

**IMMA CHILD PROTECTION AND WELFARE POLICY**

**April 2014**

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## IMMA CHILD PROTECTION AND WELFARE POLICY APRIL 2014

### CHILD PROTECTION AND WELFARE STATEMENT

We at the Irish Museum of Modern Art (IMMA) are committed to a child-centred approach to our work with children. Under the Child Care Act 1991, a child is defined as a person under the age of 18 years who has not or is not married. We undertake to provide a safe environment and experience where the welfare of the child or young person is paramount. We will adhere to the *Children First: National Guidance for the Protection and Welfare of Children (2011)*.

Our *Recruitment and Selection Policy* (See Appendix 1) is designed to ensure that our staff and volunteers are carefully selected, trained and supervised to provide a safe artistic environment for all children, while adhering to Equal Opportunities Legislation.

IMMA will ensure that the Child Protection Policy of any external person/organisation it works with is consistent with its own policy. Outside organisations will provide documentary evidence that they have Public Liability Insurance.

### CHILD PROTECTION AND WELFARE GUIDELINES

#### Designated Liaison Persons

A Designated Liaison Person and a Deputy Designated Liaison Person<sup>1</sup> are appointed to deal with issues related to child protection and welfare within IMMA. Both have undertaken appropriate training.

The Designated Liaison Person is the main point of contact where there is an issue or concern about any aspect of a child's safety and welfare. It is the responsibility of this person to advise staff about policy procedures in relation to child protection and to ensure that procedures are followed. The Designated Liaison Person will support and advise staff in the event of a concern regarding child protection and welfare. It is also the responsibility of the Designated Liaison Person to liaise with the Child and Family Agency or An Garda Síochána where appropriate.

#### Good practice for a child-centred approach to working with children

When children are on the premises with their parents or persons in loco parentis, children are the sole responsibility of these aforementioned adults who must ensure an adequate level of supervision and control. Staff will observe the following good practice as part of a child-centred approach to working with children, creating a safe and secure environment for them in IMMA.

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<sup>1</sup> Designated Liaison Person, Helen O'Donoghue - Work extension: 111, Mobile number: 087 754 0503. Deputy Designated Liaison Person: Gale Scanlon - Work extension: 126, Mobile number: 086 8269208. These mobile phone numbers are purely for the purpose of this policy and should be used solely for Child Protection and Welfare Policy-related incidents. Misuse of these phone numbers will be in breach of this policy.

Staff will:

Respect all children equally; respecting differences of ability, culture, religion, race and sexual orientation

Register each child (name, address, phone, special requirements, attendance, and emergency contact)

Make parents/carers, children, visitors and facilitators aware of IMMA's Child Protection and Welfare Policy and procedures and keep them informed of any changes in policy

Make children aware that it is ok to report any concerns and encourage them to do so.

Ensure correct supervision ratios for children visiting IMMA<sup>2</sup>.

Avoid being alone with a child unless working one-on-one with the child is pre-planned and is with the full knowledge and consent of the parent/guardian. We recognise, however, that there may be unforeseen instances where staff find themselves alone with a child/children. In this case staff should minimise the time alone with the child/children, inform another adult of the situation, try to stay within view of another adult or a security camera, or, if restricted to being in a separate room, leave the door open.

Not spend time or socialise with children met through the workplace outside of structured organisational activities and never give a lift in a vehicle to a child.

Not communicate with children met through the workplace using personal text message, personal facebook or any other form of personal social media. Teenage children may wish to receive communication via the IMMA text update system or IMMA emails, in which case their parent/carer will be informed and be given the option to be cc'd in on this communication.

Not send a child home from IMMA without calling a parent/guardian to collect them. Transport for children to and from the museum is the sole responsibility of their parents or persons in loco parentis.

Be obliged to report to the Designated Liaison Person or Deputy Designated Person any breach by a colleague of this Child Protection and Welfare Policy.

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<sup>2</sup> Current ratios are 2 adults to 16 children (up to 12 years old) and 2 adults to 25 children (12-18 years old). These are minimum ratios and may be increased as necessary to ensure children's' specific needs are met.

In their communication with children, staff will at all times use appropriate verbal and physical language:

Verbal: Appropriate

Encourage, listen to and respect the opinions of children and young people

Provide encouragement, support and equal praise

Offer constructive criticism when needed

Verbal: Inappropriate

Do not use or allow language that could be deemed offensive<sup>3</sup>

Do not verbally chastise a child in an aggressive manner, avoid shouting or using a harsh tone of voice<sup>4</sup>

Do not single out a particular child for unfair criticism, favouritism or ridicule

Physical: Appropriate

Respect a child's physical space

IMMA staff should not attend to any intimate care of children, such as toileting. This is the responsibility of the accompanying parent or person in loco parentis.

Observe appropriate dress

Physical: Inappropriate

There should be no unnecessary physical contact between a staff member and a child although there are times when for example, placing a hand on a distressed child's shoulder to comfort him/her would be appropriate. Physical contact should only be in response to the needs of the child and should be appropriate to the age and the level of development of the child. Generally the consent of the child should be sought in relation to physical contact (except in an emergency or a dangerous situation).

If the behaviour of a child/children is posing a security problem, An Garda Síochána should be called. In such circumstances do not physically restrain a child or isolate them from their peers if more than one child is involved.

Do not allow children to engage in what might be termed 'horseplay'

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<sup>3</sup> Work emanating from the artistic process and work of artistic content will not be censored, however, discretion must be practised when choosing works to show younger children

<sup>4</sup> If a tour/workshop is becoming untenable because of behavioural problems, the tour/workshop can be terminated

### If a child is lost/left unattended:

Approach the child

Speak calmly to him/her and explain who you are

Lead (but do not touch) the child to the nearest Security Mediator with a radio

The Security Mediator will radio through the galleries in order to locate the parent/carer

### Taking and using images (photography/film) of children

The following section, based on the Arts Council's *Guidelines for taking and using images of children and young people in the arts sector, March 2009*<sup>5</sup>, will help ensure that IMMA uses images in ways that protect the identity of and exploitation of children, ensure that images of children are not misappropriated or manipulated inappropriately, and ensure that children's rights to privacy and dignity are respected. IMMA also applies these guidelines in relation to images of vulnerable adults.

