



**COLLEGE OF
ENGLISH
LANGUAGE**

SAFEGUARDING AND CHILD PROTECTION POLICY

Contents

CEL Vancouver Safeguarding and Child Protection Policy.....	5
Safeguarding is:	5
Child protection.....	5
1. Introduction.....	5
2. Designated Safeguarding Persons and Designated Safeguarding Lead	6
Training.....	6
3. Staff Recruitment Policy	6
4. Staff Code of Behaviour	7
4.1 Statement of Intent	7
4.2 Guidelines for all CEL Staff.....	7
Attitudes	7
By Example	7
One To One contact.....	8
Physical contact.....	8
General	8
Bathrooms and Bedrooms.....	8
Transport	8
4.3 Electronic contact with students under-19	8
4.4 Anti-bullying policy	9
5. Safeguarding Procedures.....	9
5.1 Visible ID	10
5.2 Age of sexual consent.....	10
5.3 Monitoring	10
5.4 Absence from school	10
5.5 Supervision at the school.....	10
5.6 Accommodation	10
5.7 Leisure activities	11
5.8 Taxi transfers	11
5.9 Outside of school	11
5.10 Vetting of other adults	11
5.11 E-safety	11
5.12 Fire Safety.....	11
5.13 First Aid and Medical Care	11

5.14 Behaviour and Discipline	11
Under-19s are expected to follow our school rules as laid out in the separate Disciplinary Policy for Students Aged 14 to 18.	11
5.15 Vulnerable students.....	12
6. Child Protection Introduction	12
Sharing Information Regarding Child Protection.....	12
Designated Safeguarding Staff	13
6.1. Children and young people.....	13
6.2. Parents.....	13
6.3. Staff	13
6.4. Other Bodies.....	13
7. What is Child Abuse?	13
7.1. Awareness of actual or likely abuse.....	13
7.2. Signs of neglect or abuse	14
8. Procedure for Reporting Allegations or Suspicions of Abuse	14
8.1. Responsibility of staff to report.....	14
If a member of staff has suspicions, they should contact the Designated Safeguarding Person in confidence. If a child or young person starts to talk to the staff member directly, they should allow that person to disclose and should allow them to continue talking following the guidelines below. They should then see the Designated Safeguarding Person or Centre Director in confidence.....	14
8.2. What to do if abuse is suspected or disclosed.....	14
8.3. Record keeping	14
8.4. The Records	14
Designated Child Protection Persons	15
9. Further Action	15
What happens when an allegation is made against a child?	16
What happens when an allegation is made against a CEL student?.....	16
9.1 Contacting Child Protection Services	16
10 Annual safeguarding Audit and Report	17
Appendix A: Safeguarding Incident Concern Form.....	18
Appendix B: Safeguarding Incident Referral Form	19
Appendix C: Action to be taken by staff if a student under 19 years goes missing from a school excursion/off-site activity	20
Appendix D: Action to be taken by hosts/staff if a student under 19 years does not return to the homestay at the required times	20

CEL Vancouver Safeguarding and Child Protection Policy

CEL International Vancouver is committed to a practice which protects children from harm. This includes both Safeguarding and Child Protection. This is of paramount importance in our organisation.

Safeguarding is:

- the school's duty of care to look after children and help them to achieve their potential
- concerned with strengthening relationships of trust between under 19s and adults
- ensuring safe systems are in place for the well-being of under 19s
- considering measures that can be taken to address any specific issues that arise from the presence of Under-19s in a largely adult environment

Child protection

- involves protection from the threat of direct harm
- is concerned with abuse that includes neglect, sexual, physical, or psychological and emotional abuse
- involves procedures for dealing with abuse when it arises

For the purposes of this policy a child is defined as a person under the age of 19.

The people who should abide by the policy are all the adults working with the children at CEL Vancouver, as teachers, administrators, managers or ancillary staff, or the main carer in a homestay accommodating a child as arranged by CEL Vancouver.

1. Introduction

Annually, around 15% of the students that study at CEL Vancouver are under-19s with greater concentrations of students at this age in the summer. For many, this will be their first experience of living away from home and in a foreign country. The minimum age of students at CEL Vancouver is 14 and school publicity makes it clear to parents and guardians on its website and in enrolment documentation that these children will be studying in an adult educational environment.

