



CONGREGATION OF
OUR LADY OF CHARITY
OF THE GOOD SHEPHERD



Safeguarding Policy – South West India Unit



“Whoever receives one such child in my name receives me,
And whoever receives me, receives not me but the One who sent me.”

Mark 9:37

“We find inspiration and guidance for our mission in sacred scripture
and in the teachings of St. John Eudes and St. Mary Euphrasia.
Like them, we draw our spirit of zeal from the Heart of Jesus and Mary.
It is an evangelical spirit of welcome, kindness, understanding and
loving service which gives witness to the value
[and dignity] of each person.”

Our Lady of Charity of the Good Shepherd, Constitution Art. 8

“All life has inestimable value even the weakest and most vulnerable,
the sick, the old, the unborn and the poor, are masterpieces of God's
creation, made in God's own image, destined to live forever, and
deserving of the utmost reverence and respect.”

*Pope Francis, Message on the Annual Day for Life
in Britain and Ireland July 28, 2013*

We recognize that every girl is born with dignity, they possess the
inherent rights of all humans, and ought to be assured the unique rights
of childhood to enable them to reach their potential as individuals, as
women, and as members of society. (...). In responding to the needs of
the girl child, it is critical to: ensure that every program has a clear,
detailed, and operative Child Protection Policy that promotes positive
development and protects from abuse of any kind and uses UN human
rights tools to advocate nationally and internationally.

*Our Lady of Charity of the Good Shepherd,
Position Paper on the Girl Child 2018*

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POLICY MANAGEMENT INFORMATION

TITLE	SAFEGUARDING POLICY – SOUTH WEST INDIA UNIT
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Owner (Responsible)	Province Leadership Team
Author (Responsible)	Safeguarding Committee and Safeguarding Focal Persons of the South West India Province
Version	1.0
Approved by	Province Leadership Team, Province of South West India
Date of Approval	28 th May 2024
Applicable to	Sisters and Associated People of South West India Province
Frequency of Review	Every three years
Date of next review	27 th May 2027
Related Policies and Procedures	Detailed within this Policy and listed in Annexure 4 page 51

CONTINUE MOVING FORWARD ON THE PATH OF SAFEGUARDING

The Congregation of Our Lady of Charity of the Good Shepherd, in its journey of legal, moral, and spiritual obligations as an entity of the Church and as an important actor in the humanitarian and development field, has as a priority the safeguarding of children and person/s in vulnerable situation/s. For this reason, every unit, community, and ministry affiliated with the Congregation must comply with the Safeguarding Policy and Procedures that are consistent with the highest international human rights standards. Thanks to the work of evaluating and revising the 2019 Congregational Child Safeguarding Policy – with input from canon lawyers, experts in the field of safeguarding, and individuals in the Congregation – to bring it in line with changes in canon law and to include person/s in vulnerable situation/s, the Congregation has a new version of the Congregational Safeguarding Policy and Procedures. It builds on all previous documents. This policy will reinforce and add to the work of safeguarding children and person/s in vulnerable situation/s that has been carried out to date. There is a need to further deepen the understanding of abuse and its effects and what needs to be done to eradicate it. The main objective of any measure is to protect children and person/s in vulnerable situation/s and to prevent them from becoming victims of any abuse; be transparent and acknowledge abuses that have occurred; remedy past failures and ensure that current protection systems are effective; and foster a culture of sharing and learning that will enable the Congregation to develop an effective and lasting culture of safety.

A CHANGE OF MINDSET AND CULTURE

To effect change, ongoing training and updating at all levels in this area is being implemented and strengthened and is mandatory for all sisters and associated persons working in the ministries and the infirmaries of the communities of older sisters. The Congregation established a reliable structure to support its safeguarding efforts worldwide. The Congregational Leadership Team assumed responsibility for the implementation of the safeguarding mission. It appointed safeguarding personnel who are experts in the field and representative of the different regions to advise and fulfill the objectives of achieving a new culture of safeguarding.

It is of fundamental importance for the Congregation to build on the work done with a clear vision and structure and to adapt this Congregational Safeguarding Policy and Procedures to the laws and culture of the regions and countries of mission. No abuse should ever be covered up or undervalued. We must remember that protection is for all and is everyone's responsibility.

ACCOMPANIMENT OF ABUSED AND ABUSIVE PERSONS

Every person who suffers abuse should be offered all the necessary support with the help of experts in this field. Measures should be taken to listen to them, clarify the case, and offer them psychological and spiritual accompaniment. The process of healing and reconciliation must be followed, leading to a commitment to personal conversion. The Congregation will continue in its efforts and perseverance to ensure that all units, communities, and ministries are safe places for all where the merciful love of Jesus the Good Shepherd is lived out with tenderness, compassion, and justice. The zeal that embraces the whole world will be the commitment of all to defend the rights of every person. **Every sister and associated person must do all they can to create a safe and welcoming environment for all.**

Sr. Maria Susana Franco
Congregational First Councilor
Congregation of Our Lady of Charity of the Good Shepherd
2015-2022

MESSAGE FROM THE CONGREGATIONAL LEADERSHIP

Together with the Congregational Leadership Team, I take this opportunity to thank Sisters Ellen Kelly, Ma. Susana Franco and the former Congregational Leadership Team for having initiated and completed the journey towards developing a Congregational Safeguarding Policy.

It has been a long and painstaking process which involved the expertise, experiences and insights of many. Drawing from their wisdom and many others who are involved in a variety of ways with the Congregation, the Safeguarding Policy is now ready to be rolled out and implemented. To the Congregational Safeguarding Committee, Congregational Safeguarding Team, Good Shepherd International Foundation (GSIF) and all relevant persons involved in creating the revised Congregational Safeguarding Policy, we extend our deepest gratitude for your commitment to the work. We thank in advance, too, the many who will be involved in the implementation process and assure you of our support.

The 31st Congregational Chapter Directions and our vision of a just world where no child, woman or person is exploited or left behind impels us to take up this Safeguarding Policy seriously and to work together at making it a reality. This Policy seeks the attention of every person, community, ministry and all who are engaged in the mission of the Congregation.

Our task is to be faithful to live by the deeper aspiration of this Policy which honors every person's human rights. It is an aspiration where our life, actions and service embody a safe, inclusive, caring and reconciling experience for those we engage with and to whom we minister. This involves committing ourselves to make our environments free from hurt, harm and trauma and instead to create spaces of welcome, safety and healing for all.

Sr. Joan Marie Lopez
Congregational Leader
and the Congregational Leadership Team
Congregation of Our Lady of Charity of the Good Shepherd
2022-2028

Safeguarding the image of God in all

We thank the Congregational Leadership Team for bringing out the Congregational Safeguarding Policy which delineates values, standards, and principles we need to follow so as to safeguard the dignity of the human person, especially those in vulnerable situations.

St. Mary Euphrasia, our beloved mother foundress said – ‘Each person is more important than the whole world!’ The policy invites all sisters, novices, postulants, candidates, staff and other associated persons, as well as all our program participants to live by this motto and respect the dignity and rights of everyone. This policy lays down clear standards of behaviour and will therefore assist all of us to understand what is expected of us and the consequences of violating these standards. It fosters and promotes a code of conduct, and guiding principles, based on values of honesty, integrity, trust, loyalty, fairness, equity, empathy, respect, responsibility, and transparency in our conduct both within the community and with others in ministries - especially those in vulnerable situations.

This policy outlines the key norms that ‘sisters, leadership teams on all levels, Good Shepherd International Foundation (GSIF), sisters, and associated persons are expected to adhere to within the entire Good Shepherd Congregation in South West India. It is a priceless instrument to assist all of us in aligning our lives, mission, and witness as members of the Good Shepherd community, from spiritual, ethical, and social perspectives. These principles based on our traditions, charism, social, and ethical values, must guide our ministry as individuals and as a community. It also instructs all how to approach difficulties, in one’s personal, community, and ministry environment. All are required to commit to integrating and abiding by these norms for their personal good and the good of others in the community and ministry. The policy is concise, and with clear-cut consequences for violations. I am of the opinion that we will have to continue to introspect and educate ourselves through ongoing formation for better comprehension and transformation.

My sincere appreciation to Mrs. Edwina Pereira – Focal Persons and Coordinator, Mr. Hector Poppen – member of the Safeguarding Committee, Mrs. Arlene Manoharan – Congregational Safeguarding Trainer and all the members of the Unit Safeguarding Team who contributed to the work of adapting the Congregational Safeguarding Policy to our local context and drafting this policy.

Our Const. Art.4 & 5 says, “The Church entrusts to us a share in her Mission of reconciliation and the continued experience of mercy in all aspects of our lives, sends us to be a presence of Jesus, the Good Shepherd”.

Let us together strive towards making “Safeguarding” as our way of life and promote greater teamwork and higher congregational morale. May God bless our efforts.

A handwritten signature in blue ink that reads "Lissy".

Sr. Lissy Chacko

Province Leader- Province of Southwest India **and** on behalf of the Province Leadership Team.

May 2024

WHY DO WE HAVE THIS SAFEGUARDING POLICY?