- Recorded images should only be made, kept and used where there is a valid reason associated with the activity involved.
- Film/photography may only be undertaken only by official persons, either staff specifically tasked with the role or a professional photographer in the employ of IMMA. In the case of specified staff taking images, an IMMA camera must be used; personal cameras or camera functions on phones are not permissible.
- Prior to taking images, official photographers should:
  - identify themselves and state their role as official photographer to children and their parents/guardians. Professional ID should be carried.
  - seek consent from children and their parents/guardians to take images and for the retention and the specific use of those images. This is known as informed consent.
    - For younger children accompanied by parent/guardians or for children of any age attending in a group with a group leader, verbal consent is required from the child and written consent is required from parent/guardian/group leader.
    - For teenage children attending without a parent/guardian/group leader, written consent is required from the child and IMMA will subsequently contact the parent/guardian to request their consent.
- Permission to take and use images of children can be requested as part of their registration process for an activity, programme or event.
- Refusal of consent should not in any way limit children's participation.
- Images should only be used for the purpose(s) agreed and in the context agreed. Images should only be passed to third parties for their use where this has been part of the consent process.
- For images to be used for purposes other than those agreed to, additional consent is required.
- In general, individual children should not be identified, unless they are being publicly acknowledged (e.g., an award, performance, achievement) for which consent has been given.

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<sup>5</sup> *Guidelines for taking and using images of children and young people in the arts sector, March 2009*. (Dublin: Arts Council, 2009), <http://www.artscouncil.ie/Publications/Guidelines.pdf>

- For publicity purposes, group photographs are preferable to individual ones.
- Ensure all children are appropriately dressed.
- Ensure that images do not contribute to or expose children to embarrassment, distress or upset.
- Use images that represent the diversity of children participating.
- Do not use images of children who are considered vulnerable or whose identity may require protection<sup>6</sup>.
- As soon as possible, images should be carefully stored (saved to a specified IMMA PC folder), along with relevant names, dates, other contextual information and consent forms (scanned and saved to the specified folder). Original images should be deleted from the camera.
- In the case of images taken by children of other children for their own use, similar ground rules should be agreed.
  - Images should only be taken with the knowledge and informed consent of participants, eg. consent to take and retain images and for their specific use.
  - No images should be taken which could give rise to embarrassment or distress.
  - Supervising staff have a duty of care to challenge any inappropriate behaviour.

## Health and Safety

IMMA has developed a Health & Safety Policy (see Appendix 2). Staff should be familiar with this and with IMMA's First Aid procedures, and should also be aware of the designated First Aid Officers.

### Staff should:

Never leave a child unattended or unsupervised

Always ensure effective management of hazardous materials

Always provide a safe environment

Be aware of accident, emergency and fire procedures

### In the event of an accident:

First aid boxes are available and regularly restocked<sup>7</sup>.

IMMA has an effective and established accident investigation procedure which complies with the Health and Safety Authority requirements. IMMA employs Egan safety Solutions as advisors.

Accident Forms can be accessed at the Security Offices and are downloadable from the common server (see also Appendix 3).

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<sup>6</sup> The circumstances which might render a child or young person vulnerable should be discussed with parents or carers.

<sup>7</sup> Security control is the main first aid point with a first aid kit, burns kit and defibrillator. The Garden Gallery and Flanker building have same.

## **Confidentiality statement**

We in the Irish Museum of Modern Art are committed to ensuring rights to confidentiality and all staff members have a responsibility in this regard.

In relation to child protection and welfare:

Information will only be shared on a 'need to know' basis in order to safeguard the rights of the child and others involved

We cannot guarantee total confidentiality where the best interests or the safety of the child are at risk.

Giving such information to others for the protection of a child is not a breach of confidentiality

Parents/carers and children have a right to know if personal information is being shared and/or a report is being made to the Child and Family Agency, unless doing so could put the child at further risk

## **Training and safe management of staff and volunteers**

At IMMA the safe management of staff and volunteers necessitates having policies and procedures in place to ensure training, induction, supervision and review of work practices.

IMMA provides training in relation to Child Protection and Welfare for all staff at all levels of the organisation, as part of induction and on a regular basis during employment, to ensure awareness and understanding of Child Protection Policy and Procedures.

Staff are required to sign a Child Protection Policy Agreement Form (see Appendix 4) stating their willingness to comply with Child Protection Policy and procedures.

Freelance artists, Artists Residency Programme candidates, volunteers, casual employees, Transition Year students and work placement students will agree to abide by the organisation's Child Protection and Welfare Policy. They will receive Child Protection Policy training and sign the Child Protection Policy Agreement Form prior to working with IMMA. Failure to sign and agree to this policy will result in the withdrawal of an invitation to work at IMMA.

Guidelines tailored to each department are available to ensure clear communication between all staff concerning the practical implications of the policy.

Work practices are evaluated on a regular basis and the guidelines and training are updated as appropriate.

Staff are provided with regular supervision and support from their managers around the implementation of the policy and guidelines.

## Recognising, recording and reporting child protection issues

Child protection issues can be categorised into four different types: neglect, emotional abuse, physical abuse and sexual abuse. Neglect 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/or medical care. Emotional abuse 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. Unless other forms of abuse are present, it is rarely manifested in terms of physical signs or symptoms. Physical abuse of a child is that which results in actual or potential physical harm from an interaction, or lack of interaction, which is reasonably within the control of a parent or person in a position of responsibility, power or trust. There may be single or repeated incidents. Sexual abuse occurs when a child is used by another person for his or her gratification or sexual arousal, or for that of others. A child may be subjected to one or more forms of abuse at any given time<sup>8</sup>.

### Recognising child neglect or abuse

The ability to recognise child abuse can depend as much on a person's willingness to accept the possibility of its existence as it does on their knowledge and information<sup>9</sup>. While it is important to be open to alternative explanations for physical or behavioural signs of abuse, do not remain inactive in relation to concerns and do not let a problem spiral.

Some reasonable grounds for concern may include:

Explicit indication from a child that s/he has been abused

An account by a person who saw a child being abused

Injury or injuries with no plausible explanation

If a child seems distressed without obvious reason, exhibits dysfunctional behaviour or is unusually fearful in response to parents/carers or older children

A table of further indicators of child abuse is contained in Appendix 5.

A suspicion, which is not supported by any objective signs of abuse, would not constitute reasonable grounds for concern. If in doubt, discuss with the Designated Liaison Person, who in turn may liaise with the Child and Family Agency and/or Garda Síochána.

