

Aluna Hub

Comprehensive Policies and Procedures Manual

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1. Introduction

1.1 Mission Statement

Aluna Hub nurtures children's creativity and talents while empowering parents with education, tools, and community support. We are committed to creating an environment where children can flourish and parents feel equipped, connected, and confident in their parenting journey.

1.2 Organizational Values

- Inclusivity
- Creativity
- Community Engagement
- Safety and Well-being
- Excellence
- Flexibility
- Cultural Awareness

1.3 Purpose of the Manual

This manual outlines the policies, procedures, and forms that govern Aluna Hub's operations, ensuring compliance with legal requirements and reflecting best practices in the education and childcare sectors. It serves as a reference for staff, parents, and stakeholders to understand our commitment to providing a safe, inclusive, and effective environment.

2. Child Protection and Safeguarding Policy

2.1 Purpose and Scope

To safeguard all children participating in Aluna Hub's programs by implementing robust policies and procedures that prevent harm and respond effectively to concerns.

2.2 Legal Framework

- Children First Act 2015
- Children First: National Guidance for the Protection and Welfare of Children 2017
- Criminal Justice (Withholding of Information on Offences against Children and Vulnerable Persons) Act 2012
- United Nations Convention on the Rights of the Child

2.3 Definitions

- **Child:** Any person under 18 years of age.
- **Abuse:** May include physical, emotional, sexual abuse, or neglect.
- **Mandated Person:** Individuals required by law to report harm to children.

2.4 Roles and Responsibilities

Designated Liaison Person (DLP)

- **Name:** Carla Mary Lambe
- **Contact Information:** 087 906 1130 - info@alunahub.com
- **Responsibilities:**
 - Receive child protection concerns.
 - Report concerns to Tusla (Child and Family Agency).
 - Liaise with statutory agencies.

Deputy DLP

- **Name:** Felipe Jonathan Bart
- **Contact Information:** 083 183 4356 - info@alunahub.com
- **Role:** Acts in the absence of the DLP.

All Staff

- Must be familiar with and adhere to this policy.
- Report any concerns immediately to the DLP.

2.5 Code of Conduct for Staff

Professional Boundaries

- Maintain appropriate boundaries at all times.
- Avoid situations where you are alone with a child.
- Do not engage in physical contact unless necessary for the child's safety.

Behavior Management

- Use positive reinforcement.
- Never use physical punishment or derogatory language.
- Follow the **Positive Behavior Management Procedure** (see below).

Communication

- Communicate in an open, transparent, and respectful manner.
- Use age-appropriate language.

Personal Relationships

- Do not form personal relationships with children outside of professional duties.

Gifts and Favors

- Do not give or accept gifts that could be misconstrued.

Use of Social Media

- Do not connect with children on personal social media accounts.
- Follow the **Social Media Policy** (see Section 4.5).

2.6 Recognizing Signs of Abuse

Staff should be vigilant for indicators of abuse, which may include:

Physical Abuse

- Unexplained bruises, burns, or fractures.
- Fearful behavior or flinching.

Emotional Abuse

- Excessive withdrawal or aggression.
- Low self-esteem.

Sexual Abuse

- Inappropriate sexual knowledge or behavior.
- Fear of certain individuals.

Neglect

- Poor hygiene.
- Frequent hunger or malnutrition.

2.7 Reporting Procedures

Immediate Action

- **Step 1:** If you have concerns, report immediately to the DLP.
- **Step 2:** Complete the **Child Protection Concern Report Form** (Appendix A).

DLP Responsibilities

- Assess whether the concern meets the threshold for reporting.
- Consult with Tusla if uncertain.
- Submit a **Standard Report Form** to Tusla if necessary.

Contacting Authorities

- **Tusla Contact Information:**
 - Child and Family Agency,
 - Louth/Meath,
 - Unit 22, Southgate Shopping Centre
 - Colpe Cross

- Drogheda
- Co Meath
- A92 D603
- Tel 041-2152300 | louthmeathamo@tusla.ie

Emergency Situations:

- If a child is in immediate danger, contact the Gardaí at 999 or 112.

