare of children is defined as:

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

## **Child Protection**

Is a part of safeguarding and refers to the activities undertaken to protect specific children who are suffering or are at risk of suffering Significant Harm.

## **Significant Harm**

'Harm' means ill-treatment or the impairment of health or development, including for example, impairment suffered from seeing or hearing the ill-treatment of another;

'Development' means physical, intellectual, emotional, social or behavioural development;

'Health' means physical or mental health; and

'Ill-treatment' includes sexual abuse and forms of ill-treatment which are not physical.

## **Child Abuse and Neglect**

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children.

## **Physical abuse**

May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

## **Emotional abuse**

Is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age and developmentally inappropriate expectations being imposed on children. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

## **Sexual abuse**

Involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative e.g. rape or oral sex or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, sexual online images and photos, watching sexual activities, or encouraging children to behave in sexually inappropriate ways. We are becoming increasingly aware of the offence of viewing or downloading abusive images of children from the Internet. This is not a 'victimless' crime but is both evidence of abuse taking place and is a criminal offence. It should be referred on in all cases.

## **Neglect**

Is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, or at any age, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate carers);
- ensure access to appropriate medical care or treatment.

## **Domestic Violence**

This term is used to describe the physical, sexual or emotional (including verbal and financial) abuse between adults who are or have been intimate partners or family members, regardless of gender or sexuality. This form of abuse affects both the victim, who by the very nature of the offence is a vulnerable adult in this context, and any children in the household. In 2005, the

Adoption and Children Act 2002 (UK) extended the legal definition of harming children to include harm suffered by seeing or hearing ill-treatment of others, especially in the home.

## **Definition of “vulnerable adults”**

Where an authority has reasonable cause to suspect that an adult:

- Has needs for care and support
- Experiences, or is at risk of, abuse or neglect, and
- As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

The authorities must make whatever enquiries it thinks necessary to enable it to decide whether any action should be taken in the adult’s case and, if so, what and by whom.

The International English-Speaking Community of the parish of Luxembourg, Notre Dame, at St. Alphonse Church will respond to all allegations or concerns regarding the abuse of vulnerable adults, in accordance with these policies and procedures.

## **Vulnerable Adults**

Safeguarding vulnerable adults can include any work or activity which aims to support a vulnerable adult to retain independence, wellbeing and choice and enables them to live a life that is free from abuse and neglect. It is about promoting good practice when responding to specific concerns.

“Adult safeguarding” is the process of protecting adults with care and support needs from abuse or neglect. It is an important part of what many public services do, and a key responsibility of local authorities.

Safeguarding is mainly aimed at people with care and support needs who may be in vulnerable circumstances and at risk of abuse or neglect by others. In these cases, the church and local services must work together to spot those at risk and take steps to protect them.

## **What is adult abuse?**

Abuse is a violation of an individual’s human and civil rights by any other person or persons. Abuse may consist of a single act or repeated acts. It may be physical, verbal financial or psychological. It may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Somebody may abuse or neglect a vulnerable adult by inflicting harm, or by failing to act to prevent harm. Vulnerable adults can be abused in a family, or in an institutional or community setting and by those known to them, including those with a duty to care for them, or more rarely by a stranger.  
*(‘No Secrets’ – UK DoH 2000)*

The Care Act 2014 (UK) makes it clear that:

Types of abuse include:

- Physical abuse
- Sexual abuse
- Psychological abuse
- Neglect
- Discriminatory abuse
- Institutional abuse
- Financial abuse – this includes –
  - a) Having money or other property stolen,
  - b) Being defrauded,
  - c) Being put under pressure in relation to money or other property, and
  - d) Having money or other property misused.