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<sup>8</sup> These definitions were sourced from, *Children First: National Guidance for the Protection and Welfare of Children*. (Dublin: Department of Children and Youth Affairs, 2011)

[http://www.dcy.gov.ie/documents/child\\_welfare\\_protection/ChildrenFirst.pdf](http://www.dcy.gov.ie/documents/child_welfare_protection/ChildrenFirst.pdf)

<sup>9</sup> *ibid*

### How to deal with a disclosure of abuse by a child/young person

- Put the child at ease by staying calm and listening to the child
- Allow the child time to say what s/he needs to say without interruption
- Never use leading questions
- Never prompt details or finish the child's sentences
- Do not promise to 'keep secrets'
- Never make the child repeat details unnecessarily; this is why initial listening is vital
- Explain to the child exactly what will happen next if you know
- Begin the recording procedure as quickly as possible following your discussion with the child

### Recording a concern

A staff member who has a child protection concern, based on observation, a disclosure or a third party allegation, records that concern on a Child Protection Policy Incident Form and reports the concern to the Designated Liaison Person without delay. All Child Protection Policy Incident Forms (see Appendix 7) should be submitted to the Designated Liaison Person or Deputy Designated Liaison Person and will be countersigned by them. To maintain a policy of confidentiality, access to submitted Child Protection Policy Incident Forms and any other documentation relating to an allegation will be strictly controlled by the Designated Liaison Person or the Deputy Designated Liaison Person. Information in relation to a concern will be shared in accordance with IMMA's Confidentiality Statement and Data Protection responsibilities.

### How to fill out a Child Protection Policy Incident Form

A Child Protection Policy Incident Form can be obtained from the Designated Liaison Person, Deputy Designated Liaison Person, is downloadable from the common server or see Appendix 6.

- Log date and time concern was raised
- Log date and time of alleged incident
- Note person/people involved in concern/disclosure
- If the concern relates to disclosure note the exact words used in the disclosure
- Any information and opinions recorded should be based in fact

## Reporting a concern to the Child and Family Agency

On receipt of a concern and the Child Protection Policy Incident Form, the Designated Liaison Person may then contact the Child and Family Agency Social Work Department<sup>10</sup> for consultation purposes before making a formal report. If there are reasonable grounds for concern, based on the definitions and indicators of abuse aforementioned, outlined in appendix 5, or described in *Children First: National Guidance for the Protection and Welfare of Children*. (Dublin: Department of Children and Youth Affairs, 2011), the Designated Liaison Person will make a verbal report to the Child and Family Agency Social Work Department and follow this up with a written report using the Child and Family Agency Standard Report Form (See Appendix 7) without delay. Concerns that are deemed without reasonable grounds and not formally reported to the Child and Family Agency will be kept on record.

The Designated Liaison Person will also inform the parents of a child/children involved in concern on the basis that it doesn't put the child/children further at risk. Where contact is with a school rather than parents the Designated Liaison Person will inform the Designated Liaison Person of the school and discuss with them the reporting of the concern to a duty social worker. The Director of IMMA will be informed as soon as possible of a concern by the Designated Liaison Person.

Under the Protection for Persons Reporting Child Abuse Act 1998, if a report is not being made to a Duty social worker of the Child and Family Agency, the staff member who raised the initial concern should receive in writing from the Designated Liaison Person the reasons why it wasn't reported. They also have the right to report independently of the organisation.

As abovementioned, formal reporting to the Child and Family Agency is typically the remit of the Designated Liaison Person or Deputy Liaison Designated Person upon receiving a record of a concern from a staff member. However, if the Designated Liaison Person or the Deputy Designated Liaison Person are unavailable (and the concern cannot wait for them to become available), then the staff member should contact the local Social worker of the Child and Family Agency directly (see p.12 for contact details). In an emergency situation where none of the above are contactable, the staff member should call the local Gardai (01 6669700).

### A note on retrospective disclosures by adults

If an adult discloses abuse that took place during their childhoods, it is essential to establish whether there is any current risk to any child who may be in contact with the alleged abuser revealed in such a disclosure. The concern should be recorded and if any current risk is deemed to exist it should be reported to the Child and Family Services without delay<sup>11</sup>.

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<sup>10</sup> See Child and Family Agency contact details under the Useful Phone numbers section of this policy, p.12

<sup>11</sup> The HSE National Counselling Service is available free of charge in all regions of the country to those who have been abused in childhood (see [www.hse-ncs.ie/en](http://www.hse-ncs.ie/en), Freephone 1800 477477).

## Procedure if an allegation is made against a staff member

If an allegation is made against a staff member, there are two procedures to be followed; one in order to protect the rights of the child and one to protect the rights of the worker. The rights of the child are the first and paramount consideration and IMMA will take any necessary protective measures to ensure that no child is exposed to unnecessary risk.

As aforementioned, upon receipt of a concern and a submitted Child Protection Policy Incident Form, the Designated Liaison Person is responsible for the reporting procedure in respect of the child. The Director is responsible for the employment/disciplinary procedure in respect of the staff member against whom an allegation is made.

As soon as an allegation against a staff member has been made, the below steps will be followed:

- The procedures outlined in the *Recording a Concern* and *Reporting a Concern* sections of these guidelines will be followed. In summary: the allegation will be recorded and submitted to the Designated Liaison Person; if there are reasonable grounds for concern the Designated Liaison Person will report the allegation to Child and Family Agency; the Designated Liaison Person will inform parents of the allegation and of all subsequent actions taken with regard to it.
- The Director will privately inform the employee of the following;
  - the fact that an allegation has been made against him or her;
  - the nature of the allegation.
  - The employee will be afforded the opportunity to respond. The Director will note the response and pass on this information if a formal report is being made to the Child and Family Agency.
- The Director will, in taking action regarding the staff member against whom an allegation has been made, be guided by the agreed procedures, the applicable employment contract and the rules of natural justice. She will, as a matter of urgency, take any necessary protective measures to ensure that no child is exposed to unnecessary risk. These protective measures may include:
  - Providing an appropriate level of supervision;
  - Re-assigning duties where the accused will not have contact with children
  - Putting the staff member off duty with pay. Putting the staff member off duty pending the outcome of the investigation should be reserved for exceptional circumstances.

It should be explained to the staff member concerned that the above actions are precautionary measures and not a disciplinary sanctions. The views of the staff member concerned will be taken into consideration when determining the appropriate protective measures to take, however, the final decision will rest with the Director.

It is acknowledged that staff may be subjected to erroneous or malicious allegations. Therefore, any abuse allegation will be dealt with sensitively. While the primary goal is to protect the child, care will be taken to ensure that staff are treated fairly.

The Director will liaise closely with investigating bodies (Child and Family Agency / An Garda Síochána) to ensure that actions taken by IMMA do not undermine or frustrate any investigations.

### Supports for Staff involved in concerns, disclosures or allegations

The following are supports that IMMA will provide to staff adversely affected by their involvement in recording concerns, disclosures or allegations or to staff subjected to erroneous or malicious allegations. If a disclosure happens IMMA avail of an Employee Assistance Programme.

