

Working with Children and Young People

✔ Do's and Don'ts ✘



Do

- ✔ Discuss any concerns with your Line Manager.
- ✔ Have emergency contact details for Parents/Legal Guardians.
- ✔ Take a professional approach to your work.
- ✔ Show understanding when dealing with sensitive issues.
- ✔ Ensure confidentiality when dealing with children and young people's information.
- ✔ Respect the sexual and personal boundaries of others.
- ✔ Inform Children and Young People that you work with how to make a complaint in IWA.

Please see **Customer Care Section** on www.iwa.ie



Don't

- ✘ Promise a child that you will keep a secret. You may need to get help.
- ✘ Ignore any concerns that come to your attention.
- ✘ Engage in horseplay or inappropriate physical contact.
- ✘ Show favouritism to anyone.
- ✘ Spend excessive amount of time alone with a child unless this is an agreed aspect of the service that has written parental/guardian consent and is agreed with your line manager.
- ✘ Make suggestive remarks or comments, even in jest.
- ✘ Give lifts to children and young people in your car unless it is agreed in writing or unavoidable.



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Summary Guide

IWA Code for Working with Children and Young People



IWA Code for Working with Children and Young People

Children and young people's experiences should be guided by what is best for them. Everyone should at all times, show respect and understanding for children and young people's rights, safety and welfare. Employees and Volunteers must conduct themselves in a way that reflects the principles of Irish Wheelchair Association.

This Summary Guide does not replace the IWA Code for Working with Children and Young People. It is a summary of the key issues contained in the main Code.

The main code is available at your local IWA Office or on the IWA SharePoint site.

Key Principles of Good Practice

- 1** All children and young people should be treated in an equitable, fair manner regardless of age, ability, gender, religion, social and ethnic background or political persuasion.


- 2** All activities/services should be conducted in an atmosphere of fair play and safety for all.


- 3** Particular situations of risk such as day trips or holidays should be well planned, staffed and supported. Please see Sections 11 and 12 of the Code Document for specific guidance.


- 4** It is not permitted for IWA employees or volunteers to be smoking or vaping with or in front of children and young people when they are in their care.


- 5** It is essential that there is an adequate adult to child ratio. This will depend on the nature of the activity/service, the age and requirements of the participants. Refer to Section 5 of the Code Document for guidance.



- 6** Telling jokes of a sexual nature in the presence of children and young people is never acceptable.
- 7** Verbal abuse of children and young people is not permitted under any circumstances.
- 8** All personnel working on behalf of IWA should not engage in or tolerate any behaviour be it verbal, psychological or physical that could be bullying or abusive in nature.
- 9** Maintain professional boundaries in your work. Do not engage with children or young people you work with on your personal social media profiles. Refer to IWA Policy for guidance re use of social media.
- 10** All concerns regarding the protection and welfare of children and young people should be reported in line with IWA policy.



11 The welfare of children/young people is of paramount importance.

Guidelines for Personal Care

All personal care provided to children and young people must be identified, well planned out and documented before the service/activity is provided. It is important to ensure that a safe environment is created to protect everyone involved.

- Parents/guardians must give permission in writing for all supports to be carried out.
- Respect the privacy and dignity of every child and young person.
- Children and young people may prefer to be assisted by an employee/volunteer of the same gender so this desire should not be overlooked and should be respected where safe and practical.
- Any necessary physical contact should be carried out with permission and understanding; in response to the requirements of the child/young person and not the adult.
- Avoid doing something that a child/young person can do for themselves.
- All personnel should only carry out supports for which they are trained. If however you have an emergency situation and you need to assist a child/young person with a support that you have not been trained to do and you have no alternative, always report any incidents to your line manager.
- Try to ensure that your actions cannot be misunderstood or cause offence.