



FERRANDO SPEECH AND HEARING CENTRE
(Early Intervention, Education, Rehabilitation and Man Power Development
for the Deaf)
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The Ferrando Speech and Hearing Centre an Institution Belonging to the congregation of the Missionary Sisters of Mary Help of Christians helping children takes the view that any form of violence against children is unacceptable. Whatever the type of violence used - physical, sexual, and psychological or violence due to negligence – only a clear and consistent policy framework can prevent and fight against such forms of abuse.

In all of our projects, we are committed to ensuring that each child enjoys the benefit of a protective environment in which their rights are respected. This is why we update our rules relating to children's rights on a regular basis, integrating the highest requirements according to international standards and current best practices. It is with this in mind that we have written the «Child Safeguarding Policy » which we wish to see applied to all of our organisation's activities.

This document is the outcome of a long period of consultation with relevant groups. Collaborators at the head office and field delegations, child protection specialists and partners from civil society have all played a role in developing this Child Safeguarding Policy.

Therefore, particular attention is given, for example, to hiring new staff, inclusion of social media and new reporting and communication tools. An annual plan of action reflecting safeguarding measures within the delegations ensures that the system is implemented properly.

We are aware that the risk of harming children's integrity is very real and this is why we are committed to widely promoting our Child Safeguarding Policy, not only internally but also with partner organisations that represent children and with whom we operate. In case of abuse or suspected abuse, our fundamental principle calls for an immediate and professional response that respects the legislation in force.

The current Child Safeguarding Policy contains a new code of conduct to be signed by all Ferrando Speech and Hearing Centre collaborators (employees, temporary employees or volunteers).

We firmly believe that the systematic use of this Policy is the best way to ensure that all children receive the necessary protection to which they are entitled.

Director
Ferrando Speech and Hearing Centre

Child Safeguarding Policy Draft

Introduction

Welcome to the Child Safeguarding Policy and its procedures, which apply to all operations and activities conducted by, or on behalf of, the Ferrando Speech and Hearing Centre in our work in India.

The policy reaffirms and strengthens our commitment as an organisation towards keeping children safe and protecting them from all forms of harm and abuse. This is an issue of critical importance for FSHC and we see that the protection of children, the promotion of their wellbeing and upholding children's rights as the foundation of our work.

Purpose of Child Safeguarding Policy

The aim of the policy and procedures is to regulate how we work as an organisation so that the children with which we come into contact (either directly or indirectly) are safeguarded and have their wellbeing promoted, and that our actions, while implementing programmes or institutional activities, do not cause any harm to children.

While the Safeguarding Policy aims to be comprehensive, given the diverse range of settings and operations carried out by FSHC, it is likely that there may be circumstances which are not covered or where there is a question about the application of the policy and procedures. In such situations, the Management in Barapani (email to :) should be contacted for further advice.

Definition of Safeguarding

Child Safeguarding is the responsibility that organisations have to make sure their staff, operations, and programmes do no harm to children, that is that they do not expose children to the risk of harm and abuse, and that any concerns the organisation has about children's safety within the communities in which they work, are reported to the appropriate authorities"

(Keeping Children Safe Coalition – www.keepingchildrensafe.org.uk)

This includes both preventative actions to minimise the chances of harm occurring, and responsive actions to ensure that incidents which may happen are appropriately handled. Safeguarding implies a wider duty of care towards children rather than just upholding their right to protection (as defined in the UN Convention on the Rights of the Child, 1989) – but it is primarily concerned with harm and wellbeing, rather than with the promotion and protection of child rights generally.

Principles underpinning our Safeguarding Policy

Our Safeguarding Policy is based upon a number of principles and beliefs, including:

- All children have equal rights to protection and to have their wellbeing and participation promoted.
- All actions regarding child safeguarding must be taken in the best interest of children. This includes an understanding that in all our

programmes and activities we must ensure that we respect children's rights and do not cause harm.

- Everybody has a responsibility for safeguarding. This policy is mandatory for all those who work for or on behalf of FSHC, including staff, volunteers and partners. Although training, advice and support will be provided, everyone should actively participate so that they can carry out their responsibilities towards safeguarding children.
- We work in a transparent and open way where child safeguarding is made a priority, recognising that situations of abuse and harm are able to flourish when staff, volunteers, partners, children, families and community members do not feel able to raise their concerns.
- All reports of concern regarding the safety and protection of a child will be taken seriously. Where necessary, appropriate steps will be taken to protect the child and to take action against the alleged perpetrator. This may include referrals to law enforcement and child protection agencies. In relation to allegations against staff, volunteers and partners, action may also include the suspension or termination of engagement or any type of cooperation.
- No single organisation is able to safeguard children by working in isolation, and therefore we will work with other organisations, agencies (such as state departments and ministries with a mandate to protect children) and groups as necessary and appropriate.
- We maintain confidentiality and do not disclose personal details of those involved in child protection concerns, including the names of those raising concerns unless it is necessary to pass on information to ensure that a child is protected (for example where a child may need specialist services or where a criminal offence may have been committed)
- We raise awareness and influence others on the importance of safeguarding children, using our policy and procedures as a way of both highlighting our commitment and also of explaining our values. We will share our policy and procedures with others, and be open to feedback regarding its application and relevance.
- We work within the framework of international and national laws and policies regarding safeguarding.
- There is no one specific way of safeguarding children and promoting their rights. Solutions to protecting children need to reflect the culture and operating environment and the nature of activities being undertaken. However, culture can never be used as an excuse for abuse.