## **Recognising abuse in vulnerable adults**

There are a number of indicators, which could, in some circumstances, in combination with other possibly unknown factors, suggest the possibility of abuse. Abuse may be more likely to happen where the following problems exist:

- Environmental problems – overcrowding/poor housing conditions/lack of facilities;
- Financial problems – low income and a dependent vulnerable adult may add to financial difficulties, inability to work due to a caring role, debt arrears or full benefits not claimed;
- Psychological and emotional problems – family relationships over the years have been poor and there is a history of abuse in the family or where family violence is the norm;
- Communication problems – the vulnerable adult or their carer has difficulty communicating due to sensory impairments, loss or difficulty with speech and understanding, poor memory or other conditions resulting in diminished mental capacity; this also includes people for whom English is a second language;
- Dependency problems – increased dependency of the person, major changes in personality and behaviour, carers not receiving practical and/or emotional support;
- Organisational culture – services which are inward looking, where there is little staff training/knowledge of best practice and where contact with external professionals is resisted, this increases the vulnerability of service users. High staff turnover or shortages may also increase the risk of abuse.

## **Adults at Risk**

'Abuse is a violation of a person's human and civil rights by another person or persons'

'Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to or exploitation of the person subjected to it.' ('No Secrets', DoH 2000).

An adult is defined as 'at risk' or 'vulnerable' when they are in receipt of a 'regulated activity' in relation to vulnerable adults.

It is important to recognise however that any adult can be subject to abuse and that they do not have to be defined as 'vulnerable.' Any adult could be subjected to domestic abuse; financial abuse; physical, emotional, sexual abuse etc.

Within the Church context, it is important to recognise therefore that abuse can be perpetrated against adults who are not 'vulnerable' according to the statutory definition.

Where these incidents of abuse are substantiated they should be dealt with either as a criminal matter (e.g. sexual assault) and/or misconduct within the Church disciplinary structure.

A consensus has emerged identifying the following main different forms of abuse.

### **Physical abuse**

Including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.

### **Sexual abuse**

Including rape and sexual assault or sexual acts to which the vulnerable adult has not consented or could not consent or was pressured into consenting.

### **Psychological abuse**

Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

## **Financial or material**

Including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

## **Neglect and acts of omission**

Including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

## **Discriminatory abuse**

Including racist, sexist, that based on a person's disability, and other forms of harassment, slurs or similar treatment.

Any or all of these types of abuse may be perpetrated as the result of deliberate intent, negligence or ignorance.

Neglect and poor professional practice also need to be taken into account. This may take the form of isolated incidents of poor or unsatisfactory professional practice, at one end of the spectrum, through to pervasive ill treatment or gross misconduct at the other. Repeated instances of poor care may be an indication of more serious problems and this is sometimes referred to as institutional abuse.

**Who might be the abuser?** Vulnerable adults may be abused by a wide range of people, including relatives and family members, professional staff, paid care workers, volunteers, other service users, neighbours, friends and associates, people who deliberately exploit vulnerable people and strangers.

Applying these definitions to different circumstances may not always be easy. Many situations may involve combinations of these elements. If there is difficulty in defining a situation this should be discussed with the Safeguarding Co-ordinator.