This policy is a current expression of a centuries-long commitment by Our Lady of Charity of the Good Shepherd (hereinafter “Congregation”) to a mission of mercy and reconciliation, specifically directed to women and girls but inclusive of all who are denied the benefits of their inherent God-given dignity and rights. Although we particularly cherish the girl child and women, we assume a responsibility for all children and person/s in vulnerable situation/s, to ensure their safety and protection from any intentional or unintentional maltreatment or abuse. This policy is based on the Congregational Safeguarding Policy, 2022, and extends to all within South West India (henceforth SWI) Unit’s care and concern in any type of ministry and within our communities - short term or long term. It sets out a commitment to keeping all within our communities and ministries safe from any abuse. It specifically recognizes the power imbalances that can exist due to the nature of our living together and our ministry service, and how these can create opportunities for abuse to occur. We place this policy in the context of our mission and tradition. The best social science knowledge and human rights understanding of our day have been applied to it within the framework of Catholic Social Teaching.

WHO DOES THIS POLICY APPLY TO?

This policy, authorized and disseminated by the Unit Leadership Team, is applicable to the whole Unit. The terms of the policy require implementation by all levels of leadership personnel, including sisters, all associated persons (i.e., paid staff, volunteers, consultants, and visitors to our communities or ministries, etc.), in all interactions – personal and professional. Every level of structure is to comply with the Unit Safeguarding Policy and develop, on the appropriate level, related policies and systems to strengthen safeguarding. This local SWI Unit Safeguarding policy incorporates the requirements of the Congregational Safeguarding Policy, 2022, relevant local and national laws and church law taking into account the local context in terms of special issues and local circumstances. The application of this Policy requires that policies at local, community, and ministry levels be explicit in requirements for:

- Mainstreaming knowledge of and adherence to safeguarding and protection policies;
- Facilitating regular and updated training on safeguarding based on this Safeguarding Policy and related updates.
- Pedagogics of exploitation, abuse, risk factors, human dynamics, root causes including patriarchy
- Care and accompaniment of victims/survivors;
- Encouraging and supporting restorative justice aimed at addressing the impact of harms/abuse, and the repair and healing of damaged relationships while ensuring accountability

- The care and management of the subject of complaint/s with dignity.
- Regular and updated formation and training on safeguarding.

HOW WILL THE UNIT USE THIS POLICY?

This policy is to be a living, relevant document which must be upheld zealously by the sisters, communities, ministries, and all other associated persons. It requires that anyone affiliated with the Unit be aware of the centrality of this policy and of motivations and behaviours – as well as dynamics within groups – that can put persons at risk of harm. Self-knowledge is also required in the implementation of this policy. This, therefore, is not a theoretical document but a calling for a deeper spirituality and a commitment to practice of the highest standards. The Unit will use this policy to foster a culture of respect, dignity, safety and justice, ensuring that sisters and associated people sign onto their written commitment to comply with its minimum standards.

WHERE CAN I FIND MORE INFORMATION?

Further information on the Congregational Safeguarding Policy, 2022, can be found on the Congregation website <https://www.olcgs.org> and by writing to email address: safeguarding@olcgs.org

Further information on the SWI Unit's Safeguarding Policy, 2024, including some guidance notes can be found by contacting the Province Safeguarding Office. Email address: goodshepherdswisafe@gmail.com and by accessing the SWI Unit website <http://www.goodshepherdbangalore.org>

The Congregation of Our Lady of Charity of the Good Shepherd (hereinafter "Congregation") has a mission that promotes the dignity and integral development of every person. For close to four hundred years, the Congregation has provided ministries to protect, care and empower girls, women and children who have faced conditions of violence, discrimination, poverty and other forms of social exclusion and personal vulnerability.

Inspired by the mercy and love of God, the Congregation has applied the best knowledge of each era to deliver such ministries, finding effective and creative ways to support the value of the human person in very diverse social contexts. Human dignity, spiritual reconciliation and the inherent human rights of each member of the human family have always been at the center of our communities and ministries."

(Extract from Congregational Leader's Message - Child Safeguarding Policy, Sept 2019)

1. Introduction

The Congregation is directed by her Constitutions and guided by Catholic Social Teaching, particularly through one of the fundamental principles of the dignity of the human person. The right to freedom from all forms of exploitation and abuse is implicit in this principle. Our policy to safeguard all connected with the Congregation against risks of exploitation and abuse is underpinned by the Congregations' value of accountability and transparency. Aware of this most serious responsibility, the Congregation promotes everything that safeguards and protects children and person/s in vulnerable situation/s. The Congregation strongly condemns any form of abuse that is contrary to Gospel values and fundamental human rights. Therefore, it fosters an environment that encourages a culture that safeguards their well-being.

2. Policy Statement

The Congregation is committed to enabling positive change and protecting and promoting the dignity and fundamental human rights of all persons. We are committed to providing an environment that fosters the well-being and safety of all human beings and to serve the best interests and developmental needs of children and person/s in vulnerable situation/s. We condemn all forms of abuse against any individual and recognizing our legal obligations under our Constitutions, the Constitution of India, as well as applicable international and domestic law, we shall strive to meet the highest standards of professional care while implementing this policy. We shall strive to work in partnership with all sisters and associated people to zealously implement this Safeguarding Policy in all our communities and ministries as a way of life, drawing from our Good Shepherd charism and spirituality.

3. Purpose

This policy is a crucial response to the duty to safeguard, for which the Congregation at the international level, and the SWI Unit at the local level is primarily responsible. It informs sisters and associated persons of their responsibilities in relation to safeguarding. The Congregation and the SWI Unit are both committed to doing what it can to safeguard children and person/s in vulnerable situation/s, either directly or indirectly, so that they can exercise their right to live with dignity and in safety. The Congregation and the Unit recognizes that all individuals, in certain contexts may be considered more vulnerable to exploitation and abuse than others, and we make every effort to identify and mitigate against such risks. This Safeguarding Policy aims to promote good safeguarding practice by:

- Providing everyone with an environment that favours their development and ensures protection from harm;
- Supporting all sisters and associated persons of the Unit to make informed and confident responses to specific safeguarding concerns;

- Maintaining a high level of awareness with regard to safeguarding and its practices;
- Supporting all communities and ministries within the Unit for positive change;
- Ensuring a culture of prevention of harm and abuse;
- Providing a victim/survivor first approach.
- Supporting children and person/s in vulnerable situation/s participation in implementing the Policy
- Mainstreaming safeguarding into all ministries and communities as a way of life.

4. Scope

The scope of this policy relates to the safeguarding of children and person/s in vulnerable situation/s whom sisters and associated persons may encounter within their communities and ministries located in SWI Unit. It applies to everyone: leadership teams on all levels, Good Shepherd International Foundation (GSIF) supported projects, sisters, and associated persons.

5. Guiding Values and Principles

This policy affirms our core Good Shepherd values of Zeal, Dignity and Respect, Compassion and Mercy, Reconciliation, Justice and Solidarity, Transparency and Accountability, Empowerment and Advocacy, Participation and Collaboration, and Good Stewardship. We also affirm the Gospel values, canonical norms and all other applicable values, principles and standards arising from our legal obligations under international and domestic law as indicated below.

5.1 Gospel Values and Canonical Norms of the Church

The Gospel values of love, dignity, and justice, as demonstrated by Jesus, remind us that the safeguarding of children and person/s in vulnerable situation/s is an integral part of the life and ministry of the Church. Therefore, the sources of this policy are to be found first and foremost in Gospel values and the canonical norms of the Church, inspired by the principles of justice, equity, and charity, as set out in the following:

- The Code of Canon Law, especially Book II and Book VI (1983 and following modifications).
- The Motu Proprio Sacramentorum Sanctitatis Tutela (2001).
- The Motu Proprio Vos estis Lux Mundi (2019).
- The Normae de Gravioribus Delictis (2021).

5.2 International Law and standards

Our approach to safeguarding is guided by several key international principles and standards

as set out in the following:

- The Universal Declaration of Human Rights (UDHR), 1948.
- The UN Convention on the Rights of the Child (UNCRC), 1989.
- The UN Convention for the Elimination of all Forms of Discrimination Against Women (CEDAW), 1979.
- The UN Convention on the Rights of Persons with Disabilities (CRPD), 2006.

This policy reiterates the commitments made under the Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel and the UN Secretary-General's Bulletin on Special measures for protection from sexual exploitation and sexual abuse (PSEA) (ST/SGB/2003/13). These commitments prioritize key actions, including practical measures to prevent sexual exploitation and abuse (SEA) and to ensure an effective response when such acts occur.

The UNCRC highlights that every child has the following rights:

1. Survival rights
2. Development rights
3. Participation rights and
4. Protection Rights

The following articles contained within the UNCRC summarized below are most relevant to this safeguarding policy.

Article 2 Children have the right to protection against all forms of discrimination.

Article 3 In all actions concerning children, the best interest of the child shall be the primary consideration.

Article 6 Children have the right to survive and develop in the best possible way.

Article 12 Children have the right to give their opinions freely on issues that affect them. Adults should listen and take children seriously.

Article 19 Children have the right to be protected from all forms of abuse by anyone who looks after them.

Article 34 Children have the right to be protected from all forms of sexual exploitation and sexual abuse.

Where children are the main target population of activities or form a substantial proportion of the target population, sisters and associated persons should discuss the specific child safeguarding systems/arrangements that need to be put in place. These responses should be rights-based, considering the provisions of the UNCRC and rights enshrined in national legislation in India.

