



# Roscommon County Childcare Committee

## Employee Handbook V5

©Roscommon County Childcare Committee CLG

Roscommon County Childcare Committee CLG  
Knock Road  
Castlerea  
Co. Roscommon

Company Registered Number: 360103 CHY NO: 16335 "We confirm that our organisation complies with The Charities Regulator Governance Code for the Community, Voluntary and Charitable Sector in Ireland



An Roinn Leanai, Comhionannais,  
Michumais, Lánpháirtiochta agus Oige  
Department of Children, Equality,  
Disability, Integration and Youth



EXCELLENCE IN  
EDUCATION &  
TRAINING  
FINALIST



BEST SME HR  
INITIATIVE  
FINALIST

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## SECTION 1 - COMPANY INFORMATION

### 1.1. Welcome

This Employee Handbook is designed to help you to familiarise yourself with Roscommon County Childcare Committee CLG [ROSCOMMON CCC] and our company policies. In it we set out to give you the key details of your employment relationship, highlighting the important issues. The Handbook will be an essential reference for you in answering many of the questions which may arise throughout your employment with the Company.

On behalf of the company we would like to thank all staff for their continued work as part of what we consider to be a very client centred focused company that respects the rights of every child.

#### ***The Handbook:-***

- ✓ Sets out main terms, benefits and conditions of employment (in addition to job-role specific details as set out in your employment contract).
- ✓ Explains the working arrangements which ensure that we meet our individual and collective responsibilities
- ✓ Acts as a guide to the HR policies and practices which exist in the interest of fairness, safety, security, good working relationships between Employer and Employees and in the interests of good HR practice.
- ✓ For the purposes of this handbook childcare provider relates to all Early Childhood Care & Education Services, Childminders and Parent & Toddler groups that we support within our sector.

This employee handbook contains our companies' policies and procedures and is not specific to any one employee. No Employee Handbook can anticipate every circumstance or question. With the passage of time, business requirements may result in the need to consider new plans or to modify existing plans and policies.

The company reserve the right to include additional policies as required and amend existing ones.

In all such instances where these changes are of a contractual nature, the Company will fully inform and consult with their employees through the appropriate channel or by communicating directly with the individual employee.

This handbook V4 dated 14/10/2024 and all associated ROSCOMMON CCC policies supersedes all others you may have received from ROSCOMMON CCC.

We hope that this handbook will be useful to you. If you have any queries or seek clarification relating to any individual matter, which the Handbook is not intended to deal with, please contact your immediate line manager.

We are pleased that you have chosen to join ROSCOMMON CCC. We hope you will enjoy your association with us and find personal satisfaction in your work.

Kind regards,

*Sean Crehan, Chairperson & Board of Directors Roscommon CCC & Irene Cafferky Manager/County Childcare Coordinator on behalf of Roscommon County Childcare Committee CLG*

## 1.2 The Company

### Organisation Details

Company Name	Roscommon County Childcare Committee CLG
Address	Knock Road, Castlerea, Co. Roscommon.
Tel	094 9622540
Email	<a href="mailto:info@Roscommon.childcare.ie">info@Roscommon.childcare.ie</a>
Website	<a href="http://www.Roscommon.childcare.ie">http://www.Roscommon.childcare.ie</a>
Company Registration No:	360103
Primary Contact for Employees	Irene Cafferky, County Childcare Coordinator/Manager
Email:	<a href="mailto:irene.cafferky@roscommon.childcare.ie">irene.cafferky@roscommon.childcare.ie</a>
Telephone:	0940622523 or 0866039606

### About us

Roscommon County Childcare Committee CLG (**ROSCOMMON CCC**) is one of 30 City & County Childcare Committee's nation-wide and is part of the Governments National Childcare Policy to facilitate the co-ordination of childcare at a local level and national level through the prioritising of funding and the development of quality services.

### Roscommon CCC Role

#### **The role of Roscommon CCC is to:**

- (a) Act as the local agent of the Department of Children, Equality, Disability, Integration and Youth (DCEDIY) in the coordination and delivery of the national early education and childcare programmes and the implementation of Government policy at a local level in County Roscommon
- (b) Facilitate and support the development of quality, accessible early learning and care and school age childcare services for the overall benefit of children and their parents.
- (c) Provide support and guidance to local service providers and parents in relation to the childcare programmes, and support quality in keeping with national frameworks and policy objectives.
- (d) Facilitate the development of Early Learning and Care and School Age Childcare in a strategic and coordinated manner
- (e) Provide information and support to parents in relation to the provision of early learning and care and school-age childcare services within County Roscommon.

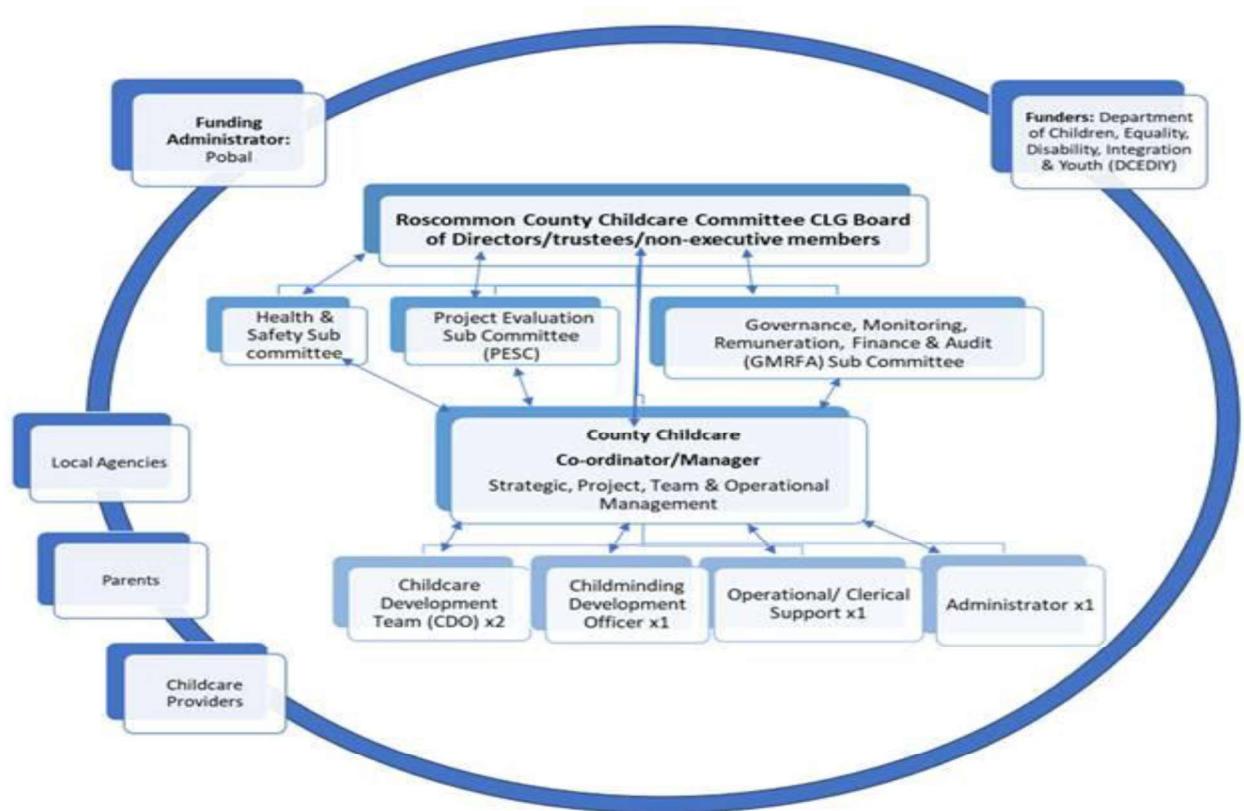
The **ROSCOMMON CCC** is comprised of representatives of the key stakeholders within the early childhood care and education sector in County Roscommon and provides a co-ordinated approach as requested by the Department of Children, Equality, Disability, Integration and Youth (DCEDIY) to the planning and development of quality childcare services which are affordable and accessible to all children in County Roscommon. This is achieved through the provision of support to parents, students, new and existing childcare services, parent and toddler groups and to child-minders caring for children in the home setting. ROSCOMMON CCCs remit includes providing training, mentoring and support in the national frameworks, the national child protection welfare programme, supporting the sustainability of services and human resource management and governance. ROSCOMMON CCC also supports community of practice networks, co-ordinating the delivery of quality accredited and non-accredited training, the provision of an information and resource service offering local, national and international material further supporting business and pedagogical leadership within the early year's sector.

**ROSCOMMON CCC** is currently funded by the Department of Children, Equality, Disability, Integration and Youth (DCEDIY). The funding is administered through Pobal.

### 1.3 The Board & Staffing Structure

The ROSCOMMON CCC Board of Directors/Trustees/Mon Executive members act as the strategic management group for our County Childcare Committee. The Local Implementation Plan (LIP) and the annual Statement of Work (SOW) is supported by ROSCOMMON CCC County Coordinator/Manager who is responsible for overall management and overseeing the day-to-day operational running of the organisation to ensure the efficiency with which it carries out its day-to-day business. There are three Sub Committees (1) Governance, Monitoring, Remuneration, Finance & Audit (GMRFA) Sub Committee (2) Project Evaluation Sub Committee (PESC) ( 3) Health & Safety Works Committee

The staff team consist of a County Childcare Coordinator/Manager, Administrator, Childcare Development Officers, Childminding Development Officer and Operational/Clerical Support Assistant. Student Placements are supported in line with annual work plans.



### 1.4 Mission Statement

The mission of Roscommon County Childcare Committee is to develop, support and enhance a wide range of high quality, inclusive, integrated, accessible and affordable childhood care and education services responsive to the rights and needs of children and provide support to parents/guardians/families. We recognise the role of Quality Early Childhood Care and Education in Strengthening Families, Communities and Society in County Roscommon. The Board will support management in overall governance in line with the Governance Code.

We will work in partnership to achieve positive change with our partners, providers and key stakeholders while coordinating the implementation of National Childcare Policy at local level on behalf of the Department of Children and Youth Affairs.

### 1.5 Our Ethos

- ✚ To be child and youth friendly in all its policies and actions
- ✚ To promote an integrated, responsive service to children, young people and their families from birth, which has at its core the wellbeing and welfare of the child and treats all persons as equals
- ✚ To have a commitment to high quality, flexible and locally-based services

- To facilitate the development of childcare services as a partnership between children, parents, the community, providers and statutory agencies.
- To operate in an efficient and effective manner
- To support, maintain and continuously improve a culture of learning and professional development among the staff of Roscommon County Childcare Committee CLG

## **1.6 Joining Our Organisation**

### **PERSONAL INFORMATION**

Our decision to offer you employment took into account the personal information you provided to us on the basis that it was correct and complete. In the event of such information proving to be untrue or misleading, we reserve the right to terminate any employment contract offered.

### **1.7 Personnel Files**

- ROSCOMMON CCC retains files for each employee recording salary, increments, annual leave, study leave, maternity leave, parental leave, sick leave details, medical certificates, correspondence, records of appraisals, disciplinary or grievance procedures all leave requested and granted, travel and time in lieu. Personnel files and records are stored in a locked cabinet in the Manager's office and access is restricted to ROSCOMMON CCC Manager.
- Employees are entitled to inspect their own personnel files upon receipt of a written request to the relevant Line Manager of ROSCOMMON CCC. ROSCOMMON CCC will endeavour to provide personnel files within 2 weeks of the written request received.

### **Change in Personal Files**

- If any member of staff has any change in circumstances, whether work or personal, which would impact upon the personal file, the member of staff must inform their line Manager and provide any relevant information to the Manager as soon as possible. This includes any items that would have affected any Garda Vetting process, if such process would have taken place following the change in circumstances. An example of such a change in circumstances includes a conviction, whether suspended or not.
- The management committee reserve the right to determine whether such change in circumstances affect the continuation of the employment contract. This will be implemented through the normal Disciplinary Procedure and the principle of natural justice will be applied in all case

### **CHANGES IN PERSONAL DETAILS**

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and make contact with you in an emergency, if necessary, outside normal working hours.

- Please advise your relevant Line Manager promptly of any change in personal circumstances e.g., marital status, number of dependants, address, telephone number etc.

## 1.8 Recruitment and Selection Policy

Recruitment and Human Resource management is the responsibility of the ROSCOMMON CCC Manager on behalf of the board of ROSCOMMON CCC. The Recruitment and Selection policy and procedures of the **ROSCOMMON CCC** are in keeping with our Equal Opportunities and Child Safeguarding Policies.

- Recruitment and selection of suitably qualified staff will be made from the widest possible field. All positions will be advertised internally and externally where appropriate.
- Current staff may apply for a vacant position within the company and will be treated on an equal basis with external applications.
- Individuals must be selected for employment on the basis of being the most suitable candidate. Job applicants must not be treated less favourably on the grounds of gender, marital status, disability, sexual orientation, race, colour, ethnic or national origin, age, political or religious beliefs.
- All advertisements for posts and all information sent out to applicants for posts should state clearly that the Committee is an equal opportunities employer.
- A job description and person specification will be drawn up for each post to be filled, detailing the core responsibilities, tasks, essential requirements and remuneration relating to the job. The ROSCOMMON CCC Manager will undertake this task.
- Not less than two people selected by the ROSCOMMON CCC Manager will carry out short listing of candidates. Decisions will be based upon the agreed criteria in the person specification and job description.
- The Interview panel will be selected by the ROSCOMMON CCC Manager and will comprise of not less than two people and seek to have gender balance where possible.
- The interview panel will complete a marking sheet for each candidate in line with ROSCOMMON CCC policies.
- The Interview panel decision will be communicated to the Board by the ROSCOMMON CCC Manager and all HR follow up is the responsibility of the ROSCOMMON CCC Manager.
- According to best practice a written record must be kept of the assessments made for each applicant for at least six months after a letter is sent to an unsuccessful candidate. The written record for the successful candidate will be retained in the recruitment file relating to that post.
- All posts offered will be subject to references, and vetting where appropriate, medical examination and submission of a clean driving licence where applicable
- All employees/workers will have written Terms and Conditions of Employment, including information on any probationary or trial period

## References & Garda Vetting Procedure

All posts offered will be subject to references, and vetting where appropriate. References will be sought in writing and a follow up phone call to the nominated referee where appropriate.

Roscommon CCC will conduct Garda Vetting in respect of any person who is carrying out work or activity, a necessary and regular part of which consists mainly of the person having access to, or contact with, children or vulnerable persons. Not all Roscommon CCC employees/workers require Garda Vetting due to the fact that the position does not always meet the criteria outlined by the Garda Vetting Bureau. If the position is one which meets the criteria of 'a necessary and regular part of which consists mainly of the person having access to, or contact with, children or vulnerable persons' Garda Vetting will be applied for.

- ⊕ The Manager of Roscommon CCC is the nominated Lead Person responsible for submitting Garda vetting applications and ensuring compliance with all policies, procedures, and statutory requirements. Our vetting procedures are in line with the National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016
- ⊕ As part of the vetting procedure Roscommon CCC will verify the identity of applicants for whom our organisation is seeking Garda Vetting in compliance with the National Vetting Bureau (Children & Vulnerable Persons) Acts 2012 to 2016 and retain documents verifying the proof of ID (**or for Lead Person only**- provide original documents to the Barnardos' Vetting Service)
- ⊕ Phone references are taken and a written confirmation of the reference agreed with the referee. Once all checks have been completed the selected candidate will be offered the position and a contract of employment will be issued.
- ⊕ Successful candidates are required to submit a validation of their qualifications and a copy of a photo id for their HR file.
- ⊕ All information and notes from the process are kept on file for a minimum of 12 months.
- ⊕ In the interim of obtaining Garda Vetting the person recruited will sign a self-declaration form (see appendix 3/Bright HR). The employee or volunteer can sign to say that they have not committed a crime or to give

details of any crimes committed. It should be signed and dated with a member of management present. This should also be kept on file. It should remain confidential and only used for purposes relating to their recruitment. This form can be used with employees/workers, students and volunteers.

Garda Vetting disclosures may affect the terms and conditions of your employment and in certain cases may result in your dismissal. All evidence and documentation from the Garda Síochána will be kept

### **New Starter Documentation (Employee Details Form)**

New employees are required to submit the following documentation on the company's employee details form (management will supply this form for completion) to the Company on commencement:

- Bank account details,
- Next of Kin in case of emergency
- Copy of Car Insurance Company Renewal Certificate –
  - confirming Renewal of the Policy
  - confirming extension to include Business Use including carriage of passengers

Documents should be issued to the Manager on the first day of employment.