## Regulated Activity within the Church

- What is a Regulated Activity Provider (RAP) and who is the Regulated Activity Provider (RAPs) within the Church?
- A Regulated Activity Provider (as defined by the Independent Safeguarding Authority within the parameters of the Scheme) is an organisation or an individual that is responsible for the management or control of regulated activity, paid or unpaid, and makes arrangements for people to work in that activity. Therefore, the Regulated Activity Provider (RAP) is usually an employer or voluntary organisation.
- The RAP is required to ensure that everyone working or volunteering in regulated activity is registered under the Scheme and that no-one engaging in regulated activity is barred from working with children or vulnerable adults (as applicable to the role)
- Legal opinion (both canon and civil) has been sought concerning the interpretation of the RAP role in addition to discussions within the Bishops Conference. In light of the information and discussions to date the RAP in various Church contexts is outlined below. This reflects the need for the RAP to be in a position to remove a barred person from post promptly in addition to the RAP being aware of what regulated activities are occurring locally:
- Bishops/Archbishops: Are designated the RAPs for Diocesan priests and clergy working within the jurisdiction of their Diocese.
- Congregation Leader/Local Superior: Are designated the RAPs for members of Religious Orders.
- Priests: Are designated the RAPs for the activities that involve vulnerable groups that are taking place within their parish.
- Activities delivered by Religious: The “local manager” is designated the RAP for activities delivered by Religious for example Care Home Manager; Retreat Centre Manager etc.
- It is important to note that for charitable trusts the ultimate responsibility lies with the Board of Trustees and to this end it is important that the trustees understand the role of the RAP and are aware of those to whom this has been delegated.
- The provision of relevant personal care in any setting to a person who needs the care because of age, illness or disability. Relevant personal care is defined and includes physical care such as assistance with eating, drinking, toileting, washing and dressing; prompting, together with supervision, for those activities, where such prompting and supervision are necessary for their execution; and any training, instruction, advice or guidance necessary for those activities (for example, a person given training on how to manage successfully their own chronic illness or disability);
- The provision of assistance, in relation to general household matters, to a person who requires it because of age, illness or disability. This is defined as day to day assistance with paying bills, shopping or managing the person’s cash;
- The provision of assistance to a person where there is a formal arrangement in place which allows a person to make welfare and/or financial decisions on behalf of another person.



# Acceptable Behaviour

## Dignity

Most of us take for granted our right to safety and security and sacredness of our own personal space. When someone ignores that and uses it for their own ends, we feel that infringement and usually feel it deeply. When someone takes advantage of another in an abusive way, their personal privacy has been seriously invaded. If a child, young person or vulnerable adult is the victim, it is so much worse.

The Church (UK) has adopted the following policy statement recommended in 'A Programme for Action' by Lord Nolan:

'The Church recognises the personal dignity and rights of children towards whom it has a special responsibility. The Church, and individual members of it, undertakes to take all appropriate steps to maintain a safe environment for all and to practice fully and positively Christ's Ministry towards children, young people and vulnerable adults. The Church authorities will liaise closely with statutory agencies to ensure that any allegations of abuse are promptly and properly investigated and where appropriate, survivors supported, and perpetrators held to account.'

There are some basic principles of acceptable behaviour which will help us to achieve a safe environment and minimise situations where children, young people or vulnerable adults could be at risk.

Properly appointed adults must supervise children in all parish activities. E.g. Children's liturgy group, Altar servers preparation.

When caring for vulnerable adults, the document 'No Secrets' provides guidance in relation to the main categories of abuse that are suffered, which will help in making decisions and determining our behaviour. The types of abuse are:

- Physical (ill treatment, failure to provide care)
- Psychological (humiliation, intimidation, indifference)
- Sexual
- Financial or material abuse (exploitation/ theft)
- Neglect (deliberate withholding of care/ support)
- Discriminatory (race, gender, age religion)

Abuse can either be deliberate, or the result of ignorance, lack of training, knowledge or understanding.

Acceptable behaviour is based upon respect of

- Dignity (individual's)
- Integrity (right to choose)
- Privacy (awareness of boundaries)

**You must:**

- Operate within the Church's principles and guidance and any particular procedures of the Diocese, Religious Congregation, Parish or Club.
- Treat everyone equally and with respect – show no favouritism. Avoid being drawn into inappropriate attention-seeking behaviour e.g. tantrums and crushes.
- Engage and interact appropriately with children, young people and vulnerable adults and allow them to talk about any concerns they may have. Physical contact must be both age appropriate and touch related to the person's needs, not the workers.
- Challenge unacceptable behaviour and provide an example of good conduct you wish others to follow – an environment which allows bullying, inappropriate shouting or any form of discrimination is unacceptable.
- Respect the sacred dignity of every individual and their right to personal privacy.
- Recognise that particular care is required in moments when you are discussing sensitive issues or involved in caring for children, young people or vulnerable adults i.e. maintain appropriate boundaries.
- Avoid situations that compromise your relationship with children, young people or the vulnerable and are unacceptable within a relationship of trust. This rule should apply to all such behaviours, including those which would not constitute an illegal act. (Keep everything in public.)