2.8 Responding to Disclosures

Guidelines for Staff

- **Listen:** Allow the child to speak freely.
- **Reassure:** Let them know they did the right thing by telling you.
- **Do Not:**
 - Promise confidentiality.
 - Ask leading questions.
 - Express shock or judgment.
- **Report:** Inform the DLP immediately.

2.9 Allegations Against Staff

Procedure

- **Step 1:** Report the allegation to the DLP.
- **Step 2:** The DLP informs the Director and initiates internal procedures.
- **Step 3:** Consideration is given to suspend the staff member with pay pending investigation.
- **Step 4:** Report to Tusla and follow their guidance.

Fair Process

- The staff member is entitled to fair procedures and the right to respond.

2.10 Confidentiality

- Information is shared only on a need-to-know basis.
- Records are stored securely in locked cabinets or encrypted digital files.

2.11 Record Keeping

Documentation

- Use the **Child Protection Concern Report Form** (Appendix A) for all reports.
- Records must be factual and accurate.

Retention

- Keep records in line with the **Data Retention Schedule** (see Section 5.10).

2.12 Recruitment and Vetting Procedures

Job Descriptions and Advertisements

- Clearly state the commitment to child protection.
- Outline the requirement for Garda vetting.

Application Process

- Applicants complete the **Staff Application Form** (Appendix B).
- Include questions on previous work with children.

Interviews

- Use standardized **Interview Questions Template** (Appendix C).
- Include scenarios related to child protection.

Garda Vetting

- Complete vetting through the appropriate channels before employment.
- Use the **Garda Vetting Invitation Form** (NVB 1).

Reference Checks

- Obtain at least two written references.
- Verify references by phone.

2.13 Training and Awareness

Induction Training

- Mandatory for all new staff.
- Covers:
 - Child protection policies.
 - Reporting procedures.
 - Code of Conduct.

Ongoing Training

- Annual refresher courses.
- Updates on legislative changes.

Training Records

- Document attendance using the **Training Attendance Sheet** (Appendix D).

2.14 Child Safeguarding Statement

A written statement outlining the services provided and the principles to ensure child safety.

Contents

- **Risk Assessment:** Identify potential risks in service provision.
- **Policies and Procedures:** Outline measures in place.
- **Implementation:** Assign responsibility for ensuring compliance.

Display and Availability

- Displayed prominently at Aluna Hub premises.
 - Copies provided to parents and staff upon request.
 - **See Appendix E for the full Child Safeguarding Statement.**
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3. Health and Safety Policy

3.1 Purpose and Scope

To provide a safe and healthy environment for children, parents, staff, and visitors by implementing effective health and safety measures.

3.2 Legal Obligations

- **Safety, Health and Welfare at Work Act 2005**
- **Fire Services Act 1981 and 2003**
- **Food Safety Authority of Ireland Regulations**

3.3 Roles and Responsibilities

Management

- Ensure compliance with all health and safety legislation.
- Provide necessary resources for health and safety.

Health and Safety Officer

- **Name:** [To be assigned]
- Conduct regular inspections and risk assessments.
- Report hazards and incidents.

Staff

- Comply with health and safety policies.
- Report hazards and accidents immediately.

Visitors and Parents

- Adhere to safety guidelines while on premises.

3.4 Risk Assessment Procedures

Process

1. **Identify Hazards:** Physical, chemical, biological, environmental.
2. **Assess Risks:** Determine the likelihood and potential impact.
3. **Implement Controls:** Eliminate or mitigate risks.
4. **Record Findings:** Use the **Risk Assessment Form** (Appendix F).
5. **Review Regularly:** At least annually or when changes occur.

3.5 Emergency Procedures

Emergency Response Plan

- **Evacuation Routes:** Clearly marked and unobstructed.
- **Assembly Points:** Designated safe areas outside the building.
- **Communication:** Use of alarms and public address systems.

Staff Responsibilities

- Know the emergency procedures.
- Assist children and visitors during emergencies.

3.6 Accident and Incident Reporting

Procedure

1. **Immediate Care:** Provide first aid if necessary.
2. **Report:** Complete an **Accident Report Form** (Appendix G).
3. **Notification:**
 - Inform parents/guardians promptly.
 - Report serious incidents to the Health and Safety Authority (HSA).