If for any reason, you are unable to supply any of the above you must notify your line manager immediately.

### **1.9 Terms of Employment**

Employees will be based at the company's offices at Knock Road, Castlerea, Co. Roscommon or as designated by Roscommon County Childcare Committee CLG. The employee may be required or permitted to work in various locations from time to time.

Employees may work from home only in exceptional circumstances, all such work must be approved by the Manager (or Chairperson/Designated Committee member in the case of Manager) beforehand (Also Refer to 13.12 Hybrid Working/Work Hours Policy)

- Upon accepting an offer of employment from Roscommon County Childcare Committee CLG the member of staff will receive a copy of the Terms of Employment. This sets out the conditions under which the member of staff will be employed. The member of staff will be required to sign 2 copies of the terms of employment and return to ROSCOMMON CCC within the specified time. S/he will keep a copy for his/her own reference. The terms of employment will state that the ROSCOMMON CCC staff handbook forms part of the terms and conditions of employment.
- ROSCOMMON CCC will provide terms of employment for all employees subject to funding
- RCCC Company documentation will be uploaded on to <https://app.brighthr.ie/documents>
- Employee documentation relevant to their individual employment will be uploaded on to the employees BrightHR portal
- ROSCOMMON CCC will provide terms of employment for all employees subject to funding

### **1.10 PROBATIONARY PERIOD**

You join us on an initial probationary period of six months. This does not prejudice our right to dismiss in accordance with the notice provisions contained in your individual Statement of Main Terms of Employment (form SMT), or without notice for reasons of gross misconduct, should this be necessary. During this period, your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work performance is not up to the required standard or you are considered to be generally unsuitable, we may either take remedial action or terminate your employment, without recourse to the disciplinary procedure. At the end of your probationary period, you will again be assessed and, if satisfactory, you will become a member of our regular staff. If you have not reached the required standard, we may terminate your employment.

If you are absent for work, for any reason or for any duration, and this absence impacts upon our ability to adequately assess your performance or suitability or impacts upon our ability to conduct a review during your probationary period, then we reserve the right in situations to suspend your probationary period until your return to work or until we are able to conduct your probationary review.

At any stage during your probationary period the Company reserves the right to address disciplinary misconduct matters through probationary review assessments. We reserve the right to bypass, at our discretion, any step in the disciplinary process in view of your probationary status or to terminate your contract with notice.

#### **Probation**

- Confirmation of all appointments will be subject to satisfactory completion of a period of probation.
- During the period of probation, the terms of employment can be terminated by either party in accordance with the provisions of the Minimum Notice and Terms of Employment Act, 1973-1991
- During the probationary period, the Manager for all grades below that level and ROSCOMMON CCC designated person for the post of Manager will ensure that each employee is fully assisted in understanding and becoming familiar with the demands of his/her post. And there will be the opportunity for full discussion with the employee about any problems or difficulties.
- You will be required to satisfactorily complete a probationary period of employment (as stated in your contract). During the probationary period, employment may be terminated at the Company's absolute discretion. In such case you will be entitled to 1 weeks' notice, after the completion of 13 weeks service. The company may if it wishes pay salary in lieu of notice and require that during such notice period you do not carry out any duties or attend the workplace.
- During the probationary period, your performance will be evaluated, and you will be advised of your progress. If successful, the company will confirm the cessation of the probationary period. During the probationary period, the provisions of the disciplinary procedure will not apply.
- The Company reserves the right to extend the probationary period. In exceptional circumstances your probation can be extended for up to a further 6 months (up to a maximum of 12 months in total). During this time your performance will be monitored and assessed, and you will be informed of your progress. At the end of the probation period, you will be informed by your line Manager whether your probation has been successful. While every attempt will be made during this period to provide feedback on performance and relevant training, the company reserves the right to terminate the contract during this period for any reason and for no reason.
- The Manager (or the Chairperson/Designated Committee member in the case of Manager) will always notify the employee in writing of his/her completion of the period of probation.

#### **1.11 Notification of changes in the employees Terms of Employment**

- The employee will be notified in writing no later than one month of any change in their terms of employment. This written notification will include the nature and date of the change.
- This written notification does not apply if the change is as a result of a change in legislation

#### **1.12 JOB DESCRIPTION**

You will be provided with a job description of the position to which you have been appointed but amendments may be made to your job description from time to time in relation to our changing needs and your own ability. It may be necessary for you to perform alternative duties within the business.

- Employees will be based at the company's offices at Knock Road, Castlerea, Co. Roscommon or as designated by Roscommon County Childcare Committee CLG. The employee may be required or permitted to work in various locations from time to time.
- Employees may work from home only in exceptional circumstances, all such work must be approved by Manager (or Chairperson/Designated Committee member in the case of Manager) beforehand. (Refer also to 13.12 Hybrid Working/Work Hours Policy)
- The person appointed shall perform the duties determined by **ROSCOMMON CCC** as set out in their Terms of Employment and draft Job Description received at time of appointment. Job descriptions are a work in progress and will be reviewed/revised periodically to take account of ongoing change within the organisation. The employee will be notified in writing no later than one month of any change in their terms of employment. This written notification will include the nature and date of the change. This written notification does not apply if the change is as a result of a change in legislation.

#### **Job Description Review**

Well defined job descriptions and work plans can help ensure that job responsibilities are clearly outlined for every employee. As part of the annual appraisal process, a review of job description and work plans will take place as required. However, subject to programme requirements and business needs, job descriptions and work plans may be reviewed and updated by management at other stages during the year.

### **1.13 INDUCTION**

Roscommon CCC have an Induction Programme in place for new employees and/or new directors/board members. As part of the Induction Programme all individuals are furnished with the Roscommon CCC Child Safeguarding Procedure and Code of Behaviour, including information on child safeguarding roles within Roscommon CCC. Our company Health & Safety Statement and procedures will also be explained to new employees.

At the start of your employment with Roscommon CCC you are required to complete an induction programme during which all our policies and procedures (including Health and Safety and Child Safeguarding Statement and associated policies) will be [explained/outlined] to you. Information relating to these will be given to you at the induction OR an induction process will be issued to you.

- ⊕ All new employees will have an induction programme at the commencement of their employment.
- ⊕ The purpose of the induction is to help the new employees/workers settle into the position as soon as possible and to make sure s/he has all the necessary information s/he needs in order to do the job effectively.
- The duration and content of induction will vary according to the needs of the employee and the position. (see Appendix 11)
  - ⊕ Information provided in a comprehensive Induction Procedure will include:
    - Structures of the Company and line management
    - Name and contact details of the named person for our child safeguarding procedures (Roscommon CCC Manager)
    - Name and contact details of the Designated Liaison Person (DLP)
    - Name and contact details of the Deputy Designated Liaison Person (DDLP)
    - A copy of ROSCOMMON CCC's child safeguarding procedures and Code of Behaviour
    - Instruction to complete the Tusla Always Children First eLearning Programme
    - Date to attend the NCSP Always Children First Foundation Level Programme
    - Opportunity to discuss and raise any questions relating to our child safeguarding procedures with the DLP.
    - Health & Safety Statement
    - Employee Handbook & Company Policies & Procedures
    - Company Systems & Passwords

### **1.14 QUALIFICATIONS**

Due to legislative requirements, it is a condition of your employment that you have the necessary qualifications in order to perform your duties. In order to satisfy our legislative obligations the Company will require you to provide evidence that these qualifications have been attained within two weeks of commencing employment. A failure to comply with this request may lead the Company to consider taking disciplinary action up to and including dismissal.

### **1.15 EMPLOYEE TRAINING & DEVELOPMENT NEEDS**

ROSCOMMON CCC recognises the value of training and continuing professional development opportunities for staff that are intended either to lead to enhanced job performance, or significantly contribute to relevant professional development in line with staff roles and core responsibilities as outlined in job descriptions. These opportunities may be provided within the company or outside the company where relevant to individual staff roles. At the commencement of your employment, you will receive training for your specific job, and as your employment progresses your skills may be extended to encompass new job activities within the your role in the business. Any training needs should be raised with the Manager. We may offer the following types of training where such needs are identified:

- Educational Assistance
- On-the-job
- Cross Training
- Skills Training
- Refresher Training

### **Identification of Training & Development Needs**

Training and development activity will be based on identified training needs and priorities, which are relevant to organisational requirements. While funding may be available for staff training it is the ROSCOMMON CCC Managers responsibility to identify and prioritise any funding for continuing professional development for all company staff. It is the responsibility of individual employees and their Manager to agree the training needed to fulfil their role and carry out their duties as outlined in their job description. Once agreed a continuing professional development service level agreement must be signed by the employee before they are released for training by Roscommon CCC. (See appendix 14/Bright HR).

Identification of training needs may take place as the need arises due to national/local developments, in a structured manner through supervision sessions or during the annual performance appraisal process.

### **1.16 Internal Training and Development**

ROSCOMMON CCC recognises the need to provide for staff development opportunities within the company. Internal training opportunities will be planned by the Manager (or the Chairperson/Designated Committee member in the case of the Manager) on an annual basis in consultation with staff according to their needs and the needs of ROSCOMMON CCC.

Management will develop a succession plan as part of their ongoing governance and leadership role.

### **1.17 Mandatory Training**

In certain instances, employees will be required to undertake and attend mandatory training sessions that are relevant to their role, in areas such as health and safety, child protection, etc. All employees are required to co-operate with mandatory training requirements.

### **1.18 TRAINING AGREEMENT**

The Company has a policy of encouraging its employees to undertake training in order to further their career within the Company. This may include assisting with costs of the training. However, in the event of termination of employment, for whatever reason, the Company will seek reimbursement of the costs in line with the Training Agreement. Further details are available separately.

### **1.19 PERFORMANCE MANAGEMENT AND REVIEW**

Our policy is to monitor your work performance on a continuous basis so that we can maximise your strengths and help you to overcome any possible weaknesses.

**ROSCOMMON CCC** recognises its responsibilities to ensure that all employees have access to regular supervision and support for their work. Standard Operating Procedures (SOP) will be available in areas of work deemed necessary to provide further guidance and support to staff in meeting their performance targets and (KPIs) within the annual SOW/LIP (available in BrightHR company documents <https://app.brighthr.ie/documents>). Support & Supervision meetings will be planned in advance by the relevant Line Manager of ROSCOMMON CCC and all staff will have notice of planned meetings. There may also be a need to hold additional support meetings outside of these planned dates with staff. It is the staff member's responsibility to come to meetings fully prepared with all documentation and files in up-to-date order for sign off by relevant line Manager. It is important to note that support and supervision also takes place informally each day with your relevant line Manager as required.

#### **Support & Supervision**

All staff will participate, where possible, in supervision and support as follows:

- Staff team meetings are held as required
- One-to-one support meetings when required
- Onsite mentoring and support from both management and work colleagues
- Supervision meetings to be held as required and identified by the line Manager

#### *Purpose of supervision meetings*

The three major purposes of supervision are:

- 1) To establish the accountability of staff to the organisation, through the planning and evaluation of their work.
- 2) To promote each member of staff's development as a professional
- 3) To support staff in the prioritisation of their work

### ***Functions of supervision***

The ROSCOMMON CCC subscribes to the following as Functions of Supervision:

#### **The Managing Function**

The managing function takes in the accountability of staff, goal setting, planning objectives, mentoring, monitoring and evaluating their work along with the supervision.

#### **The Teaching Function**

The educative function is a response to the need of team members for knowledge and skills to complete the job at hand; in line with their relevant roles and responsibilities as part of the company's multidisciplinary team.

#### **The Supportive Function**

The supportive function is recognition of the stressful nature of work and the need to reduce stresses that can interfere with the effectiveness of the team.

#### **The Mediation Function**

The mediation function acts as a vehicle to assist communication between the organisation and the team member and from individual to the organisation.

There is also a responsibility on staff to follow up on their own particular needs and utilise those who have the expertise whether within or outside of the Service. This can also be achieved through staff meetings and any other particular arrangements, which may need to be put in place. CPD may not be relevant to a particular role, in which case, ROSCOMMON CCC will only fund CPD where relevant to the role, and agreed by the Board, in line with priorities laid out by the Department.

### ***Supervision Objectives***

The supervision objectives within ROSCOMMON CCC are

- 1) To ensure that the operation of the Service is consistent with the purpose and objectives of the service.
- 2) To ensure that workers are clear, individually and collectively, about their roles and responsibilities
- 3) To develop a suitable climate and satisfactory conditions for practice which promote quality of service
- 4) To reduce stresses that are likely to impair effective service delivery.
- 5) To assist professional development in terms of, developing and improving basic skills and increasing and developing knowledge required for best practice; in line with individuals' roles and responsibilities within the company.
- 6) To review and plan work practice conducted by workers.
- 7) To actively listen and offer the workers support; which may not always be CPD or monetary contribution from the company towards CPD.
- 8) To discuss needs and provision of resources that may enhance work practice.

### ***Structure of Supervision***

#### **Preparation and/or email**

The agenda is emailed out or uploaded via BrightHR and/or other company work applications/and/or email from the relevant line Manager with an opportunity for staff to add to the agenda before the session commences.

#### **Setting**

- A suitable room with comfortable furnishings and lighting.
- No interruptions
- Mobile phone(s) switched off.
- Appropriate time of day

#### **Frequency**

- Individual supervision will occur as required and identified by the line Manager
- If, due to work roles, there is a need for more frequent supervision, the supervisor will acknowledge and respond to this need wherever possible. This is particularly relevant in the event of a crisis or significant incident, so that the staff involved are aware that the necessary support is available to them.
- A set date for the next supervision session will be agreed before the end of supervision.
- Supervision can be postponed if either party is off work due to annual, sick or compassionate leave. If there is a need for cancellation it may be necessary to notify the other party as soon as possible.

#### Recording

- The supervisor is responsible for recording the topics discussed, and the actions agreed by both parties. This will be kept brief and to the point, and, preferably, must be signed by both parties at the end of the session. Where a member of staff does not want to sign the record, this should be noted and the record should be signed by the supervisor.
- The recorded documents will be stored in a personal file in Managers office and can only be viewed by the supervisor and supervisee.

#### Confidentiality

Confidentiality will be maintained at all times unless issues are raised that need to be taken beyond the supervision setting, such issues include; professional malpractice, official complaints or situations where either staff or clients may be endangered.

#### Content of supervision

Supervision will begin with a review of the previous session to see if the issues have been addressed and dealt with by both parties. Topics that may be covered include:

- Practical issues within the service.
- Specific difficulties or concerns relating to work practice.
- Health and safety issues.
- Training needs and areas requiring development.
- The promotion and enhancement of teamwork
- The final section of the supervision will involve planning for the next session and clarifying the tasks to be undertaken by both parties before the agreed date.

Supervision is an experience in which the supervisee can discuss the feelings that arise as a result of his/her work practice; however, it should not be viewed as a counselling or therapeutic session and boundaries must be respected by both parties. The Employee Assistance Programme is available, as per the Staff Handbook, to deal with any other issues.

#### The Supervisor

Supervision should be productive; it is important that the supervisor is confident about his/her ability to offer a beneficial service to the supervisee. In order to promote such confidence, it is necessary that:

- The supervisor receives training in supervision
- The supervisor themselves receives regular supervision on an ongoing basis
- The supervisor has an acceptable workload that allows him/her to devote acceptable time to supervision
- The supervisor has access to case files, plans and recording
- The supervisor can seek supervision for specialist advice as appropriate
- The supervisor feels supported in his/her role and can therefore discuss issues in a constructive manner and deal with them positively during supervision

#### The Supervisee

To ensure that the supervisee achieves maximum benefits from supervision it is important that:

- The supervisor receives regular supervision
- The supervisee is actively listened to and encouraged to contribute to the session
- The supervisee is aware that supervision is a two-way function that requires commitment and participation from both parties involved
- The supervisee has a manageable workload
- The supervisee has permission to discuss his/her feelings
- The supervisee feels able to give and accept constructive feedback

#### Manager

In the case of the Manager, the supervisory role will be carried out as part of the Performance Review function, by the Chairperson of the ROSCOMMON CCC.

#### Conclusion

A key role of management is to create and maintain the right conditions for staff to carry out their work.

Supervision is important to the motivation of staff. Staff need to feel involved in reviewing and planning their work and will be most committed to goals which they have set or have had a say in setting. Working towards a result

and achieving it helps build staff confidence in their skills and approaches, as well as creating an open approach to dealing with difficulties that arise.