This policy aligns with Article 2 of the Universal Declaration of Human Rights, 1948 (UDHR) - Everyone has the right to live, to be free, and to feel safe.

The policy recognizes the UN Principles for Older Persons (1991) and all other applicable international standards applicable to all persons in vulnerable situations.

This policy outlines procedures to prevent and respond to potential incidents of exploitation and abuse of children and person/s in vulnerable situation/s and fulfills the commitment to a “do no harm” approach. Do no harm refers to an organization’s responsibility to take all measures to prevent harm and to mitigate the harm it may inadvertently cause because of its communities, ministries and organizational operations and activities.

5.3 Domestic law

The Congregation at the international level and the SWI Unit at the local level is committed to ensure that the rights of all persons enshrined in the Constitution of India and all applicable domestic legislations are respected, protected, and fulfilled while implementing this policy. The leadership of SWI Unit shall also aim to ensure that all legal obligations relevant to safeguarding of children and adults in vulnerable situations are complied with.

6. Definitions

6.1 Child

A person under the age of 18 years old.

6.2 Person/s in vulnerable situation/s; vulnerable adults; adult/s in need of protection; adult/s at risk of harm

Persons who, although having reached the age of 18, have physical, mental, or emotional conditions or an illness that makes them unable to defend themselves, protect themselves, or get help for themselves when injured or emotionally abused. It can also apply to anyone who is in care or being ministered to where there is a presence of unilateral power. When a professional or person who is ministering or volunteering abuses his/her position of power with another adult, it is a serious violation of trust, ethics, and morality.

6.3 Abuse (see Annex 1)

All forms of physical and/or emotional ill-treatment, sexual abuse, neglect, or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the health, survival, development or dignity of a child or person/s in vulnerable situation/s in the context of a relationship of responsibility, trust, or power.

6.4 Victim/Survivor; person who has been harmed; person who has been the subject of abuse

The person (child or person/s in vulnerable situation/s) who has been abused. The term 'survivor' is often used in preference to 'victim' as it implies strength, resilience, and the capacity to survive. However, it is the individual's choice how they wish to identify themselves.

6.5 Complainant

The person who makes an allegation of abuse.

6.6 Subject of the Complaint; accused person; respondent; perpetrator

The person about whom suspicions, concerns, knowledge or allegations towards children or person/s in vulnerable situation/s have been made.

6.7 Community or communities

Refers to sisters of the Congregation in any local convent, infirmary, residence or program of formation. It includes any other person who resides with sisters who may not be a member of the Congregation.

6.8 Ministry or ministries

Refers to projects, services, programs, or local outreach activities/pastoral ministries under the sponsorship of the Congregation/SWI Unit or voluntarily affiliated with the Congregation/SWI Unit (e.g., through historical bonds and/or ongoing relationships). It includes all structures of such activities, from highly formal organizations to very informal projects and even informal volunteer services in which any sister or associated persons of the Congregation/Unit may be involved.

6.9 Associated Person/s or Associated people

Any person engaged in the mission of the Congregation/Unit including (but not limited to) employees, volunteers, non-executive directors, trustees, consultants, contractors, agency workers, program visitors including journalists/media, celebrities, and politicians.

Each and every individual associated with the SWI Unit and its mission has the responsibility to ensure safety, care, and nurturance to every person who participates with the Unit in any way. Those in certain positions have grave responsibility to ensure this safeguarding policy is upheld and implemented and these responsibilities are outlined in the policy, though in minimal terms. Deeper understanding of the obligations arising from these safeguarding responsibilities and the ensuing accountability should be part of ongoing formation, training, discussion, and interpretation among those in such positions.

6.10 Misconduct

Misconduct shall mean and include any failure by a sister or associated person to comply with his or her obligations under the Safeguarding Code of Conduct applicable to them.

7. Roles and Responsibilities

The table below gives an overview of the key responsibilities.

Unit Leader and Leadership Team
<p style="text-align: center;">Responsibilities</p> <ul style="list-style-type: none">• Develop and keep updated (at least every three years) a comprehensive written local Safeguarding Policy that outlines good safeguarding practice, reinforces international standards of care, and complies with the Congregational Safeguarding Policy as well as with church and domestic Law in India. Know the requirements of the Congregational and Unit level Safeguarding Policies.• Ensure appropriate safeguarding structures and competent personnel vested with specific safeguarding responsibilities are appointed and supervised in the Unit.• Appoint a Unit level Safeguarding Committee to assist the Unit Leader in overseeing the implementation of this policy.• Mobilize adequate resources for the development, implementation, and monitoring of the Safeguarding Policy.• Support the Safeguarding Focal Person/s and Safeguarding Contact Persons in promoting safe environments and dealing with all concerns and allegations of abuse. Ensure that the Safeguarding Advisor has been informed at safeguarding@olcgs.org• Oversee and monitor the implementation of the Unit Safeguarding Policy and obtain legal and other expert consultation for the Unit when required.• Cooperate with any investigations by the civil authorities.• Inform the Church Authority (comply with Canon law). Any conflict will only be determined after significant consultation with Civil and Canon lawyers and PLT appointed personnel.• Prepare and submit an annual report to the CLT (or designated representative) on the status of safeguarding in the Unit. It may include statistics on allegations and resolutions, the status of local policies and formation, any significant developments, etc.• This policy must also be harmonized with other related local policies which also need to comply with safeguarding standards. Therefore, oversee effective mainstreaming and

integration of this policy and its principles into all relevant administrative procedures as well as into all communities and ministries, especially in settings where the Congregation cares for those who may be at risk due to necessary dependence on others. This would especially apply to care of aging and/or infirm sisters as well as to younger persons in formation.

- Ensure translation of this policy into the key languages spoken in the Unit and the dissemination of this policy to every community, ministry, administrative unit and department or office, with clear directions for implementation in all communities, programs, ministries, and other entities of the Unit.
- Develop an annual formation/training plan following a training needs analysis for all sisters residing in communities and those under ministry, including staff and all associated persons. Training must also include updated pedagogy and practice in all areas of children's rights and human rights, and should be supported by adequate budgetary allocation in a safeguarding budget for the unit.
- Prepare an annual report to be sent to the Congregational Leadership Team, and to any supervising body and to all who work in the realm of their authority on the status of safeguarding across the Unit. It may include statistics on allegations and resolutions, any significant developments, special situations that have arisen, ongoing training and formation activities, etc. (may be included in the regular ministry annual report)
- Develop processes for communities and ministries to ensure that all sisters, associated persons and program participants have access to reporting, training to know their own rights, and are able to effectively participate in the development of programs and procedures related to abuse and risk.
- Define and establish structures and processes for evaluation, review, and accountability to ensure compliance with the safeguarding policy by all sisters and associated persons throughout the Unit. This will include effective communication processes and channels between the PLT and all appropriate levels across the Unit.
- Promote an internal culture of justice and accountability by facilitating the establishment of safe spaces for authentic dialogue, while strengthening accountability systems at all levels.

Unit Safeguarding Safeguarding Committee

Responsibilities

- In the first instance members of the Committee are appointed by the Unit Leader to oversee the implementation of the safeguarding policy and procedures.

- Advises on the implementation of Standard 1 and Standard 3.
Standard 1: Creating and Maintaining Safe Environments
Standard 3: Implementation and Monitoring of Standards

Unit Safeguarding Focal Person/s (SFP)

(Recommendation that each Unit would have at least two SFP, a sister and an associated (lay) person)

Responsibilities

- Assist and direct the implementation of the Safeguarding Policy, including awareness raising and training on safeguarding.
- Promote the use of Restorative Approaches to promote justice with healing as well as Alternative Dispute Resolution mechanisms such as mediation, as appropriate.
- Support the community and ministry level Safeguarding Contact Persons.
- Receive all reports of concerns and/or allegations of abuse and report these to the Unit Leader and Safeguarding Advisor at safeguarding@olcgs.org (if applicable also report to the GSIF Safeguarding Focal Person) and to the civil authorities if not already done so by the local or mandated person.
- Cooperate with any investigations by the civil authorities.

Safeguarding Contact Person at Community/Ministry level

Responsibilities

- Assist and direct the implementation of this safeguarding policy at their level
- Report on all concerns, allegations of non-adherence to the Safeguarding Code of Conduct and /or abuse to the Unit Safeguarding Focal Person. (It is not the role of the Safeguarding Contact Person to investigate any concerns or allegations).

Sisters and Associated People of the Unit

Responsibilities

- Know, understand, and comply with, all aspects of this policy on safeguarding.
- Create atmospheres of care, nurturance, safety, and well-being in their particular sphere of activity.
- Learn and facilitate regular and updated training in the areas of appropriate behaviour, abuse, self-awareness, positive discipline, and human rights.
- Participate as appropriate in local networks of abuse prevention and/or human rights promotion.
- Be aware of local legislation/regulations regarding abuse of children and person/s in vulnerable situation/s as well as any particular risk area pertinent to local/national contexts (e.g., in some areas child labour may require more vigilance than in other regions).

Congregational Safeguarding Personnel

Responsibilities

- Assist the PLT in integrating safeguarding into formation and strengthening capacity building, visibility, oversight and monitoring of safeguarding practices within the Unit, according to the direction and roles specified by the PLT.
- Advise and consult with the Unit Leader on any active allegations or investigative process that the Unit is involved regarding abuse.
- Promote and practice Restorative Approaches while dealing with allegations of misconduct and abuse.
- Review the Safeguarding Policy and Procedures.