## Useful Phone numbers

Designated Person: Helen O' Donoghue - Work extension:	111	Mobile number: 087 754 0503
Deputy Designated Person: Gale Scanlon - Work extension:	126	Mobile number: 086 8269208 <sup>12</sup>

Child and Family Centre, St. James's Hospital, Dublin 8

01 4543710/3890

Local Garda Síochána:

01 6669700

National contacts for Child and Family Agency Services (these contact numbers may be updated from time to time so please check: <http://www.tusla.ie/services/child-protection-welfare/contact-a-social-worker/>):

AREA	ADDRESS	TELEPHONE NUMBER/S
DUBLIN NORTH	Health Centre, Cromcastle, Coolock, Dublin 5	(01) 816 4200 (01) 816 4244
	Social Work Department, 180-189 Lake Shore Drive, Airside Business Park, Swords, Co. Dublin	(01) 870 8000
DUBLIN NORTH CENTRAL	Social Work Office, 22 Mountjoy Square, Dublin 1	(01) 877 2300
	Social Work Office, Ballymun Health Centre, Dublin 11	(01) 846 7236
DUBLIN NORTH WEST	Health Centre, Wellmount Park, Finglas, Dublin 11	(01) 856 7704
	Social Work Department, Rathdown Road, Dublin 7	(01) 882 5000
DUBLIN SOUTH EAST	Social Work Department, Vergemount Hall, Clonskeagh, Dublin 6	(01) 268 0320 (01) 2680333
DUBLIN SOUTH CITY	Duty Social Work Carnegie Centre, 21-25 Lord Edward Street, Dublin 2	(01) 648 6555
	Public Health Nursing, 21-25 Lord Edward Street, Dublin 2	(01) 648 6730
	Family Support Service, 78B Church House, Donore Avenue, Dublin 8	(01) 416 4441
DUBLIN SOUTH WEST	Milbrook Lawn, Tallaght, Dublin 24	(01) 452 0666 (01) 427 5000
	Social Work Department, Old County Road, Crumlin, Dublin 12	(01) 415 4700
DUBLIN WEST	Social Work Department, Bridge House, Cherry Orchard Hospital, Ballyfermot, Dublin 10	(01) 620 6387

<sup>12</sup> Confidentiality Clause: these phone numbers are purely for the purpose of this policy and should be used solely for the Child Protection and Welfare Policy-related incidents. Misuse of these phone numbers will be in breach of this policy.

DUBLIN SOUTH	Social Work Department, Our Lady's Clinic, Patrick Street, Dun Laoghaire, Co. Dublin	(01) 663 7300
CARLOW	Carlow Social Work Office, Ground Floor, St. Dymphna's Hospital, Athy Road, Co. Carlow	(059) 913 6587
CAVAN	Community Child and Family Services, Drumalee Cross, Co. Cavan	(049) 437 7305 (049) 437 7306
CLARE	Clare Duty Social Worker, River House, Gort Road, Ennis, Co. Clare	(065) 686 3935 (Mon – Fri, 2pm - 5pm)
	Social Work Department, Shannon Health Centre, Shannon, Co. Clare	(061) 718 400
	Social Work Department, Kilrush Health Centre, Kilrush, Co. Clare	(065) 905 4200
CORK	North Cork Social Work Department, 134 Bank Place, Mallow, Co. Cork	(022) 54100
	North Lee Child Lee Social Work Department, (adjacent to Shopping Centre), Blackpool, Co. Cork	(021) 492 7000
	South Lee Social Work Department, St. Finbarr's Hospital, Douglas Road, Cork	(021) 492 3001
	West Cork Social Work Department, Coolnagarrane, Skibbereen, Co. Cork	(028) 40447
DONEGAL	Links Business Centre, Lisfannon, Buncrana, Co. Donegal (East Team)	(074) 932 0420
	Euro House, Killybegs Road, Donegal, Co. Donegal (West Team)	(074) 972 3540
	Social Work Department, Millennium Court, Pearse Road, Letterkenny, Co. Donegal (East Central Team and West Central Team)	(074) 912 3672 (074) 912 3770
GALWAY	Galway City, Social Work Department, Local Health Office, 25 Newcastle Road, Galway, Co. Galway	(091) 546366
	Galway County, Tuam Social Work Department, Health Centre, Vicar Street, Tuam, Co. Galway	(093) 37200
	Loughrea Social Work Department, Health Centre, Loughrea, Co. Galway	(091) 847820
	Ballinasloe Social Work Department, Health Centre, Brackernagh, Ballinasloe, Co. Galway	(090) 964 6200
	Oughterard Social Work Department, Health Centre, Oughterard, Co. Galway	(091) 552200
KERRY	Social Work Department, Child and Family Agency	(066) 712 1566

	Community Services, Rathass, Tralee, Co. Kerry	
	Killarney Social Work Department, St. Margaret's Road, Killarney, Co. Kerry	(064) 663 6030
KIL DARE	Social Work Department, St Mary's Craddockstown Road, Naas, Co. Kildare	(045) 873200 (045) 882 400
KIL KENNY	Social Work Office – Child Care Department, Child Youth and Families, Carlow/Kilkenny, Child and Family Agency South, St. Canice's Hospital, Dublin Road, Kilkenny, Co. Kilkenny	(056) 778 4057 (056) 778 4532
LIMERICK	Social Work Department, Ballynanty Health Centre, Ballynanty, Limerick (East Team), Co. Limerick	(061) 457102
	Social Work Department Rixtown Health Centre, Rixtown Terrace, Old Clare Street, Limerick (East Team) , Co. Limerick	(061) 483 091
	Parkbeg Social Work Department, Parkbeg House, 2 Elm Drive, Caherdavin Lawns, Ennis Road, Limerick, Co. Limerick	(061) 206 820
	Social Work Department, Southill Health Centre, O'Malley Park, Southill, Limerick, Co. Limerick	(061) 209 985
	Newcastlewest Social Work Department, Newcastlewest Health Centre, Newcastle West, Co. Limerick.	(069) 66653
LAOIS	Social Work Department, Child and Family Centre, Portlaoise, Co. Laois	(057) 869 2567 (057) 869 2568
LEITRIM	Social Work Department, Community Care Office, Leitrim Road, Carrick on Shannon, Co. Leitrim	(071) 965 0324
LONGFORD	Social Work Department, Tivoli House, Dublin Road, Co. Longford	(043) 335 0584
LOUTH	Social Work Department, Local Health Care Unit, Wilton House, Stapleton Place, Dundalk, Co. Louth	(042) 939 2200
	Ballsgrrove Health Centre, Ballsgrrove, Drogheda, Co. Louth	(041) 983 8574 (041) 983 3163
MAYO	Ballina Social Work Team, Ballina Health Centre, Mercy Road, Ballina, Co. Mayo	(096) 21511 (096) 248 41
	Castlebar Social Work Team, St. Mary's Headquarters, Castlebar, Co. Mayo	(094) 902 2283
	Swinford Social Work Team, Swinford Health Centre, Aras Attracta, Swinford, Co. Mayo	(094) 905 0133