**You must not:**

- Engage in inappropriate behaviour or contact with children, young people or vulnerable adults – physical, verbal or sexual. (Avoid any physical activity which is, or can be construed as, sexual, aggressive or threatening.)
- Discuss topics or use vocabulary with children and young people which could not be used comfortably in the presence of parents or another adult, whether writing, phoning, email or internet.
- Arrange an overnight trip with a child or young person without ensuring that another approved person will be present, and that appropriate consent is in place.
- Take a chance when common sense suggests another more prudent approach.
- Physically, emotionally or sexually abuse or exploit (including financially) anyone.

## **Toolkit for planning and organising Parish Events.**

### **1. Starting out**

#### Where?

Make sure the venue is appropriate for the group or event. This includes places that are open to the public e.g. Church grounds, theatre, eating place.

#### When?

Consider the day of the week and the time slot that the group or event is intended for and any issues which may arise from them, such as ease of travel. Set the proposed timescale and give yourself as much time as possible to organise the event.

#### Who?

Identify the aims of the group or event. There may be a need to make additional provision for some participants, so ensure that people with the appropriate skills are available. Set a realistic number that can attend and be prepared to say 'no' to people.

#### What?

Decide on the activities to be held and look at any possible risks that may arise. If an event/group is held on church premises it should be covered by the general Diocesan insurance. If this is an offsite event, or if you have any doubts, check with the insurer.

Check with the Parish Priest or person in charge of the event for authorisation.

### **2. Policies and Specific Requirements**

#### Photography

Make people aware that photographs/filming may be taken during the course of the event. Identify anyone who DOES NOT want their photo taken.

Individual and groups will be asked to sign disclaimer forms as necessary.

### **3. Risk Assessment**

Your risk assessment will be the key document to ensure the safe planning any event or group. It involves carrying out a careful examination of each activity in a group/event and recording the findings. This also helps you think through and plan for different roles, responsibilities and measures to put in place for the well-being and protection of those at the group/event. For events that are held on a frequent basis and in the same venue the assessment may be annually.

### **4. Volunteers/Leaders**

The risk assessment should identify the minimum number of volunteers/leaders required who have the appropriate skills required to assist children and vulnerable adults who may have specific needs e.g. wheelchair users. Ensure that all volunteers/leaders have been safely recruited (role description, completed application, references and relevant check.) All those involved in the event must be aware of safeguarding guidelines and be competent to undertake their role.

## **5. Incident Reporting**

Record details of all incidents, names of those present at the incident, the nature of any harm, treatment given, and any other action taken and forward them to the Safeguarding Co-ordinator.

## **6. Catering (where applicable)**

Ensure all food hygiene guidelines are followed. It would be good practice for at least one leader to have the Food Hygiene Certificate. Make sure that allergies and other dietary requirements are catered for.

## **7. Transport (where applicable)**

Drivers should have a full driving licence, be in a fit state to drive and have appropriate car insurance cover. There should be a non-driving escort as well as the driver. When hiring transport accessibility must be taken into account. Similarly, when using public transport.

## **8. Weather Conditions**

If the event is outdoors, ensure there is a contingency plan for difficult weather conditions.

## **9. Footnote**

People may have medical or physical conditions that are not obvious and also not public knowledge. With this in mind event leaders/organisers should give as much detail as possible about what is involved when advertising an event: e.g. walking distance, stairs and no lift, rough terrain.