8. Considerations for Local Context

The Congregation works in a variety of geographical locations where significant variations in understandings and arrangements for safeguarding can exist. There are even different understandings of what can constitute abuse. The SWI Unit is committed to giving clear guidance to sisters, associated persons, and other organizations, including funding organizations, on how the Safeguarding Policy will be applied in these different locations. As such, these guidelines will therefore be applied in ways that are sensitive to different cultures but without condoning practices that are harmful to children and person/s in vulnerable situation/s.

Standards

9. Standards of Commitment to Safeguarding

The Congregation and the SWI Unit is committed to achieving the highest level of safeguarding for children and person/s in vulnerable situation/s, with whom we come into contact; and therefore, the following set of standards will guide our work. These standards draw upon the principles outlined in international and domestic legal instruments and commitments. Though the achievement of the standards may sometimes be influenced by factors beyond our control (for example, lack of functioning systems or support services), we commit ourselves to working consistently towards achieving them. It should also be noted that adherence to the standards is achieved through the implementation of a range of relevant policies and procedures that we have in place, which complement and strengthen the organization’s overall capacity to provide a safe environment for children and person/s in vulnerable situation/s.

The standards have been written in a way that makes them understandable, relevant and achievable. At the same time, it should be recognized that some may be more difficult or challenging to apply in some local contexts than in others. There is significant variation in local practices and circumstances, and we are committed to adapting the standards and guidelines to fit the local context, as long as such adaptations do not diminish the degree of safeguarding that is provided to children and person/s in vulnerable situation/s.

In all, three safeguarding standards will be applied:

	<p>Standard 1 Creating and Maintaining Safe Environments <i>(Including training and communicating the safeguarding message)</i></p>
	<p>Standard 2 Responding to Concerns, Suspicions, and Allegations of Abuse <i>(including care/support for victims and management of the subject of the complaint)</i></p>
	<p>Standard 3 Implementation and Monitoring of Standards</p>



Standard 1

9.1 STANDARD 1

CREATING AND MAINTAINING SAFE ENVIRONMENTS

The criteria for ensuring the successful implementation of Standard 1 are as follows:

Safe Environment

- There are agreed procedures for recruiting sisters, associated persons and assessing their suitability to work with the Unit.
- There are written guidelines for appropriate/expected standards of behavior of adults towards children and person/s in vulnerable situation/s.
- The Unit encourages a culture that affirms every individual and promotes wellbeing and safe environments where children and person/s in vulnerable situation/s are listened to and respected as individuals.
- There are clear ways by which sisters and associated persons can raise concerns about unacceptable behavior towards children and person/s in vulnerable situation/s by other sisters and associated persons.
- There are comprehensive risk assessments carried out when working with children and person/s in vulnerable situation/s.
- Communities and ministries make sure that children and person/s in vulnerable situation/s are adequately supervised and protected within the environment of the Unit.
- The Unit implements effective practice for the appropriate use of information technology including social media.
- The Unit implements effective practice in relation to capturing, using, and storing images of children and person/s in vulnerable situation/s.

Communication

- Information about the Unit's commitment to keeping children and person/s in vulnerable situation/s safe is openly displayed and available to the public.

- Where the Unit is working with children and person/s in vulnerable situation/s, they are made aware of their right to be safe from abuse.
- Information and advice for parents/guardians/children and person/s in vulnerable situation/s, about where to go for help in relation to abuse is available in the Unit's communities/ministries.
- Everybody in the communities and ministries knows who has responsibility for safeguarding and how to contact them.

Training

- All leadership teams on all levels, Good Shepherd International Foundation (GSIF) and other supported projects, sisters and associated persons are inducted on the safeguarding policy when they join the Congregation/Unit. In addition, all relevant personnel will also be provided with some training on safeguarding procedures.
- All sisters and associated persons are provided with opportunities to learn about how to recognize and respond to concerns about abuse.
- Training in Restorative Approaches is offered to strengthen a culture of care and respect for all human beings and to promote restorative ways of addressing harm and conflict.
- Where relevant, children and person/s in vulnerable situation/s are provided with advice and support on keeping themselves safe.
- Sisters and associated persons with special responsibilities for keeping children and person/s in vulnerable situation/s safe have relevant training and regular opportunities to update their skills and knowledge.
- Training is provided to those responsible for managing allegations in relation to abuse and inappropriate behavior towards children and person/s in vulnerable situation/s.
- Training and written guidance will be provided for sisters and associated persons responsible for specific aspects of creating safe environments, e.g., recruitment, risk assessments, wellbeing promotion.



9.2 Standard 2

RESPONDING TO CONCERNS, SUSPICIONS AND ALLEGATIONS OF ABUSE

The criteria for ensuring the successful implementation of Standard 2 are as follows:

- There are clear protection procedures in place that provide step-by-step guidance on what action to take if there are concerns about the safety or welfare of a child or person/s in vulnerable situation/s.
- The protection procedures are available to everyone (including children, person/s in vulnerable situation/s, parents/carers). Consideration is given to making sure that the information provided is easily understandable.
- The protection procedures are consistent with international standards, domestic law, and best practice in the protection of children and person/s in vulnerable situation/s. They also take account of issues that arise as a result of different contexts.
- There is a person or persons with clearly defined responsibility for managing allegations of abuse at Unit level and these details are displayed in each area.
- There is a process for recording incidents, concerns, and referrals, as well as systems to ensure this confidential information can be securely stored.
- There is a process for dealing with allegations by parents/carers and by young persons about unacceptable and/or abusive behaviour towards children and person/s in vulnerable situation/s, with clear timescales for resolving the complaint.
- Local context mapping of in-country legislation and referral networks are available.
- There is guidance on confidentiality and information sharing which makes clear that the protection of children and person/s in vulnerable situation/s is the most important consideration.



Standard 2

The Congregation and the SWI Unit have a duty to ensure advice and support are available to help persons play their part in protecting children and person/s in vulnerable situation/s. This policy recognizes the need of parents/carers/ children/person/s in vulnerable situation/s to seek support when children/ person/s in vulnerable situation/s are being or were abused. Often, such persons do not know where to go for help.

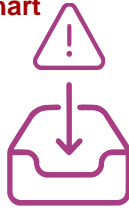
- Information about where to go for help and advice in relation to the abuse of child/ person/s in vulnerable situation/s is available in the Unit's communities/ministries offices within the Context Mapping documents.
- Systems are in place to provide support to relevant individuals (including victims/complainant, sisters and associated persons and the subject/s of the complaint) during and following an incident or allegation of abuse or a complaint. The Unit may need to refer people to relevant specialist services for this support.
- Sisters and associated persons with special responsibilities for reporting have access to specialist advice and support.
- At SWI Unit level as well as in each community and ministry, office contacts have been established at a national and/or local level with the relevant child protection/welfare agencies (if they exist) that can provide information, support, and assistance.

All concerns, allegations etc. of abuse that relate to a sister, associated person etc. of the community or ministry should be reported to the Congregational Safeguarding at safeguarding@olcgs.org

9.2.1 Reporting Flowchart



**S
T
E
P
1**



CONCERN / ALLEGATION RECEIVED



SAFEGUARDING CONTACT PERSON
(Community/ Ministry)
(Record in the reporting form)

**S
T
E
P
2**



Preliminary veracity check with Local mission head (with 1 week) and REPORT TO



SAFEGUARDING FOCAL PERSON
(Unit/Country)

REPORT TO Without delay



UNIT LEADER and Link Councillor

*Direct Option if a requirement in your country
OR
If the allegation does not relate to community/ministry /personnel*


**S
T
E
P
3**




REPORT TO Within 2 weeks



GSIF Safeguarding Focal Person
(As applicable)

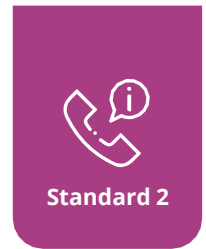


CONGREGATIONAL Safeguarding Advisor
safeguarding@olcgs.org



CIVIL AUTHORITIES
(As applicable)

9.3 RESPONSIBILITIES FOLLOWING THE RECEIPT OF AN ALLEGATION



Safeguarding Contact Person

Completes the reporting form.

- Sends the completed reporting form without delay to the Focal Person.
- Informs the Community Leader and/or Ministry Leader if advised to do so by the Safeguarding Focal Person.
- Informs the civil authorities if mandatory to do so by law (this is not a breach of confidentiality) and informs the Safeguarding Focal Person that this is done.
- It is NOT role of Safeguarding Contact Person to investigate.

Safeguarding Focal Person

- Receives the reporting form from the Contact Person and reports without delay in writing to the:
 - 1) Unit Leader/Link Councillor
 - 2) GSIF (if applicable to that reported case);
 - 3) Congregational Safeguarding Advisor at safeguarding@olcgs.org ;
 - 4) Civil Authorities if not already done by the Safeguarding Contact Person/complainant.
- and/or if applicable, the safeguarding focal persons
 - Offers support to the Safeguarding Contact Person.
 - Keeps the Unit Leader informed of the progress of the case.
 - With the guidance/support of the Congregational Safeguarding Advisor

assists with the preliminary investigation (to establish credibility, assessment of risk and developing an action plan). It is **NOT** Safeguarding Focal Person's role to undertake any further processes, i.e., conducting an investigation, unless requested by the Congregational Safeguarding Advisor.