**Note: Support & Supervision can take place daily through one-to-one support/ mentoring and by management having an open-door policy where staff can drop in to discuss an issue or difficulty with their area of work as required.**

### **1.20 Performance Issues**

Where issues around performance, attendance or behavior, arise in the normal course of employees carrying out their duties, such issues will normally be dealt with informally at first and will be raised during regular work monitoring and supervision meetings, or as the issues occur. Employees will be informed about standards required and given an opportunity to rectify any concerns raised.

However, where issues arise that are in the first instance deemed to be more serious, the formal disciplinary process may be invoked.

### **1.21 Annual Appraisal System**

In addition, to regular work monitoring meetings, an Annual Appraisal Meeting will be held each year, to facilitate an overall look at the previous 12 months as well as to look ahead to the following 12 months.

The Annual Appraisal Meeting is a two-way process at which employees will have the opportunity to raise any issues which relate to their job and future job development, as well as having an opportunity to receive feedback on overall performance.

All employees are required to participate in the company performance management cycle and contribute to the appraisal process in advance of their scheduled meeting (see appendix 27/ BrightHR app). After the meeting, the completed Appraisal Meeting form is then signed off by employee & manager and a copy received by the employee and placed on their personnel file.

Providing supervision and support to workers helps to maintain best practice and the safeguarding of children. Supervision provides a regular, structured opportunity to discuss work, provide support, review practice and progress and plan for future personal development.

### **1.21 JOB FLEXIBILITY**

It is an express condition of employment that you are prepared, whenever necessary, to transfer to any alternative departments or duties either on a temporary or permanent basis within our business. This flexibility is essential as the type and volume of work is always subject to change, and it allows us to operate efficiently and gain maximum potential from our work force

### **1.22 MOBILITY**

Although you are usually employed at one particular site, it is a condition of your employment that you are prepared, whenever applicable, to travel to and work at any other of our sites and/or the premises/residences of our clients/customers either on a temporary or permanent basis. This mobility is essential to the smooth running of our business.

## **SECTION 2 Salaries & Wages**

### **Pay Policy**

- Each job in the organisation shall be graded.
- Each employee shall be placed on the relevant salary scale as prescribed by the company. A copy of the current salary scale will be given to each employee.
- Generally, new members of staff are appointed on the first point of the salary scale for their post. However, additional increments may be awarded for additional qualifications and/or experience unless otherwise specified by the board of ROSCOMMON CCC.
- Employees who are promoted within the organisation are placed on the first point of the new salary scale, unless this is lower than their current salary, in which case they will be placed on the next available point. Similarly, when a staff member's job is re-graded because of changes in the job s/he will be placed at the first point of the

new salary scale, unless this is lower than his/her current salary, in which case s/he will be placed on the next available point.

- **ROSCOMMON CCC** will award pay increases as approved by the board and any increases are subject to funding. Increments may be awarded annually on the anniversary of the date on which the employee commenced employment within the organisation and subject to satisfactory annual performance appraisal until s/he reaches the top of the scale. Deferral of increments will only occur where adequate administration funding is not available, the annual appraisal is not satisfactory or where there is disciplinary action ongoing with the employee. In such cases the Committee will inform the employee of this decision in addition to discussing the matter with the employee, giving the reasons why it has been deferred. Employees will have the right to appeal the deferral where it is a disciplinary measure, and to be represented as stated in ROSCOMMON CCC Code of Practice for Grievance and Disciplinary Procedures.

## **2.1 Payment**

- Salary deductions are itemised on a pay slip which are available electronically via Brightpay. These include statutory deductions such as Income Tax and PRSI (Pay Related Social Insurance) contributions are deducted automatically from your salary/wages/pay. Other optional deductions such as pension/savings/other contributions can also be deducted. ROSCOMMON CCC also reserves the right to make deductions from salary, sums which you may owe, including without limitations, any overpayments, payment due in respect of excess holidays taken, lost time due to lateness, cost of training provided or cost of damage to property due to negligence. Such deductions will be notified to you at least 7 days in advance and you expressly consent to any such deduction pursuant to The Payment of Wages Act, 1991. Overpayments will be deducted at the rate and frequency that the overpayment was made.
- You are required to complete and submit timesheets as directed in order to ensure that you receive the correct payment. Incorrectly completed, or late submission of, timesheets may result in incorrect or delayed payment of wages.
- Deliberate falsification of timesheets will be regarded as a disciplinary offence and may lead to your summary dismissal.
- Any pay queries which you may have should be raised with the Manager or the payroll administrator.

## **2.2 Overpayments**

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment but if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

If there is a change in your circumstances, you should speak with the local revenue office.

## **2.3 Income Continuance on Unpaid Statutory Leave**

If the Company makes contributions to a Company/Private Health Insurance or Pension scheme as a part of your employment, contributions may be affected during any period of unpaid statutory leave. You should contact the Manager for further details of the scheme and of how you may be affected.

## **2.4 LATENESS/ABSENTEEISM**

Employees reporting later than their official reporting time will be considered late and must report directly to their Manager before commencing work. Unauthorised lateness is considered by the Company to mean lateness for which prior permission has not been sought or pre-agreed with your Manager. Persistent unauthorised lateness may necessitate invoking the Disciplinary Procedure.

- 1) You must attend for work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your area of work.
- 2) All absences must be notified in accordance with the sickness reporting procedures laid down in this Employee Handbook.
- 3) If you arrive for work more than one hour late without having previously notified us, other arrangements may have been made to cover your duties and you may be sent off the premises for the remainder of the day without pay.
- 4) Lateness or absence may result in disciplinary action and/or loss of appropriate payment.

## **2.5 SHORTAGE OF WORK/FINANCIAL DISRUPTION**

In the event that the Company is faced with a shortage of work, or a period of financial disruption, or is unable to provide you with work for any other reason, then the Company may have no other choice then to temporarily place you on reduced working hours, short time working, lay-off, and/or implement a temporary pay reduction.

If you are placed on a reduced working week, or short time working, your pay will be reduced according to time actually worked and, if applicable, in accordance with any concurrent temporary pay reduction. If you are placed on lay off, then no payments will be made to you. The Company will seek to provide you as much notice as is reasonably practicable for any shortage of work or pay reduction. Any benefits accrued during such a period of reduced working hours, short time working or lay-off will be on a pro rata basis.

The entirety of this section entitled "Shortage of Work / Financial Disruption" forms part of your contractual terms and conditions. We would like staff to know this will only ever be necessary in worst case scenarios and the company will always explore alternative means.

In every business there is a continual need to adapt and change to survive and remain competitive and thereby provide security of employment. Ongoing co-operation and implementing necessary changes are a condition of continued employment. Requirements to cross train and support other areas/departments may arise and flexibility and your co-operation is a requirement.

## **2.6 WORKING TIME POLICY**

In accordance with the working time legislation, is committed to the welfare of its employees with regard to their time spent at work. All employees, whether full-time, part-time or fixed term are covered by the legislation. The normal hours of work are 9.30am to 5.00pm with a half hour lunch break. Employees engaged on a part-time Terms of Employment will have working hours specified in their Terms of Employment. Full-time employees are required to work a minimum of a 35-hour week. This does not include time taken off for lunch, with a minimum of half hour for lunch. ROSCOMMON CCC have a duty to ensure that the procedures in place in relation to the documentation of hours worked, holidays, sick leave, time in lieu and other absences are in accordance with the Organisation of Working Time Act, 1997. It requires that in the absence of a 'clocking-in' facility the employer must record the days and hours worked by each staff member using an OWT 1 Form or similar Organisation of Work Record. A work time record and reimbursement form is available from your line manager for this purpose.

### **Recording of Hours Worked**

Employees are required to complete an organisation of work record to be signed off on by their line Manager. Staff should submit this monthly for sign off before salaries are due and staff should inform their line Manager weekly if there is TOIL accumulated so that this can be managed. RCCC will manage systems for recording of work as required including automated systems such as clocking-in' facilities and/or BrightHR.

In accordance with this legislation all staff members are required to keep an accurate record of their hours worked and will be provided with a timesheet for this purpose. This will be signed off by the employee's Line Manager on a week-by-week basis. It is important that this form is accurately filled out as hours and/or wage details may be taken from these records. Therefore, you must remember to complete the form and have it counter signed by Line Manager. Failing to do so or falsifying records is a disciplinary offence that may result in summary dismissal following recourse to the Company's disciplinary procedure.

If you are unable to take a rest break in your job, you must notify your Line Manager in writing (within one week) that you were unable to take this break. Your Line Manager will look at the reasons why you were unable to take your break and at any health and safety issues that might or have arisen relating to you and your job. If you do not notify your Line Manager within one week you will forfeit that break. If after investigation you are offered the break and refuse, you are at fault and the Company is not obliged to offer you a further rest break. However, we do ensure employee's rest breaks are taken. ROSCOMMON CCC promotes flexitime i.e., start and finish time within 1 hour of normal working hours and must be arranged at all times in advance with the relevant line manager of ROSCOMMON CCC. All employees must comply with the company's Health & Safety Statement.

**Daily Break Period** - All employees must take a break of at least 15 minutes if working more than four and a half hours or a break of at least 30 minutes if working more than six hours. (This may be inclusive of the initial 15-minute break).

**Daily Rest Period** - Employees affected by this legislation must take a rest period of 11 consecutive hours in each 24 hour period.

**Weekly Rest Periods** - All employees must take a rest period of at least 24 consecutive hours in each period of seven days.

***The entitlement is to one or other rest period, not both.***

#### **Employee Canteen/Rest Facilities**

Lunch/Break facilities are available for staff use in conference room. Staff will provide their own sundries and tea/coffee/milk as required on a personal basis. Tea/coffee making facilities and water is located convenient to your working area. It is the responsibility of all staff to maintain a clean working environment. Staff should keep this communal area and their workplace tidy, not only for reasons of safety, but to ensure that company documents are not left lying about.

All employees must comply with the company's Health & Safety Statement

#### **2.7 Claims/Incidents/Accidents/Accepting Liability**

All our company policies contain conditions regarding the notification of claims. It is important that all accidents and incidents that could lead to a claim are reported to us immediately. Failure to comply with claims reporting procedures may prejudice your entitlement to indemnity under your policies.

Liability should never be admitted for accidents involving Third Parties or employees. Solicitors' letters, PIAB Documents, writs, summons or other documents on behalf of Third Parties or employees should be forwarded to us, so that they can be dealt with on your behalf by Insurers.

If you have an accident during the course of your work, you should notify your line manager as soon as possible.

### **SECTION 3 Severe Weather and Other Travel Disruption Policy**

#### **3.0 Adverse Weather Policy**

From time to time, extreme weather may seriously delay or prevent employees from attending work. Whilst the company expect you to make all reasonable effort to attend, there may be some occasions where this is not possible. This may be due to road closures, poor road conditions or lack of public transport due to prevailing weather conditions.

#### **Employee Options**

During severe weather you have no automatic legal entitlement to remain at home on full or reduced pay. Where this situation arises, you should telephone your line Manager directly to agree a plan of action. Staff have the following options available, *once agreed directly by telephone with your line Manager*.

- If sufficient Toil has been accrued, you can opt to take TOIL
- Annual Leave – if you are unable to attend work, you may choose to take this time as annual leave
- Unpaid Leave - an alternative is to take time as unpaid leave. If you do this, your annual leave allowance will remain unaltered.

### **SECTION 4 Authorised Leave/Time off from Work**

#### **4.1 Maternity Leave**

- All pregnant female employees are entitled to take 26 weeks maternity leave plus an additional 16 weeks leave, provided they give at least 4 weeks' notice in writing of their intention to take both maternity leave and additional maternity leave. There is no qualifying period or length of service required before staff are eligible to take maternity leave.
- It is the policy of ROSCOMMON CCC not to pay employees normal salary payments during periods of maternity leave. Employees who satisfy the relevant PRSI conditions will be eligible to claim Maternity Benefit from the Department of Social Protection for a period of 26 weeks.

- At least 2 weeks must be taken before the baby is born and at least 4 weeks afterwards.
- Employees intending to take maternity leave must also submit a medical certificate confirming the pregnancy and their expected date of confinement.
- Notification must be given to the company as soon as possible after the confinement, but not less than four weeks of the planned date of return to work.
- During maternity and additional maternity leave, an employee will for all other purposes be deemed to be in employment and employment rights with the exception of remuneration are protected as if present at work.
- Annual leave and public holidays will accrue as normal during periods of maternity leave and may be taken at the end of the maternity leave period. Employees will be required to ensure that any accrued leave is taken in line with the Annual Leave Policy and the obligations placed on the Company to ensure that leave is taken by employees each leave year.

#### **Ante Natal Appointments & Classes**

Employees are entitled to paid time off for medical appointments related to the pregnancy and two weeks written notice of date and time of appointments should be given in advance to your Manager and uploaded to the employee's BrightHR portal. Where possible, employees should try and ensure that ante natal appointments are scheduled outside working hours or at beginning or end of working day to help minimise disruption and ensure business needs continue to be met.

An employee is also entitled to paid time off work to attend one set of antenatal classes (other than the last three classes). An expectant father is also entitled to take paid time off to attend the last two antenatal classes before the birth (once only).

#### **Breastfeeding**

**For up to 26 weeks after the birth, a breastfeeding mother is entitled to avail of facilities for breastfeeding, without loss of pay, in the form of either a one-hour break, where suitable facilities are available in the workplace or to the relevant reduction in working hours. This is a one hour break which can be taken in one 60 minute break, two 30 minutes breaks or three 20 minute breaks.**

#### **4.2. Parental Leave**

- An employee who is a parent (whether natural or adoptive or acting in loco parentis) of a child under 12, provided they meet the required 1 years continuous employment, will be entitled to unpaid leave for a period of eighteen working weeks in a 12-month period to enable him or her to take care of the child. This entitlement will be exclusive of holidays, or time spent on maternity, adoptive leave, or sick leave. In the case of multiple births, the entitlement is 26 weeks in respect of each child. The leave must be taken before the child is eight years old (or where a child has been adopted between the ages of six and eight, within two years of making the adoptive order). The leave must be taken in order to take care of the child, and any abuse of this can lead to the leave being terminated.
- The 18 weeks may be taken as a continuous block or by agreement, in separate blocks of a minimum of 6 weeks with 10 weeks between the 2 periods or by working reduced hours. Where both parents of a child are employed by, either parent may, subject to the consent of, transfer all or any part of his or her parental leave to the other parent, up to a maximum of 14 weeks.
- Where the child has a disability or suffers with a long-term illness, parental leave can be taken until that child reaches sixteen years, or the disability or serious illness ceases, whichever first occurs.
- An employee with less than one year's service but more than three months may be allowed a reduced leave entitlement of one month's leave per month of service, where the child concerned is approaching the upper age limit.
- Employees returning from parental leave are entitled to request a change in their working hours or working patterns for a set period of time. The request must be made in writing, signed by the employee and no later than 6 weeks before the commencement of the proposed set period. ROSCOMMON CCC must consider such a request but is not required to grant it. When considering the request, will have regard to the needs of both the employee and , and within 4 weeks of the request being made in writing will either:
  - inform the employee in writing that the request has been refused; or
  - If the request is accepted, arrange for the employee and to sign an agreement confirming the proposed changes, noting the date of commencement and duration of the changed working arrangements.
- Before such an agreement is signed, the employee may revoke their request by providing notice in writing of their intention to revoke it.

Assuming that there is an entitlement, the Company may postpone the leave for up to six months not less than four weeks before the leave is due to start. Grounds for such a postponement include lack of cover and the fact that other employees are already on parental leave. Normally only one postponement is allowed.

Prior to signing the confirmation document the company has the right to postpone the granting of Parental Leave in the following circumstances:

- If the granting of it at certain time would have a substantial adverse effect on the operation of the business because of seasonal variations in the volume of work,
- The unavailability of a person to carry out the duties of an employee
- The nature of employees in the employment,
- The number of employees already availing of Parental Leave that falls within the period specified in the application.
- Any other relevant matters.

➤ You will be consulted prior to the postponing of Parental Leave. The Parental Leave can be postponed for at most 6 months. At least 4 weeks before the intended commencement date, you will be informed in writing of the postponement. Leave will not be postponed once the "Confirmation Document" has been signed unless both you and ROSCOMMON CCC are in agreement with the postponement.

➤ Termination of the leave will occur, if the leave is not used for the sole purpose of taking care of the child concerned. If it is established that parental leave is being abused, it will be withdrawn by notice in writing setting out the reasons why the leave is being terminated. You may also be subjected to a disciplinary process.