**Excerpts from the 'Child Protection In Luxembourg' booklet produced by  
British Embassy Luxembourg**

The British Embassy does not assume or undertake any legal responsibility or liability and their lists are not recommendations and should not be treated as such. Information about the agencies below has generally been provided by the organisations themselves

**Child Welfare**

**Kanner Jugendtelefon** (a helpline for children, young people and parents in English)

**Tel: 11 61 11**

[www.kjt.lu/en](http://www.kjt.lu/en)

**Domestic Violence**

Police: 113

General emergencies: 112 (English speaking)

**Refuge Peitrusshaus** (a child and youth shelter)

43 Boulevard de la Pétrusse, L-2320

Tel: 26 48 03 20 Freephone: 80 02 60 02

**Alupse-Dialogue**

(family counselling /mediation, including domestic violence and child sexual exploitation abuse and protection issues)

8 Rue Tony Bourg, L-1278

Tel: 26 18 48-1 email: [alupse@pt.lu](mailto:alupse@pt.lu)

[www.alupse.lu](http://www.alupse.lu)

**Visavi** (support for women, covering all areas of abuse)

2 Rue du Fort Wallis, L-2714

Tel: 49 08 77-1

Email: [feminfo@visavi.lu](mailto:feminfo@visavi.lu)

**Service d'assistance aux victimes de violence domestique** (support for victims of domestic violence)

B.P.1024, L-1010

Tel: 26 48 18 62

Email: [savfed@pt.lu](mailto:savfed@pt.lu)

**Riicht Eraus** (support for perpetrators of domestic violence)

73 Rue Adolphe Fischer, L-1520

Tel: 27 55 58 00

[riichteraus@croix-rouge.lu](mailto:riichteraus@croix-rouge.lu)

[www.croix-rouge.lu](http://www.croix-rouge.lu)

## **Child mental and Emotional Health**

### **Emergencies:**

#### **SOS Détresse**

SOS telephone helpline: 45 45 45

[www.454545.lu](http://www.454545.lu)

### **Other useful contact numbers from 'Maltraitance de mineur, Procédures à suivre par les professionnels de l'Enfance et de la Jeunesse'**

Office National de l'Enfance (ONE)

Tel: 247-73696

Parquet Luxembourg-protection de la jeunesse

Tel: 475981-259 (secretariat)

113 (urgence)

Infractions sexuelles Police Grand-Ducale

Section protection de la Jeunesse (4997 6130)

Full text of '**Maltraitance de mineur, Procédures à suivre par les professionnels de l'Enfance et de la Jeunesse'**

available at:

<http://www.men.public.lu/fr/actualites/publications/themes-transversaux/droits-enfants/procedure-maltraitance/maltraitance-mineur/index.html>



# Volunteering?

How to complete the paperwork to register as a volunteer with the

International English-Speaking  
Community of the Parish of  
Luxembourg Notre Dame.

Dear \_\_\_\_\_,

**Many thanks for volunteering to help with the \_\_\_\_\_,  
Your input is much appreciated.**

**As a volunteer, you need to provide certain documents before taking up your role in our parish.**

1. The completed attached volunteer registration form
2. A copy of ID card or Passport
3. Luxembourg Casier Judiciaire Bulletin n°3
4. AND Luxembourg Casier Judiciaire Bulletin n°5 IF VOLUNTEERING WITH MINORS.
5. If you have NOT lived in Luxembourg for 5 years or more, we will require a police check from your last country of residency.
6. Names and contact details of two people who have known you for at least 2 years (not a member of your family)
7. Consent form to allow contact and to allow storage of the above listed details in accordance with current GDPR (data protection regulations)

**It is important that we receive these documents as soon as possible.  
Our Safeguarding policy requires that only volunteers who have submitted the forms and the required documents can be included in the next rotas/activities.**

**If you have any problems in fulfilling the requirements, please do not hesitate to contact the parish office or myself, Denise Blake.**

**Please find below, the Volunteer form and the GDPR consent form to be filled in and returned to the parish secretary, Nicola Hammond, or myself, in a sealed envelope marked "Safeguarding, CONFIDENTIAL."**