- Creates and maintains a case file, which is kept in a safe and secure place. Access to the file will be limited to the Unit Leader and person appointed to deal with the case i.e., an external independent investigator.
- The policy to be translated into a Kannada and Malayalam. Templates and Guidance notes to be part of the main policy. The templates and guidelines can be printed separately and/or uploaded on the website for easier access.

Unit Leader /Link Councillor



- Ensures when applicable that the Church authority (Bishop) has been informed in writing.
- Supports the Safeguarding Focal Person and liaises with the Congregational Safeguarding Advisor as appropriate.
- Offers support to the complainant and/or victim.
- Ensures support and provides information for the accused sister or associated person:
- Supports and promotes Restorative Approaches in preventing and addressing harm in keeping with Good Shepherd values and spirituality, including other alternate dispute resolution processes such as mediation, where appropriate.

The subject of the complaint:

- During the time of investigation, to determine as to whether or not the allegations are true, will not be permitted to engage in community or ministry and will be assisted in obtaining any support she/he may need (**Province Administration Manual (PAM), Appendix 32, Section II**).
- Will be treated fairly and honestly and helped to understand the concerns expressed and the subsequent steps to be taken.
- Will be informed of the progress and the outcome of any investigations and implications.
- Can be reinstated to a community or ministry, if the allegation is



determined to be false after investigation; additional support should be provided.

All subjects of a complaint will be afforded natural justice and fair procedure throughout the process.

Congregational Safeguarding Advisor

- The Congregational Safeguarding Advisor will support the Unit Safeguarding Focal Person and Unit Leader.
- The Congregational Safeguarding Advisor will keep the Province Leadership Team updated on the case and will consult with the Unit Safeguarding Committee. Records will be kept at the level of the SWI Unit as well as at congregational level with limited access.

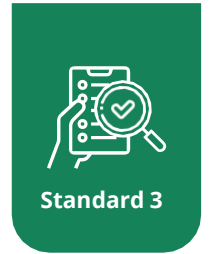
All parties involved with any allegation will abide by confidentiality standards and “the need to know” will be applied in all engagements.

Canon Law Norms

Any sister is obliged to report promptly the fact to the local Ordinary (Bishop) where the events are said to have occurred or any other Bishop, whenever she has notice of one of the following facts (cf. *Vos estis Lux Mundi*, Art. 1, 3 and 6):

- a) sexual abuse committed by a cleric or a sister (of any Congregation) consisting of:
 - I. forcing someone, by violence or threat or through abuse of authority, to perform or submit to sexual acts;
 - II. performing sexual acts with a child or a person/s in vulnerable situation/s;
 - III. the production, exhibition, possession, or distribution, including by electronic means, of child pornography (child abuse images), as well as by the recruitment of or inducement of a child or a person/s in vulnerable situation/s with participate in pornographic exhibitions;
- b) conduct carried out by the Unit Leader, consisting of actions or omissions intended to interfere with or avoid civil investigations or canonical investigations, whether administrative or penal, against a cleric or a religious regarding the delicts referred above during her term.

Other than any civil consequences, a sister who neglects to report an offence, as written above, is to be punished according to Canon Law (cf. can. 1371 §6).

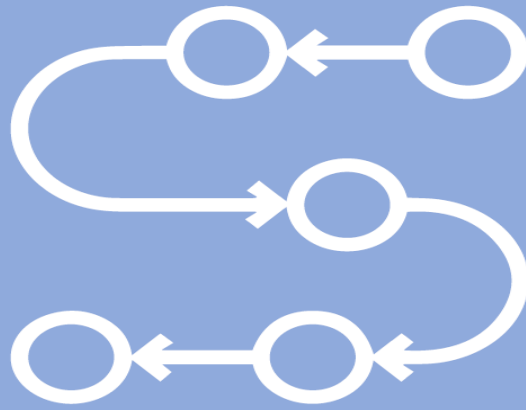


9.3 STANDARD 3

IMPLEMENTATION AND MONITORING OF STANDARDS

The criteria for ensuring the successful implementation of Standard 3 are as follows:

- There is a written plan showing what steps will be taken to keep all parties safe, who is responsible for implementation and when these actions will be completed.
- At all levels, human and financial resources necessary for implementing the plan are made available.
- Policies and practices are reviewed at regular intervals (at least every three years) and revised according to identified needs.
- All incidents, allegations of abuse and complaints are responded to in line with the approved systems at the level of the Unit office, and that records are maintained confidentially.
- Monitoring of compliance with the Unit Safeguarding Policy is carried out on a regular basis by the Safeguarding Teams at SWI Unit level as well as at the Congregational level.



Procedures

All supporting safeguarding tools and guidance to assist with the implementation of safeguarding practices can be found on

<http://www.goodshepherdbangalore.org> and

<https://www.olcgs.org>

10. Procedures Standard 1

CREATING AND MAINTAINING SAFE ENVIRONMENTS

In order to ensure that this policy is implemented and that steps are taken to safeguard children and person/s in vulnerable situation/s, a number of procedures are in place to encourage a culture of safety and to prevent harm to anyone in the course of carrying out the Unit's work. More details and supporting documents and guidance can also be found online on the Congregation's website at <https://www.olcgs.org/> and on the website of SWI Unit at <http://goodshepherdbangalore.org> or at the Safeguarding office of the SWI Unit located within the campus on Museum Road, Bengaluru, India.

10.1 SAFE RECRUITMENT

The Unit ensures that appropriate steps are taken during recruitment and selection of candidates, sisters and associated persons for various roles, to ensure that issues relating to this policy are considered and addressed. The following have special considerations with reference to safeguarding.

10.1.1 Recruitment of Staff

The Unit adopts safe recruitment practices which are an integral part of our Recruitment Policy. These include a Safe Recruitment Checklist, which must be followed throughout the recruitment process, and this involves incorporating safeguarding considerations within:

- Job advertisements
- Job descriptions
- Interview
- Reference checks
- Self-declarations
- Contracts
- Police clearance/vetting
- Qualifications and identification checks
- Safeguarding as part of induction



10.2 SOUTH WEST INDIA UNIT'S SAFEGUARDING CODE OF CONDUCT (SEE ANNEX 2)

The SWI Unit's Safeguarding Code of Conduct expresses the expectations we have of all sisters, and associated persons regarding our conduct with one another and the manner in which activities are carried out within all our ministries and communities. It is an integral component of safeguarding and forms part of the contractual terms and conditions of all sisters and associated persons contracted to work with us or for us. The Safeguarding Code of Conduct applies both in professional and personal life in relation to safeguarding.

By signing the Safeguarding Code of Conduct, each sister and associated person commits to:

- Working actively to promote the best interests of children and person/s in vulnerable situation/s and act in line with the Unit's Safeguarding Policies and relevant guides;
- Encouraging children and adults to feel comfortable enough to point out attitudes and behavior they do not like and to know where and how to make a complaint where necessary;
- One-to-one situations where sisters, associated persons and program participants are alone are strongly discouraged. However, if there are specific cases where this is required, a risk assessment must be conducted and risk mitigations implemented (e.g., discussion happens in line of sight of others).
- Being held to account for misconduct -i.e. violating the Safeguarding Code of Conduct under this Policy.

Children and adults in vulnerable situations must also be encouraged, empowered and supported to adhere to the Safeguarding Code of Conduct, prevent harm or abuse and report allegations of abuse, in accordance with their age, maturity and mental status.

10.3 AWARENESS AND TRAINING

The SWI Unit recognizes that raising awareness and providing appropriate training are crucial for improving safeguarding practices. It is essential that all sisters and associated persons are aware of the safeguarding standards and their obligations to implement them. Depending on the role of each sister and associated person, different levels of



training is provided. However, at a minimum, all parties are introduced to the safeguarding policy during induction and ongoing refresher workshops and/ or training about conduct. All sisters and associated persons will commit to communicating the safeguarding message to program participants and encourage them to adhere to customized applicable Codes of Conduct, as appropriate.

The following initiatives are in place to ensure that sisters and associated persons are equipped with the necessary knowledge and skills to implement the Safeguarding Policy:

- The Unit's induction program for all new sisters and associated persons covers the Safeguarding Policy.
- All sisters and associated persons receive information on the relevance and impact of the Safeguarding Policy and accompanying guidance documents on their work.
- All visitors are made aware of this policy.
- The Unit Safeguarding personnel involved in responding to accusations or incidents of abuse will receive specialized training on their roles and responsibilities.
- Information and communication strategies for program implementation are being developed to provide all the necessary information for program participants about who we are, what we do, what to expect from us, how to raise a complaint and details of the program in the relevant area.
- Communication materials about the Safeguarding Policy in offices, such as posters, will contain the following information: the Policy statement, a summary of the Safeguarding Code of Conduct or behavior to be expected from the sisters and associated persons and how to make a complaint about exploitation, abuse and/or harassment.
- Safeguarding material will be available in the following local languages – Kannada and Malayalam.
- All relevant documentation for the SWI Unit's Safeguarding Policy, accompanying forms and tools will be accessible on the SWI Unit's website: <http://www.goodshepherdbangalore.org/safeguarding.html>

10.4 RISK ASSESSMENT

Safeguarding considerations such as exploitation and abuse should be included in risk assessments in all communities and ministries to ensure that all activities are conducted in a safe and dignified manner.