Staff in this organization accept and recognize our responsibilities to develop awareness of issues which cause children and young people harm. Adults must be aware and vigilant and must report any concerns to the Designated Persons at CEL Vancouver mentioned below. At the end of this policy, there are contact details for the Child Protection Services of BC who adults may wish to contact for help or advice. Adults may wish to contact the Police or Child Protection Services if they have concerns about a child's safety.

We will endeavour to safeguard children and young people by:

- Adopting child protection guidelines through a code of behaviour for staff.
- Sharing information about child protection and good practice with children, parents, group leaders, homestay providers and staff.
- Sharing information about concerns with agencies who need to know, and involving parents and children appropriately.
- Following stringent procedures for recruitment and selection of staff including mandatory CRC checks for staff and homestay providers.
- Providing effective management for staff through supervision, support and training.

- We are also committed to reviewing our policy and good practice on an annual basis in the first quarter of the year or when changes in the law or other guidance dictate. This is done by the Designated Safeguarding Lead, currently the Centre Director and draws on feedback from staff, homestay providers and students.
- Holding regular forums with children at CEL Vancouver to enable them to suggest changes to our policy

This policy is for all children in our care, regardless of their nationality, race or gender. They all have equal entitlement to be protected.

This full policy is given to all staff and to homestay providers accommodating children. It is available on our web site <https://www.englishcollege.com/vancouver>
There is also a condensed version for students and visitors to the school.

2. Designated Safeguarding Persons and Designated Safeguarding Lead

CEL Vancouver has a Designated Safeguarding Person (DSP) – Marni Shore. The identity of the Designated Safeguarding Person is advertised around the school and on the students' arrival, and the Designated Safeguarding Person meets newly-arrived under-19s during their first week and is their point of contact for day-to-day matters throughout their course. The Designated Safeguarding Person can be found in the office. The Designated Safeguarding Person has received Advanced Safeguarding for Designated Staff training.

The Designated Safeguarding Lead (DSL) is Laura Haseley, the Centre Director who has overall responsibility for training and will be involved with any major decisions relating to Child Protection.

If any student or staff member has any concerns about the welfare of an under-19 this should be reported to the Designated Safeguarding Person or any other staff member that is trusted by the individual.

Training

The Centre Director has responsibility for ensuring that all adults working for or with CEL have Safeguarding training to an appropriate level.

As a starting point all members of staff and homestay providers receive a copy of the School's Safeguarding & Child Protection Policy.

The DSP and DSL will also participate in relevant local and national training events in relation to their Safeguarding roles.

3. Staff Recruitment Policy

CEL Vancouver is committed to the safer recruitment of staff, homestay providers, group leaders and other service providers. The CEL Vancouver Teacher and Administration Handbooks states that CEL has a commitment to safeguarding children in our care and that all adults associated with the company will be expected to share our ethos of active engagement in looking after under-19s safely.

To ensure that employees working for CEL are suitable for work with children, the following procedures will be followed:

All staff must submit a CV with their application and all gaps in CVs must be explained satisfactorily. Proof of qualifications will be required and a minimum of two references will be followed up. The

reference request will ask if the referee has any reason to believe that the employee is unsuitable for work with children. Staff will be required to affirm that there is no reason why they should not be employed in situations where they have responsibility for, or substantial access to, persons under 19. At interview prospective employees will be asked about their attitude to working with under-19s.

Staff members are asked to agree to undergo a fresh enhanced CRC check before they commence employment with the school. The CRC check is valid with the school for a period of five years. The adults in homestay providers accommodating under-19s will also undergo a CRC check prior to receiving students.

A record will be kept of decisions reached by the Centre Director and the Director of Studies in relation to teaching or administrative staff, or by the Centre Director and the Accommodation Coordinator in relation to homestay providers, in the case of a criminal record being revealed by the CRC check.