CHILD PROTECTION: POLICY AND PROCEDURES

I. Policy Statement of Missionary Sisters of Mary Help of Christians.

It is of paramount concern to the congregation of Missionary Sisters Of Mary Help Of Christians that in our educational institutions we become for the young signs and bearers of God's love. Therefore it is important that all those who are involved in the work of education, in our Educational institutions, including the Management, Staff, Volunteers and other Visiting Faculties, support the rights of children to ensure that a safe environment that promotes learning and growth in an atmosphere of spontaneity and freedom, is maintained. As the MSMHC schools are committed to protecting the rights and dignity of children and young persons, it will always ensure that:

- Every concern or allegation of abuse of children in the campus is

examined promptly and verified credibly.

- We the MSMHC comply with the civil and ecclesiastical laws in dealing with the cases of abuse of children.
- The victim is accompanied with maximum empathy and provided with necessary assistance and counselling.
- A safe environment of child friendly curriculum is planned and preventive and protective systems and process are in place.
- Measures are taken to create awareness in order to sensitise children about acts of abuse and indecent behaviour towards the young and what should be their response to keep themselves safe.
- Efforts are made to create awareness among all stakeholders on issues regarding abuse of children and what precautionary measures are to be taken to foresee and foretell any incidents of abuse.
- Every child receives maximum respect and is treated with dignity as a precious child of God created in God's own image and likeness and allowed to grow and develop his/her full potential as planned by God.
- Every child is provided with equal opportunity not only to pursue academic excellence but also given the opportunity to grow up in an institutional climate safely, freely and with mutual respect and affection.
- Every genuine concern of the parents/ guardians regarding the safety and wellbeing of their child/ ward is addressed promptly and sympathetically.

This policy and procedures clearly reflect the MSMHC determination and commitment to prevent any type of abuse of children and ensure a safe, happy, serene and protected environment for every child to grow up as persons of character, conviction and competence as upright citizens. It is the aim of the MSMHC to reach out with love and concern to every child in need and allow each child to blossom in life through an education imparted with utmost dedication and commitment.

II. Why a Child Protection Policy?

Catholic Church seeks to communicate the love and compassion of Jesus Christ to all people in a variety of ways viz. through education, health care, social service etc. Through our dedicated service in the field of education, following the example of Jesus the Good Shepherd, we commit ourselves to caring for the needs of the young and empower them to achieve their full potential so that they may live life to the full. We believe that each child is a gift from God born with inherent dignity and right to respect. Protecting every young person entrusted to our care is not only our duty and responsibility but also our priority. This Child Protection Policy is our loving commitment to respect the rights of every child and to contribute to the welfare, protection and empowerment of each child. By spelling out these policy matters, we know we are applying, interpreting and implementing in our educational activities and in our institutions, the laws enacted in our country (POCSO 2012) for safeguarding the children and promoting their rights. Thus by creating awareness and providing education, we seek to intervene and

prevent any abuse and at the same time make valuable contribution and cooperate with the Government and concerned citizens in extending utmost care to safeguard the children under our care.

III. What is a Child Protection Policy?

A Child Protection Policy spells out an organization's commitment to protect children from abuse, exploitation and neglect. For this certain guidelines and regulations are drawn up as to the way an organization conduct its activities and points out the way its staff are expected to behave. The Child Protection Policy is translated into action through such procedures that provide safe and conducive environment for the children and those working for the, through a code of conduct. It also creates awareness of the issues and its long standing effect on the affected child, family and institution. A Child Protection Policy also considers the institutional and legal predicaments of the perpetrator, proposes the necessary guidelines as to what preventive measures to be taken, what infrastructural requirements should be in place, what organizational setup should be established, how and to whom to report suspected or actual abuse cases and what enquiry mechanisms to be followed and what consequential penalty/ action to be initiated.

IV. Child Abuse in India

Child abuse is a Violation of Human Rights. A child is any person below the age of 18. In the Indian context, acceptance of child rights is fairly recent phenomenon. While certain types of child abuse (such as physical abuse, sexual abuse, emotional abuse and psychological abuse) and neglect issues are found in almost all countries, there are many issues which are prevalent only in certain regions of the world. For instance, in Asia where population density is high, incidents of child labour and child sexual exploitation are very high. The World Health Organisation has estimated that globally 150 million girls and 73 million boys under 18 experienced forced sexual intercourse or other forms of sexual violence involving physical contact. The 'Study on Child abuse in India 2007' conducted by the Ministry of Women and Child Development acknowledged that the scale of child abuse taking place in schools is alarmingly high. According to this study, two out of every three children have been physically abused; 65% of school-going children reported facing corporal punishment; 53.22% children reported having faced one or more forms of sexual abuse. Every second child reported facing emotional abuse.

Steps taken by the Government of India: Various Acts have been enacted by the Government of India to protect children from various types of abuse. Notable are 'The Child Labour Prohibition and Regulation Act 1886' and 'The Juvenile Justice (Care and Protection of Children) Act 2000 and the same Act amended in 2006. The Protection of Children from Sexual Offences Act, 2012, is a landmark legislation, drafted to strengthen the legal provisions for the protection of children from sexual abuse and exploitation. For the first time, a special law has been passed to address the issue of sexual offences against children in India. The Act takes into account sexual assault and sexual harassment and provides for Special Court, Public Prosecutor and speedy trials.

V. What is child abuse?

Any direct or indirect harm done to children intentionally or unintentionally, that damages the prospects of safe and healthy development of children into adulthood by individuals, institutions or processes through commission or omission would be considered abuse. It is violation of a person's right to bodily integrity and respect. Child abuse also refers to any act, or word which debases, degrades or demeans the intrinsic worth and dignity of a child as a human being.

According to the World Health Organization, "Child abuse or maltreatment constitute all forms of physical and/ or emotional ill-treatment, sexual abuse and sexual exploitation, neglect or negligent treatment, commercial or other exploitation of a child and any action resulting in actual or potential harm to a child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power."

VI. Types of abuse

Child abuse can be categorised into different types as defined by the Supreme Court or as referred to in POCSO 2012.