➤ If it is established that you are not entitled to Parental Leave, it will be refused by means of a statement in writing setting out the grounds for refusing to grant the leave. While you are on Parental Leave, you shall retain all employment rights other than the right to remuneration and pension benefits (if applicable). Annual Leave entitlement will not be adjusted in respect of Parental Leave, and you will retain the entitlement to Public Holidays which fall during a period of the Parental Leave, such holidays can be added on to the period of Parental Leave or take payment in lieu.

➤ You shall also retain the right to return to work to the same position as previously held. Where it is not reasonably practical to return to the job held prior to the commencement of Parental Leave you will be offered suitable alternative employment which will not be less favourable than your current contract of employment. An employee that falls ill while on parental leave and as a result is unable to care for the child may suspend the parental leave for the duration of the illness following which period the parental leave commences. This however is based on the forwarding of satisfactory medical evidence of the illness or condition to the employee.

➤ You are requested to give notification as early as possible but not less than six weeks in advance, to the management of ROSCOMMON CCC of your intention to take Parental Leave (please request appropriate request form from management). You will be requested to furnish a copy of the child's birth certificate along with your application form for Parental Leave. And as far as reasonably practical set out the duration and the manner in which it is proposed to take the leave. Where possible you will not less than 4 weeks prior to your commencement date be given confirmation of the leave by ROSCOMMON CCC management.

➤ You may also withdraw your notice to take Parental Leave prior to the "Confirmation Document" being signed.

#### **4.3. Adoptive Leave.**

➤ If you have applied to adopt a child and you are an adopting mother or sole adopting father, you have a statutory entitlement of twenty-four (24) weeks adoptive leave from the date of placement and an additional sixteen (16) weeks leave at the end of the twenty-four (24) week period.

➤ To avail of the additional sixteen (16) week period, notification must be given, in writing, to the Company, no later than four (4) weeks before he/she is expected to return to work at the end of the adoptive leave.

➤ In the case of a foreign adoption, the additional leave may be taken prior to the placement date. Again, notification must be given, in writing, to the management of the Company, no later than four (4) weeks before the leave is due to begin.

➤ In the case of Irish adoption, the employee must, no later than four (4) weeks after the date of placement, produce a certificate of placement to their Manager. In the case of a foreign adoption, a declaration of eligibility and suitability must be produced as soon as is reasonably practicable.

➤ Adopting parents are entitled to paid time-off to attend preparation classes and pre-adoption meetings with social workers or Health Service Executives (HSE) required during the pre-adoption process. To avail of this, adopting parents must provide ROSCOMMON CCC of written documentation confirming the meeting/class particulars at least one (1) week in advance of the intended event.

- An employee will maintain all of his or her employment rights while on leave including the entitlement to public and annual holidays. However, employees will not be paid by the Company during Adoptive Leave.
- An employee who is on adoptive leave may be entitled to Adoptive Benefit from the Department of Social, Community & Family Affairs for up to twenty-four (24) weeks, from the placement date of the child. Payment will be available if the employee has paid the relevant PRSI contributions and provides a Certificate of Placement in the case of Irish adoptions, or a Declaration of Eligibility and Suitability in the case of foreign adoptions.
- An adopting parent must provide ROSCOMMON CCC management with written notification of his/her intention to return to work no later than four (4) weeks before the intended date of return. When adoptive leave ends, an employee will be entitled to return to his/her usual job so far as is reasonably practicable. However, if this is not possible, the employee will be offered suitable alternative work.

#### **4.4 Carers Leave**

Carers leave is available to employees who have completed one year's continuous service with the Company. Eligible employees may avail of up to 104 weeks unpaid carers leave, to care for a relevant person who is deemed by the Department of Social Protection to be in need of continual supervision and frequent assistance throughout the day, in connection with normal bodily functions or needs continual supervision in order to avoid danger to themselves.

- Notice of Leave & Return to Work - An employee who wishes to apply for carers leave must apply to the Department of Social Protection for verification that the prospective care recipient is a relevant person. This application must be made eight weeks before intending to commence carers leave. The employee, employer, care recipient and care recipient's Doctor all have to complete parts of the claim form.
- An employee must also notify their Manager in writing of their intention to take carers leave not later than six weeks before the date they intend to commence leave, outlining intended dates for leave, and the manner in which they intend to take leave and confirmation that they have applied to the Department of Social Protection.
- In exceptional emergency situations, the employee must give as much notice as possible if it is not possible to comply with this notice requirement.
- At least 4 weeks' notice of intention to return to work from carers leave must be given by an employee.
- Carers Leave may only be taken for one person at a time unless relevant recipients live together. This choice can only be exercised once.
- Leave Arrangements – The amount of leave that may be taken for each relevant person is 104 weeks and may be taken as a continuous block of 104 weeks or in shorter periods that add up to 104 weeks. However, an employee may be refused blocks of leave that are less than 13 weeks.
- If carers leave is broken up, the employee will not be entitled to commence another period of leave for that relevant person until at least six weeks has elapsed from a previous period of leave.
- Payment & Benefits during Leave - An employee's rights are generally protected while on carers leave with the exception of pay and remuneration and benefits as follows. The Company does not pay employees or make pension contributions during periods of carers leave but employees may be entitled to Carers Benefit on the basis of their PRSI record. Annual leave and public holidays will accrue for the first 13 weeks of carers leave as normal during periods of parental leave. An employee is normally entitled to return to the job they held prior to going on carers leave but in the event that this is not possible, a suitable alternative must be offered on conditions not less favourable, if available.
- Abuse of Leave - Carers leave is granted strictly for the purpose of caring for relevant persons in need of care and any abuse of such leave granted may result in the leave being terminated

#### **4.5 Paternity Leave**

In line with the Paternity Leave and Benefit Act 2016, new parents (other than the mother of the child) are entitled to 2 weeks statutory paternity leave following the birth or adoption of a child on or after 1 September 2016. This paternity leave can be started at any time within the first 6 months following the birth or adoption placement.

A "relevant parent" for the purposes of paternity leave entitlement includes:

- The father of the child
- The spouse, civil partner or cohabitant of the mother of the child
- The parent of a donor-conceived child

In the case of an adopted child, the relevant parent includes:

- The nominated parent in the case of a married same-sex couple or
- The spouse, civil partner or cohabitant of the adopting mother or sole male adopter
- The entitlement to 2 weeks' paternity leave from employment extends to all employees regardless of how long you have been working for the organisation or the number of hours worked per week. If more than one child is

born or adopted at the same time, for example, twins, you are only entitled to a single period of 2 weeks' paternity leave.

- You can choose to take paternity leave at any time in the 26 weeks following the birth or adoption. You must notify ROSCOMMON CCC in writing that you intend to take paternity leave and provide your intended dates no later than 4 weeks before your leave. You will be required to provide a certificate from your spouse or partner's doctor confirming when your baby is due, or confirmation of the baby's actual date of birth if you apply for leave after the birth has occurred. In the case of adoption, you must produce a certificate of placement in relation to the child.
- The Paternity Leave and Benefit Act 2016 provides for postponement of paternity leave. For example, if the birth is later than expected or if the date of placement of an adopted child is postponed, you may postpone the date of the leave. If you are sick before your paternity leave starts, you may postpone the paternity leave until you recover. You should notify ROSCOMMON CCC in writing of this and provide evidence of your illness. If your baby is hospitalised, you can ask your employer in writing if you can postpone all or part of your paternity leave.
- An employee will maintain all of his or her employment rights while on leave including the entitlement to public and annual holidays. However, employees will not be paid by the Company during Paternity Leave.

#### **4.6 Parent's Leave**

Each parent is entitled to 9 weeks of leave during the first two years of a child's life, or within two years of the child's placement with the family in the case of adoption.

It is the policy of ROSCOMMON CCC not to pay employees normal salary payments during periods of parent's leave. During parent's leave, you may be eligible for a payment called Parent's Benefit. If you have enough social insurance (PRSI) contributions, you will receive Parent's Benefit while on parental leave.

For a child born or adopted on or after November 1, 2019, each parent is entitled to 9 weeks parental leave. In the case of multiple births, such as twins or adopting two or more children at the same time, the leave period remains the same.

You must notify your employer that you intend to take parent's leave and of your intended dates no later than 6 weeks before your leave. You need your child's PPS number to apply for Parent's Benefit. Roscommon CCC do not provide any top up payment while on parent's leave.

#### **4.7 Force Majeure Leave**

In the context of the Parental Leave Act, 1998 *Force Majeure* Leave refers to sudden injury or illness affecting a member of an employee's immediate family, making the employee's presence to assist that family member indispensable. In these circumstances, employees are entitled to immediate paid leave **up to a maximum of three days** in any 12-month period, notwithstanding their obligations otherwise under their terms of employment, subject to a maximum of five days in a period of 36 consecutive months. A form to avail of this leave is required to be filled out by ROSCOMMON CCC.

This applies **where illness or injury** occurring to;

- A Child
- A spouse or person with whom an employee is living as husband or wife
- A person to whom the employee is in loco parentis i.e. acting in a parental capacity
- A brother or sister of the employee
- A parent or grandparent of the employee

And this requires the immediate and indispensable presence of you whether at home or elsewhere.

Force Majeure Leave cannot exceed 3 days in any period of 12 consecutive months or 5 days in any period of 36 consecutive months. Part day absences on Force Majeure Leave are regarded as one day for the purposes of the maximum number of days one can take. Should you decide to take Force Majeure Leave you must complete the Company "Force Majeure Leave" form immediately on your return to work confirming that he/she has taken such leave and the reason for it.

#### **4.8. Jury Service**

Employees are entitled to take time off work for jury service, but it must be approved in advance by ROSCOMMON CCC Manager and not interfere with work priorities. An employee will be granted paid leave to attend jury service subject to funding.

#### **4.9 Witness Duty**

Where you are required to attend as a witness, no payment shall be made by the Company.

#### **4.10 Compassionate Leave**

Where the death of an immediate family member occurs, the company permits **up to a maximum of three days** permitted absence. (Immediate family includes parents, spouse, children, brother, or sister). The Company appreciates that every circumstance differs and will always endeavour to accommodate staff members.

#### **4.11 Domestic Violence Leave**

##### **Introduction**

The Work Life Balance and Miscellaneous Provisions Act 2023 ("the Act") was enacted on 4 April 2023. Section 7 of the Act introduces Domestic Violence leave. The entitlement to domestic violence leave of 5 paid days in a 12-month period came into operation on 27<sup>th</sup> November 2023.

##### **Definitions**

Domestic violence is defined under the Act as violence or threat of violence, including sexual violence and acts of coercive control committed against you, the employee, or a relevant person in relation to an you.

The domestic violence may have been committed by: -

- A spouse or civil partner of yours or relevant person.
- A cohabitant of yours or relevant person.
- A person who is or was in an intimate relationship with yourself or relevant person; or
- An adult child of yours or relevant person.

The categories of relevant person in relation to you, who you may take domestic violence leave to support are:

- Your child (including an adopted child) or dependent.
- Your spouse or civil partner.
- A cohabitant of yours; or
- A person with whom you are in an intimate relationship.

##### **Taking domestic violence leave**

You are entitled to take up to 5 days paid domestic violence leave in any 12-month period. The leave cannot be taken in periods of less than one day. The purpose of the leave is to assist you or the relevant person: -

- Relocate or to seek medical attention.
- Obtain counselling.
- Obtain victims services.
- Obtain a court order.
- Seek legal assistance or assistance from An Garda Síochána.

You must tell your line manager as soon as possible that you need to take domestic violence leave, but no notice period is required as the need to take domestic violence may not be foreseeable. Immediately on your return to work, you must confirm in writing to your line manager/HR the date of commencement and duration of the leave. This confirmation should be signed by you. No statement of facts in relation to the leave is required. Your line manager/HR will acknowledge the confirmation but may not request further information regarding the facts surrounding the taking of the leave.

##### **Rate of Pay**

You are entitled to be paid your normal rate of pay while on statutory domestic leave.

##### **Records**

Roscommon CCC must keep records of all domestic leave taken by employees which we are required to hold for a period of 3 years.

##### **Confidentiality**

We respect your privacy and will treat any information you share in connection with this policy with respect and in the strictest confidence. Please do not hesitate to talk to your line manager and/or a colleague should you have a concern, and we will do everything we can to provide you with the information and support you need.

#### **4.12 Doctors/Dentist/Hospital Appointments**

Staff should, if at all possible, make appointments outside of normal working hours. If staff need to make an appointment during working hours they must take Annual Leave if they have no TOIL.

#### **4.13 TIME OFF IN LIEU (TOIL)**

Your Line Manager must approve any request for time off in lieu to be worked and/or when it is to be taken. All staff are required to keep an accurate record of their hours worked and will be provided with a timesheet for this purpose. Time off in lieu must be recorded in the Timesheet.

**From time to time, employees may be required to work additional or different hours to their standard working pattern, to deal with business needs or to cover annual and sick leave.**

- ROSCOMMON CCC does not operate a paid overtime policy and TOIL will only be granted, in respect of time worked outside standard working patterns that was approved via Brighthr in advance by an employee's line Manager.
- To claim time off in lieu (TOIL) staff must inform the Manager (or the Chairperson/Designated Committee member in the case of the Manager) within a week of working overtime and take accumulated time off within 2 weeks of overtime being worked.
- Subject to advance agreement with the Manager (or the Chairperson/Designated Committee member in the case of Manager) time off in lieu (TOIL) must be approved in advance via Brighthr of working up TOIL, documented and is granted to cover periods of excessive overtime normally between 6 and 10pm to a maximum of 14 hours per fortnight and must be taken within 2 working weeks and no carry over allowed.
- If an employee is required to work unsocial hours (between 6 and 10pm or at any time on Saturdays, Sundays, or public holidays) on a regular basis or to any substantial extent, the employee will be so informed and the unsocial hours form part of their overall weekly hours of work. If staff is working nights, they do not attend work the following morning or should arrange their working day to coincide with their night hours to be worked. **Staff should always keep their line Manager informed in advance and agree their working hours** so that adequate cover is provided at all times in the office and to ensure TOIL is approved.
- TOIL incurred when attending continuing professional training and requested by your line Manager **must be approved in advance and cover in place if applicable**.

#### **4.14 Holiday Entitlement & Conditions**

- Your annual holiday entitlement is shown in your individual Statement of Main Terms of Employment. Before making leave arrangements staff are required to give one months' notice to their line Manager and obtain the approval of their line Manager through Brighthr.
- The Manager must inform the Chairperson or Company Secretary or Designated Committee member when s/he is taking leave.
- The leave year runs from 1<sup>st</sup> January to 31<sup>st</sup> December. The entitlement for any one-year must be taken before the 31<sup>st</sup> December.
- In the interest of Staff Health & Safety all staff are obliged to take two consecutive weeks during the year. ROSCOMMON CCC recommend that these two consecutive weeks be taken during the months of July and August.
- Staff should use up their full annual entitlement each year. Carry-over of statutory leave from one annual leave to another is not allowed. We do not give payment in lieu of holidays.
- Employees joining the organisation after the beginning of the leave year are granted leave pro rata in their first year of employment.
- Annual leave cannot be directly preceded by sick leave without a return-to-work period. Annual leave cannot be granted in place of sick leave.
- You are required to reserve up to three days of your annual entitlement to take during the Christmas/New Year period. If you have not accrued sufficient holiday entitlement to cover this period, you will be given unpaid leave of absence.
- In the event of the termination of your employment any holidays accrued but not taken in the current holiday year will be paid for. However, in the event of you having taken holidays which have not been accrued pro-rata in the holiday year, then the appropriate payments will be deducted from your final salary.
- Holidays **must** be requested through Brighthr in advance. The company will try to accommodate holiday dates, but the needs of the organisation may have to take precedence in terms of timing to coincide with busy times of the sector, particularly where inadequate notice is given. We will allocate agreed holiday

dates on a "first come - first served" basis to ensure that operational efficiency and minimum staffing levels are maintained throughout the year

- If you have any unallocated annual leave days remaining by June each year, which is the midway point of the leave year, the Company will require you to provide notice, within two weeks of when you intend to take your remaining leave entitlement. Failure to do so will result in the Company allocating these days for you, and you will be given one month's notice of any such assigned leave.
- Please note that Good Friday is not a public holiday in Ireland. If you wish to have this day off, it must be requested as annual leave.
- Annual leave cannot be granted in place of sick leave.
- The Company reserves the right to refuse annual leave requests where the Company is unable to facilitate such a request. This extends to cases where you have requested at least two unbroken weeks of leave having worked more than eight months of the leave year.