3.7 First Aid Procedures

First Aid Kits

- Located at strategic points.
- Contents checked monthly using the **First Aid Checklist** (Appendix H).

Trained First Aiders

- At least one staff member with up-to-date first aid training present at all times.
- Training records maintained.

3.8 Fire Safety Procedures

Fire Prevention

- Regular maintenance of electrical equipment.
- Safe storage of flammable materials.

Fire Drills

- Conducted quarterly.
- Records kept using the **Fire Drill Log** (Appendix I).

Fire Equipment

- Extinguishers and alarms inspected annually.

3.9 Equipment and Facility Safety

Equipment Checks

- Daily inspections before use.
- Faulty equipment removed from service.

Facility Maintenance

- Regular cleaning schedules.
- Prompt repair of any damage.

3.10 Health and Hygiene

Infection Control

- Handwashing facilities with soap and towels.
- Procedures for managing illnesses (see **Infection Control Guidelines**, Appendix J).

Food Safety

- Compliance with food hygiene regulations.
 - Staff handling food have appropriate training.
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-
-

4. Code of Conduct for Staff

4.1 Professional Behavior Standards

- Uphold the highest standards of integrity and professionalism.
- Treat all children, parents, and colleagues with respect and dignity.

4.2 Relationships with Children

- Promote a positive and nurturing environment.
- Avoid favoritism or forming inappropriate relationships.
- Do not socialize with children outside of professional duties without parental consent.

4.3 Personal Conduct

- Maintain confidentiality at all times.
- Refrain from using inappropriate language or behavior.
- Do not consume alcohol or illegal substances during working hours or on premises.

4.4 Dress Code

- Wear appropriate, modest, and practical attire suitable for activities.
- Footwear should be safe and comfortable.

4.5 Use of Technology and Social Media

Personal Devices

- Personal mobile phones should be on silent and used only during breaks.
- Do not use personal devices to photograph or record children.

Social Media Policy

- Do not post work-related content on personal social media accounts.

- Do not accept friend requests from children or parents on personal accounts.

Use of Aluna Hub Devices

- Use for work-related purposes only.
- Ensure devices are secure and password-protected.

4.6 Breach of Code of Conduct

- Violations may result in disciplinary action, up to and including termination.
- Serious breaches involving child protection concerns will be reported to authorities.

5. Data Protection Policy (GDPR Compliance)

5.1 Purpose and Scope

To ensure that all personal data collected, processed, stored, and destroyed by Aluna Hub is handled in compliance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

5.2 Legal Framework

- **General Data Protection Regulation (EU) 2016/679 (GDPR)**
- **Data Protection Act 2018**

5.3 Data Collection and Processing

Types of Data Collected

- **Children's Data:**
 - Personal details (name, date of birth)
 - Health information (allergies, medical conditions)
 - Attendance records
- **Parents'/Guardians' Data:**
 - Contact information (address, phone number, email)
 - Payment details
- **Staff Data:**
 - Personal details
 - Employment records
 - Garda vetting disclosures

Purpose of Data Processing

- To provide educational and recreational services

- To ensure the safety and well-being of children
- For administrative and financial management
- To communicate with parents and guardians

5.4 Lawful Basis for Processing

- **Consent:** Obtained from parents/guardians for processing children's data.
- **Contract:** Necessary for the performance of a contract (e.g., employment contracts).
- **Legal Obligation:** Compliance with legal requirements (e.g., child protection laws).
- **Legitimate Interests:** For purposes that are in the legitimate interests of Aluna Hub, balanced against individuals' rights.

5.5 Consent

Obtaining Consent

- **Consent Forms:** Parents/guardians sign **Parental Consent Forms** (Appendix L) for:
 - Data processing
 - Medical emergencies
 - Media use (photographs/videos)
- **Staff Consent:** Staff provide consent for processing their personal data and Garda vetting.

Withdrawing Consent

- Individuals can withdraw consent at any time by submitting a request in writing.