1. Physical Abuse

As defined by the Ministry of Women and Child Welfare, in its study on Child Abuse, physical abuse is "inflicting of physical injury upon a child. This may include slapping, hitting, punching, shaking, kicking, beating or otherwise harming a child in any way physically even when the parent or caretaker may not have intended to harm the child. It may, even be the result of over disciplining or physical punishment that is inappropriate to the child's age. In fact any type of corporal punishment is physical abuse.

2. Emotional Abuse

Any type of persistent emotional ill-treatment of a person, so as to cause severe and persistent adverse effect on one's emotional development, would be emotional abuse. 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. This may be expressed verbally or non-verbally or via electronic or written communication or any other form.

Emotional abuse includes verbal abuse, mental abuse, and psychological maltreatment. This can include parents/caretakers using extreme and/ or bizarre forms of punishments, such as confinement in a closet or dark room or being tied to a chair for a long period of time or threatening or terrorizing a child. Less severe acts but no less damaging, are belittling or refusing treatment, using derogatory terms to describe the child, habitual tendency to blame the child or making him/her a scapegoat.

3. Sexual Abuse

Sexual abuse of a child, according to American Psychological Association, is the dominant position of an adult that allows him or her to force or coerce a child into

sexual activity. Child sexual abuse is not solely restricted to physical contact; such abuse could include noncontact abuse, such as exposure, voyeurism, and child pornography.

According to 'Child Abuse: India 2007', Sexual abuse is inappropriate sexual behaviour with a child. It includes fondling a child's genitals, making the child fondle the adult's genitals, intercourse, incest, rape, sodomy, exhibitionism and sexual exploitation. To be considered "child abuse, these acts have to be committed by a person responsible for the care of a child (for example: a baby sitter, a parent, a day care provider, teacher) or related to the child. When these acts are committed by a stranger it is considered as sexual assault.

4. Verbal Abuse

Any kind of irresponsible use of words that hurt or belittle children would be considered verbal abuse. It refers to the use of words by parent or caregiver that can break hearts, devastate, wound, ruin reputation and destroy relationships. Any use of slang or words like stupid, idiot, ugly, fatso, moron, sissy etc. that leaves a lasting emotional wound in a child or hurts the sensitivity of a child would be a verbal abuse.

5. Neglect

Neglect is the persistent failure or deliberate denial by a parent or caregiver to provide a child with the necessities for its good health and development. Child neglect is abandonment of a child by parent, institution or guardian. It is depriving the child of care by not providing appropriate and necessary food, shelter, clothing, medical care and supervision. Child neglect is an act of omission or commission leading to denial of a child's basic needs. Educational neglect includes failure to provide appropriate schooling or special educational needs. Whereas not providing emotional support and love to a child would be psychological neglect.

6. Exploitation

Child exploitation is using a child unfairly for one's advantage. When someone grooms and controls a child for sexual purpose, it is exploitation. This involves befriending; gaining their trust, giving them drugs, alcohol or gifts and asking them perform sexual acts as a favour or in exchange for something. Grooming children online for the purpose of sexually abusing them would also be exploitation. This would involve adult befriending children through online chats, social networks, e-mail, texting etc. to gain their trusts and stalking their online activities in view of sexual involvement or any personal gain or advantage.

VII. General guidelines for the Governing Body

1. Governing Body will diligently supervise and manage their institutions to eliminate and prevent all risks of child abuse and exploitation.
2. All Institutions of the Province shall maintain an open culture where staff, children, parents or guardians feel comfortable to express concerns about child protection issues and issues of dealing with children and the concerns will be taken seriously and treated sensitively.
3. Any allegation of child abuse must be reported to the Director/ Superior/ Principal/Child Protection Officer of the institution.

4. The Institution will stand by the victims of child abuse and respond to the child abuse report immediately and shall monitor internal and external compliance with the child protection policy.
5. As prescribed by law, the institutions will fully cooperate with legal authorities in case of any allegation of child abuse against anyone working in the institutions and will support any ensuing investigation by any recognized authority.
6. When a staff member in the institutions is alleged to have abused children, the institution will supervise the individual concerned and may offer remedial care, but in its commitment to protect children, it will set boundaries for that person which may include suspension and separation from children and eventually also termination of services if needed.
7. False allegations could be there, however, if children indicate that they are being abused, or information is obtained that a child is being abused, there is no question of ignoring the matter and the burden of proof falls on the accused.
8. The Institution shall take appropriate disciplinary or legal action against anyone who may make false and malicious accusations of child abuse.
9. No Institution will stand responsible for any preserve actions of any individual employed, accommodated, endorsed or admitted in to the Diocese/ Institution.
10. A proper balance is to be maintained between protecting children and respecting the needs and rights of those adults caring for the children. However the welfare of the children will take precedence.
11. While dealing especially with sexual abuse of a child, due consideration must be given to the criminal dimension of the abusive act and consequent affirmative action must be taken as it is the statutory duty of the civil authorities, not individuals and organizations to investigate reports of child sexual abuse.
12. The 1 Child Protection Committee has ultimate responsibility for the child protection policy and procedures within the institution. He/ She will oversee the drawing up, review and implementation of the "Child Protection Policy" within the diocese/ province and organize training, appoint members to the diocesan/ provincial Child Protection Committee and ensure the safety of children in the institutions and deal with all allegations of child abuse in conjunction with civil authorities.

VIII. General Guidelines for Institutions

1. Every institution undertakes to protect children from all forms of abuse and exploitation and to take all appropriate measures to prevent any abuse or exploitation.
2. Institutions will provide a welcoming atmosphere where parents/ Guardians, students and staff feel comfortable to express concerns about child protection issues.
3. Institutions will take an attitude of zero tolerance towards child abuse and initiate strict action which may include filing criminal complaints and termination of service of anyone suspected of child abuse or inappropriate

behaviour. In accordance with the guidelines given by POCSO 2012, the institution will initiate appropriate action against any staff who has misbehaved with a child or has been involved in child abuse.