If a CRC check has not come back by the time the applicant is due to start work, there should be exceptional and justifiable circumstances for employment to commence prior to receiving clearance. However, under such circumstances the employee would not be permitted to have unsupervised access to under-19s. Homestay providers will not be given students to accommodate until we have completed the CRC check.

4. Staff Code of Behaviour

4.1 Statement of Intent

It is the policy of CEL International to safeguard the welfare of all children and young people by protecting them from all forms of abuse including physical, emotional and sexual harm. This organization is committed to creating a safe environment in which young people can feel comfortable and secure while engaged in any of CEL's programs. Staff should at all times show respect and understanding for the individual's rights, safety and welfare, and conduct themselves appropriately.

4.2 Guidelines for all CEL Staff

The following guidelines are intended to protect both adults and children from any behaviour or actions that may be misconstrued:

Attitudes

Staff and homestay providers should be committed to:

- Treating children and young people with respect and dignity.
- Always listening to what a child or young person is saying.
- Valuing each child and young person.
- Recognizing the unique contribution each individual can make.
- Encouraging and praising each child or young person.

By Example

Staff and homestay providers should endeavour to:

- Provide an example, which we would wish others to follow. This includes presenting oneself appropriately. Teachers and staff should be dressed smartly and homestay providers must be careful to ensure they are not seen in a state of undress by children in their care.
- Use appropriate language with children and young people and challenge any inappropriate language used by a young person, child or an adult working with young people.
- Not to interact with children in their care if they are under the influence of alcohol or

drugs. Adults have a responsibility not to encourage children to drink alcohol, take drugs or smoke.

- Respect a young person's right to privacy.

One To One contact

Staff and homestay providers should:

- Not spend excessive amounts of time alone with children, away from others.
- In the event of having to meet with an individual child or young person make every effort to keep this meeting as open as possible.
- If privacy is needed, ensure that other staff are informed of the meeting and its whereabouts. For these meetings there should be two members of staff, one male and one female, present. Staff members are strongly advised against meeting a child alone in a closed space, especially of the opposite sex.

Physical contact

Staff and homestay providers should never:

- Engage in sexually provocative or rough physical games, including horseplay.
- Do things of a personal nature for a child or a young person that they can do for themselves.
- Allow, or engage in, inappropriate touching of any kind.

General

Staff and homestay providers should:

- Be aware that someone might misinterpret their actions no matter how well-intentioned.
- Never draw any conclusions about others without checking the facts
- Never allow themselves to be drawn into inappropriate attention-seeking situations such as tantrums or crushes
- Never exaggerate or trivialize child abuse issues or make suggestive remarks or gestures about, or to a child or young person, even in fun

Bathrooms and Bedrooms

Homestay providers for children must be particularly careful to ensure that children enjoy privacy in the bathroom and bedroom whilst they are in their care. All bathrooms should be fitted with a lock that can only be activated from inside the bathroom and windows or glazing in doors must allow for complete privacy. Adults should knock before opening the door to the bedroom of any child in their care and should not enter the child's bedroom unless in an emergency.

Transport

CEL Vancouver uses Beaton's Meet & Greet for its taxi transfer service. All taxi drivers employed by Beaton's Meet & Greet have undergone and passed enhanced CRC checks.

4.3 Electronic contact with students under-19

Electronic contact is defined as the communication or publication of information (including images) between two or more people using an electronic device. This may occur using (but is not limited to) landline and mobile phones, other handheld electronic devices, gaming equipment and computers. Electronic contact may include but is not limited to voice communication, text communication, instant messaging, email, social networking sites, blogs, photos and videos.

This policy applies to the relationship between students and staff before, during or after a course.

Staff and homestay providers must request permission from the employer for any electronic contact with a student which is of a non-professional nature before, during or after a course. This may be

necessary when needing mobile phone numbers from students for an excursion but social-networking on Facebook etc. is strictly prohibited. Staff should ensure that their Facebook page is set to an appropriate security setting so that students cannot access information about the staff member that might bring disrepute to the school.

In any electronic contact with students, staff must pay particular attention to use neutral, un-emotive language that will not be misconstrued. Staff must not exchange any information with a student that they would not be happy to share with the child's parent or carer.