5.6 Data Subject Rights

Individuals have the following rights:

- **Right to Access:** Request a copy of their personal data.
- **Right to Rectification:** Correct inaccurate data.
- **Right to Erasure:** Request deletion of data under certain conditions.
- **Right to Restrict Processing:** Limit the use of their data.
- **Right to Data Portability:** Obtain data in a portable format.
- **Right to Object:** Object to data processing.

Data Subject Access Requests (DSAR)

- **Procedure:**
 - Submit a **Data Subject Access Request Form** (Appendix K).
 - Aluna Hub responds within one month.

5.7 Data Security Measures

- **Physical Security:**
 - Locked filing cabinets for paper records.
 - Restricted access to offices and storage areas.
- **Digital Security:**
 - Password-protected computers and systems.
 - Encryption of sensitive data.
 - Regular backups and software updates.
- **Access Control:**
 - Limit access to personal data to authorized personnel only.

5.8 Data Breach Procedures

Identification and Reporting

- **Immediate Action:** Staff must report suspected breaches to the Data Protection Officer (DPO) immediately.
- **Assessment:** The DPO assesses the breach to determine the risk level.

Notification

- **To Data Protection Commission (DPC):**
 - Report breaches within 72 hours if there is a risk to individuals' rights.
- **To Affected Individuals:**
 - Notify without undue delay if the breach is likely to result in a high risk.

Record Keeping

- Maintain a **Data Breach Register** documenting:
 - Nature of the breach
 - Actions taken
 - Lessons learned

5.9 Data Retention and Disposal

Retention Schedule

- **Children's Data:**
 - Retained for up to **seven years** after the child leaves the program.
- **Staff Data:**
 - Retained for the duration of employment plus **seven years**.
- **Financial Records:**
 - Retained for **six years** as per Revenue requirements.

Disposal Methods

- **Paper Records:**

- Shredded using a cross-cut shredder.
- **Digital Records:**
 - Permanently deleted from all systems and backups.

5.10 Data Protection Officer

- **Name:** Felipe Jonathan Bart
- **Contact Information:** info@alunahub.com - 083 183 4356
- **Responsibilities:**
 - Ensure compliance with GDPR.
 - Handle data subject requests.
 - Provide training and guidance to staff.
 - Liaise with the Data Protection Commission if necessary.

5.11 Training and Awareness

- **Staff Training:**
 - Mandatory GDPR training during induction.
 - Annual refresher courses.
 - **Awareness Campaigns:**
 - Regular updates on data protection policies and best practices.
 - Posters and reminders in staff areas.
-

6. Equality and Diversity Policy

6.1 Statement of Commitment

Aluna Hub is committed to fostering an inclusive environment that respects and values diversity. We aim to ensure that every individual has equal opportunity to participate and thrive.

6.2 Legal Framework

- **Equal Status Acts 2000–2018**
- **Employment Equality Acts 1998–2015**
- **Disability Act 2005**

6.3 Implementation Strategies

- **Policies and Procedures:**
 - Integrate equality principles into all policies.
- **Curriculum and Activities:**
 - Include diverse cultural perspectives.

- Avoid stereotypes in materials and discussions.
- **Staff Training:**
 - Provide training on equality and diversity.
- **Recruitment:**
 - Promote diversity in hiring practices.

6.4 Non-Discrimination Practices

- **Protected Characteristics:**
 - Gender, marital status, family status, sexual orientation, religion, age, disability, race, membership of the Traveller community.
- **Reporting Discrimination:**
 - Procedures in place for reporting and addressing discrimination.
- **Zero Tolerance:**
 - Immediate action taken against discriminatory behavior.

6.5 Accommodations and Accessibility

- **Physical Accessibility:**
 - Ensure facilities are accessible (ramps, accessible restrooms).
- **Communication:**
 - Provide information in accessible formats if needed.
- **Program Adaptations:**
 - Modify activities to include all participants.

6.6 Monitoring and Review

- **Feedback Collection:**
 - Regular surveys and feedback sessions.
 - **Policy Review:**
 - Annual review of equality policies.
 - **Reporting:**
 - Document incidents and actions taken.
-

7. Complaints and Grievance Procedures

7.1 Purpose and Scope

To provide a transparent and fair process for handling complaints from parents, guardians, and staff, ensuring issues are resolved effectively.