MEATH	Community Social Work Services, Enterprise Centre, Navan, Co. Meath	(046) 909 7817
	Community Social Work Services, Child and Family Centre, Navan, Co. Meath	(046) 907 8830
	Community Social Work Services, Dunshaughlin Health Care Unit, Dunshaughlin, Co. Meath	(01) 802 4102
MONAGHAN	Social Work Department, Local Health Care Unit, Rooskey, Co. Monaghan	(047) 30426 (047) 30427
OFFALY	Social Work Department, Derry Suite, Castlebuildings, Tara Street, Tullamore, Co. Offaly	(057) 937 0700
ROSCOMMON	Social Work Team, Abbeystown House, Abbey Street, Roscommon, Co. Roscommon	(090) 662 6732
	Social Work Team, Roscommon PCCC, Lanesboro' Road, Roscommon, Co. Roscommon (Roscommon Area)	(090) 663 7528 (090) 663 7529
	Social Work Team, Health Centre, Elphin Street, Boyle, Co. Roscommon (Boyle Area)	(071) 966 2087
	Social Work Team, New Child and Family Agency Offices, Knockroe, Castlerea, Co. Roscommon (Castlerea Area)	(090) 663 7851 (090) 663 7842
SLIGO	Sligo Town and surrounding areas: Markievicz House, Barrack Street, Sligo, Co. Sligo	(071) 915 5133
	South County Sligo: One Stop Shop, Teach Laighne, Humbert Street, Tubercurry, Co. Sligo	(071) 912 0062
NORTH TIPPERARY	North Tipperary Duty Social Work Team, Civic Offices, Limerick Road, Nenagh, Co. Tipperary	(067) 46 636
	North Tipperary Child Protection Services: Social Work Department, Annbrook, Nenagh, Co. Tipperary	(067) 41 934
	St. Mary's Health Centre, Parnell Street, Thurles, Co. Tipperary	(0504) 24 609
SOUTH TIPPERARY	South Tipperary Child Protection Services: Social Work Team, South Tipperary Community Care Services, Western Road, Clonmel, Co. Tipperary	(052) 617 7302 (052) 617 7303
WATERFORD	Waterford: Social Work Service, Waterford Community Services, Cork Road, Co. Waterford	(051) 842827
	Dungarvan and surrounding areas: Social Work Department, Dungarvan Community Services, St. Joseph's Hospital, Dungarvan, Co. Waterford	(058) 20906

WESTMEATH	Social Work Department, Athlone Health Centre, Coosan Road, Athlone, Co. Westmeath	(090) 648 3106
	Social Work Department, Child and Family Centre, St. Loman's, Springfield, Mullingar, Co. Westmeath	(044) 934 4877
WEXFORD	Gorey Health Centre, Hospital Grounds, Gorey, Co. Wexford	(053) 943 0100
	Enniscorthy Health Centre, Millpark Road, Enniscorthy, Co. Wexford	(053) 923 3465
	New Ross Health Centre, Hospital Grounds, New Ross, Co. Wexford	Contact through Ely House below
	Social Work Department, Ely House, Ferrybank, Co. Wexford	(053) 912 3522 Ext. 201
WICKLOW	Social Work Department, Child and Family Agency, Glenside Road, Wicklow Town, Co. Wicklow	(0404) 60800
	Bray: Social Work Department, The Civic Centre, Main Street, Bray, Co. Wicklow	(01) 274 4180 (01) 274 4100
	Delgany: Social Work Department, Delgany Health Centre, Delgany, Co. Wicklow	(01) 287 1482

## Key Documents

*Children First: National Guidance for the Protection and Welfare of Children.* (Dublin: Department of Children and Youth Affairs, 2011). Available at:  
[http://www.dcy.gov.ie/documents/child\\_welfare\\_protection/ChildrenFirst.pdf](http://www.dcy.gov.ie/documents/child_welfare_protection/ChildrenFirst.pdf)

*Child Protection and Welfare Practice Handbook.* (Dublin: HSE, 2011) Available at:  
<http://www.hse.ie/eng/services/Publications/services/Children/WelfarePractice.pdf>

## References

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Department of the Taoiseach (2006) Towards 2016: Ten-Year Framework Social Partnership Agreement 2006-2015. Dublin: Government Publications. Available at: [www.taoiseach.ie](http://www.taoiseach.ie)

Department of the Taoiseach (2007) Programme for Government. Dublin: Government Publications. Available at: [www.taoiseach.ie](http://www.taoiseach.ie)

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Government of Ireland (1991) Child Care Act. Dublin: Government Publications.

Government of Ireland (1996) Domestic Violence Act. Dublin: Government Publications.

Government of Ireland (1997) Freedom of Information Act. Dublin: Government Publications.

Government of Ireland (1997) Non-Fatal Offences against the Person Act. Dublin: Government Publications.

Government of Ireland (1998) Education Act. Dublin: Government Publications.

Government of Ireland (1998) Protections for Persons Reporting Child Abuse Act 1998. Dublin: Government Publications.

Government of Ireland (2001) Children Act. Dublin: Government Publications.

Government of Ireland (2007) Child Care (Amendment) Act. Dublin: Government Publications.

HIQA (2010) Guidance for the Health Service Executive for the Review of Serious Incidents, including deaths of children in care. Dublin: Health Information and Quality Authority.

HSEA (2005) Trust in Care: Guidelines for Health Service Employers on preventing patient/client abuse and dealing with allegations of abuse against employees. Dublin: Health Service Executive.