4. All records of the children in the institution and their families along with all information regarding their status and all reports will be maintained by the institution in strict confidentiality.
5. The institution will see that children who are victims are cared for by professionals and by responsible persons who have the ability to give proper care.
6. The institution will ensure that the building and infrastructure is child friendly and all preventive measures taken through proper supervision, careful selection of staff, putting in place the Child Protection Policy and the Child Protection Committee (Commission for Professional Standards)
7. All categories of staff of the Institutions will be recruited only on fulfilling all recruitment processes and after a well conducted interview by a team of interviewers from the Governing Body and after seeking the reference about the character quality of the individual concerned from at least two persons (previous employers) who are named by the candidate in his/ her application.

IX. General Guidelines for Staff of the Institutions

1. All Staff appointed to work in an institution should be properly recruited, appointed, trained, supervised and supported in their working with children. They should receive regular compulsory training on child protection issues and their obligations connected with this policy.
2. If any staff member comes to know about any child abuse issue in the institution, he/she is duty bound to report it to the head of the institution. As it is a mandatory requirement, failure to do so may result in disciplinary action.
3. All staff members will be required to sign a statement that they are aware of the content of the Child Protection Policy of the institution and would respect and abide by it and understand that disciplinary or penal action would be taken in case their behaviour is not in accordance with the policy.
4. Appropriate disciplinary action will be taken against any staff who inflicts corporal punishment on children. Children must not be disciplined through any form of violence.
5. Being aware of the fact that children are coming from a variety of backgrounds, and may use a relationship to obtain special attention, the staff must behave appropriately and be responsible for their interaction with children even in the face of children's provocative behaviour. Any staff behaving inappropriately with children, disregarding the Child Protection Policy of the institution will attract disciplinary action including dismissal if necessitated.

6. All staff members must be concerned about the perception and appearance in their dress, (Modest and appealing to students and not provocative, excess use of make ups, distracting ornaments, hair styles, and language, action and relationship with children (not using vulgar language, not consuming tobacco, liquor, pan, not using, Biri, Cigarettes etc.)
7. All staff members should cooperate fully and maintain total confidentiality in any investigation of concerns and allegations or enquiry regarding child abuse.

X. General Guidelines for Parents/ Guardians

1. Unannounced visit to children by parents/ guardians/others during school hours either to the school or to the boarding is not allowed except for medical or other emergency reasons. Any such visits should be reported to the Principal/the person in charge / the staff on duty, and will be allowed only after rigorous verification.
2. Prior permission is required from authorized persons for parents/ guardians/ friends for taking photographs or doing video recording of children or events and the use of it for any purpose other than academic purpose by the school.
3. The Parents/ guardians/ well-wishers of the institution must not disclose information of children and institution or make it available to the media or general public without explicit consent from the head of the institution. Parents/guardians are requested to support the institution in this task.
4. We work for the integral formation of the child and we firmly believe that our education and intervention will enable them to become more balanced and well integrated. The Catholic Schools of India respect the rights and freedom of each individual.
5. Parents/ guardians are requested to collaborate by persuading children to be disciplined, respectful, well-mannered and moderate in their use of social media and avoid any type of bullying and aggressive behaviour.
6. The MSMHC schools are committed to protecting children from all sorts of abuse and pledge to promote the well-being of children and their empowerment by faithful adherence to the Child Protection Policy. Parents/ Guardians are expected to cooperate in this regard.
7. Parents/ Guardians and family members should seek to be role models for their children through their life of integrity and discipline.

XI. Child Protection Committee (Commission for Professional Standards) In the Institution

FSHC will have a Child Protection Committee (Commission for Professional Standards) to deal with all alleged case of abuse of children or young person.

1. The Committee is made up of 3-5 competent persons consisting of a Child Protection Officer (appointed/ chosen from the staff), a psychologist (Student Counsellor), and two or three other members endowed with wisdom and prudence; one of whom should be a woman chosen from the staff or outside.

One of the above members will act as the Secretary and another as the Contact person.

2. The members of this committee are appointed for a term of three years renewable at the end of the term.
3. The function of this committee is to ensure proper investigation of child abuse cases, especially those of sexual nature involving children and young persons' so as to verify the guilt or innocence, to suggest penalties and provide advice etc. in keeping with the law enacted in our country.
4. This Committee will notify and keep the Provincial Child Protection Committee (Provincial Commission for Professional Standards) informed of the progress of investigation of all alleged child abuse cases and within a period of 90 days refer all findings to the Provincial Child Protection Committee and seek advice and guidance.

Powers and functions of the Officers of the Child Protection Committee of the Institutions:

A. Child Protection Officer (Coordinator)

The Child Protection Officer coordinates the task of protection envisaged by this policy in the institution and works in close collaboration with the Principal/ Head of the institution.

i) Skills:

He/ She should be a good listener

He/ She should have the ability to empathize, keep confidence

and be objective He/ She should be generally friendly and approachable

He/ She should be a person of great prudence, wisdom and ability to discern

ii) Scope:

He/ She assumes responsibility to ensure that the Child Protection Policy is adhered to He/ She ensure that any breach of the policy is promptly reported.

He/ She looks after the protection and safety of the children and young persons.

iii) Responsibilities:

1. He/ She reports any breach of the code of protective behaviour put in place in the institution.
2. He/ She is personally available and maintains a climate that encourages individuals in disclosing/ reporting any allegation of abusive behaviour especially of a sexual nature.
3. He/ She ensures the protection, immediate care and attention needed for all

such individuals involved in the reporting or witnessing of abusive behaviour.