7.2 Complaints Procedure for Parents and Guardians

Informal Stage

- **Step 1:** Discuss the concern directly with the staff member involved at the earliest opportunity.
- **Step 2:** If unresolved, arrange a meeting with the Program Coordinator.

Formal Stage

- **Step 3:** Submit a written complaint using the **Complaints Form** (Appendix N) to the Management Team.
- **Step 4:** Acknowledge receipt of the complaint within **five working days**.
- **Step 5:** Investigation conducted by Management, which may include meetings and evidence review.
- **Step 6:** Provide a written response with findings and actions within **15 working days**.

7.3 Grievance Procedure for Staff

Stage 1: Informal Resolution

- **Step 1:** Discuss the grievance with your immediate supervisor.
- **Step 2:** If unresolved, proceed to Stage 2.

Stage 2: Formal Grievance

- **Step 3:** Submit a written grievance to Management.
- **Step 4:** Acknowledge receipt within **five working days**.
- **Step 5:** Investigation and meeting arranged.
- **Step 6:** Written response provided within **15 working days**.

Stage 3: Appeal

- **Step 7:** If unsatisfied, appeal to the Director.
- **Step 8:** Final decision communicated in writing.

7.4 Record Keeping

- All complaints and grievances are documented and stored securely in compliance with GDPR.

7.5 Appeals Process

- **Parents and Guardians:**
 - If unsatisfied with the outcome, they can request an appeal to the Director.
- **Staff:**
 - Final appeal can be made to an external mediator or relevant employment bodies if necessary.

8. Anti-Bullying and Harassment Policy

8.1 Statement of Intent

Aluna Hub is dedicated to creating a safe and respectful environment. Bullying and harassment are unacceptable and will be addressed promptly.

8.2 Legal Framework

- **Non-Fatal Offences Against the Person Act 1997**
- **Employment Equality Acts 1998–2015**
- **Equal Status Acts 2000–2018**

8.3 Definitions

- **Bullying:** Repeated inappropriate behavior that undermines a person's right to dignity.
- **Harassment:** Unwanted conduct related to any protected characteristic.

8.4 Prevention Strategies

- **Education and Awareness:**
 - Incorporate anti-bullying themes into programs.
- **Positive Behavior Promotion:**
 - Establish clear behavior expectations.
- **Supervision:**
 - Adequate staff supervision during activities.

8.5 Reporting Procedures

- **For Children:**
 - Encourage open dialogue.
 - Provide safe methods to report (e.g., suggestion box).
- **For Staff and Parents:**
 - Report incidents to the Program Coordinator or DLP.
- **Anonymity:**
 - Respect anonymity where possible, but explain limitations.

8.6 Responding to Incidents

- **Investigation:**
 - Prompt and impartial.
- **Action Plan:**
 - Develop strategies to prevent recurrence.
- **Disciplinary Measures:**

- May include warnings, suspension, or expulsion.

8.7 Support and Follow-Up

- **Victim Support:**
 - Counseling referrals if needed.
 - **Perpetrator Support:**
 - Guidance to understand behavior and consequences.
 - **Monitoring:**
 - Regular check-ins to ensure resolution.
-

9. Staff Recruitment and Vetting Policy

9.1 Recruitment Procedures

- **Workforce Planning:**
 - Assess staffing needs.
- **Job Advertisements:**
 - Post on relevant platforms.
 - Include equal opportunity statements.

9.2 Job Descriptions and Advertisements

- **Clear Role Definitions:**
 - Responsibilities
 - Qualifications
 - Experience
- **Essential Criteria:**
 - Commitment to child protection.

9.3 Application Process

- **Application Pack:**
 - Job description
 - Application form (Appendix B)
 - Information about Aluna Hub

9.4 Interview Process

- **Panel Interviews:**
 - At least two interviewers.
- **Assessment Methods:**

- Scenario-based questions
- Practical demonstrations if applicable
- **Interview Records:**
 - Documented using the **Interview Assessment Form** (Appendix C).

9.5 Reference Checks

- **Reference Form:**
 - Standardized form sent to referees.
- **Verification:**
 - Confirm authenticity by direct contact.