National Board for Safeguarding Children in the Catholic Church (2009) Safeguarding Children: Standards and Guidance Document for the Catholic Church in Ireland. Maynooth: National Board for Safeguarding Children in the Catholic Church in Ireland. Available at: [www.safeguarding.ie](http://www.safeguarding.ie)

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### **Official websites**

An Garda Síochána [www.garda.ie](http://www.garda.ie)

Department of Children and Youth Affairs [www.dcy.gov.ie](http://www.dcy.gov.ie)

Department of Education and Skills [www.education.ie](http://www.education.ie)

Department of Health and Children [www.dohc.ie](http://www.dohc.ie)

Department of Justice and Law Reform [www.justice.ie](http://www.justice.ie)

Health Information and Quality Authority [www.hiqa.ie](http://www.hiqa.ie)

Health Service Executive [www.hse.ie](http://www.hse.ie)

Office of the Attorney General [www.attorneygeneral.ie](http://www.attorneygeneral.ie)

Oireachtas of Ireland [www.oireachtas.ie](http://www.oireachtas.ie)

Ombudsman for Children's Office [www.oco.ie](http://www.oco.ie)

UN Office of the High Commissioner for Human Rights [www.ohchr.org](http://www.ohchr.org)

### **Relevant Legislation<sup>13</sup>**

Children Act 2001

Child Care Act 1991

Criminal Justice Act 2006

Domestic Violence Act 1996

Protections for Persons Reporting Child Abuse Act 1998

Data Protection Acts 1988 and 2003

Education Act 1998

Education (Welfare) Act 2000

Non-Fatal Offences against the Person Act 1997

Freedom of information Acts 1997 and 2003

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<sup>13</sup> For further details about the listed legislation see Appendix 7 of *Children First: National Guidance for the Protection and Welfare of Children*. (Dublin: Department of Children and Youth Affairs, 2011), [http://www.dcy.gov.ie/documents/child\\_welfare\\_protection/ChildrenFirst.pdf](http://www.dcy.gov.ie/documents/child_welfare_protection/ChildrenFirst.pdf)

## Appendix 1

### Safe Recruitment and selection of staff and volunteers for IMMA

#### Policy Statement

The Irish Museum of Modern Art will ensure that our staff and volunteers are carefully selected, trained and supervised to provide a safe artistic environment for all children and young people. Our recruitment and selection policy and procedures ensure, as much as possible, the safety and protection of children and young people. In formulating the policy, IMMA takes cognisance of equal opportunities legislation. (This policy should be considered in conjunction with IMMA's Human Resources policy).

#### Safe recruitment and selection procedures

In accordance with good practice, the procedures for recruitment of all staff and volunteers are as follows:

- Posts will be advertised in accordance with the Human Resources Recruitment Policy
- There are clearly defined roles and responsibilities for every job (paid or otherwise)
- We will endeavour to select the most suitably qualified personnel
- Candidates will be required to complete an Application Form
- Candidates will be asked to sign a Declaration Form
- At least two references which are recent, relevant, independent and verbally confirmed will be necessary
- Staff and volunteers should be interviewed and selected by a panel of at least two (or more) representatives
- There will be a six-month probationary period
- All staff will be required to consent to Garda/Police vetting which may be sought
- No person who would be deemed to constitute a 'risk'<sup>14</sup> will be employed (ref. *Childcare Act 1991*)
- Ultimately, common sense and sound judgement should be applied in the process of selecting and recruiting staff and volunteers

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<sup>14</sup> Some of the exclusions would include: any child-related convictions, refusal to sign application/declaration form, insufficient documentary evidence of identification, concealing information on one's suitability for working with children

## Appendix 2

### IMMA's Health and Safety Policy Statement

The Irish Museum of Modern Art (IMMA) through its Director and management, regard the health and safety of its employees and persons who visit the Museum in whatever capacity to be its foremost concern. Every effort will be made to ensure that all visitors enjoy ease of access to all public areas of the Museum. It is the Museum's policy to do all that is reasonably practicable to prevent injury and damage to property and to protect employees and those affected by work activities from foreseeable work related hazards.

The Museum has responsibility and is committed to:

- The provision and maintenance of safe and healthy working conditions taking into account all statutory requirements.
- The provision of training and instruction where necessary, to enable employees to perform their work safely and effectively.
- The provision of safety devices and protective equipment where required and the supervision in the use of same.
- Maintaining a constant and continuous interest in health and safety matters pertinent to the Museum's activities.
- Keeping this Safety Statement, risk assessments and the Improvement Plan under review and updating them as necessary.
- Managing activities in order to safeguard the health and safety of employees and others affected by the Museum's activities.
- Co-operating with persons responsible for the maintenance of the building and ensuring that all necessary maintenance is carried out in a timely fashion.

Substantial improvements have been made in the past year in the storage of art works and include:

- The design and implementation of an art works inventory management system by the Collections Registrar, which allows for the efficient storage and retrieval of art works.
- The coming on stream of additional art storage facilities at IMMA's offsite warehouse and the Adjunct General's Building at the RHK.
- The transfer of art works to the new storage facilities thus reducing overcrowding in the older art stores.

These improvements in turn have led to reductions in manual handling and trip hazards and improved housekeeping standards in the art stores.

Storage facilities for printed material at the warehouse, has led to an improvement in housekeeping standards in the office areas and corridors as well as a reduction in fire loading. Security at the Museum is enhanced with the introduction of a sign in register and security badges for all visitors calling to the Museum on business.

Employees are reminded that they have a legal duty under the Safety, Health and Welfare at Work Act, 2005 to take reasonable care of themselves and other persons who may be affected by their acts or omissions at work. There is also specific duty to report to supervisors any defects in plant, equipment or system of work, which might endanger the safety, health and welfare of employees, their co-workers or members of the public.

Signed \_\_\_\_\_ Director

Date \_\_\_\_\_

**Appendix 3**

**IMMA's ACCIDENT REPORT FORM**

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Part 1. INJURED PERSON

Name: \_\_\_\_\_ Sex: M/F Personal No. \_\_\_\_\_  
Forename Surname

Employed by (Company) \_\_\_\_\_

At (Location) \_\_\_\_\_

Accident Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ As (Job title) \_\_\_\_\_

Accident Time: \_\_\_\_\_ 24 Hours In (Department) \_\_\_\_\_

Occurred At: \_\_\_\_\_

VISITOR Y/N EMPLOYEE Y/N CONTRACTOR Y/N

**HOME ADDRESS** \_\_\_\_\_ Tel \_\_\_\_\_

---

**INJURIES & TREATMENT** (Circle Area)

LEFT EYE ARM WRIST HAND FINGER/THUMB LEG KNEE FOOT  
RIGHT EYE ARM WRIST HAND FINGER/THUMB LEG KNEE FOOT  
HEAD FACE BACK LEGS INTERNAL OTHER (specify) \_\_\_\_\_

NATURE OF INJURY (Circle Injury)

CUT/ABRASION CRUSHING BRUISING SPRAIN/STRAIN CHEMICAL/GASSING  
BURNS SCALDS FAINTING FITS FRACTURES

TREATMENT (Circle)