**The company reserve the right to refuse a holiday request.**

#### **4.15 Public Holidays**

Your entitlement to public holidays is shown in your individual Statement of Main Terms of Employment. Full-time employees automatically qualify for all Public Holiday Entitlements as per the Organisation of Working Time Act which is a paid day's leave on that day. Part-Time/Casual employees must have worked at least 40 hours in the 5 weeks ending on the day before the public holiday to qualify for the public holiday benefit. Payment for public holidays will be calculated in line with the Organisation of Working Time Act.

There are ten public holidays in Ireland each year as follows:

- New Year's Day (1<sup>st</sup> January)
- St Brigid's Day (first Monday in February, except where St Brigid's day 1<sup>st</sup> February happens to fall on a Friday, in which case that Friday 1<sup>st</sup> February will be a public holiday)
- St. Patrick's Day (17<sup>th</sup> March)
- Easter Monday
- First Monday in May, June, August
- Last Monday in October
- Christmas Day (25<sup>th</sup> December)
- St. Stephen's Day (26<sup>th</sup> December)

*Good Friday is not a public holiday.* While some schools and businesses close on that day, you have no automatic entitlement to time off work on that day. At times employees may be required to work on public holidays.

#### **4.16 Part Time Employees**

Part-time employees who qualify for public holiday entitlements under the Organisation of Working Time Act legislation (those having worked at least forty (40) hours in the five (5) weeks preceding the public holiday) shall be entitled to receive a public holiday allowance, in one of the following ways:

- A paid day off on the day, in respect of a public holiday in which he or she would normally have been scheduled to work;
- An additional one-fifth (1/5) of normal weekly pay in respect of a public holiday for which she or she would not have been scheduled to work; or
- An extra days pay if they work on the public holiday

You should ask your line management/employer at least 21 days before a public holiday, which of the alternatives will apply.

#### **4.17 Sick Leave & Sick Pay Scheme**

The company sick pay policy is in line with current statutory provision. Existing employees whose contractual arrangements differ remain valid.

##### **Statutory Sick Pay**

**Any changes to statutory sick pay entitlements will be communicated and introduced accordingly.**

To avail of Statutory Sick Pay (see below) a medical certificate from a qualified doctor must be submitted to your line manager on the third consecutive day of your absence, stating the nature of the absence, its likely duration and/or the expected date of return to work. As per the Organisation of Working Time Act, absence through illness cannot be paid as annual leave.

For employees who have not completed successful probation and don't have 12 months service, sick pay will be paid in line with statutory sick pay in any one calendar year, i.e. January to December. You may also be entitled to Statutory Sick Pay (SSP) if you are absent from work due to sickness or injury provided you meet the criteria in the SSP legislation. If you wish to avail of the SSP, you must provide the Company with a medical certificate from your doctor on the **third** day of absence.

**Statutory sick pay is paid at a rate of 70% of your salary, subject to a daily maximum of €110**

**2024 – 5 days.** Proposed increases as follows:

- **2025 – 7 days** paid sick leave.
- **2026 and onwards – 10 days** paid sick leave.

These days may occur on separate occasions or in one period of absence depending on the nature of your illness. Please note a medical certificate is required after **3 consecutive days** of sick leave in order to qualify for payment. After your statutory number of days in the relevant calendar year is exhausted, you may claim Illness benefit from the Department of Social Protection. Following any sick leave period of 3 consecutive days, a medical certificate is required on a weekly basis.

An Employee Assistance Programme is available to all staff

#### **Company Sick Pay Scheme**

The company sick/injury pay scheme is in place which, on successful completion of probation with 12 months' service, provides payment during periods of certificated sickness of up to four weeks in any one calendar year i.e. January to December. In the event of illness, Roscommon CCC will provide up to four weeks full pay for full time staff. The sick pay scheme entitlements will be on a pro rata basis for part time employees.

The employee must make the appropriate claim for state benefit and provide to the company evidence of the **daily rate/amount of benefit being received** which will be deducted from sick scheme payment or alternatively arrange for direct payment of social welfare entitlement to the company which will be offset against full salary payments to the employee.

If sick leave arises from an accident that did not occur on Committee premises and subsequently the employee makes a claim for compensation, Roscommon County Childcare Committee should be included as a named beneficiary for the cost of salary less any social welfare payments paid during the absence.

The uncertified sick leave entitlements are pro rata for part time employees.

#### **Incapacity for Work:**

- In the event of absence due to illness, you must contact the ROSCOMMON CCC Manager or designated person directly by 9.45am on the first day of illness at the latest and each day thereafter unless medically certified sick, so that she/he can re-organise work as appropriate. Annual leave cannot be granted in place of sick leave.
- When contacting ROSCOMMON CCC to advise of illness, you are required to report your illness **directly** to the ROSCOMMON CCC Manager or designated person in the case of the Manager. Employees must not leave messages at reception or voicemail or notify absences via text messages. If your line Manager is unavailable, then ask another senior member of staff to pass on your message to the relevant line manager.
- A certificate from a qualified medical practitioner must be furnished to the ROSCOMMON CCC Office from the 3<sup>rd</sup> day of absence and on a weekly basis thereafter.
- Absence from work on Friday and the following Monday also requires a doctor's certificate.
- TOIL and/or Annual Leave may not be used to sign off on an absence due to sickness.
- Sick leave cannot be directly followed by annual leave without a return-to-work period.
- Each period of 3 days or more is covered by a medical certificate and the appropriate claim for sickness benefit is submitted to the Department of Social Protection. Existing employees whose contractual arrangements differ regarding sick pay remain valid and they should furnish proof of payments from Department of Social Protection **regarding daily/weekly** illness benefit to their relevant line manager in order that calculation for payment can be processed by Roscommon CCC.
- If the number of sick day's absence without medical certificate in any period of 12 months, reckoning backwards from the date of the latest absence, exceeds the statutory total, the excess will be deducted from the annual leave allowance for the current year. The essential features of a medical certificate **may** include all of the following:

1. Name and address of the doctor
2. Name and address of the patient
3. Statement that the patient is, or was, under the doctor's care.
4. The opinion of the doctor that the patient is incapacitated due to illness/accident
5. The nature of the illness
6. The expected duration of incapacity;
7. The date of issue
8. Most important, it should have the doctor's signature and not only a rubber stamp – where a doctor will not sign there needs to be an authorised practice stamp;
  - Disciplinary procedures will follow where a pattern of short-spell absences is recorded or where there is a pattern of sick days, i.e. Mondays and/or Fridays and following bank holidays.
  - ROSCOMMON CCC will refer an employee to a doctor nominated by the company for a second opinion where appropriate and as deemed necessary

Before returning from a sick leave absence:

An employee must furnish ROSCOMMON CCC with a certificate from their doctor stating that they are fit to return to work on a specified date or a copy of their final social welfare certificate signed by their doctor. (This should be furnished to the company in advance of the employees return to work to allow the company plan work schedules and rosters of relief staff). The certificate must be dated with the doctor's address and signature, where a doctor will not sign there needs to be an authorised practice stamp;

- Employees are expected to keep their line Manager informed of their progress while on sick leave and inform their line Manager of their expected return to the workplace to allow for temporary cover or reassignment of tasks to the wider team. This can be done by phone, email or one to one meetings with their immediate line Manager.
- An employee must report to their immediate line Manager upon returning to work for a return-to-work interview (see appendix 22/BrightHR).

#### **Independent Medical Examination/Occupational Assessment:**

In all periods of illness, ROSCOMMON CCC may require and has the right to require an independent examination and report on the fitness of the employee. In this event, you agree to cooperate with such a request and to permit the medical practitioner to discuss with the company the prognosis for your future recovery and/or return to work/fitness to work. Refusal to comply with this policy is subject to disciplinary procedure up to and including dismissal.

#### **GENERAL**

- Submission of a medical certificate or sickness self-certification absence form, although giving us the reason for your absence, may not always be regarded by us as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to us.
- In deciding whether your absence is acceptable or not we will take into account the reasons and extent of all your absences, including any absence caused by sickness. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces our efficiency.
- We will take a serious view if you take sickness/injury leave which is not genuine, and it will result in disciplinary action being taken.
- If we consider it necessary, we will require you to be independently medically examined. Where you are independently medically examined the cost will be borne by us. We may also ask your permission to contact your own doctor for an assessment on your state of health. Failure to comply with such a request will cause us to make our conclusion based on the evidence to hand.

#### **4.18 Absenteeism Management Procedure**

It is the policy of the Company to monitor levels of absenteeism and to manage appropriately, in order that work plans and programs can be met, and that employees can be supported as appropriate. ROSCOMMON CCC will conduct a line management review of all absences that exceed either a total of 7 days or if three separate periods of absence occur.

All absences that exceed a four-week period will be monitored by ROSCOMMON CCC to ensure that employees are supported as required and that the impact of the absence on service users and colleagues is dealt with.

If an employee is medically declared unfit by our company doctor to carry out their role in the Company, their employment may be terminated on grounds of capability following review and consultation with the employee.

Arising from the Amendment of the Organisation of Working Time Act 1997, the following applies:

If an employee is absent from work on certified sick leave, annual leave will accrue based on the statutory annual leave entitlement of 20 days per annum (pro rata for part time staff).

The annual leave accrued while on certified sick leave must be discharged within 15 months after the end of the leave year in question.

#### **4.19 Menopause Policy**

Roscommon CCC is committed to ensuring that all individuals are treated fairly and with dignity and respect in their working environment. It is also committed to ensuring our people are safe, healthy, and well both physically and psychologically. We aim to promote Diversity, Inclusion and Equality, ensuring staff feel confident to raise issues about their symptoms without fear of discrimination. We are committed to ensuring that conditions in the workplace do not make menopausal symptoms worse and that appropriate adjustments and support are in place. This policy is designed to raise awareness of perimenopause and menopause, to provide information, to support those affected, and to ensure all employees are aware responsibility of the impact on an individual.

**Purpose of Policy:** Enhance support mechanisms in the workplace.

Raise awareness and understanding among all Staff about the perimenopause and menopause.

Educate and inform managers about the potential symptoms of menopause and how they can provide support.

Foster an environment in which colleagues can openly and comfortably initiate conversations, or engage in discussions about menopause, where respect and support is promoted.

This policy has been developed to support all our staff who experience menopausal symptoms. We recognise that the menopause may impact those who do not identify as female.

**Scope of Policy:** This policy applies to all staff who are employed by Roscommon CCC. Menopause can be experienced by women, transgender men and people who are intersex or identify as non-binary, particularly those who may not have accessed medical forms of transition. Any staff member who is affected by menopause can request support which will be provided in a confidential and dignified manner.

**Key Principles:** Menopause is a very personal experience, and staff can be affected in different ways and to different degrees. This requires differing levels of support and adjustments. By providing information and support, we aim to remove any stigma or misunderstanding about menopause.

**Definitions:** The menopause is a transition stage in the lives of approximately 50% of the population. The average age in Ireland to reach the menopause is 50 but it can happen much earlier (premature menopause). It refers to the point in time when menstruation has ceased for twelve consecutive months and for some menopause may not happen naturally but may be medically or surgically induced. Perimenopause is the period of hormonal change leading up to menopause. During this time individuals can often experience symptoms which may vary in severity.

**Symptoms:** Physical symptoms associated with the onset of perimenopause and menopause include:

Hot flushes, night sweats, insomnia and sleep disturbance, Fatigue, Fat distribution changes, headaches including migraines, Urinary problems, Heavy and painful periods, Joint aches, Palpitations, Dry skin and skin irritation, Dry eyes, Hair loss.

Associated psychological symptoms may also be experienced: Depression, Anxiety, Panic attacks, Poor concentration, Changes in mood, Loss of confidence, Problems with memory (WHO). Staff may experience some or many of these symptoms over the course of several years.

**Support Available:** Roscommon CCC is committed to supporting staff experiencing menopause and recognises that many staff will be working through, and beyond menopause. Staff experiencing menopause are encouraged to let their line manager know if they are struggling with symptoms that may impact on their work, so that appropriate support is provided. All information provided will be treated confidentially and in accordance with our company's data protection policy. Line managers will provide appropriate support when needed to assist with issues arising in the workplace. We recognise that menopause is a unique and personal experience and therefore different types of support and adjustment may be needed.

**Self Help Measures:** Current health promotion advice emphasises the importance of lifestyle choices before, during and after menopause including: Consult with your GP about menopause to ensure that any symptoms are not due to other causes. Exercising regularly can not only help your mental health but also assists with reducing hot flushes and improving sleep. It also helps with bone density and cardiovascular health. Cessation of smoking. Healthy and regular eating - research has shown that a balanced diet can help alleviate some symptoms. Drinking water and reducing caffeine and alcohol consumption. Wearing natural fibres like cotton or linen. Getting good sleep, rest and relaxation

**Roles and Responsibilities:** Line Managers should ensure that all staff are aware of this policy. Line Managers will consider all requests for support and adjustments sympathetically and will not discriminate against those staff members who are experiencing menopause. Support and adjustments should be put in place in a timely manner. All requests must be dealt with confidentially and in accordance with our company data protection policy. Line Managers will be willing to have discussions about menopause, appreciating the personal nature of the conversation and treat the discussion sensitively and professionally. Line Managers should understand that the effects of menopause can vary widely from one individual to another.

Staff should take a positive approach to their health and wellbeing by seeking medical advice from their GP. Staff who are experiencing the menopause and who have concerns regarding their symptoms at work should speak to their line manager, conversations will be managed in a sensitive and confidential manner.

Staff should also utilise other support services available to them, including the company's Employee Assistance Programme, a free and confidential counselling service.

#### **4.20 Other Benefits**

##### **Christmas Eve Office Closure Day**

Christmas eve is an office closure day. Employees that are normally scheduled to work on the day Christmas Eve falls are awarded this leave day from Roscommon CCC CLG. If you are not normally scheduled to work on the day Christmas Eve falls, the day cannot be substituted for another annual leave day as it is an office closure day.

##### **Pension Provisions**

Please refer to your contract of employment for pension provision arrangements. New employees must have 12 months service with the company before they are considered for pension entitlement, this is at the discretion of the company and subject to additional funding availability.

##### **Employee Assistance Programme (EAP)**

From time-to-time ROSCOMMON CCC recognises that employees may need a little extra external support/help. The purpose of the EAP is to provide employees with easy access to confidential counselling services to assist in coping with personal, work, financial or legal issues.

The following outlines the objectives of our EAP and explains how it works.

##### **The EAP aims to:**

- Provide objective support and understanding to an employee on a voluntary and confidential basis
- Act as a management tool in addressing performance issues
- Act as a demonstration of Roscommon County Childcare Committee CLG's concern for the welfare of its employees
- Reduce problems in the workforce.

##### **The scheme:**

- Is a totally confidential and voluntary service
- Is without prejudice to security of employment or career prospects
- Makes provision for follow-up monitoring and evaluation.

##### **How the EAP works:**

- There are three referral options: self-referral; management referral or medical referral
- Normally employees may contact the counsellor directly themselves, but an internal EAP Co-ordinator is available to assist employees if required
- Following referral, employees will have access to a confidential counselling service
- The session(s) will be paid for by Roscommon County Childcare Committee CLG
- The counselling service is voluntary.

##### **Confidentiality**

- Confidentiality to employees is guaranteed. Individual's details will not be disclosed.
- Employees can share their problem with a qualified professional in a secure environment.
- The EAP will facilitate self-referral, referral by a Manager or a medical referral to a nominated qualified counsellor for face to face counselling
- Onward referral will be arranged if appropriate.

- Information regarding the usage of the service (numbers attending, issues/problems being treated) will be recorded by Roscommon County Childcare Committee CLG but this information will not reveal the identity of individuals availing of the service.
- Any records kept will not become part of the employee's personnel file.

**The problems supported by the EAP include the following:**

- Work related problems such as stress
- Anxiety/depression
- Emotional problems
- Trauma
- Behavioural difficulties
- Managerial support in handling difficult employees or situations
- Marital/relationship problems
- Family problems
- Substance abuse
- Addiction

**EAP Co-ordinator**

Roscommon County Childcare Committee CLG has an internal EAP Co-ordinator (ROSCOMMON CCC Manager Irene Cafferky) whose role it is to:

- Deal with EAP enquiries from employees if required
- Serve as a link between the employee and counsellor if required;
- Record relevant information on use of the service as provided by the counsellor.

Any communication between the employee, the counsellor and co-ordinator will be on a **strictly confidential** basis.

**Referral procedure**

*Self-referral*

- The employee may approach the nominated counsellor directly themselves seeking help; OR go through the EAP Co-ordinator.
- Employees will be encouraged to seek assistance to determine if personal problems are causing unsatisfactory job performance.