9.6 Garda Vetting Procedures

- **Compliance:**
 - All staff must complete Garda vetting.
- **Process:**
 - Applicant completes **NVB 1 Form**.
 - Submitted to the National Vetting Bureau.
- **Confidentiality:**
 - Vetting disclosures handled securely.

9.7 Induction and Probation

- **Induction Program:**
 - Orientation on policies, procedures, and ethos.
- **Probation Period:**
 - Standard six months.
 - Regular performance reviews.

10. Risk Assessment Procedures

10.1 Purpose and Scope

To proactively manage risks to ensure safety and compliance in all Aluna Hub activities.

10.2 Risk Assessment Process

1. **Hazard Identification:**
 - Physical, chemical, biological, environmental, and human factors.
2. **Risk Evaluation:**
 - Assess potential impact and likelihood.

3. **Control Measures:**
 - Implement strategies to mitigate risks.
4. **Documentation:**
 - Complete the **Risk Assessment Form** (Appendix F).
5. **Communication:**
 - Share findings with relevant staff.

10.3 Documentation and Record Keeping

- **Risk Assessment Register:**
 - Central repository for all assessments.
- **Accessibility:**
 - Available to staff involved in activities.

10.4 Review and Update

- **Regular Reviews:**
 - Annually or when significant changes occur.
 - **Post-Incident Review:**
 - After any accident or near-miss.
-

11. Parent Communication and Involvement Policy

11.1 Objectives

- To build strong partnerships with parents.
- To support parents in their parenting journey.

11.2 Communication Methods

- **Newsletters:**
 - Distributed monthly.
- **Digital Platforms:**
 - Parent portal for updates and resources.
- **Emails and Text Messages:**
 - For urgent or important notifications.

11.3 Parent Workshops and Seminars

- **Topics:**
 - Child development
 - Positive parenting

- Internet safety
- **Frequency:**
 - Quarterly sessions.

11.4 Community Events

- **Family Days:**
 - Encourage family participation.
- **Cultural Celebrations:**
 - Celebrate diversity and inclusion.

11.5 Feedback Mechanisms

- **Surveys:**
 - Annual satisfaction surveys.
 - **Suggestion Box:**
 - Available at reception.
 - **Parent Meetings:**
 - Scheduled meetings upon request.
-

12. Inclusion and Accessibility Policy

12.1 Commitment to Inclusivity

Aluna Hub is dedicated to creating an environment where all children can participate fully.

12.2 Accommodations for Special Needs

- **Individual Plans:**
 - Develop tailored support plans.
- **Resources:**
 - Provide necessary aids and equipment.
- **Collaboration:**
 - Work with specialists and therapists.

12.3 Cultural Sensitivity and Awareness

- **Staff Training:**
 - Cultural competence workshops.
- **Curriculum:**
 - Include multicultural perspectives.
- **Language Support:**

- While not currently offering language support, we strive to communicate effectively with all families.

12.4 Staff Training and Development

- **Ongoing Professional Development:**
 - Workshops on inclusion strategies.
- **Performance Appraisals:**
 - Include assessments of inclusive practices.

13. Appendices

- **Appendix A:** Child Protection Concern Report Form
- **Appendix B:** Staff Application Form
- **Appendix C:** Interview Questions and Assessment Forms
- **Appendix D:** Training Attendance Sheet
- **Appendix E:** Child Safeguarding Statement
- **Appendix F:** Risk Assessment Form
- **Appendix G:** Accident Report Form
- **Appendix H:** First Aid Checklist
- **Appendix I:** Fire Drill Log
- **Appendix J:** Infection Control Guidelines
- **Appendix K:** Data Subject Access Request Form
- **Appendix L:** Consent Forms
- **Appendix M:** Staff Handbook Acknowledgment Form
- **Appendix N:** Complaints Form
- **Appendix O:** Policy Acknowledgment Form (for Parents)

Appendix A: Child Protection Concern Report Form

[Include a standardized form with fields for staff to report concerns, such as:]

- Date of report
- Name of child
- Date of birth
- Details of concern
- Actions taken
- Signature of staff member

- Received by DLP (signature and date)
-

Appendix B: Staff Application Form

[Include sections for:]