NONE FIRST AID SENT HOME SENT TO HOSPITAL First Aider/Nurse \_\_\_\_\_

DESCRIPTION OF INJURY AND TREATMENT

HOSPITAL ATTENDED

---

**Part 2. ACCIDENT REPORT (To be completed by the Accident Investigator)**

Precise Location of Accident \_\_\_\_\_

Accident Investigator (Print Name) \_\_\_\_\_

Contact with moving machinery \_\_\_\_\_ Y/N

Struck/trapped by moving falling object \_\_\_\_\_ Y/N

Struck by moving vehicle \_\_\_\_\_ Y/N

Strike against stationary object \_\_\_\_\_ Y/N

Manual Handling (Beer Container) \_\_\_\_\_ Y/N

Manual Handling (Other) \_\_\_\_\_ Y/N

Using rope, strap, belt, net \_\_\_\_\_ Y/N

Slip \_\_\_\_\_ Y/N

Trip/ Fall on same level \_\_\_\_\_ Y/N

Fall from height \_\_\_\_\_ Distance (Metres) \_\_\_\_\_ Y/N

Exposure to chemical substances \_\_\_\_\_ Y/N

Fire/Heat \_\_\_\_\_ Y/N

Electrical \_\_\_\_\_ Y/N

Cut by glass/knife \_\_\_\_\_ Y/N

Other (Please specify) \_\_\_\_\_ Y/N

**AGENTS INVOLVED (Please circle)**

Lifting/Conveying Machinery	Other Machinery	Portable Tools	Hand	Ladder/Scaffold	Vehicle
--------------------------------	--------------------	-------------------	------	-----------------	---------

Floor/Ground Surface	Container Packages	Spill Plant/Substance Process	of	None
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**EXACT DETAILS OF EVENTS**

**WITNESSES**

ALL REPORTS ARE TO BE DUPLICATED AND ARE CONFIDENTIAL.  
REPORTS WILL NOT BE PROVIDED TO OUTSIDE AGENCIES OR EMPLOYEES UNLESS AUTHORISED BY THE DIRECTOR OR HIS/HER DEPUTY

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**Part 3 ACCIDENT INVESTIGATION**

What was the cause of the Accident?

What precautions had been in place prior to the accident? (Please circle)

NONE                      VERBAL                      WRITTEN      SAFE                      OTHER (Specify)  
                                    INSTRUCTION                      SYSTEM                      OF  
                                    /TRAINING                      WORK

Were the precautions used?                      Y/N

Exact precaution details:

WHAT HAS BEEN DONE TO PREVENT A RECURRENCE (Please Circle)

NOTHING                      TRAINING                      RETRAINING                      SAFETY                      SAFE PROCESS  
                                    DISCIPLINE                      /EQUIPMENT                      SYSTEMS                      CHANGE

EXACT DETAILS OF ACTION TAKEN

WERE PHOTOGRAPHS TAKEN?                      Y/N

DID THE INJURED PERSON STAY IN HOSPITAL FOR MORE THAN 24 HOURS?                      Y/N

DID THE INJURED PERSON SUFFER A SPECIFIED INJURY?                      Y/N

WAS THE INJURED PERSON AWAY FROM WORK FOR MORE THAN 3 DAYS?                      Y/N

Date                      Signature                      Accident Investigator

\_\_\_\_\_

Date                      Signature                      Health & Safety Manager

\_\_\_\_\_

Date                      Signature                      HR Head of Dept

\_\_\_\_\_

Date                      Signature                      Director

\_\_\_\_\_

ALL REPORTS ARE TO BE DUPLICATED AND ARE CONFIDENTIAL.  
REPORTS WILL NOT BE PROVIDED TO OUTSIDE AGENCIES OR EMPLOYEES UNLESS AUTHORISED BY THE DIRECTOR OR HIS/HER DEPUTY

**ACCIDENT INVESTIGATION SKETCH/PHOTOGRAPHY/EXHIBITS FORM**

ALL REPORTS ARE TO BE DUPLICATED AND ARE CONFIDENTIAL.  
REPORTS WILL NOT BE PROVIDED TO OUTSIDE AGENCIES OR EMPLOYEES UNLESS AUTHORISED BY THE DIRECTOR OR HIS/HER DEPUTY

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**Appendix 5: Signs and indicators of abuse<sup>15</sup>:**

<p><b>Physical Abuse</b> is any form of non-accidental injury or injury which results from wilful or neglectful failure to protect a child.</p>	
<p><u>Physical Indicators</u></p> <ul style="list-style-type: none"> <li>▪ Scratches</li> <li>▪ Bite marks or welts</li> <li>▪ Bruises in difficult places (behind ears, groin, etc)</li> <li>▪ Burns, especially cigarette burns</li> <li>▪ Untreated injuries</li> </ul>	<p><u>Behavioural Indicators</u></p> <ul style="list-style-type: none"> <li>▪ Self-mutilation tendencies</li> <li>▪ Chronic runaway</li> <li>▪ Aggressive or withdrawn</li> <li>▪ Fear of returning home</li> <li>▪ Undue fear of adults</li> <li>▪ Fearful watchfulness</li> </ul>
<p><b>Emotional Abuse</b> is normally found in the relationship between a care-giver and a child. It occurs when a child's needs for affection, approval, consistency and security are not met.</p>	
<p><u>Physical Indicators</u></p> <ul style="list-style-type: none"> <li>▪ Sudden speech disorders</li> <li>▪ Wetting or soiling</li> <li>▪ Signs of mutilation</li> <li>▪ Attention seeking behaviour</li> <li>▪ Frequent vomiting</li> </ul>	<p><u>Behavioural Indicators</u></p> <ul style="list-style-type: none"> <li>▪ Rocking, thumb sucking</li> <li>▪ Fear of change</li> <li>▪ Chronic runaway</li> <li>▪ Poor peer relationships</li> </ul>
<p><b>Neglect</b> is where a child suffers significant harm or impairment of development by being deprived of food, clothing, warmth, hygiene, intellectual stimulation, supervision and safety.</p>	
<p><u>Physical Indicators</u></p> <ul style="list-style-type: none"> <li>▪ Constant hunger</li> <li>▪ Exposed to danger; lack of supervision</li> <li>▪ Inadequate or inappropriate clothing</li> <li>▪ Poor hygiene</li> <li>▪ Untreated illness</li> </ul>	<p><u>Behavioural Indicators</u></p> <ul style="list-style-type: none"> <li>▪ Tiredness, listlessness</li> <li>▪ Lack of peer relationships</li> <li>▪ Low self esteem</li> <li>▪ Compulsive stealing or begging</li> </ul>
<p><b>Sexual Abuse</b> occurs when a child is used by another person for his or her gratification or sexual arousal.</p>	
<p><u>Physical Indicators</u></p> <ul style="list-style-type: none"> <li>▪ Soreness or bleeding in genital or anal areas</li> <li>▪ Itching in genital area</li> <li>▪ Stained or bloody underwear</li> <li>▪ Stomach pains or headaches</li> <li>▪ Pain on urination</li> <li>▪ Difficulty in walking or sitting</li> <li>▪ Bruises on inner thighs or buttocks</li> <li>▪ Anorexia or bulimia</li> </ul>	<p><u>Behavioural Indicators</u></p> <ul style="list-style-type: none"> <li>▪ Chronic depression</li> <li>▪ Inappropriate language or sexual knowledge for age group</li> <li>▪ Making sexual advances to adults or other children</li> <li>▪ Low self esteem</li> <li>▪ Afraid of dark</li> <li>▪ Wariness of being approached by anyone</li> <li>▪ Substance or drug abuse</li> </ul>