The Wi-Fi network and all computers at CEL Vancouver have a robust firewall that prevents anyone accessing inappropriate content on the Internet. Homestay providers must ensure that children in their care are not able to access inappropriate content on the Internet.

Inappropriate content includes websites displaying pornographic material, facilitating suicide, or encouraging extremism or radicalization.

N.B. Parents/guardians are asked at the enrolment stage if they give their permission for their child to be photographed or filmed for promotional purposes.

4.4 Anti-bullying policy

CEL has a written policy on bullying for staff in its Staff Handbook, and one for students in the Student Guide. A poster dealing with the issue of respect for other students is also displayed on the noticeboard.

5. Safeguarding Procedures

The following safeguarding measures are followed at CEL Vancouver in order to look after under-19s to ensure their safety and well-being.

The Centre Director conducts daily tours of the school's common ways to check for any fire or health and safety risks that might present a danger to students or staff. In addition there is an annual fire risk assessment of the building and a general risk assessment of the premises. Our policy is to act promptly in response to recommendations made in the risk assessment reports.

Individual staff members or students can approach the Centre Director directly with Health & Safety concerns.

All new students on their first day at CEL are made aware of our fire safety and first aid policies.

All students have 1-1 feedback meetings with their main class teacher every two weeks. This affords the school an opportunity to check on the general welfare of each student as well as eliciting feedback from the student about their course and their accommodation.

Any serious concerns expressed by students are followed up by arranging for a meeting with the Accommodation Coordinator, the Director of Studies, or the Centre Director.

All students are asked to complete a questionnaire at the end of their first week at CEL in which they are asked for their opinion about the school and its services. Any serious concerns expressed by students are followed up by the Accommodation Coordinator, the Director of Studies or the Centre Director.

During their first week in the school all students under the age of 19 have a meeting with the Designated Safeguarding Person, Marni Shore, to check that they have settled in with their homestay and have no particular welfare issues. The Designated Safeguarding Person will conduct weekly meetings with all under-19s. These meetings are obligatory. Under-19s are invited to liaise

with Marni at any time if they have any welfare concerns during their time at CEL.

5.1 Visible ID

All U19 students are given a lanyard and they are asked to wear this whilst they are at the school and whilst attending any activities outside of class time organized by the school.

Students who are not wearing their visible ID may not be allowed into class.

Any person on the school site who is not known to staff and/or is not wearing visible ID may be approached and asked to prove their identity.

5.2 Age of sexual consent

All students are informed on their first day at the school that the age of sexual consent in Canada is 16. This information is also available in the school's Disciplinary Policy.

5.3 Monitoring

Students U19 are highlighted on the attendance registers. The out of hours' duty officer also has access to up-to-date next of kin/emergency contact details (these details are obtained and recorded prior to arrival).

5.4 Absence from school

The age of students is clearly indicated in class registers. All U19s are required to sign in at reception when they arrive. This list is checked by the Designated Safeguarding Person after the first 15 minutes of class and any absences are followed up on.

In instances of repeated lateness or absence, the Designated Safeguarding Person will discuss the matter with the Centre Director, who will inform the student's parents or guardian and, where applicable, their agent.

5.5 Supervision at the school

During breaks the Centre Director, in a supervisory role, walks around the school site. In their absence this duty is covered by the Director of Studies.

5.6 Accommodation

Students under the age of 19 who do not form part of a group and are not accompanied by an adult family member or guardian are only permitted to be accommodated in what is defined as homestay accommodation and not a private home. All adults in homestays accommodating under-19s are CRC checked. Under-16s are not accommodated with students aged 19 and over.

For students aged 16-18 the curfew times are 23.00 (Sunday to Thursday) and 00.00 (Friday and Saturday). In cases where a child does not return before the curfew begins the homestay should phone the child to ensure they are safe and should inform the school. If the homestay provider is unable to contact the child they should phone the CEL emergency phone on 604-831-4006. The emergency duty officer will continue to attempt to make contact with the child and if necessary will inform the police and parents/guardians.

All complaints made by under-19 students about their accommodation must in the first instance be treated as a safeguarding issue and therefore be discussed by the Accommodation Coordinator and in serious cases, the Designated Safeguarding Lead (the Centre Director).