10.5 SPECIAL CONSIDERATIONS FOR RECORDING STORIES AND IMAGES

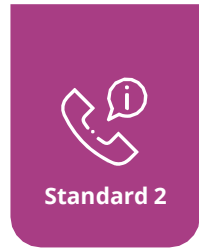
The collection of stories or images in communities/ministries must adhere to Good Shepherd Guidelines and Policies - Internet Presence, Social Media, and other Electronic Communications (2019). All community/ministry visits where it is intended to collect stories or record images (photographic/film or other) of participants should be arranged in advance. The visitors must be accompanied during any such visit and an interpreter should be provided if necessary. The purpose and reason for the visit should be fully explained to the participants and agreed upon with them in advance. Informed consent should be sought from the participants for the use of their stories and images; where appropriate, this consent should be in writing.

Before children are photographed or interviewed, the written permission of their parent/guardian must be attained. Following the visit, a copy of the article/story and photographs should be sent to the participants or given to them on a follow-up visit.

10.6 RECOGNISING ABUSE

It is crucial that all involved in communities/ministries recognize that abuse of anyone in any form as defined under this policy, is unacceptable and will be acted upon once recognized. All sisters and associated persons are expected to listen to and consider whatever information participants or partners share regarding any safeguarding concern or allegation of abuse.

11. Procedures Standard 2



RESPONDING TO CONCERNS, SUSPICIONS AND ALLEGATIONS OF ABUSE

11.1 Mandatory Duty to Report

All sisters and associated persons have a mandatory duty to report any suspected incident of exploitation or abuse of a child or person/s in vulnerable situation/s to the Safeguarding Focal Person. It is not the responsibility of sisters or associated persons to decide whether exploitation or abuse has occurred, but they must pass their concerns on. Failure to report such matters may result in disciplinary action.

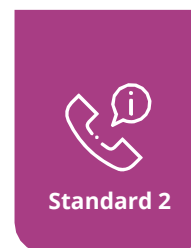
It should be noted that abuse may be current, recent, or non-recent (historical). There are no time constraints for reporting and taking action within the remit of this procedure. However, we encourage that reports be made without delay as soon as knowledge, or suspicion, of an act of abuse occurs.

We are committed to ensuring that adherence to confidentiality in the management of safeguarding concerns and complaints is strictly maintained.

We will endeavor to protect all individuals in reporting, unless they make allegations, they know to be false or vexatious. An individual who makes a report against another person that he/she knows to be false or vexatious, if proven to be so, will result in appropriate corrective action under the applicable Disciplinary Procedures, up to and including dismissal if he/she is an associated person.

11.2 Responding to Reports or Allegations

The Unit will take whatever action is appropriate, necessary, and possible, without risk of further harm to any individual and to ensure the safety of those involved. Each case will be considered individually and in accordance with legal or other expert advice. We will follow the best practice as documented and agreed upon in India.



11.3 Consequences of not complying with the Congregational Safeguarding Policy

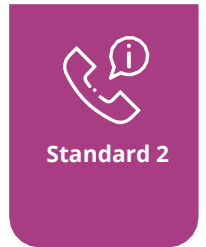
Sisters

- Physical, emotional, discriminatory, spiritual abuse and neglect and other abuses committed by a sister towards a child or person/s in vulnerable situation/s can be grounds for dismissal (cf. *Constitutions*, n. 172; Can. 696 §1).
- Sexual abuse committed by a sister towards a child or person/s in vulnerable situation/s is grounds for dismissal (cf. *Constitutions*, n. 173; Can. 695 §1), possibly with other canonical and civil consequences (cf. Can. 1398).
- All applicable law in force in India will also apply to all sisters who are citizens of India and sisters of other nationalities working or staying in SWI Unit

Associated people

- Abuse committed by associated persons towards a child or person/s in vulnerable situation/s, can lead to the termination of any contractual relationship with the Congregation.
- Sexual abuse committed by associated persons towards a child or person/s in vulnerable situation/s may also lead to the termination of any contractual relationship with the Congregation, possibly with other canonical and civil consequences (cf. Can. 1398).

For conducts referred above, the SWI Unit Leadership team, in consultation with the SWI Unit Safeguarding Committee, can proceed according to applicable Canon Law or domestic law in force in India.



11.4 Guidance for Country Safeguarding personnel who receive a report on possible abuse or exploitation

Actions to be taken when a concern, suspicion, disclosure or allegation of child/adult abuse is received:

- Respond immediately to any concern, suspicion, disclosure or allegation of abuse.
- Report all concern, suspicion, disclosure or allegation of abuse without delay to the Safeguarding Focal Person (Annex 3 Reporting Form).
- Safeguarding Focal Person will report without delay to the Unit Leader and Congregational Safeguarding Advisor at safeguarding@olcgs.org. Where applicable the GSIF Safeguarding Focal Person will be notified.
- Wherever possible, take notes; if not immediately as soon as possible, but not later than the end of that day.
- Record all information on the Safeguarding Incident Report Form (Annex 3). This should be signed and dated by the author.
- Include all the details, even those which may not appear important at the time.
- The Safeguarding Focal Person will compile a protection case file and will store all original copies of information in a safe and secure location with limited access.
- Assess the risk to the child or person/s in vulnerable situation/s in question and others and also inform the Unit Leader.
- The Safeguarding Focal Person will develop an action plan in dealing with this case.
- Maintain professional confidentiality at all times.

HOW TO RESPOND TO A PERSON BRINGING A REPORT ON POSSIBLE ABUSE OR EXPLOITATION

Receive	Listen, accept
Reassure	Make no promises but communicate without judgment that what is being reported is not the fault of the child/ person/s in vulnerable situation/s
React	Be non-intrusive, ask open questions, remain calm
Record	Observable/verifiable facts (exact words of the complainant)
Remember	The safeguarding policy and guidelines (and training you have received)
Restore	Strive to heal and restore healthy relationships and safe environments



Standard 2

Procedures Standard 3

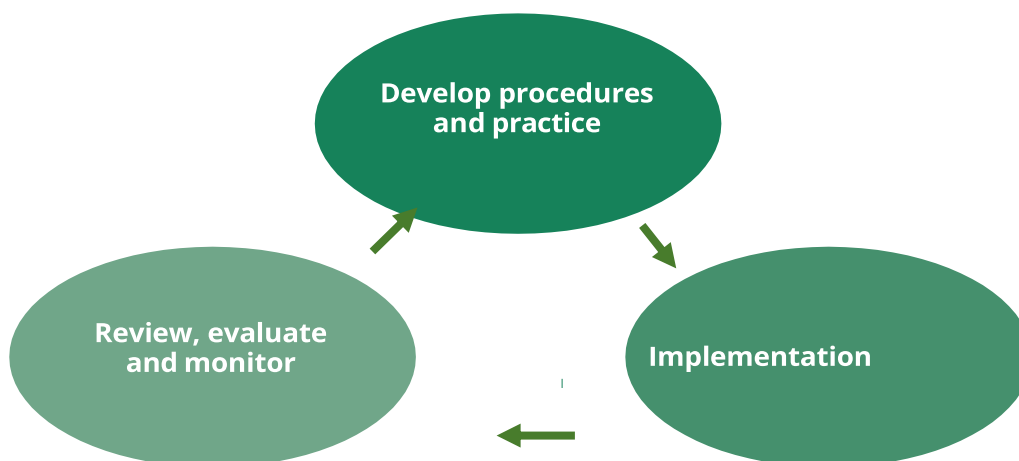


IMPLEMENTATION AND MONITORING OF THE STANDARDS

It is important that compliance with this policy and the implementation of safeguarding standards is monitored on an ongoing basis. The following procedures should be observed as a minimum:

- An Annual Report on safeguarding, highlighting key issues, including the safeguarding of children and person/s in vulnerable situation/s, will be presented to the Unit Leadership Team and Unit Safeguarding Committee, and referred to in the Unit Annual Report, as appropriate.
- All reports will be logged and stored in a secure location, e.g., locked cabinet/drawer with restricted access, password protected files accessed by Unit Leader/Safeguarding Focal Person.
- Review of safeguarding will form part of our internal audit process.
- The Unit will regularly monitor reports and the types of concerns and complaints received regarding safeguarding through the Unit Safeguarding Committee.
- The Unit Safeguarding Policy will be approved by the Unit Leadership Team in collaboration with the Unit Safeguarding Committee and will be reviewed every three years.

12.1 MONITORING OF SAFEGUARDING SYSTEMS





ANNEX

DETAILED DEFINITIONS

Kindly note – The definitions below include those in the Congregational Safeguarding Policy, 2022. These may differ from the legal definitions in Indian law or those from other authoritative sources relevant to the Indian context, and therefore some of these have been added in italics below the ones drawn from the Congregational Safeguarding Policy, 2022.