<sup>15</sup> This table was sourced from the *Child Protection Policy Department of Arts, Heritage and the Gaeltacht 2013*. (Dublin: Department of Arts, Heritage and the Gaeltacht 2013)

## Appendix 6

### Incident report form for Incidents/allegations/suspicious involving children and young persons

Designated Person				Date Allegation Reported		Time of Allegation	
Person Reporting Incident				Victim's Name		Age:	
School/College/Educational Group or Organisation responsible for Child or Young Person				Address			
Teacher/Carer/ Responsible Adult Name and Contact Details				Parent's Details		Contact No's	
Date of Incident		Time of Incident		Location of Incident			
Details of Incident/Allegations/ Suspicious							
Medical Treatment							
Y	N						
Sent to Hospital							
Y	N						
Details of Visible Injuries				Doctor/Person Treating			
Health Board Informed		Date:		Time:		Person Informed	
Gardai/Police Informed		Date:		Time:		Person Informed	
Signature DP				Countersigned (Person Reporting)		Page 1 of 2	



Appendix 7; Child and Family Agency Standard Report Form

Appendix 7

FORM NUMBER: CC01:01:00

**STANDARD REPORT FORM**

*(For reporting CP&W Concerns to HSE)*



**A. To Principal Social Worker/Designate:**

**1. Date of Report**

**2. Details of Child**

Name:	DOB	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
Address:	School	Age			
Alias	Correspondence address (if different)				

**3. Details of Persons Reporting Concern(s)**

Name:	Telephone No.
Address:	Occupation:
	Relationship to client:

Reporter wishes to remain anonymous  Reporter discussed with parents/guardians

**4. Parents Aware of Report**

Are the child's parents/carers aware that this concern is being reported to the HSE? Yes  No

**5. Details of Report**

*(Details of concern(s), allegation(s) or incident(s) dates, times, who was present, description of any observed injuries, parent's view(s), child's view(s) if known.)*



## STANDARD REPORT FORM

(For reporting CP&W Concerns to HSE)

### 6. Relationships

Details of Mother		Details of Father	
Name:		Name:	
Address: (if different to child)		Address: (if different to child)	
Telephone Nos.		Telephone Nos.	

### 7. Household composition

Name	Relationship	DOB	Additional information, e.g. school/occupation/other

### 8. Name and Address of other personnel or agencies involved with this child:

	Name	Address
Social Worker		
PHN		
GP		
Hospital		
School		
Gardaí		
Pre-School/Crèche/YG		
Other ( <i>specify</i> ):		

### 9. Details of person(s) allegedly causing concern in relation to the child

Relationship to child:		Age		Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
Name:		Occupation:					
Address:							

### 10. Details of person completing form

Name:		Occupation:	
Signed		Date:	

## Appendix 8

### IMMA'S CUSTOMER CHARTER      OCTOBER 2003

The Irish Museum of Modern Art's mission is to foster within society an awareness, understanding and involvement in the visual arts through policies and programmes which are excellent, innovative and inclusive. The Museum serves a wide range of publics, including general visitors, artists and arts professionals, donors and lenders and education and community groups. It also works with a number of other entities, such as the Department of Arts, Heritage and the Gaeltacht, other Government Departments and agencies, the Office of Public Works and the media.

The Museum's activities can be divided into two main areas:

- the **Programming** areas, comprising the Exhibitions, Collection and Education and Community Programmes, the Artists' Residency Programme and the National Programme
- the **Enabling** areas, comprising Finance, Public Affairs, Personnel and Administration, Operations and Security.

Further details on the work of the Museum are available on request.

Everyone at IMMA is committed to serving all of our visitors and customers in accordance with the highest standards of quality customer service. This Customer Charter and the associated Customer Action Plan have been put in place in order to improve customer service, by setting out and measuring customer service levels.

Across our full range of activities we undertakes to:

- Deal with all our visitors and customers courteously and equitably
- Provide prompt, accurate and full information on our programmes, services and facilities to general visitors to the Museum and to respond to substantial queries from general visitors within 20 working days
- Provide an initial response to telephone queries within two working days and a full response within 20 working days
- Provide an initial response to correspondence, by letter or email, within seven working days and a full response within 20 working days
- Provide an interim reply to let you know that the matter is still receiving attention, if a definitive reply cannot be issued within 20 working days
- Always give a name, phone number and email address to assist you in your dealings with the Museum
- Provide an accessible and fair complaints and redress system
- Ensure that our public spaces are safe, clean and accessible
- Work to continually improve our service to the public

In order to assist us in complying with these undertakings, we should be grateful if you would:

- Quote reference numbers, where available, in all communications with us
- Complete all applications/forms carefully, accurately and legibly
- Provide all necessary supporting material
- Ensure applications/forms are submitted in sufficient time

We welcome your comments as to how we might build on these commitments in the future. Comments can be made on our comment cards. Complaints can also be made on these cards. If you wish to make a more serious or lengthy complaint please contact our staff at reception, where guidelines on making and dealing with complaints are available. All complaints will be acknowledged as soon as possible and, in any event within five working days, and will be dealt with within 25 working days.

Contact details: Quality Customer Care

Irish Museum of Modern Art, Royal Hospital, Military Road, Kilmainham, Dublin 8

Tel: +353 1 6129900, Fax: +353 1 612 9999, Email: [info@imma.ie](mailto:info@imma.ie) , Website: [www.imma.ie](http://www.imma.ie)