All communication between the school and the host (or any other third party) must be conducted from a safeguarding perspective, thus protecting the interests of the child above all other concerns. It is strongly advised that any complaints made by students about their accommodation is handled

sensitively and discreetly to maintain confidentiality and to avoid any possible tensions between the student and the host.

5.7 Leisure activities

The School runs a series of activities for students as part of its social program. Risk assessments are created for onsite and offsite events and include consideration of under-19s.

Attendance at some activities is advertised and restricted for students who are over 19 only. Activities are supervised by a member of staff who will have responsibility for ensuring that all under-19s are safe and accounted for. The supervisor will ensure their phone is fully charged and they have contact details for the Under-19s. Supervisory ratios are consistent with the Languages Canada guidelines, ages 14 – 18: 1 adult to 15 children. If an under-19 goes missing the supervisor should phone the CEL emergency phone on 604-831-4006. The emergency duty officer will attempt to make contact with the child and establish their whereabouts and if necessary will inform the police. Please refer to Appendix C for a more detailed procedure.

5.8 Taxi transfers

All U19 students must have a pre-booked return taxi transfer.

5.9 Outside of school

All under-19s have a student ID card on their CEL student app with the school's contact details and emergency contact details. A duty officer is available to take calls outside of the school's normal opening hours. All students are given advice on staying safe in Vancouver in their first week.

The school's Disciplinary Policy for Students Aged 16 to 18, which are given to Under-19s and their parents/guardians contain more detailed information on what students may and may not do in their free time outside of the school.

5.10 Vetting of other adults

The School will ensure that it receives written confirmation from its partner organizations including its taxi transfer partner that they have effective and rigorous staff vetting procedures in place that include an enhanced CRC check for their staff members.

5.11 E-safety

All PCs on the school premises and the student Wi-Fi network in the school are protected by secure firewalls that prevent anyone accessing inappropriate content online.

5.12 Fire Safety

All students are informed about fire safety at their induction.

5.13 First Aid and Medical Care

Under-19s are reliant on adults for proper medical and first aid provision and may not themselves be the best judge of when to seek assistance. We therefore ask all staff and homestay providers to be especially vigilant in relation to the health of under-19s under their supervision or in their care. Within the school we have trained First Aiders. Staff members supervising social program activities who are not First Aid trained will contact the emergency services in the case of injury to a child in their care. Homestay providers may be able to offer limited medical care but should help under-19s in their care receive all necessary medical attention through their own GP.

5.14 Behaviour and Discipline

Under-19s are expected to follow our school rules as laid out in the separate Disciplinary Policy for Students Aged 14 to 18.

CEL' Student Disciplinary Code extends to excluding students from the school for more serious misdemeanours. Safeguarding takes precedence and we would not exclude an Under-19 unless we had informed their parents and made provision for their safe return home. Please see the CEL website for our full Under-19 and our Adult Disciplinary Codes.

5.15 Vulnerable students

A list of students with Special Educational Needs or Medical Conditions will be distributed to key administrative staff and the relevant class teacher. Staff and homestay providers need to be particularly vigilant to safeguard any under-19s so listed.

Students with permanent or temporary mobility issues will be provided with personal fire evacuation plans, and the school will try to ensure that any such students are placed in classrooms nearest to the main fire escape routes.

6. Child Protection

Introduction

The School meets its Child Protection responsibilities by making all staff and homestay providers aware of their responsibilities, having nominated people available to consult at all times, making staff and homestay providers aware of different child protection scenarios, training them in recognizing symptoms of abuse, and offering guidance on how to respond to any allegation.

Sharing Information Regarding Child Protection

Good communication is essential in any organization. At CEL every effort will be made to assure that, should individuals have concerns, they will be listened to and taken seriously.

It is the responsibility of the management to ensure that information is available to, and exchanged between all those involved in this organization and its activities. Some information is confidential and should only be shared on a strictly need-to-know basis.