Type of Abuse	Child	Person/s in vulnerable situation/s
Emotional	<p>Is normally to be found in the relationship between a parent/ carer and a child rather than in a specific event or pattern of events. It occurs when a child's developmental need for affection, approval, consistency, and security are not met.</p> <p><i>means behaviors, speech, and actions of caregivers, or other significant figures in a child's life that have a negative mental impact on the child or seriously damage the emotional health and development of a child.¹</i></p>	<p>Includes 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.</p>
Neglect	<p>Can be defined in terms of an omission, where the child suffers significant harm or impairment of development by being deprived of food, clothing, warmth, hygiene, intellectual stimulation, supervision and safety, attachment to and affection from adults, and the failure to access appropriate medical care or treatment.</p> <p><i>"Neglect or negligent treatment" means failure to maintain and/or</i></p>	<p>Neglect and acts of omission include ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services and/or the withholding of the necessities of life such as medication, adequate nutrition and heating.</p>

¹ Adapted from Identifying Abuse and Maltreatment in Child Care Institutions, Community Child & Adolescent Mental Health Service Project, Dept. of Child & Adolescent Psychiatry, NIMHANS, Supported by Dept. of Women & Child Development, Government of Karnataka, September 2018, p. 3, available at <https://nimhanschildprotect.in/wp-content/uploads/2021/03/Identifying-Trauma-and-Abuse-in-Child-Care-Institutions> NIMHANS-Guidelines.pdf

	<i>provide a basic or minimum standard of care², when those responsible for children's care have the means, knowledge and access to services to do so.³</i>	
Physical	means physical assaults that would be serious criminal offenses if committed against a child - for instance, hitting, slapping, or striking with an object, pushing, shaking, kicking, throwing, pinching, biting, choking, pulling hair burning with cigarettes, scalding water or other hot objects, severe physical punishment, etc. Even if the injury was not intended, the act is considered physical abuse.	Includes hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
Sexual	Occurs when an individual uses a child for his or her gratification or sexual arousal, or for that of others. May include contact and non-contact sexual offending. <i>Acts or behaviour that constitute an offence under the Protection of Children from Sexual Offences Act, 2012 (POCSO); or Sections 354, 354A, 354B, 354C, 354D, 370A, 376, 376A, 376AB, 376B, 376C, 376D, 376DA, and 376DB, the Indian Penal Code, 1860; or Section 67B of the Information Technology Act; or Sections 92(b) and 92(d) of the Rights of Persons with Disabilities Act, 2016, and any other law for the time being in force in India that provides for a sexual offence against a child.</i>	Includes rape and sexual assault, or sexual acts to which the person/s in vulnerable situation/s has not consented, or could not consent, or into which he or she was compelled to consent.

² Adapted from *Re: Exploitation of Children in Orphanages in the State of Tamil Nadu v. Union of India*, (2017) 7 SCC 578, para 77.

³ General Comment No. 13, The right of the child to freedom from all forms of violence, (2011) clause 20, p.

Sexual Exploitation	Actual or attempted abuse of a position of vulnerability, power, or trust for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another. It includes trafficking, being used as an object of prostitution and pornography	Actual or attempted abuse of a position of vulnerability, power, or trust for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another. It includes trafficking, being used as an object of prostitution and pornography
Sexual Harassment	<p><i>A person is said to commit sexual harassment upon a child when such person with sexual intent</i></p> <p><i>i. Utters any word or makes any sound so as to be heard by the child.</i></p> <p><i>ii. Makes any gesture, or exhibits any object or part of the body so as to be seen by the child</i></p>	<p>Any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offense or humiliation. Sexual harassment may occur in the workplace or in connection with work.</p> <p><i>includes any one or more of the following unwelcome acts or behavior (whether directly or by implication) namely:—</i></p> <p><i>(i) physical contact and advances; or</i></p> <p><i>(ii) a demand or request for sexual favours; or</i></p> <p><i>(iii) making sexually coloured remarks; or</i></p> <p><i>(iv) showing pornography; or</i></p> <p><i>(v) any other unwelcome physical, verbal or non-verbal conduct of sexual nature;⁴</i></p>
Institutional	Abuse may occur within residential care and acute settings and any other in-patient settings, and may involve poor standards of care, rigid routines and inadequate responses to complex needs.	Abuse may occur within residential care and acute settings including care homes, acute hospitals and any other in-patient settings, and may involve poor standards of care, rigid routines and inadequate responses to complex needs.

⁴ As per definition under the "Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013).

Type of Abuse	Child	Person/s in vulnerable situation/s
Discriminatory	Discriminatory abuse is the unequal treatment of a person based on age, disability, gender and gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation.	Discriminatory abuse is the unequal treatment of a person based on age, disability, gender and gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation.
Online	Online abuse is any type of abuse that happens on the internet, whether through social networks, playing online games or using mobile phones. It includes and is not limited to cyberbullying, grooming, sexual abuse, sexual exploitation, and/or physical or emotional abuse.	Online abuse is any type of abuse that happens on the internet, whether through social networks, playing online games or using mobile phones.
Bullying	Bullying can be defined as repeated aggression – whether it is verbal, psychological or physical – that is conducted by an individual or group against others.	Bullying can be defined as repeated aggression – whether it is verbal, psychological or physical – that is conducted by an individual or group against others.
Cyber Bullying	Is sending or posting of harmful or cruel text or images using the internet or other digital communication devices.	Is sending or posting of harmful or cruel text or images using the internet or other digital communication devices.
Spiritual	Is a form of emotional and psychological abuse. It is characterized by a systematic pattern of coercive and controlling behavior in a religious context. This abuse may include: manipulation and exploitation, enforced accountability, censorship of decision making, requirements for secrecy and silence, coercion to conform, control through the use of sacred texts or teaching,	Is a form of emotional and psychological abuse. It is characterized by a systematic pattern of coercive and controlling behaviour in a religious context. This abuse may include: manipulation and exploitation, enforced accountability, censorship of decision making, requirements for secrecy and silence, coercion to conform, control through the use of sacred texts or teaching, requirement of obedience to the

	<p>requirement of obedience to the abuser, the suggestion that the abuser has a 'divine' position, isolation as a means of punishment, and superiority and elitism.</p>	<p>abuser, the suggestion that the abuser has a 'divine' position, isolation as a means of punishment, and superiority and elitism.</p>
<p>Ragging⁵</p>		<p><i>As per the University Grants Commission Regulations applicable to institutes of higher education, ragging constitutes one or more of any of the following acts:</i></p> <ul style="list-style-type: none"> <i>a. any conduct by any student or students whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or any other student;</i> <i>b. indulging in rowdy or undisciplined activities by any student or students which causes or is likely to cause annoyance, hardship, physical or psychological harm or to raise fear or apprehension thereof in any fresher or any other student;</i> <i>c. asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, or torment or embarrassment so as to adversely affect the physique or psyche of such fresher or any other student;</i> <i>d. any act by a senior student that prevents, disrupts or disturbs the regular academic activity of any other student or a fresher;</i> <i>e. exploiting the services of a fresher or any other student for completing the academic tasks assigned to an individual or a group of students.</i> <i>f. any act of financial extortion or forceful expenditure burden put on a fresher or any other student by students;</i> <i>g. any act of physical abuse including all variants of it: sexual abuse,</i>

⁵ UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009.

		<p><i>homosexual assaults, stripping, forcing obscene and lewd acts, gestures, causing bodily harm or any other danger to health or person;</i></p> <p><i>h. any act or abuse by spoken words, emails, post, public insults which would also include deriving perverted pleasure, vicarious or sadistic thrill from actively or passively participating in the discomfiture to fresher or any other student;</i></p> <p><i>i. any act that affects the mental health and self-confidence of a fresher or any other student with or without an intent to derive a sadistic pleasure or showing off power, authority or superiority by a student over any fresher or any other student.</i></p>
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Congregational Code of Conduct

I WILL:

- Treat all children and person/s in vulnerable situation/s with respect, compassion, dignity, and equity.
- Exercise positive, appropriate behavior to all children and person/s in vulnerable situation/s I encounter.
- Be aware of the Unit Safeguarding Policy.
- Develop openness, honesty and safety.
- Respect the boundaries of all children and person/s in vulnerable situation/s and support them to develop their own understanding and sense of their rights.
- Help children and person/s in vulnerable situation/s to know what they can do if they have a problem.
- Take responsibility for my behavior, action, language and relationship with children and person/s in vulnerable situation/s.
- Report any concerns of abuse.
- Avoid being alone with children or person/s in vulnerable situation/s in private.

I WILL NOT:

- Act with behavior that is intended to shame, humiliate, belittle or degrade children or person/s in vulnerable situation/s.
- Physically assault or abuse children and person/s in vulnerable situation/s.
- Develop a sexual relationship with children or person/s in vulnerable situation/s.
- Act in any way that may be abusive or may place a child or person/s in vulnerable situation/s at risk of abuse.
- Act in a way that shows unfair or differential treatment to children or person/s in vulnerable situation/s.
- Use language, make suggestions or offer advice that is inappropriate, offensive or abusive.
- Engage in discriminatory behavior or language in relation to race, culture, age, gender, disability, religion, and/or sexual orientation.
- Consume alcohol, tobacco or illegal drugs while having responsibility for or in the presence of children or person/s in vulnerable situation/s.
- Behave provocatively or inappropriately with a child or person/s in vulnerable situation/s.
- Photograph or video a child or person/s in vulnerable situation/s without the consent of the child or person/s in vulnerable situation/s and his/her parents or guardians' permission to post to the media.

I confirm that I have read and understood the Code of Conduct and I agree to abide by the SWI Unit Safeguarding Policies and other related policies and procedures as may be applicable. I also authorize the verification of the information provided on this form and the appropriate and necessary sharing of this information.