4. He/ She maintains confidentiality of all sensitive reports of concern or allegations of abusive behaviour.
5. He/ She ensure the confidential and safe custody of all original handwritten notes signed and dated along with all typed/ printed reports.
6. After the initiation of the enquiry by the Provincial Child Protection Committee, when a child has to be interviewed, he/ she(the coordinator) will get someone professionally skilled to interview children, if such a person is not available in the Child Protection Committee. Special care is to be taken while interviewing children with intellectual /Physical / psychiatric disability.
7. He/ She (the coordinator) has the discretion to close the matter if there is no cooperation from the complainant or there is no sufficient reliable information and notify the same to the Provincial Child Protection Committee.

However it is to be carefully noted that the post of the Child Protection Officer (Coordinator) does not empower him/ her to report to legal authorities or to initiate any investigation in the name of the Diocesan/ Province level Child Protection Committee on his own without authorization by the Diocesan/ Provincial level Child Protection Committee.

B. Secretary

A secretary is appointed from among the members of the Child Protection Committee of the Institution and shall record the minutes of the meetings, its deliberations and decisions as well as other relevant matters or actions of the Committee.

C. Contact Person

One person is to be appointed as a Contact Person who on being informed of the complaint, will get in touch with and assure the complainant that the matter will be taken seriously and investigated in accordance with the procedures mentioned in the Child Protection Policy.

D. Duties of the Child Protection Committee of the Institution and Recording Procedures

1. The Child Protection Committee maintains a file on every case or matter it considers/ investigates. Each file shall contain a written report of investigation conducted, conclusions reached with stated reasons and a final written summary to be forwarded to the Provincial level Child Protection Committee (Commission for Professional Standards).
2. It ensures the safe keeping of all files and the availability of the same in future when required.
3. It treats as confidential all records, documents, information received from or reported by the members.
4. It directs the contact person to meet with the alleged victim for the purpose of filling in details required, providing information and inviting statements.

5. It ensures that the final directives from the Provincial Child Protection Committee is followed up and implemented.

XIII. Post abuse rehabilitation and remedial facilitation

Considering the fact that such victims are young and the trauma experienced can be long lasting and demoralizing to the victim and the family and can hamper the mental and physical well-being, certain remedial measures may be suggested to be initiated and extended by the Child Protection Committee's.

1. Counselling/ therapy for the victim at the expense of the institution, if required.
2. Contacting and facilitating such expert agencies.
3. Extension of counselling/ therapy to the victim's family.
4. Keeping regular contact with the victim and family.
5. Extension of medical facilities if needed.
6. Transfer of the victim to any other sister institution if desirable and acceptable.
7. Offering all moral support to the victim and family.

XIV. Preventive Measures

Prevention of any incident of abuse is the most desirable thing to do. Therefore every institution should try to create an atmosphere that promotes safety and protection of those entrusted to its care. So that they can gradually assume responsibility for their own growth as human beings and grow up emotionally sound and become persons of conviction and character. In this regard, the institutional responsibility also includes the creation of such an environment, that protects every person from any abusive incident, viz:

1. Ensuring that buildings are child friendly with adequate space, lighting, ventilation and structural design that facilitate healthy and effective supervision, as and when required surveillance equipment's may be installed.
2. Ensuring that sufficient space is provided for the children to give vent to their energy, develop their talents and learn the basics of social living and spiritual and holistic wellbeing through prayer, sports, music, dance, drama, academics, religious and moral instructions, etc.
3. Ensuring that the students are always supervised through the continuous and friendly educative presence of the educator.
4. Avoiding discrimination of any kind, based on age, gender, religion, status, caste, social background and sexual orientation.
5. Establishing such code of conduct and practice in the areas of safety, discipline and peer respect etc. which are aimed at creating a healthy environment and preventing harmful behaviour of any kind.
6. Providing information about the rights and duties of every individual in promoting the dignity of persons and space for privacy.
7. Developing printed / display material on the nature of abusive behaviour and

ensuring that the information is disseminated appropriately to all.

8. Keeping instructional material in public spaces of the Institution/ teaching the students so as to disseminate information about the procedures for reporting known or suspected cases of abuse.
9. Appointing a Child Protection Committee in every Institution with clearly defined role and responsibility for protecting children and encouraging an atmosphere of openness.
10. Establishing and ensuring that procedures for responding to alleged abuse are in place and acted upon.
11. Ensuring that the Child Protection Committee examines carefully every case of alleged abuse and evaluates all reports of abusive behaviour thus fulfilling its task responsibly.
12. Appointing staff only after proper selection procedures that will include interview by a proper team of persons from the Governing Body of the institution and after seeking reference from atleast two past employers or heads of educational institutions where he/she did higher education or functioned as faculty member.
13. Appointing staff members during recess or recreation time for floor/ staircase duty, playground supervision etc.
14. Surveillance equipment's may be installed at the entrance to the school, parking spaces, corridors, out of sight areas in the compound and other places required.
15. Senior students or class leaders can be made to assist in maintaining discipline and guide the other students to move in an orderly fashion so as to avoid accidents as well as indiscipline.
16. All class rooms, laboratories, library, offices, staff rooms etc. should have windows and doors with transparent glass, in order to promote supervision.
17. Teaching children to respect every human being for the genuine worth of the person to promote an attitude of reverence and appreciation of persons.

XV Code of Protective Behaviour (For the members of the staff)



CHILD SAFE GUARDING POLICY

The aim of the policy and procedures is to regulate how we work as an organization so that the children with which we come into contact (either directly or indirectly) are safe guarded and have their well being promoted, and that our actions, while implementing programmes or institutional activities, do not cause any harm to children.

As a staff member working Ferrando speech and hearing centre which is committed to the protection of children from all forms of abuse, I agree to abide by the following rules and regulations drawn up by the institution in this regard.