Designated Safeguarding Staff

The School has the following nominated staff with designated roles with regard to Safeguarding and Child Protection:

Marni Shore	Designated Safeguarding Person	604-685-0291
Laura Haseley	Designated Safeguarding Lead	604-685-0291
Corinne Toffan	Director of Studies and cover for Laura Haseley	604-685-0291

At least one of the above mentioned staff members will be available 24/7.

6.1. Children and young people

CEL will act to ensure that young students have information about how, and with whom, they can share their concerns, complaints and anxieties. When sharing information, CEL's personnel will be sensitive to the level of understanding and maturity, as well as to the level of responsibility, of the people with whom they are sharing information.

6.2. Parents

Parents / persons with parental responsibility are ultimately responsible for their children's welfare at all times, and they should be assured that their children are involved with a credible organization. We achieve this by having a full copy of this Child Safeguarding and Protection Policy available for anyone to view.

6.3. Staff

As an organization which works with children and young people, it is imperative that each member of the CEL staff is aware of their responsibilities under the Child Protection legislation and has a working knowledge of CEL procedures.

Each member of staff will receive training at induction. This training will include being given a copy of the school's Safeguarding & Child Protection Policy. There will also be regular ongoing training sessions for all staff members.

6.4. Other Bodies

A copy of our Safeguarding & Child Protection Policy will be made available to any other appropriate body.

7. What is Child Abuse?

Child Abuse is a term to describe a range of ways in which people harm children. Often the person is known and trusted by the child. All children without exception have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality or beliefs.

Child abuse is defined as neglect, physical injury, sexual abuse or emotional abuse inflicted or knowingly not prevented, which causes significant harm or death. (NSPCC 1999)

7.1. Awareness of actual or likely abuse

Cases of abuse become apparent in a number of ways:

- A child may tell someone they are being abused.
- Someone may disclose that a child has told them, or they believe a child is or has been abused.
- A child may show signs of physical injury with no satisfactory explanation for its cause.

- A child's behaviour may indicate that it is likely he / she is being abused.
- A member of staff's behaviour or way he / she relates to a child causes concern.

7.2. Signs of neglect or abuse

Eating disorders, being withdrawn, aggression, being disruptive, absence, self-harm, change of conduct, homesickness, not wanting to return home, being inattentive, lack of hygiene, clinging to staff etc. are just some of the possible signs.

8. Procedure for Reporting Allegations or Suspicions of Abuse

8.1. Responsibility of staff to report

It is not only the duty of CEL staff but a legal requirement to disclose cases of abuse or allegations of abuse to the Designated Safeguarding Person(s) without delay. It is **NOT** for staff to decide whether or not a suspicion or allegation is true. All suspicions or allegations of abuse must be taken seriously.

If a member of staff has suspicions, they should contact the Designated Safeguarding Person in confidence. If a child or young person starts to talk to the staff member directly, they should allow that person to disclose and should allow them to continue talking following the guidelines below. They should then see the Designated Safeguarding Person or Centre Director in confidence.

8.2. What to do if abuse is suspected or disclosed

- Never guarantee absolute confidentiality, as Child Protection will always have precedence over any other issue.
- Endeavour to meet the child in a semi-public or visible space if possible
- Listen to the child, rather than question him / her directly.
- Offer him / her reassurance without making promises, and take what the child says seriously.
- Allow the child to speak without interruption.
- Accept what is said – it is not your role to investigate or question.
- Do not overreact.
- Alleviate feelings of guilt and isolation, while passing no judgment.
- Advise that you will try to offer support, but that you must pass the information on.
- Explain what you have to do and who you have to tell.
- Record the discussion accurately, as soon as possible after the event,
- Use the child's words or explanations – do not translate into your own words, in case you have misconstrued what the child was trying to say.

8.3. Record keeping

All records, information and confidential notes should be kept by the Designated Safeguarding Person in separate files in a locked room or in secure electronic files. Only the Centre Director, the Director of Studies, and the Designated Safeguarding Person will have access to these files.