- Personal details
 - Employment history
 - Qualifications and training
 - Experience working with children
 - Declaration of suitability
 - Consent for Garda vetting
 - References (names and contact information)
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Appendix C: Interview Questions Template

Sample Questions:

1. Can you describe your experience working with children?
 2. How would you handle a situation where you suspect a child is being abused?
 3. What strategies do you use to manage challenging behavior?
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Appendix D: Training Attendance Sheet

- Date of training
 - Topic
 - Trainer's name
 - Attendee names and signatures
-

Appendix E: Child Safeguarding Statement

[Provide a detailed statement as per Tusla guidelines, including:]

- **Name of Service:** Aluna Hub
- **Nature of Service and Principles to Safeguard Children:**

- Description of programs offered.
- Commitment to child safety.
- **Risk Assessment:**
 - Identify potential risks (e.g., one-on-one situations, online communications).
- **Procedures:**
 - For managing allegations.
 - For reporting concerns.
 - For safe recruitment and training.
- **Implementation and Review:**
 - Assign responsibility.
 - Set review dates (e.g., annually).

Appendix F: Risk Assessment Form

- **Area/Activity Assessed:**
 - **Date:**
 - **Assessed by:**
 - **Hazards Identified:**
 - **Persons at Risk:**
 - **Existing Controls:**
 - **Risk Rating (High/Medium/Low):**
 - **Additional Controls Needed:**
 - **Action By:**
 - **Completion Date:**
-

Appendix G: Accident Report Form

- **Date and Time of Incident:**
 - **Location:**
 - **Name of Injured Person:**
 - **Details of Incident:**
 - **Injuries Sustained:**
 - **First Aid Provided By:**
 - **Actions Taken:**
 - **Witnesses (Names and Contact Information):**
 - **Reported To (Parents/Guardians/Authorities):**
 - **Completed By (Name and Signature):**
-

Appendix H: First Aid Checklist

- **Date of Check:**
 - **Checked By:**
 - **Items:**
 - Plasters
 - Sterile gauze
 - Bandages
 - Antiseptic wipes
 - Scissors
 - Gloves
 - **Notes on Items Needing Replacement:**
-

Appendix I: Fire Drill Log

- **Date and Time:**
 - **Conducted By:**
 - **Evacuation Time:**
 - **Number of Participants:**
 - **Issues Noted:**
 - **Actions Required:**
-

Appendix J: Infection Control Guidelines

Hand Hygiene

- Wash hands before and after activities, eating, and using the restroom.

Cleaning Procedures

- Daily cleaning of surfaces and equipment.
- Use appropriate disinfectants.

Managing Illness

- Children or staff showing signs of infectious illness are to stay home.
- Notify parents if their child becomes ill during activities.

Appendix K: Data Subject Access Request Form

Aluna Hub Data Subject Access Request Form

- **Full Name:**
- **Contact Information:**
 - Address:
 - Phone Number:
 - Email Address:
- **Relationship to Aluna Hub:**
 - Parent/Guardian
 - Staff Member
 - Other (please specify)
- **Details of Request:**
 - Please describe the information you are requesting access to:
- **Preferred Method of Communication:**
 - Email
 - Postal Mail
- **Verification of Identity:**
 - Please provide a copy of a valid ID (e.g., passport, driver's license).
- **Signature:**
- **Date:**

Appendix N: Complaints Form

Aluna Hub Complaints Form

- **Your Name:**
- **Child's Name (if applicable):**
- **Contact Information:**
 - Phone:
 - Email:
- **Date of Incident:**
- **Details of Complaint:**
 - Please provide as much detail as possible.
- **Have you discussed this issue with any staff member?**
 - Yes / No
 - If yes, who and when?
- **Desired Outcome:**
- **Signature:**
- **Date:**

Review and Updates

- **Annual Review:**
 - The manual will be reviewed annually to ensure it remains current and effective.
- **Amendments:**
 - Updates will be made as necessary to reflect changes in legislation or organizational practices.
- **Feedback:**
 - We welcome feedback from staff, parents, and stakeholders to improve our policies and procedures.

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Approved By: Felipe Bart, Director of Aluna Hub