Accordingly I state that:

(i) I shall always ensure that:

1. I am open and not secretive about my activities associated with my service in the Institution.
2. I will interact with every child/ young person in a manner which demonstrates respect, dignity, integrity, empathy, understanding and patience.
3. I will always adopt socially appropriate adult behaviour towards children and young persons, which reflect the capacity to listen, understand and be respectful towards others.
4. There will be other professional adults to supervise me, whenever there is a sleep over a stay in a hotel/hostel during excursions or educational travels.
5. The doors of the room that I am using are always open or visual access is always maintained, when I am alone with a child or young person.
6. While being available to children in discharging my duty in the institution, I will maintain the professional boundaries of relationship with them.
7. Any physical touch will be in response to the need of a child and never of an inappropriate kind whatever be the apparent need.
8. I will respect any resistance to involvement from a child or young person, in any activity that is not part of the legitimate service of the institution.
9. My relationship with children will be prudently governed respecting the age and developmental stage of a child or young person.
10. I will never touch a child's or young person's buttocks, genitals or breast, unless I am a certified medical practitioner and only for performing a legitimate and necessary medical action.
11. I will respond to each child or young person as a unique creation of God, who has the right to determine his/her own future.

12. I will seek to establish a caring, protective and respectful relationship with each child or young person.
13. I will alert about the vulnerability of certain groups of children and young persons to being isolated, bullied or hurt.
14. I will give priority to extend care, safety and protection to every child or young person, through proper supervision while on duty or when necessary.
15. I will physically restrain a child or young person only when there exists a danger to the individual or to other individuals in the area.
16. I will announce myself if legitimate business of the Institution, requires me to enter any area of privacy for children or young persons, before entering.
17. I will maintain conditional confidentiality about information known to me about a child or young person.
18. I will interact with a child or young person, professionally in my official capacity, on the internet and social networking sites or while phoning or texting.
19. I will comply with the principles and standards of Indian and international child protection policies, labour laws and conventions.
20. I will be vigilant and attentive to any harm towards children and young people and shall immediately report any concern I have of the same to the Child Protection Officer, of my Institution.
21. However, sometimes when it may be necessary to conduct physical checks of the students in the institution for cell phones and other contraband materials, I will do it only when asked for or with permission and following all norms of touching (avoiding those areas of the body restricted to touch).
22. I will comply with all the procedures of the "MSMHC Child Protection and Procedures" implemented in the institution.
23. I will refer all media queries to the spokesperson designated for the task, and give no other comments.
24. I will speak up on any genuine case of abusive behaviour to the proper persons concerned viz. to the Head of the Institution/Child Protection Officer of the Institution (Coordinator) no matter what, but without gossip mongering.
25. I will comply with the dress code prescribed in the institution while on duty and if there is no specified dress code, I will always come modestly and neatly dressed.

(ii) I Shall Always Avoid:

1. Engaging in behaviour that is intended to shame, humiliate, belittle or degrade especially children and young persons and the institution.
2. Using inappropriate, offensive, discriminatory, vulgar or abusive language when speaking especially with children or young people.
3. Swearing in the presence of children or young persons to prove my point of view.

4. Doing things of personal nature that a child or young person can do by himself/herself, such as assistance at the toilet or changing clothes.
5. Entering any area of privacy for children or young people, unless legitimate business of the institution or any accident requires me to.
6. Taking children or young people that I am professionally engaged with, to my own home/hotel, or sleeping in the same room or bed with any of them.
7. Slapping, hitting or physically assaulting a child or young person.
8. Having recourse to or using disciplinary means, which are physically or emotionally derogatory to a child or young person.
9. Engaging in any sexual conversation or discussing sexual activities, unless part of a legitimate lesson and discussion approved for teaching sexuality or biology related issues.
10. Indulging in any manner of activities that are, or could be interpreted to be, aimed at any type of sexual relationship with a child or young person.
11. Developing a sexual relationship or one that may be deemed exploitative or abusive in nature with the children or young people
12. Indulging in behaviour with children or young people, that leads to close physical contact, unless it is an unavoidable part of a structured sports activity or outdoor games.
13. Performing medical/physical examinations of children or young persons, unless it is my legitimate professional duty or a medical emergency.
14. Showing sexually oriented or inappropriate printed or digitalized material, such as magazines, videos, films, MMS etc. to children or young people or having them on the premises of the Institution or in my possession when involved in an activity in the Institution or outside of it.
15. Behaving provocatively or inappropriately with a child or young person.
16. Exposing areas of my body considered private, in an inappropriate manner in the presence of children or young people.
17. Condoning or participating in behaviour of children or young persons that is illegal, unsafe or abusive.
18. Acting in a manner that shows unfair and differential treatment of particular children or young persons.
19. Taking photographs or video recording of children or young persons, without their consent and that of their parents or guardians.
20. Holding, kissing, cuddling or touching a child or young person in an appropriate, unnecessary or culturally insensitive way.
21. Seeking to make contact and spend private time with any child or young person even for teaching/ coaching etc., outside the legitimate time allotted for that purpose, except with express consent of the head of the institution and the parents.
22. Interacting with children or young persons I am professionally involved with, over the internet or on the social media on a regular basis.
23. Using any officially or individually owned computer, mobile phone, video or still camera inappropriately, or accessing of websites that are illegal or have inappropriate content for the purpose of exploiting or harassing children or young persons.
24. Hiring minors as domestic labour or cooperating with others to hire minors as domestic labour.
25. Transporting children or young persons, without the permission of their parents or legal guardian, except when directed by the head of the institution or his/her delegate in the event of an emergency or academic or sports related

- activity with proper accompanying documentation.
26. Using, possessing or being under the influence of illegal drugs or alcohol or tobacco products when in the presence of or while supervising children or young persons.
 27. Supplying alcohol or illegal drugs or tobacco products to children or young persons.
 28. Discriminating against a child or young person on the basis of their race, colour, gender, sexual orientation, language, status, ethnicity, nationality, cast, religion etc.
 29. Receiving personal gifts/money/services from individuals partaking of the services of/ for or connected with the Institution, or as a condition for any service asked for because of any connection with the institution.
 30. Using negative enforcement strategies with children or young people, such as physical punishment, derogatory or offensive comments, labelling, belittling, teasing, social exclusion, unequal competition or unequal comparisons or setting them up in situations to cause conflict among children.
 31. Any act that can be constructed to be a form of what is commonly referred to as 'ragging' or nagging behaviour towards children.
 32. Neglecting to take action when a child or young person is in real need.
 33. Letting false allegations made by a child or young person or about a child or young person, go unchallenged.
 34. being negligent by not speaking up for the rights of any person, especially children and youth who are being abused in any way.
 35. Making any report that is aimed at 'getting' even or 'fixing' another individual and which can be termed as frivolous or vexatious in nature.