**The parish office address is:**

**32 rue des Capuchins, L1313, Luxembourg.**

**ALL DOCUMENTS SUBMITTED WILL REMAIN PRIVATE AND CONFIDENTIAL  
IN ACCORDANCE WITH GDPR.**



**How to get your POLICE CHECKS ‘Casier Judiciaire’ certificates from Luxembourg:**

*There are two possibilities. You may choose one of the following:*

**1. Go in person to the office, Service du Casier Judiciaire**

**Address:** Cité judiciaire - Plateau du Saint-Esprit  
Bâtiment BC – 1<sup>st</sup> floor  
L-2080 Luxembourg

**Opening hours:** Monday to Friday, excluding Bank holidays  
8.30 to 12.00 heure and 13.00 to 16.30 heure

**Tél. :** (+352) 47 59 81 – 346

**You must bring a passport or ID card.**

OR

**2. Apply for the certificate from myguichet.lu with your LuxTrust token or your LuxTrust Mobile account on your smartphone.**

 **Guichet.lu**

[guichet.lu](http://guichet.lu)

**They will email the certificate to you, usually within minutes. Occasionally it will take longer.**

**You may then download and print it.**

**To get a Police Check from another country, please contact that country directly.**

**If you have any further questions, on any of the above, please feel free to get in touch with the parish office or myself.**

The INTERNATIONAL ENGLISH- SPEAKING COMMUNITY OF THE  
PARISH OF LUXEMBOURG NOTRE DAME



**Volunteer's Registration Form**

PLEASE COMPLETE IN BLOCK CAPITALS

**FIRST NAME**

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**SURNAME**

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**ADDRESS**


**PREVIOUS ADDRESS if less than 5 years in present address.**


**MOBILE TELEPHONE NUMBER**

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**EMAIL ADDRESS**

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**DATE OF BIRTH**

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**PLACE OF BIRTH**

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**NATIONALITY**

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**NAME OF NEXT OF KIN**

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**MOBILE TELEPHONE NUMBER (IN CASE OF EMERGENCY)**

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**NAMES OF TWO PEOPLE WHO HAVE KNOWN YOU FOR MORE THAN TWO YEARS AND THEIR PHONE NUMBERS**


**VOLUNTEERING ROLE IN THE PARISH**

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**START DATE**

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# International English-Speaking Community of the Parish of Luxembourg Notre Dame and GDPR

Dear parishioner,

The protection of your personal data is very important to the International English-speaking Catholic Community and the Luxembourg Parish of Notre Dame, of which we are part. We are taking every possible step to conform with the new European legislation on data protection which came into force 25 May 2018. We therefore need your consent on how we contact you and also to retain your data.

You can contact us at the parish office at 32 rue des Capuchins, L-2013 Luxembourg for further information.

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## Data consent:

I consent to the .....Activity Team leaders / English-speaking Parish Office contacting me in connection with the programme/activity

by email at the following address: and / or

.....

by post at the following address: .....

.....

I consent to my data being stored by and shared with the International English-Speaking Catholic Community Luxembourg Parish of Notre Dame Office for the purposes of

..... Activity.

Signed ..... Name .....

Date .....

The information you have provided will be treated in the strictest confidence.

- You may change or withdraw your consent at any time by contacting the English-speaking parish office at [parish@catholic.lu](mailto:parish@catholic.lu)
- You may request incorrect information to be rectified.
- You may request that your data is erased (other than where it is required by law).

## Document checklist

(TO BE RECEIVED BEFORE VOLOUNTEERING BEGINS)

1. This completed volunteer registration form.
2. A copy of ID card or Passport
3. Luxembourg Casier Judiciaire Bulletin n°3
4. AND -Luxembourg Casier Judiciaire Bulletin n°5 if volunteering with minors.
5. If you have NOT lived in Luxembourg for 5 years or more, we will require a Police check from your last country of residency.
6. Names and contact details of two people who have known you for at least 2 years (not a member of your family)
7. Consent form to store the above details in accordance with GDPR.