*Management referral*

- When making a referral the manager should not attempt to diagnose the nature of the problem and should only present the employee with evidence of the performance problem. The aim is to assist, not to accuse.
- Where an employee acknowledges they have a problem and agrees to attend the EAP, criteria and timescale for improvement should be agreed and confirmed in writing and an appointment made with the programme Manager.

*Medical referral*

- An employee may be recommended by a medical practitioner to avail of the EAP. In this case the counsellor will liaise with the doctor regarding treatment and prognosis.

**Payment**

Roscommon County Childcare Committee CLG will pay for an initial counselling service plus **up to four follow up** sessions if required subject to funding.

**Leave**

Sick leave will be granted for treatment or rehabilitation on the same basis as for other health problems.

**Signs and symptoms of employees in possible need assistance**

The following are some early warning signs that might indicate an employee may need assistance:

- Deterioration in work performance
- Mood swings
- Increased absenteeism and poor timekeeping
- Deterioration in relationships with other colleagues
- Erratic behaviours

- Complaints from customers, clients, fellow employees.

If an employee wishes to avail of the EAP, in the first instance contact the Manager/County Childcare Co-ordinator, Roscommon CCC for further details.

## SECTION 5 General Terms of Employment, Information & Procedures

### **5.1 Driving for Work Policy & Travel & Subsistence Payments**

It is the policy of Roscommon County Childcare Committee CLG to promote safety for all staff while driving for work. Driving for work includes any person who drives on a road as part of their work in their own vehicle and receives an allowance from their employer for miles driven.

#### **DRIVING LICENCE**

If it is a requirement of your job duties that you possess a current driving licence, the loss of such a licence as a result of a motoring conviction or on health grounds, may, if we are unable to provide suitable alternative employment, lead to the termination of your employment. You are required, wherever applicable, to produce your driving licence for our inspection at any time when so requested.

#### **CAR UPKEEP**

You are obliged to ensure that your car is properly maintained and has an up-to-date NCT certificate, and a copy of your current certificate is made available for our inspection at any time when so requested.

- Commuting to work is not classified as driving for work, except where the person's journey starts from their home and they are travelling to a work location that is not their normal place of work.
- Driving for work involves a risk not only for the driver, but for the public, such as pedestrians and other road users. In the interest of promoting best practice, Roscommon County Childcare Committee CLG will provide best practice guidelines/tips information on road safety, driving tips, hazards of summer driving, hazards of winter driving, women driving alone, and suggested equipped/ driving kit.
- Staff should also be aware and familiar with the Lone Worker Policy (see Lone Worker Policy)
- Staff will be supplied with a car safety kit which will remain the property of the company
- All staff are required to abide by the three main types of law that apply to driving in Ireland namely:
  - Traffic Law
  - Health and Safety Law
  - EU rules on driving time
- If you have an accident during your work time, (day and/or night), you must report it to your line Manager or if unavailable the ROSCOMMON CCC Chairperson.
- Staff must be familiar with the AA Driving Tips on Road Safety, please refer to <https://www.theaa.ie/>
- All employees who drive for work must complete and sign the **Vehicle Use-Form of undertaking** (see appendix 20/Bright HR) to Roscommon CCC.
- All Staff who drive for work must comply with the company's Health & Safety Statement

***Staff who do not have the required documentation on file for administration and payment purposes will not be permitted to use their personal vehicle on approved company business.***

#### **ROSCOMMON CCCs Use of Personal Vehicle for Company Business policy.**

Prior approval from your line Manager is required before using your car on company business. It is the policy of ROSCOMMON CCC that all staff, who are required to use their vehicle for approved company business (be that regularly or occasionally) have sufficient car insurance in place which provides them with appropriate levels of cover. This should also provide an indemnity to ROSCOMMON CCC in the case of any loss or damage which occurs while driving as part of your job. This is commonly known as "Class 2" insurance; however, the terminology varies from insurer to insurer but can be classified as under Class 1B (Driving for work but not carrying passengers or goods).

- This must be done prior to first using your car for work journeys that are reimbursable by the company.

- It is the policy of ROSCOMMON CCC to meet the additional proportional indemnity cost of vehicle insurance for staff subject to funding where this may arise and each case will be treated separately and looked at in terms of roles and responsibilities and the need for business travel insurance. In most cases it may be a letter of indemnity that is required which may/may not be an additional cost, **therefore prior approval is required from your relevant line Manager.**

**NB:** It is prudent to discuss this in advance of purchasing with your relevant line Manager otherwise any such additional costs *may not be approved by the company.*
- Penalty points may result in the employee being unable to use their car for work. This may impact on the contract of employment in that the employee would not be able to carry out the full duties required in their job description, therefore you should inform management if this may pose a risk.

The following documents should be supplied by staff to their Line Manager and uploaded to BrightHR and resubmitted if you change insurance company or on renewal of your existing insurance policy.

**A. Insurance Renewal Certificate:** You are required to provide a copy of your insurance renewal certificate annually to confirm that adequate insurance has been put in place. Where you are not the insurance policy holder i.e., you are a named driver, you must evidence of this from your insurance provider. ***This document and/or letter needs to clearly state that your insurance company indemnifies ROSCOMMON CCC against any claims.***

**B. Receipt:** Where applicable, you are required to provide confirmation from your Insurance company/broker of the amount paid to your Insurance company/broker for this additional insurance cover. This confirmation must state the name of the staff member on the policy and confirm the portion of the cost that relates to Class 2 or Class 1B insurance. ***If there is an additional cost for a letter of indemnity*** then you are required to provide confirmation from your Insurance company/broker of the amount paid to your Insurance company/broker for this. ***Staff should consult with their line Manager before any amount is paid to an insurance company that may be invoiced to ROSCOMMON CCC from a staff member as not doing so may result in nonpayment.***

**C. Use of Personal Vehicle for Company Business - Form of Undertaking:**

All staff who are using their motor vehicle for work must have a full clean driving licence. Employees will be required to complete an annual confirmation form - Vehicle Use- Form of Undertaking (see appendix 22/Bright HR) in relation to insurance, driving licence, nct, tax compliance, indemnification. You are required to complete this form and submit to your Line Manager confirming that you have the appropriate indemnity in place and that you have read and understand ROSCOMMON CCCs *Use of Personal Vehicle for Company Business* policy. All staff who are required to use their personal vehicle on approved company business, must submit these required document/s to their relevant line Manager, even if the additional insurance was provided at no additional cost. The ROSCOMMON CCC Administrator and/or Manager must ensure these are current and on file before any payments are paid out to staff.

***Staff who do not have the required documentation on file for administration and payment purposes will not be permitted to use their personal vehicle on approved company business.***

**Travelling Expenses**

The ROSCOMMON CCC administrator and/or Manager should ensure that the annual confirmation form of undertaking is signed and on file prior to any travel and subsistence expenses being authorised for payment.

- Authorised travelling expenses necessarily incurred by members of staff in performance of their work duties will be reimbursed monthly by **ROSCOMMON CCC.**
- The cost of a journey between home and the normal place of work or vice versa is not claimable. For further clarity regarding Travel Expenses, mileage incurred is the shorter of the distance between destination and base or home whichever is appropriate. **Travel is paid from home or base but, in any case, the shortest**

distance is claimed. Base is the offices of Roscommon CCC CLG, Knock Road, Castlerea, Co. Roscommon. This is the basis for all claims.

- Public Transport should be used where possible.
- Payment of travel and subsistence expenses will be paid in accordance with the internal financial control procedures of ROSCOMMON CCC.

***The ROSCOMMON CCC Manager will make final decisions in relation to the need for any travel or overnight stays that incur an expense for the company.***

#### **Mileage Rates and Allowances**

- Agreed rates for mileage will be made available to employees and board members based on the Department of Finance/Local Government circulars and will be updated as per circular received. **Refer to BrightHR and/or other company work applications** (your company internal intranets) for updates <https://app.brighthr.ie/documents>. It is up to the company Administrator and/or Manager to ensure that the rates of travel approved are those approved by DCEDIY as per Department of Finance/Local Government circulars and the board of Roscommon CCC.
- A copy of this must be retained on their travel file.
- A travel cap applies for all employees, and this will be given to each employee to manage at the beginning of the calendar year by the ROSCOMMON CCC Manager and may be amended as necessary. A copy of this is available from ROSCOMMON CCC Manager.
- Km rates calculated using car odometer will not be accepted unless there is evidence attached that roadworks necessitated an alternative route.
- Travel and Subsistence expenses must be claimed on the approved ROSCOMMON CCC claim form with all details before the claim is processed (See appendix 22/Bright HR).
- The ROSCOMMON CCC Administrator will check that your details and the amount included on your T&S claim for reimbursement agrees to the amount to be reimbursed on your receipt. Your claim for reimbursement should only be included on your T&S claim once your Insurance details has been checked by the Administrator and approved by your line Manager.
- The claims are subsequently approved and signed by the ROSCOMMON CCC Manager or authorised signatory for the ROSCOMMON CCC Manager
- Any Travel and Subsistence Claim Form submitted by the ROSCOMMON CCC Manager must be signed off on by a ROSCOMMON CCC signatory.
- Travel & Subsistence for attendance at CPD/training/workshops will only be paid where the CPD and/or journey has been preauthorised by your line Manager and is deemed necessary as part of your role within the organisation.

#### **Subsistence Payments**

- Agreed rates for subsistence and overnights will be made available to employees and board members based on public sector rates set by the Department of Finance/Local Government circulars and will be updated as per circular received. Agreed rates for mileage will be made available to employees and board members based on the Department of Finance/Local Government circulars and will be updated as per circular received. **Refer to** your company internal intranet for updates <https://app.brighthr.ie/documents>. It is up to the company Administrator and/or Manager to ensure that the rates for subsistence approved are those approved by DCEDIY as per Department of Finance/Local Government circulars and the board of Roscommon CCC.
- Payment of subsistence expenses will be paid in accordance with the internal financial control procedures of ROSCOMMON CCC

***The ROSCOMMON CCC Manager will make final decisions in relation to the need for travel or overnight stays that incur an expense for the company.***

#### **Reimbursements**

- Other items purchased for work purposes must be claimed on the Roscommon CCC reimbursement part of the Travel & Subsistence reimbursement claim form

## **5.2 COMPANY MOBILE PHONES & TELEPHONE EXPENSES**

#### **Ordering a phone**

All phones must be ordered through the ROSCOMMON CCC Manager on prescribed application form (supplied as required). The phone you receive will be at the discretion of the Manager and will be suitable for your particular needs, phones may be shared between staff at the discretion of management.

#### **The Care of Phones**

All phones remain the property of Roscommon County Childcare Committee CLG. Arrangements for their return and removal must be made before you leave our employment. It is the responsibility of the holder to ensure that the phone is kept in safe and dry conditions and that vehicles containing phones or kits are locked at all times. For insurance purposes, mobile phones are not insured if left in an unattended vehicle.

#### **Lost/stolen or damaged phones:**

Lost/stolen or damaged phones should be reported to The ROSCOMMON CCC Manager immediately so that the account can be cancelled.

12. A report sheet must be completed, signed by you and your line Manager.
13. A temporary replacement phone will be issued from rolling stock, subject to availability.
14. A permanent replacement may be issued only upon receipt of your completed signed report.

#### **Payment / Billing Procedure**

Payments will be generated by receipt of invoice and paid through banking online.

#### **Staff Mobile Phone Users**

Roscommon County Childcare Committee CLG has agreed a fixed price fee for Administration and Development staff mobile phones with the company service provider.

Included in the fixed price fee are:

- Calls to Irish based mobile phone providers.
- Monthly rental.
- Calls to all Irish based landlines except to premium rate numbers and directory of enquiries
- All text messages except premium based text messages i.e. competitions
- All emails for Work Use
- Monthly data allowance

#### **Management Mobile Phone Users**

Roscommon County Childcare Committee CLG has agreed a fixed price fee for management mobile phones with the company service provider. The fee can fluctuate per month dependent on data usage and calls made.

Included in the fixed price fee are:

- Calls to Irish based mobile phone providers.
- Monthly rental.
- Calls to all Irish based landlines except to premium rate numbers and directory of enquiries
- All text messages except premium based text messages i.e. competitions
- All emails for Work Use
- Monthly data allowance

All ROSCOMMON CCC mobile phone bills will be paid for by Roscommon County Childcare Committee CLG. In the vast majority of cases the calls etc. will fall within the fixed price monthly fee except in the case of management where it may fluctuate. Where additional charges are incurred, the individual will be responsible for refunding the costs where they do not relate to ROSCOMMON CCC business. Staff will highlight and itemise personal calls outside of the monthly fee for reimbursement to the company as per the policy agreement.

Exception reporting on mobile phone usage will be provided by the company service provider monthly and issued to the ROSCOMMON CCC Manager and/or designated person in Finance/Administration for verification, checks and approval prior to payment.

The company service providers website hosts only the last 13 months bills for each Customer Number. Therefore, it is important for audit purposes that the finance/administrator arrange to save the mobile bills and file as appropriate for approval and sign off as per ROSCOMMON CCCs internal financial procedures.

Personal Calls should be kept to a minimum.

Monitoring of all mobile phone bills will be carried out on a regular basis by the ROSCOMMON CCC Manager and/or designated person.

### **Telephone Expenses**

- All staff are only authorised to make local private calls via the company's telephone system. These should be kept to a minimum. All private calls on business mobile telephone should be paid for monthly if outside the agreed tariff and in line with benefit in kind contribution towards the monthly fixed cost of the phone if applicable.
- Staff who incur travel may be supplied with a mobile phone. This is to ensure they are contactable at all times while working for ROSCOMMON CCC and to ensure their safety and well-being. It is envisaged that calls from these mobiles will be kept to a minimum.
- Telephones are to be used for Company business only. The company recognises that from time to time an occasional personal call may have to be made. However, excessive use of the company telephones for non-business use is not permitted. The use of personal mobile phones should be kept to a minimum so as not to disrupt other staff members or use excessive company time on personal calls during work hours. Calls should be where possible be made to landline numbers to keep costs to a minimum, this will be monitored by ROSCOMMON CCC Manager.
- Mobile telephones allocated to staff should not be left unattended in cars or on office workstations at weekends and should be left with the Manager and/or Administrator in the ROSCOMMON CCC Office when staff members are on annual leave, sick leave or a non-work day in order that any calls to such mobiles can be monitored by ROSCOMMON CCC.
- Staff should include in contacts on their mobiles ICE with their next of kin phone number to be contactable in an emergency.
- The office telephone number as well as the ROSCOMMON CCC Manager's mobile number must be included in the contacts and should be used for emergency purposes during hours worked for ROSCOMMON CCC.
- All Staff who drive for work must comply with the company's Health & Safety Statement

### **5.3 Car Parking**

All cars must be parked in the designated car park. Staff Park their cars at their own risk. Roscommon County Childcare Committee is not responsible in any way. Staff must ensure they lock their car at all times, and do not leave valuables in their vehicle. No liability is accepted for damage to private vehicles, however it may be caused.

### **5.4 Visitors**

- Roscommon County Childcare Committee recognizes the importance of visitors.
- It is the responsibility of the designated Roscommon County Childcare Committee staff member at time of planned visits/meetings to ensure that all visitors sign in the visitor's book and are aware of the Health and Safety Statement. The Health and Safety Statement can be found at reception and/or on company online portal/s.
- All other visitors must check in at reception where they will be asked to sign the visitor's book.

### **5.5 EMPLOYEES' PROPERTY**

We do not accept liability for any loss of, or damage to, property which you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight.

### **5.6 LOST PROPERTY**

Articles of lost property should be handed to your Line Manager who will retain them whilst attempts are made to discover the owner.

### **5.7 BUYING OR SELLING OF GOODS**

You are not allowed to buy or sell goods on your own behalf on our premises.

### **5.8 COLLECTIONS FROM EMPLOYEES**

Unless specific authorisation is given by your Line Manager, no collections of any kind are allowed on our premises.

## **5.9 FRIENDS AND RELATIVES CONTACT**

Roscommon CCC promote a family friendly environment therefore telephone/office visits are acceptable as long as they are not excessive and do not interfere with your work or that of your colleagues.

## **5.10 EMPLOYMENT PERMITS**

Should you require a Employment Permit/Green Card or similar paperwork to work in Ireland, it is your responsibility to maintain the validity of such documents. You should apply for a new permit in a timely manner prior to expiry of your existing permit. You must provide copies of all such documentation to your Line Manager on receipt of same. Failure to provide a valid permit may result in you being placed on unpaid leave until the permit can be obtained as it is illegal to work in Ireland without the relevant permit. Failure to provide copies of your employment permit in a timely manner may result in disciplinary action being taken. In addition non-renewal of a employment permit by the relevant authorities may leave the Company with no alternative but to terminate your employment under SOSG (failure to provide a Statutory Requirement) in line with the Company's disciplinary procedures.