8.4. The Records

In any case where an allegation is made, or someone in CEL has concerns, a record should be made. *Details must include, as far as practical:*

- Name of child or young person
- Age
- Home address (if known)
- Date of birth (if known)

- Name/s and Address of parent/s or person/s with parental responsibility
- Telephone numbers if available
- Is the person making the report expressing their own concerns, or passing on those of somebody else? If so, record details
- What has prompted the concerns?
- Include dates and times of any specific incidents
- Has the child or young person been spoken to?
- If so, what was said?
- Has any individual been identified in the allegation?
- If so, record details
- Who has this been passed on to, in order that appropriate action is taken? E.g. school Centre Director, Accommodation Coordinator, Director of Studies, local social services, police etc.
- Has anyone else been consulted?
- If so, record details
- ACTION TAKEN: this must be recorded.

Designated Child Protection Persons

For reasons of confidentiality, the only people who need to know this information are the following designated Child Protection Persons: The Centre Director, Director of Studies, Accommodation Coordinator, and any other staff members with specific responsibility for under-19s. These will report to the Centre Director in her capacity as Designated Safeguarding Lead or in her absence to the Director of Studies.

9. Further Action

What happens when an allegation is made against an adult

Once a statement has been collected from a student further questioning should be avoided apart from important clarification of factual detail.

A senior management representative (usually the Centre Director) and the Designated Safeguarding Person will meet at the earliest possible opportunity to consider an appropriate course of action in response to the information revealed by the student and consider any other relevant information.

We will ensure that the child is safe, supported and reassured. If/when it is safe and appropriate, we will try to return the child to their normal routine.

If the allegation refers to the Centre Director, the DSP should contact one of the Managing Partners, Chris Thebing or Patrick Himmelberg (depending on the best time zone).

The Centre Director will decide if it is appropriate to involve other members of the school staff, e.g. the Director of Studies, the Accommodation Coordinator at this stage, and also whether to inform the student's agent and parents. The Centre Director will contact Child Protection Services. No decisions will be made on further action without referring to Child Protection Services. There may be no need to take any further action in which case this decision should be recorded in writing.

The Managing Partners should also be briefed of developments and further action may include the immediate removal of any imminent threat of danger, seeking advice from the Child Protection Services Designated Officer or contacting the police, depending on the severity of the allegation.

The Child Protection Services' role is to provide advice and guidance to schools dealing with allegations and, if necessary, to liaise with the police and other agencies and to monitor the progress of cases to ensure they are dealt with quickly and consistently. CEL has a duty of care to its employees and will provide adequate support for anyone facing an allegation and provide them with a named contact if they are suspended.

There will be an initial discussion between the DSL (Centre Director) and Child Protection Services, at which some actions will be agreed:

- Immediate action to protect the child
- When and what parents should be told
- What should be said to the adult facing the allegation
- Whether the adult facing the allegation should be suspended

Suspension is not an automatic response and should only be considered where children are at risk of serious harm or the concern is so serious that it would result in immediate dismissal. If the person is suspended, the reason must be communicated to them within one day.

The school must maintain confidentiality regarding the accused. Until any investigation, either internal or external, has been completed, the identity of the accused must not be released.

If the allegation is unsubstantiated, unfounded or malicious, CEL will support the member of staff on their return to work, especially if they have been suspended.

What happens when an allegation is made against a child?

It may happen that the person being accused of abusing a child is also a child. In such circumstances the school has a duty of care to both children involved. The procedure is the same as for dealing with an allegation of abuse made against an adult but the school will take particular care to offer support and confidentiality to the alleged perpetrator. The Centre Director will contact Child Protection Services immediately. No decisions will be made on further action without referring to Child Protection Services.

What happens when an allegation is made against a CEL student?

It may happen that the person being accused of abusing a child is a student at CEL, either an adult or a child themselves. In such circumstances the school has a duty of care to both parties involved. The procedure is the same as for dealing with an allegation of abuse made against an adult but the school will take particular care to offer support and confidentiality to the alleged perpetrator. The school will ensure that the alleged victim is kept safe and the alleged perpetrator may be excluded from the school or asked to change class or homestay in order to avoid further contact with the alleged victim. The Centre Director will contact Child Protection Services immediately. No decisions will be made on further action without referring to Child Protection Services.