Signature Name of the Teacher

Name of the School

Date

XVI. A note on Responsible use of Cyber Technology

Cyber technology has provided access to vast resources of information and entertainment and the opportunity to communicate with people on a global level. Social networking sites such as MySpace, Facebook, WhatsApp, Twitter Online Chat Rooms and Instant Messaging allow individuals to connect with other users from around the world. The students use the internet facility on campus under the direct supervision of the teaching faculty.

However when children and young persons and adults do not feel connected and experience isolation and loneliness, their vulnerability may be heightened and they may be at risk of finding on- line contacts ready to exploit their loneliness and vulnerability. Social networking can become in such cases substitute for healthy social interaction.

We need to recognize that cyber technology, useful as it is, has its share of dangers and risks. Cyber Technology is being used increasingly to disseminate both adult and child pornography. Images transmitted across the internet, once downloaded/ uploaded can be subsequently misused beyond one's knowledge or control. Misuse of electronic media can cause considerable harm and may indeed constitute a criminal offence.

Those persons working with children and young people have the responsibility to protect children and young people conscious of their educative role in the context of any cyber communication with children and young persons.

All personnel in our Institution are expected to use cyber communication responsibly. Internet child pornography is not a victimless offence. A person who views child pornography is tacitly supporting the sexual exploitation of children and is involved in criminal activity. To safeguard integrity and to preserve clarity of professional boundaries, all personnel are to use electronic and print media responsibly.

XVII. A Note on Bullying

What is Bullying? It is wilful, conscious behaviour intended to hurt another person, either physically or emotionally through words or deeds. If the bullying tendency or attitude is not checked in time, it will develop into an interest toward ragging later on.

Bullying may take many forms and can include:

1. Picking on others, gossiping, defaming
2. Making hurtful and racist comments.
3. Any form of physical violence such as hitting, pushing or spitting.
4. Making suggestive comments/gestures or other forms of sexual overtones.
5. Forcing others to act against their will.
6. Verbal threat of aggression against the person, property or possessions.
7. Using words of actions that put-down or belittle others' abilities and achievements.
8. Using offensive names, teasing or spreading rumours about others or their families.
9. Act of vandalism or violence.
10. Bragging about self while belittling others.

Bullying is serious issue

Bullying is not acceptable. Do not tolerate bullying. It must be reported. A tradition of silence is a barrier to be broken down. As a student of a Catholic School, it is not only your right, but your responsibility to report bullying, whether it happens to you or to someone else.

Who are the Bullies?

Anyone can be a bully. We all have the capacity and, occasionally, the inclination to hurt others. Any person who aims in some way to hurt someone else by causing either physical or emotional pain is a bully. Some bullies do the hurting themselves, some are ringleaders and some are members of a group. Others unintentionally encourage bullies by being passive onlookers when bullying occurs- they fail to intervene or report instances of bullying. Often bullies justify their behaviour by saying they were only teasing another or having fun. If the person being teased does not like it, or want it, and yet others persist with it, then it is clear case of bullying. It is cruel and unfair behaviour.

Why Bullying cannot be tolerated

As caring and concerned members of the family, institution and society we:

1. Expect discipline and high standard of behaviour at all times.
2. Are committed to striving to provide a safe and caring environment for everyone, where the right of every person to be free from all forms of bullying is respected.
3. Encourage and positively reinforce behaviour which is courteous and considerate.
4. Have a policy for detecting, preventing and dealing with bullying.
5. Educate our students about issues related to bullying behaviour.
6. Offer support to all students through our compassionate attitude and caring outlook as educators and enable the students to grow up the same way.

What can you do if you are a witness to Bullying?

There is a risk that you can become a victim, or be labelled, but we need to work together if we are to be effective.

1. You should be first of all caring enough to want to do something.
2. If possible, you could intervene as bullying occurs by simply persuading him/her to stop it. This is very much possible if you have some influence over the bully. Eg. you are older, a friend, a prefect, or a team captain etc.
3. If you cannot act immediately, it is helpful to report the incident to your Supervisor/ teacher in charge or head of the institution as soon as you can. You may need to establish that you want privacy and confidentiality. Alternatively you may wish to make an anonymous report of the incident of bullying in order to prevent it for the future.
4. You can offer support and be friend to the victim. Encourage the victim to get help through staff, family, school prefect or school authorities.

What can you do if you are bullied?

As the victim, you are who should take action most strongly but carefully.

1. Try not to retaliate by becoming a physical or verbal bully yourself.
2. Try to ignore the bullying. If you show that you are not upset, the bully may stop.
3. Tell the bully politely to stop it.
4. Laugh it off, use humour.
5. Don't be afraid to talk about it with your friends or family or school authorities.
6. Leave the area and go directly to a responsible adult.
7. Talk to some of the other students at school or the student prefect. They may help you to decide how to handle the situation.
8. Establish a friendship network.
9. Be smart about avoiding high risk places and times.

There are many adults at school who want to help you too; perhaps you could talk to your teacher, the Counsellor, Supervisor or the Principle. They can help you decide how to handle the situation and they can take action.