## **SECTION 6 Retirement Policy**

### **6.0 Retirement**

The retirement age of the company is in line with State Pension Age.

## **SECTION 7 Termination of Employment**

### **7.0 Termination of Employment**

On leaving the company an exit interview may be carried out (see appendix 34/BrightHR). A transition/exit plan will be put in place by management and communicated to the employee and/or other relevant staff as required.

#### **Notice of Termination of Employment**

##### ***Notice from the Company to the Employee***

You are entitled to receive notice from the Company as specified in your contract of employment. The Company reserves the right to make the appropriate payments in lieu of notice.

##### ***Notice from the Employee to the Company***

Unless your contract states otherwise, during your probationary period your employment may be terminated by one (1) weeks' notice on either side. Thereafter, you are required to give notice to the Company as specified in your contract of employment.

If you are dismissed for gross misconduct, you are not entitled to receive any notice pay from the Company unless your contract of employment states otherwise

### **TERMINATING EMPLOYMENT WITHOUT GIVING NOTICE**

If you terminate your employment without giving or working the required period of notice, as indicated in your individual Statement of Main Terms of Employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you.

### **SOME OTHER SUBSTANTIAL GROUNDS**

The Company may terminate your employment citing Some Other Substantial Grounds (SOSG) for termination other than capability, conduct or redundancy, for example reduced funding from DCEDIY.

### **REPAYMENT OF OUTSTANDING MONIES**

On the termination of your employment, we have the right to deduct from any termination pay due to you, any monies collected by you on our behalf and any advances of wages which we may have made to you.

### **ACCRUAL OF ANNUAL LEAVE**

On termination of your employment any holidays accrued but not taken in the current holiday year will be paid for. However, in the event of your having taken holidays which have not been accrued pro-rata in the holiday year, then the appropriate payments will be deducted from your final salary.

### **7.1 Return of Company Property**

All Company property including company laptop, iPad, tablet, mobile phone, office keys etc must be returned to your line Manager on or before your leaving date. All email accounts will be disabled and passwords changed on staff leaving date. The Company reserves the right to make a reasonable deduction from your final salary for any benefits taken in excess of entitlement or for any Company property which has been damaged, lost or not returned.

### **7.2 GARDEN LEAVE**

If either you or Roscommon CCC serves notice on the other to terminate your employment Roscommon CCC may require you to take "garden leave" for all or part of the remaining period of your employment.

#### **If you are asked to take garden leave you:**

- Must not attend your place of work or any other premises of Roscommon CCC or any associated Company, unless otherwise requested by Roscommon CCC.
- May be asked to relinquish immediately any offices you hold in Roscommon CCC or any associated Company.
- May not be required to carry out your normal duties during the remaining period of your employment; however, you will still be available for answering queries.
- Must return to Roscommon CCC all documents, software, equipment, Company property and other materials (including copies) belonging to Roscommon CCC or associated company's containing confidential information.
- Must not, without the prior written permission of Roscommon CCC, contact or attempt to contact any client, customer, supplier, agent, professional adviser, broker, or banker of Roscommon CCC or any associated Company or any employee of Roscommon CCC or any associated Company.

### **HANOVER OF SOCIAL NETWORK PROFILES & CONTACTS**

On termination of your employment, you must hand over all social network profiles created by you during the course of your employment and is inclusive of any contacts or "friends" obtained via these profiles.

### **7.3 References from Roscommon CCC**

- References from Roscommon CCC for staff **may be supplied only** by the Manager of Roscommon CCC for all grades below that level and by the Chairperson of Roscommon CCC for the post of Manager. Staff are requested not to name other Roscommon CCC board members for reference purposes.
- If requesting a reference from Roscommon County Childcare Committee CLG, Staff (present or past) must request it from their relevant line Manager i.e., the Manager of Roscommon CCC for all staff below the Manager or to the Chairperson/Designated Committee member in the case of the Manager.

## **SECTION 8 Safeguards**

### **8.0 Ethics and professional conduct policy**

Part of the Roscommon CCC's role is to carry out support and advisory visits to childcare providers in the county with the aim of offering advice, support and access to training which will address areas of best practice and enhance the quality of early years care and education in the County.

- RCCC staff will abide by the Roscommon County Childcare Committee Code of Behaviour as outlined in company's child safeguarding statement. This procedure should also be in place in the childcare service and will apply to RCCC staff as well as volunteers or visitors to the service, i.e. Roscommon CCC staff should never be in the position that they are alone with a child. A member of staff from the setting must always be present.
- RCCC Staff must never get involved in the care of the children attending the service.

ROSCOMMON CCC require employees representing the organisation to work ethically and behave in a professional manner.

## **8.1 Professional Conduct**

ROSCOMMON CCC's reputation with the public is maintained by the high standards of work, conduct and appearance of our employees. The required standards will be discussed with you during your induction period and the acceptance of these standards is a basic part of your employment with ROSCOMMON CCC. If there are any questions, the employee should approach their relevant line Manager. Staff are not encouraged to buy lottery tickets/raffle lines etc from an individual service on behalf of ROSCOMMON CCC as this could be perceived as favouritism, however they can purchase these in their personal capacity.

## **8.2 Conflict of Interest Policy**

### ***Best Interest of ROSCOMMON CCC***

Each employee should act in the best interests of the ROSCOMMON CCC, always using good judgment. Decisions by employees involving a conflict of interest may create an appearance of impropriety which should be avoided.

### ***Suppliers of Goods or Services***

An employee who has a direct or indirect interest (whether through family or business connections) in suppliers of products or services to ROSCOMMON CCC, or an interest in contractors or potential contractors who would do business with the Company, should not act or be involved in decisions with respect to that interest.

### ***Disclosure***

An employee should provide full disclosure of any business, personal or financial interest in which the employee might influence (or might appear to influence) his or her official decisions or actions on behalf of the ROSCOMMON CCC. Disclosure should be made on a timely basis in writing to the employee's immediate line Manager. (See appendix 13/ Bright HR)

### ***Personal Gifts***

Personal gifts from or to people whom ROSCOMMON CCC has a business relationship are discouraged.

### ***Acceptance of Gifts***

#### ***Cash or Cash Equivalents***

Offers of cash or cash equivalents (e.g., lottery tickets, gift vouchers or gift cheques) made by suppliers, contractors, service users or their relatives to individual officers of ROSCOMMON CCC must be declined.

#### ***Non-Cash gifts***

Gifts of a small or inexpensive nature such as calendars or diaries or other simple or inexpensive items such as flowers and chocolates can be accepted. This type of gift can be easily distinguishable from more expensive or substantial items which cannot on any account be accepted. If there is any doubt as to whether the acceptance of such an item is appropriate, the matter must be referred by the ROSCOMMON CCC Manager to the Board of Directors.

### ***Exceptional Cases***

It is recognised that there are exceptional circumstances where refusal of a gift will clearly offend a donor, cause embarrassment or appear discourteous. In these cases, the donor should be advised that the permission of the Board of Directors of ROSCOMMON CCC will have to be sought as to whether the gift can be accepted.

The Board of Directors will decide whether to:

- Allow the recipient to accept the gift or not
- Return the gift to the donor with a suitably worded letter explaining why the gift cannot be accepted
- Use or dispose of it, if possible, in or by ROSCOMMON CCC

### ***Hospitality received from Third Parties***

The handling of offers of hospitality is recognised as being much more difficult to regulate but it is an area in which staff must exercise careful judgment. It is recognised that it can be as embarrassing to refuse hospitality as it can be to refuse a gift. There is also a need to distinguish between simple, low-cost hospitality of a conventional type, for example, a working lunch or evening meal compared with more expensive and elaborate hospitality. There is clearly a need for a sense of balance. There is concern that acceptance of frequent, regular or annual invitations to events or functions, particularly from the same source and where a considerable degree of hospitality is involved, may

severely test the principles stated earlier and should be refused. However, there may be instances where staff receive invitations to events run by voluntary organisations such as annual conferences or dinners. Attendance at such events is considered an integral element in building and maintaining relationships with these sectors and any hospitality received is likely to be reasonable and proportionate, and therefore acceptable.

The main point is that in accepting hospitality staff need to be aware of, and guard against, the dangers of misrepresentation or perception of favoritism by a competitor of the host. It is obviously easier to justify meetings which relate directly to the work of ROSCOMMON CCC but where these happen outside working hours and on purely social occasions then they need to be justified as not being a personal gift or benefit. Where a contract is being negotiated, hospitality of any kind, including attendance of staff at seasonal events hosted by suppliers or contractors, should not be accepted.

When in doubt about accepting hospitality or an invitation you should consult the ROSCOMMON CCC Manager. In all instances where anything beyond conventional hospitality is offered, the approval of the Board of Directors should be sought. It is particularly important to ensure that Board of Directors is not over represented at an event or function and care should be taken to ensure that this does not happen, for example, by enquiring from the host as to other staff who have received similar invitations.

**Note: Breaches of the Code of Ethics by staff members may result in disciplinary action**

### **8.3 Confidentiality**

- Employees are required at all times to maintain absolute confidentiality in respect of matters that come to their knowledge in the course of their work and breaches will result in disciplinary action. You are required to sign the company's standard confidentiality agreement (see appendix 18/Bright HR).
- Employees are also required and expected to maintain this standard of confidentiality when they leave employment with ROSCOMMON CCC
- The confidential nature of your work requires that you never disclose any information you may acquire about the affairs of the company or any of its customers. The records and forms you work with are the property of the company and must not be shown or given to outsiders without official approval. If you have any doubts about what information this covers please consult your Manager.
- Also any knowledge or suspicion of disloyalty, fraud or error or any concealed practice against the interests of the company on the part of any person must be reported to your Manager.
- If involved in work outside of working hours you must advise the company of these activities so as to ensure no conflict of interest and compliance with the provisions of the Organisation of Working time Act 1997.

Failure to comply with these requirements will result in disciplinary action.

### **8.4 COMPANIES & PROFESSIONAL PRACTICES**

At the start of your employment, you will be required to attend an induction session(s) at which you will be made aware of the standard procedures and code of practice applicable to your individual role and responsibilities. From time to time we may amend the content of this induction and will require you to undergo further training as necessary.

### **8.5 COPYRIGHT**

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.

**8.6 Other employment** - There is a legal requirement to ensure that your overall working time does not exceed the maximum 48-hour average working week. If you pursue a second employment which gives rise to a breach of this legislation, ROSCOMMON CCC, as your primary employer reserves the right to require you to reduce your working hours in your second employment or to cease your second employment. Therefore staff members are required to complete the required forms in order to comply with legislation.

Management should endeavour to ascertain whether their part-time staff has other employment. Under legislation a part-time staff member who may be working elsewhere should not work an accumulative of more than 48 hours across all part-time employments. ROSCOMMON CCC is obliged to endeavour, therefore, to

ascertain that if their part-time staff member is working elsewhere that their accumulative working hours do not exceed 48 hours.

### **8.7 Roscommon CCC Code of Behaviour**

There is a Code of Behaviour for workers which specifies acceptable and unacceptable practices relating to interactions with children while carrying out their work with Roscommon CCC. This applies to work both in the Roscommon CCC offices, in the community and when visiting ELC/SAC services. Roscommon CCC ensure that staff's interactions with children are at all times child centred and appropriate, in line with the Quality Regulatory Framework, Aistear Curriculum Framework, Síolta Quality Framework, the Access and Inclusion Model and other such relevant frameworks.

This Code of Behaviour aims to mitigate risk in Roscommon CCC risk assessment within this Child Safeguarding statement.

The Code will be used as a tool in training to discuss and consider Roscommon CCC expectations of workers/employees conduct. This Code will be a tool for staff supervision. Roscommon CCC Manager will have a responsibility to supervise and support workers to ensure the Code is being adhered to.

Where Roscommon CCC staff are required to visit the homes of childminders/ childcare providers in the course of their work - During these visits staff are expected to adhere to their responsibilities and ensure all situations involving children guided by the child safeguarding policy.

Staff should never engage in intimate care tasks, never allow themselves to be left in a position where they supervise children in the absence of parents and should also ensure that their visits are agreed with the coordinator, planned, and structured with a clear purpose.

It is the policy of Roscommon CCC that Parents are responsible for supervision of their own children in their care at any event which Roscommon CCC organise.

Occasions that Roscommon CCC may have contact with Children:

- Visits to ELC/SAC Services
- Visits to Parent and Toddler Groups
- Roscommon County Playday
- Stay & Play Sessions
- Networking Events

### **Meetings & Events involving children & families**

Roscommon CCC will make every effort to ensure that the selected venue is comfortable, fully accessible and suitable for the meeting or event. We will ensure that appropriate planning and supervision is in place before the event. We will also ensure that the following has been addressed:

- Insurance
- Pre visit to the centre where appropriate
- Programme of events is in place.
- Events & venue are age appropriate.
- Review of health and safety considerations
- Ensure there is full awareness of the Accident and Emergency Procedures
- Involve and consult with parents/ carers and or childcare provider in the planning of the event where appropriate.
- If any issue in relation to the welfare or safety of a child arises at an event the relevant accident/incident or complaint policy will be applied.

### **Roscommon CCC are committed to:**

Listen to all children and respect the rights of the child and involve them in decision making as appropriate  
Value and respect all children as individuals

Work in a professional manner, showing sensitivity and respect for children and their families

Respect all cultures, classes and beliefs without discrimination

Work in partnership with parents where applicable

Promote positive behaviour and a culture of safeguarding children and their rights

Respect & implement all relevant policies and procedures that keep children safe from harm

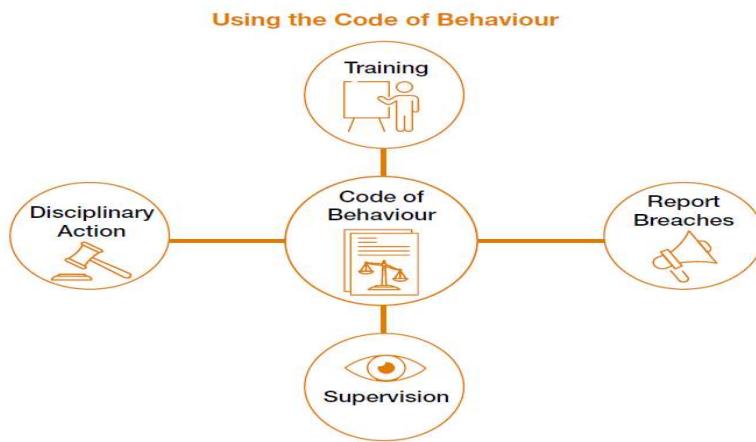
Work collaboratively as a team and adopt a child centred approach that recognises the best interests of the child  
Operate with effective leadership  
Ensure that effective governance structures are in place, complying with all relevant legislation and regulations.

#### **Code of behaviour for engaging with children in services or at events**

- Avoid if at all possible, being alone with children, and particularly for excessive amounts of time
- Avoid one to one situations with a child, it is better if their parent/carer or another worker is present
- While it is recommended that staff should avoid physical contact with a child if at all possible, there are times when it would be acceptable to do so, for example, holding hands, comforting an upset child or carrying a young child where necessary.
- Do not single out a particular child for unfair favouritism, criticism or ridicule
- Do not use/allow offensive or sexually suggestive physical conduct and/or verbal language
- Do not hit or physically chastise children (this is a criminal offence under current Irish law)
- Gain parent/carer signed informed consent if children are to be included in any promotional/ information material which may be published on social media or in publications.
- The guardian/ carer of a child will be expected to intervene if the child is disruptive, and the behaviour requires intervention

**It is the responsibility of each Roscommon CCC employee to report breaches of this Code to Management.**

**Disciplinary action will be taken where appropriate if Roscommon CCCs code of behaviour is breached by company employees.**



#### **SECTION 9 Data Protection Policy**

Roscommon County Childcare Committee CLG strives to comply with applicable laws and regulations related to Personal Data protection in Ireland. While conducting its business, Roscommon CCC needs to gather and use certain information about individuals. This can include parents, childcare staff and committee members, clients, suppliers, business contacts, employees and other people that the company may have a relationship with or need to contact.

This policy document outlines the principles by which Roscommon CCC handles personal data of parents, children, suppliers, employees and other individuals who are involved with the company. This policy indicates the responsibilities of its employees, contractors, volunteers and students while processing personal data.