9.1 Contacting Child Protection Services

The Centre Director will contact Child Protection Services if an allegation of child abuse is brought against an adult or child at CEL Vancouver. Anyone who is concerned about the well-being of a child can also contact any of the agencies listed below.

Child Protection Services can be reached on: 1 800 663-9122 and is staffed 24/7.

10 Annual safeguarding Audit and Report

CEL Vancouver conducts an annual audit of its Safeguarding and Child Protection provision and produces an annual report covering training, incidents, and future initiatives. The audit is kept in the Centre Director's office and can be submitted to Child Protection Services if requested.

Appendix A: Safeguarding Incident Concern Form

Concern (& Disclosure/Allegation) Form

Please complete and give to a Designated Safeguarding Person if you have any Safeguarding concerns about an under 19 student. You must complete the boxes in bold; the other information can be filled in by the DSP later.

Date	
Student first name	
Student family name	
Gender	
Date of birth	
Nationality	
Group / individual	
Student ID	
Name of person noting concern	
Role/Connection with CEL	
Date and time concern noted	
Location	
Concern <i>(Please provide as much detail as possible)</i> <i>NB: If reporting a disclosure / allegation made by a student, please use this space to describe verbatim (or as close as you can remember) the conversation. Use the other side or additional sheets to write more.</i>	
Signed	

Response to concern This section to be filled in by the DSP/DSL.

Do parents / group leader / agent / homestay / others need to be informed?

Response	By whom	When

Appendix B: Safeguarding Incident Referral Form

Referral Form

(Information to be sent to Child Protection Services)

Date & Time (form submitted)	
Name of School	CEL Vancouver 300-1190 Melville Street, Vancouver, V6E 3W1
Referrer's name & contact details	

Details of Staff / Other Adult / Student involved

Full name	
Date of birth	
Gender	
Nationality	
Any disability?	
Role / connection with school	
Home address	

Details of Student under 19 involved

Full name	
Date of birth	
Gender	
Nationality	
Any disability?	
Address in Vancouver	
Parents' name & email	
Is student known to be at risk?	

Details of Alleged Incident

Date & time of incident	
Place of incident	
Brief circumstances of incident	
Names of potential witnesses	
Any other information?	

Nature of Allegation

Category (physical / sexual)	
Was technology involved?	
If Yes, what type?	

Signed (by referrer)	
-----------------------------	--

Appendix C: Action to be taken by staff if a student under 19 years goes missing from a school excursion/off-site activity

1. Check that all the other students are present. All staff and students should be asked to explain when they last remember seeing the missing student
2. A member of staff will search the immediate vicinity and if at a venue the venue manager should be informed to arrange a search
3. A member of staff (or other students) should phone the student's mobile number (staff leading the trip will have full list of contact details for the students on the trip).
4. The Centre Director (or his/her deputy) should be informed if the student is still missing.
5. A decision will be made as to whether the group should travel back to Vancouver or should be moved to a different location where the rest of the group can be safely supervised
6. Depending on the precise circumstances, the Centre Director, or deputy, or the staff on the trip will call the police. Precise information, timings and description should be readily available
7. The Centre Director will contact the student's parents/guardians
8. A full record of all activities taken up to the stage at which the student is found will be made for an incident report
9. The student's parents/guardians will be informed about what happened

Appendix D: Action to be taken by hosts/staff if a student under 19 years does not return to the homestay at the required times

1. The host will phone the student's mobile phone. If the student does not answer, the host will leave a message asking the student to get in contact as soon as possible.
2. If the student does not return to the homestay or does not return the host's call within 30 minutes, the host will phone the school. If this is outside of normal working hours, the host will phone the school emergency number: 604-831-4006
3. The emergency duty officer will attempt to call the student and, if known, friends of the missing student.
4. If the emergency duty officer is unable to contact the student or friends, he/she will contact the parents/guardians of the missing student and ask for further contact details. The emergency duty officer will also ask the parents/guardians to try and contact the student
5. If no contact can be made, the emergency duty officer will contact the police and the Centre Director
6. A full record of all activities taken up to the stage at which the student is found will be made for an incident report
7. The student's parents/guardians will be informed about what happened