I confirm that I have read and fully understand the following:

➤ This SWI Unit Safeguarding Policy

➤ This Code of Conduct

I agree to accept and apply the above Safeguarding Policy and Code of Conduct in their entirety.

I am aware that a breach or non-compliance of the code of conduct, may result in sanctions as per the applicable Service Manual/Province Administrative Manual, that I am liable for disciplinary and/or other legal action that may be initiated against me. I commit to cooperate fully with such procedures in the likelihood that such circumstances arise.

Signed: _____ Role: _____

Printed name: _____ Date: _____



Safeguarding Incident, Complaint or Report Form

This form should be completed if you have an incident, complaint or concern regarding the harm or abuse of a child or adult who is participating in a community/ministry, or in the event of an alleged breach of the Safeguarding Policy or Code of Conduct. The completed form should be given to the Safeguarding Focal Person.

Please only complete the details that are known to you at the time of receiving or becoming aware of the incident, complaint or concern. If forwarding by email, please ensure that the document is password protected and the receiver is advised of the password by means other than email e.g., phone, WhatsApp, text.

About the disclosure/concern

Date of disclosure/concern: _____

Time of disclosure/concern: _____

How was the information received? (Attach any written information to this form)

Please circle: Letter Email In person

Details of person making disclosure/raising concern

Name (please print) _____

Address _____

Tel _____ Mobile No _____

Email (please print) _____

If not the person who concern relates to, does the person reporting know the person and how?

Details of child / adult to whom the concern relates to

Name _____ Date of Birth _____

Address _____

Gender _____ Ethnic Origin _____

Language (is interpreter/signer needed) Yes No

Any Disability _____

School (if applicable)

Details of parent/carer (where appropriate or known)

Name _____

Address (if different from above) _____

Tel _____ Mobile _____

Are they aware of the allegation, suspicion, or complaint? Yes No

Details of alleged subject of the complaint

Name _____

Address _____

Relationship to child or adult (if applicable) _____

Occupation _____

Details of concern, allegation or complaint

(Include dates/times, location of incident(s) occurred, witnesses if known. Include complainant's words where possible. Does the child or adult know this concern is being raised?)

**Name of Safeguarding Contact Person
(Sister/Associated Person) Completing this
form:**

Signature: _____
Mobile No: _____
Email address: _____
Date: _____

**Name of Safeguarding
Focal Person who received this form:**

Signature: _____
Mobile No: _____
Email address: _____
Date: _____

Has the Congregational Safeguarding Advisor been informed? Yes No Date: _____

List of Relevant and Related documents

- Constitutions of Our Lady of Charity of the Good Shepherd, 2009
- Province Administration Manual (PAM), 2015
- Our Lady of Charity of the Good Shepherd Position Papers, 2018
- Guidelines and Policies: Internet Presence, Social Media, and other Electronic Communications, 2019
- Congregational Data Protection Policy, 2018
- United Nations Convention on the Rights of the Child (UNCRC), 1989
- African Charter on the Rights and Welfare of the Child, 1990
- UN Convention on the Rights of Persons with Disabilities (UNCRPD), 2006
- The Universal Declaration of Human Rights (UDHR), 1948
- The UN Guiding Principles on Business and Human Rights, 2011
- European Convention on the Exercise of Children's Rights, 1996
- The New Zealand Bill of Rights Act, 1990
- The New Zealand Society for the Protection of Women and Children, 1893
- Code of Canon Law, in particular Book II and Book VI, 1983 (and subsequent modifications)
- Motu Proprio Sacramentorum Sanctitatis tutela, 2001
- Motu Proprio Vos estis Lux Mundi, 2019
- The Normae de Gravioribus Delictis, 2021.
- The UN Principles for Older Persons, 1991. ⁶

Laws in India

This policy recognizes all applicable domestic law including but not limited to the following laws that are currently in force in India :

- The Constitution of India, 1949
- The Juvenile Justice (Care and Protection of Children) Act, 2015 and applicable State Rules.
- The Protection of Children from Sexual Offences Act, 2012 (POCSO Act, 2012) and POCSO Rules, 2020
- The Immoral Traffic Prevention Act, 1956
- The Child and Adolescent Labour (Prohibition and Regulation) Act, 1986 and Rules
- The Scheduled Caste and Scheduled Tribes (Prevention of Atrocities Act), 1989 and Rules.
- The Commission for Protection of Child Rights Act, 2005 and State Rule
- The Prohibition of Child Marriage Act, 2006 and Rules
- The Right of Children to Free and Compulsory Education Act, 2009 and Rules

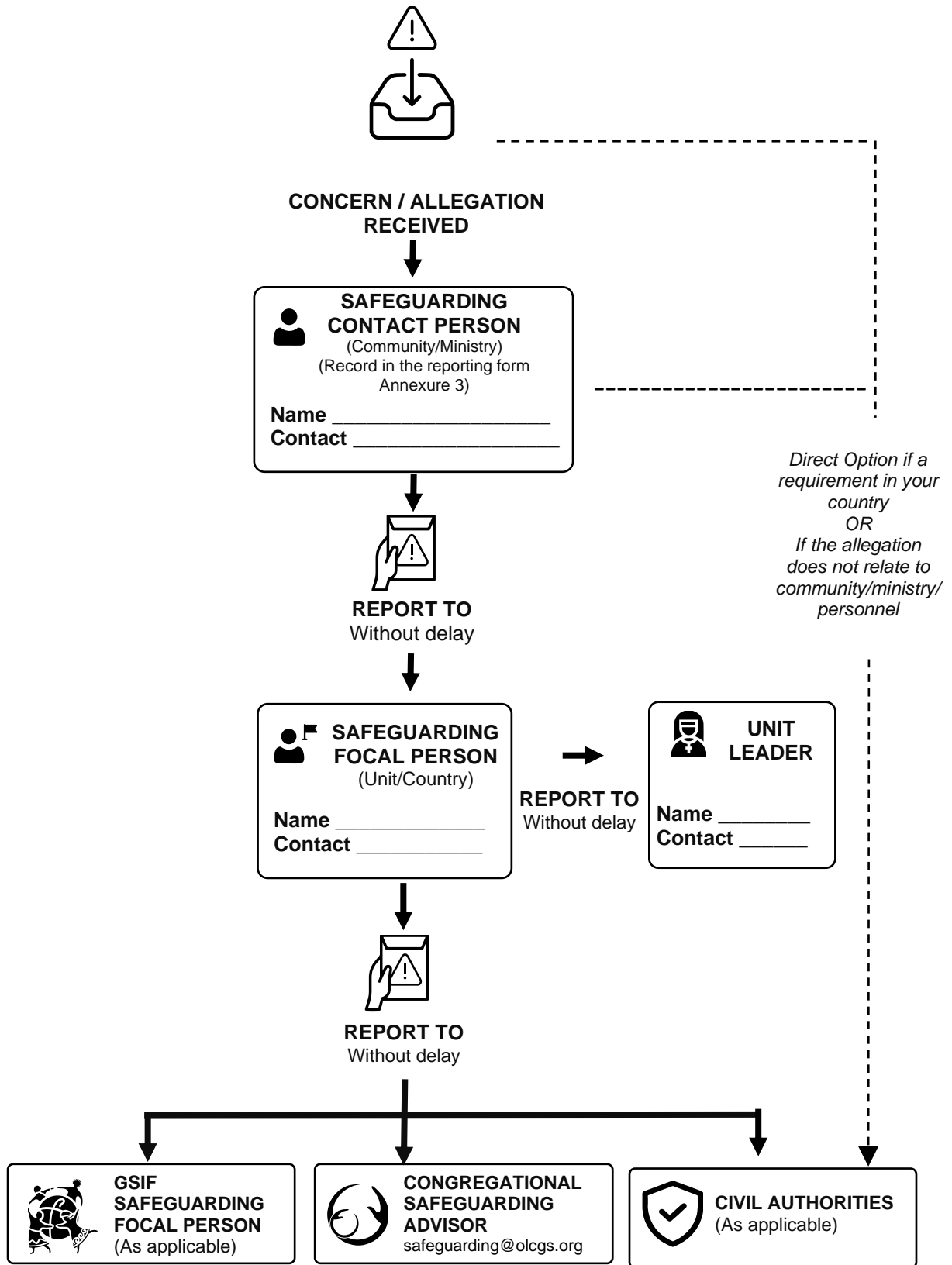
- The Rights of Persons with Disabilities Act, 2016 and Rules
- The HIV and AIDS (Prevention and Control) Act, 2017 and Rules.
- The Mental Healthcare Act, 2017 and Rules
- The Maintenance and Welfare of Parents and Senior Citizen's Act, 2007
- The Transgender Persons (Protection of Rights) Act, 2019.
- The Dowry Prohibition Act, 1961.
- The Protection of Women from Domestic Violence Act, 2005
- The Immoral Traffic (Prevention) Act, 1956
- The Indecent Representation of Women (Prohibition) Act, 1986
- The National Commission for Women Act, 1990
- The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

Template of Reporting Flow Chart with Name allocation

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STEP 3





CONGREGATION OF
OUR LADY OF CHARITY
OF THE GOOD SHEPHERD
SOUTH WEST INDIA UNIT

<https://www.olcgs.org>

<http://www.goodshepherdbangalore.org>