Consequences

There must be clear consequences for bullying and, if a student is found to be bullying, then he/she could expect some of the following responses or sanctions

1. Written records being kept in the student's file
2. Stern warnings accompanied by a formal letter to the student and parents
3. Legal action as per the requirements of law and court directives
4. Consultation with parents
5. Reparations for any damages caused
6. Detentions and community service
7. Referral to the Deputy Head teacher/ or the Head of the Institution
8. Counselling and behaviour modification programmes
9. Exclusion from privileges
10. Suspension from school, resuming only on the condition that a formal contract is signed undertaking to cease all bullying behaviour
11. Expulsion when repeated corrective measures prove to be futile.

Those who bully or harass others are themselves in need of help. It is in fact a cry for attention and help. Help could be given by way of assistance with behaviour modification strategies, counselling and by providing clear directions and demarcating definite and clear boundaries.

XVIII. A Note on the role of Parents

As parents you are the most influential models for your children. Through your own life and example teach your children to acquire the qualities of the heart like gentleness, kindness and compassion.

Show interest:

1. In what your child does at school.
2. In your child's academic, social, sporting and cultural life.
3. In outdoor sports and active games rather than just watching Television or playing electronic games or cell phone based activities.

Build a welcoming and tolerant home environment:

- Encouraging your child to bring friends home.
- Accept and appreciate differences in others.
- Speak well of others in front of your children.
- Avoid negative talks about relatives, school and people in general.
- Talk positively about people of other religions, cultures and countries

Enhance your children's self-esteem:

- Value your children for who they are
- Promote the sense of God and ensure some moments of prayer at home
- Be positive in the things you say and do
- Nurture your child's positive qualities
- Show appreciation for even small achievements
- Teach and practice rules of social etiquette
- Treat and talk to each other with utmost respect
- Promote mental hygiene, cleanliness and order and respect for the things of others

Discuss social, community and relationship issues openly:

- Discuss the School's expectations about behaviour
- Discuss about personalities who have lived exemplary lives
- Discuss how your child could best respond if bullied
- Discuss what your child could do as a witness to bullying
- Avoid/ prevent any instances of quarrel, use of abusive language or violence

Be observant, look out for tell-tale signs as:

- Unwillingness to attend school
- Declining academic performance
- Loss of self confidence
- Loss of interest in social events
- Increased use of cell phone, internet, social network etc.
- Becoming more and more secretive about things
- Reduced communication with parents
- Spends a lot of time alone in his/her room necessarily for studying
- Just sitting in front of the same page of the book- day dreaming
- Leaving home frequently without informing the parents
- Reduced interest and lack of involvement in family matters

Your child may be reluctant to talk over such matters with parents because he/she fears the parents may not understand them. So befriend your children, take them into confidence and spend quality time with them.

List of things need to be alert about in order to prevent abuse:

1. Warn your child (especially girl child) never to allow anyone to make him/her sit on anyone's lap other than may be his/her own parents.
2. Avoid getting dressed in front of your child once he/ she is 2 years old or above. Learn to excuse yourself to get into another room and get dressed privately.
3. Never allow any adult refer to your child as 'my wife' or 'my husband'.

4. Whenever your child goes out to play with friends, make sure you look for way to find out what kind of play they do, because some young people do sexually abuse themselves.
5. Never force your child to visit any adult he/she is not comfortable with. The child's unwillingness or hesitation should be a tell tale sign.
6. Be observant if your child is suddenly becoming too fond of a particular adult or a particular adult is suddenly becoming too fond of your child.
7. Once a lively child suddenly becomes withdrawn or reticent, you may need to patiently ask lot of question to persuade the child to narrate facts.
8. Carefully educate your growing up adolescent kids about the right value of sex. If you don't, his/her peers or neighbourhood friends may teach them the wrong things.
9. It is always advisable that you go through any new materials like cartoons, books, CDs, etc. you just bought for them, before they start seeing it themselves.
10. Ensure that you activate parental controls on your cable networks and advise your friends especially those your children visits often, to do the same.
11. Teach your three year olds how to wash the private parts of the body properly and warn them never to allow anyone including the family members touch those areas.
12. Blacklist some materials/ associates you think could be a threat to the moral values your child (this includes music, movies, friends, families).
13. Let your child understanding the value of standing out of the crowd when required and not just get peer pressured and succumb to do anything and everything that others prompt him/her.
14. Once your child complains about a particular person, don't keep quiet about it or ignore it. Take up the case and show them that you can defend them.

It may be true that we never used to be so meticulously bothered about the safety and integrity of children many years ago. But today experiencing/ witnessing the type of dangers that are there, we need to be more aware and alert about things and take the necessary precautions in order to prevent whatever could go wrong, so that in no way we compromise on parental responsibility but do everything we can to ensure that our children grow up emotionally healthy receiving holistic education and become upright and honest men/ women of character.



FERRANDO SPEECH AND HEARING CENTRE

(Early Intervention, Education, Rehabilitation and Man Power
Development for the Deaf)

Umniuh - Khwan, P.O.U.C.C., Ri-Bhoi District, Meghalaya 793122,
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CHILD PROTECTION COMMITTEE MEMBERS:

FUNCTION OF THE COMMITTEE:- The function of this committee is to ensure proper investigation of child abuse cases, especially those of sexual nature involving children and young persons' so as to verify the guilt or innocence, to suggest penalties and provide advice etc. in keeping with the law enacted in our country.

Sl.no	Designation	Name	Signature
1.	Child protection officer	Ms. Lavinia Marwein	
2.	Psychologist	Sr. Arda Ryntathiang	
3.	Secretary	Mr. Emmanuel Hmar	
4.	Contact person	Mis. Aren	
5.	Member	Mis. Elreena Symren	

Thank you

Director
Ferrando speech and hearing
centre Ri-Bhoi district
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