Employees will consider the personal data held on their computers and on file. It applies to all data that the company holds and has access to relating to identifiable individuals and can include:

- Names of individuals
- Postal addresses/Eircode
- Email addresses
- Telephone numbers
- Dates of Birth
- PPSN Numbers
- Bank details
- Financial information including social welfare payments as part of CCSP eligibility
- Medical information
- Plus any other information relating to individuals

This policy helps to Protect Roscommon CCC from some very real data security risks including:

- Breaches of confidentiality. For instance, information being given out inappropriately
- Failing to offer choice. For instance, all individuals should be free to choose how their personal data is used
- Reputational damage. In case of a data breach, data used for fraud or if hackers gained access to sensitive data

Roscommon County Childcare Committee will collect, retain and process your personal data (including your sensitive personal data) about you on computer and in manual files/paper files. This data will only be used to efficiently manage the business of Roscommon CCC; so that we can monitor our compliance with the law and best practice; for staff administration purposes. It may be necessary to process data in order to comply with any legal or regulatory obligations. Roscommon CCC will process all personal data in accordance the Data Protection Acts 1998 and 2003, and the General Data Protection Regulation 2016.

## **1. Who is this policy for?**

All employees either permanent or temporary, all contractors, all volunteers, students, suppliers and other people working on behalf of Roscommon CCC are obliged to read and understand this document so they are fully aligned with the policy of Roscommon CCC. This policy is available on request to outline how our service obtains, holds and processes personal data.

This policy aims to ensure that Roscommon County Childcare Committee CLG:

- Complies with data protection law and follow good practice
- Protects the rights of staff, clients and partners
- Is open about how it stores and processes individuals' data
- Protects itself from the risks of a data breach

## **2. Definitions**

Roscommon CCC have listed below a number of key definitions of terms that are used in this document for your information. These definitions are specifically drawn from Article 4 of the European Union's General Data Protection Regulation:

### **Personal Data**

*Any information relating to an identified or identifiable natural person (data subject); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, mental, economic, cultural, or social identity of that natural person. (Regulation (EU) 2016/679, 2016).*

Personal Data includes a natural person's email address, telephone number, biometric information (such as fingerprint), location data, IP address, health care information, religious beliefs, Social Security number, marital status etc.

#### Sensitive Personal Data

Particularly sensitive data includes data in relation to fundamental rights and freedoms, where disclosure of such data could lead to physical damage, financial loss, damage to the reputation, identity theft or fraud or discrimination etc. Sensitive personal data usually includes but not limited to personal data revealing racial or ethnic origin, political opinion, religious or philosophical belief, or trade union membership, as well as genetic data, biometric data (fingerprint) for the purpose of uniquely identifying a natural person, and data concerning a natural person's health or sexual orientation.

#### Processing

*Processing means any operation or set of operations which is performed on Personal Data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure, transmission, dissemination, restriction, erasure, or destruction of the data* (Regulation (EU) 2016/679, 2016).

#### Data Controller

*The natural or legal person, public authority, agency or any other body, which alone or jointly with others, determines the purpose and means of the Processing of Personal data. Where the purposes and means of such processing are determined by Union or Member state law, the controller or the specific criteria for its nomination may be provided for by Union or member state* (Regulation (EU) 2016/679, 2016).

#### Data Processor

*A natural or legal person, public authority, agency or any other body which processes personal data on behalf of a Data Controller* (Regulation (EU) 2016/679, 2016).

### 3. Basic Principles

Roscommon CCC is considered a Data Controller. Therefore Roscommon CCC are responsible for the data that they obtain and have to demonstrate compliance with the data protection principles as listed below.

Everyone working for or with Roscommon CCC has a responsibility to ensure that data is collected, stored and handled appropriately. Each staff member must ensure that they handle and process data in line with this policy and data protection principles. The principles listed below outline the basic responsibilities for Roscommon CCC when handling personal data.

#### Lawfulness, Fairness and Transparency

*Personal data must be processed lawfully, fairly and in a transparent manner in relation to the data subject.* (Regulation (EU) 2016/679, 2016).

There are three components to this principle; Lawfulness, Fairness and Transparency and they are all linked. The data subject will be told what processing will occur (Transparent), the actual processing will match this description (Fair), and finally the processing will match one of the six purposes specified in the GDPR (Lawful). Roscommon CCC relies on a GDPR fundamentals which are contractual and consent for processing data.

#### Purpose limitation

*Personal data must be collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes. Further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall, in accordance with article 89(1), not be considered to be incompatible with the initial purposes.* Regulation (EU) 2016/679, 2016).

Roscommon CCC will define up front what personal information we collect, how it is going to be used, for what purpose and we will limit using that information for these purpose(s) only.

This process will be completed through our privacy notice, our terms and conditions and our consent forms. These documents can be found in Roscommon CCC staff handbook, our data protection policy and on our website.

#### Data minimisation

*Personal data must be adequate, relevant, and limited to what is necessary in relation to the purposes for which they are processed.* Regulation (EU) 2016/679, 2016).

Roscommon CCC will only collect/hold enough data to carry out the process, Roscommon CCC will not collect/hold what you don't need. Please refer to Roscommon CCC Retention policy for information on how long data is kept.

#### Accuracy

*The accuracy of the personal data is contested by the data subject, for a period enabling, the controller to verify the accuracy of the personal data.* Regulation (EU) 2016/679, 2016).

Any data that is being held needs to be accurate. Roscommon CCC strives to keep the personal information we hold up to date and accurate. Data Subjects, can request any information held on them, as this is their right, they

can also request correction or completion of information relating them. (Please see Data Subject Access Request Procedure).

#### Storage period limitation

*Personal data must be kept for no longer than is necessary for the purposes for which the personal data are processed. Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.* Regulation (EU) 2016/679, 2016).

If the information is no longer required it should be securely disposed of. Please refer to the "Data Retention Policy" for information on why Roscommon CCC keep data and for how long. It is taken into account the legal and contractual requirements and retention periods for information.

#### Integrity and confidentiality

*Processed in a manner that ensures appropriate security of personal data, including preventing unauthorised access to or use of personal data and the equipment used for the processing.* Regulation (EU) 2016/679, 2016).

Every employee does not need access to the personal information that Roscommon CCC collects. Only those that require access should have it. The physical security of the filing cabinets and rooms are to be considered and access to any electronic devices that hold personal data will be restricted accordingly.

#### Accountability

*The controller shall be responsible for, and be able to demonstrate compliance with (principles relating to processing of personal data).* Regulation (EU) 2016/679, 2016).

Roscommon CCC is responsible for and must be able to demonstrate compliance with the principles outlined above.

If a third-party contractor, for example, a computer contractor, provides Roscommon CCC with services, Roscommon CCC have a contract of services with that third-party provider, and this contract will include processes that outline that any personal information processed by the third party is being done so in compliance with the six principals outlined above. This is very important as Roscommon CCC remain responsible for the personal data even if the third party are responsible for a data breach.

## 4. Building Data Protection into Roscommon CCC CLG

In order to demonstrate compliance with the principles of data protection, Roscommon CCC build and engrain data protection into its day to day activities.

Notification to Data Subjects (Privacy Notice)

See the Fair Processing Guidelines section below.

Data Subject's Choice (Consent)

See the Fair Processing Guidelines section below.

Collection of Data

Roscommon CCC ensures that data is collected lawfully, fairly and transparent by considering that consent is freely given, that there are opportunities offered to withdraw consent and to correct data held.

Staff of Roscommon CCC will carry out a data inventory on a regular basis to establish that all data is held in accordance with GDPR.

Roscommon CCC strives to collect the least amount of personal data possible. Only data needed for our work should be accessed. If personal data is collected from a third-party such as a neighbour or friend of the data subject, Roscommon CCC must ensure that the personal data is collected lawfully and consent is obtained.

- Any collection of personal data will be done from the data subject, the person, directly so consent can be given prior to the collection of data. Data will not be shared informally and will not be disclosed to unauthorised people. Management will support staff to understand their responsibilities in regards to the implementation of this policy. All data will be kept secure by taking sensible precautions. Strong passwords will be used, passwords are not be shared, and desktop computers should not be set to remember passwords. Data will be regularly reviewed and updated if it is found to be out of date. If data is no longer required it will be deleted and disposed of. Staff should request help from the data protection officer (DPO) if they are unsure about any aspect of data protection

The board of Roscommon CCC is ultimately responsible for ensuring that Roscommon County Childcare Committee meets its legal obligations.

### Using the Data, Retaining the Data and Disposing of the Data

The purposes, methods, storage limitation and retention period of personal data must be consistent with the information contained in Roscommon CCC Privacy Notice.

Roscommon CCC maintains the accuracy, integrity, confidentiality and relevance of personal data based on the processing purpose. Adequate security mechanisms designed to protect personal data must be used to prevent personal data from being stolen, misused, or abused, and prevent personal data breaches.

The Board of Roscommon CCC is responsible for compliance with the requirements listed in this section.

It is when personal data is accessed and used that it can be at the greatest risk of loss, corruption or theft:

- When working with personal data staff should ensure that computers screens are always locked when left unattended
- Personal data should not be shared informally. It should never be sent by email, as this form of communication is not secure
- Precautions need to be put in place before transferring data electronically (i.e. encryption)
- Staff should not save copies of personal data to their own computers or devices, always access the central copy of any data instead
- Personal data should never be transferred outside of the European Economic Area
- Data stored on paper should be kept in a secure place where unauthorised people cannot see it. This also applies to data usually stored electronically that has been printed. When not required the paper or files should be kept in a cabinet. Staff must ensure paper or print outs are not left where unauthorised people can access them. EG. Printer. Data printouts should be shredded and disposed of securely when no longer required.
- Data stored electronically must be protected from unauthorised access, accidental deletion and malicious hacking attempts. Data should be protected by strong passwords that are changed regularly and never shared. Data stored on removable media (CD, DVD, USB) should be kept locked away securely when not being used. Data should only be stored on or uploaded to designated drives and servers. Servers containing personal data should be sited in a secure location away from public office space. Data should be backed up frequently, backups should be tested regularly in line with backup procedures. Data should never be saved directly to laptops or mobile devices like smart phones. All servers and computers containing data should be protected by approved security software and a firewall.
- Physical security of the premises includes an alarm on the premises, offices are locked, locked filing cabinets, online data management systems that are password protected, files are stored in appropriate places and a shredder is used to dispose of documents and printed data.

### Disclosure to Third Parties

Whenever Roscommon CCC uses a third-party supplier to process personal data on its behalf, the Data Protection Officer (DPO) must ensure that this processor will provide security measures to safeguard personal data that is appropriate to the associated risks.

Roscommon CCC must contractually require the supplier to provide the same level of data protection. The supplier must only process personal data to carry out its contractual obligations for Roscommon CCC or upon the instructions of Roscommon CCC and not for any other purposes.

Examples of the responsibilities of third parties contracted by Roscommon CCC especially, IT companies:

- To ensure all systems, services and equipment used for storing data meet acceptable security standards
- Provide Roscommon CCC with verification statements and information in regards to the computer systems provided
- Perform regular checks and scans to ensure security hardware and software where personal data may be stored is functioning properly

### Rights of Access by Data Subjects

When acting as a data controller, Roscommon CCC is responsible to provide data subjects with a reasonable access mechanism to enable them to access their personal data, and must allow them to update, rectify, erase, or transmit their Personal Data, if appropriate or required by law. The access mechanism will be further detailed in the Data Subject Access Request Procedure.

In certain circumstances (i.e. Child Protection and Welfare) the Data Protection Act allows personal data to be disclosed to relevant agencies in an appropriate manner without the consent of the data subject.

### Data Portability

All individuals who are the subject of personal data held by Roscommon CCC are entitled to ask what information is held about them and why, find out how to gain access to it, be informed how to keep it up to date and have

information on how Roscommon CCC is meeting its data protection obligations. Any such request will be dealt with in line with GDPR aiming for a response time of 30 calendar days.

#### Right to be forgotten

Upon request, data subjects have the right to obtain from Roscommon CCC the erasure of its personal data. This must be done only in compliance with any legal or statutory obligations.

### 5. Fair Processing Guidelines

Personal data must only be processed when explicitly authorised by the DPO.

The Company must decide whether to perform the Data Protection Impact Assessment for each data processing activity according to the Data Retention Policy and Data Protection Impact Assessment Guidelines.

Simply put if an employee decides to process, use personal data, that employee must get authorisation from the DPO. The DPO will then confirm if they have the consent to carry out that activity and should that employee have access to that personal information.

#### Notices to Data Subjects – Privacy Notice

At the time of collection, or before, collecting personal data for any kind of processing activities the DPO is responsible to properly inform data subjects of the following:

- the types of personal data collected
- the purposes of the processing
- processing methods
- the data subjects' rights with respect to their personal data,
- the retention period,
- if the data will be shared with third parties
- RCCC security measures to protect personal data.

This information is provided through the Privacy Notice. Where personal data is being shared with a third-party, the DPO must ensure that data subjects have been notified of this through a Privacy Notice. Where sensitive personal data is being collected, the DPO must make sure that the Privacy Notice explicitly states the purpose for which this sensitive personal data is being collected.

#### Obtaining Consent

The DPO is responsible for retaining a record of consent. The DPO is responsible for providing data subjects with options to provide the consent and must inform and ensure that their consent can be withdrawn at any time.

Where collection of personal data relates to a child under the age of 16, the DPO must ensure that parental consent is given prior to the collection using the Parental Consent Form. Personal data must only be processed for the purpose for which they were originally collected. In the event that Roscommon CCC wants to process collected personal data for another purpose, Roscommon CCC must seek the consent of its data subjects in clear and concise writing for that new process. Any such request should include the original purpose for which data was collected, and also the new, or additional, purpose(s). The request must also include the reason for the change in purpose(s). Once consent is obtained, if Roscommon CCC decides in the future it wants to use that collected data for advertising a new service, they have to obtain consent again specifically for that.

### 6. Organisation Responsibilities

The responsibility for ensuring appropriate personal data processing lies with everyone who works for or with Roscommon CCC and has access to personal data processed by Roscommon CCC. The key areas of responsibilities for processing personal data lie with the DPO.

#### Data Protection Officer

The Data Protection Officer is responsible for:

- Informing and advising colleagues and the committee of their data protection obligations and keeping them aware about data protection responsibilities, risk and issues
- Monitoring the organisations GDPR compliance and reviewing all data protection procedures and related policies in line with an agreed schedule.
- Handling data protection questions from staff and anyone else covered by this policy.
- Working with other staff as necessary to ensure initiatives abide by data protection principles and approving any data protection statements attached to communications such as emails and letters.

- Dealing with requests from individuals to see that data Roscommon County childcare Committee CLG holds about the data subject.
- Checking and approving any contracts or agreements with third parties that may handle the company's sensitive data and evaluating third party services used to store or process data (E.g.: send mode)
- Addressing any data protection queries from outside of the organisation
- Acting as a point of contact and co-operate with the data protection authority as required.

## **7. Response to Personal Data Breach Incidents**

In Roscommon CCC we strive to ensure confidentiality in all of our communications with data subjects via email, post and text. When Roscommon CCC learns of a suspected or actual personal data breach, the DPO must perform an internal investigation and take appropriate remedial measures in a timely manner, according to the Data Breach Policy.

Where there is any risk to the rights and freedoms of data subjects, Roscommon CCC must notify the Irish Data Protection Authorities (Data Commissioner) without undue delay and within 72 hours. Data subjects will be notified if the breach results in 'high risk' to them. Records of all breaches will be kept by data controllers and processors.

### **What is a data breach?**

There are many types of data breaches. For example, staff may be emailing a list of service providers an important notice from DCEDIY, you prepare the email and you accidentally add all of the service providers email addresses into the "To" field or the "Cc" field of the email and you send it – That is considered a data breach as you have emailed all on the list everyone else's email address. If you Bcc (Blind Carbon Copy) all email addresses this would be acceptable, as other email addresses cannot be seen.

## **8. Audit and Accountability**

The DPO is responsible for auditing how well individuals implement this Policy. Checks will be carried out on the implementation of this policy regularly.

Any employee who violates this Policy will be subject to disciplinary action and the employee may also be subject to civil or criminal liabilities if his/her conduct violates laws or regulations.

## **9. Conflicts of Law**

This Policy is intended to comply with the laws and regulations in Ireland in which Roscommon CCC operates. In the event of any conflict between this Policy and applicable laws and regulations, the latter shall prevail.

## **10. Reference Documents**

There are certain legal documents that are relevant to this policy and we refer to these documents throughout.

For your information these documents are listed below:

- EU GDPR 2016/679 (Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC)
- Irish Data Protection Act, 1988 and Amended Act 2003.

### **9.1 ICT/Computer Back up/Disaster recovery policy**

Roscommon CCC employs an outside IT company to back up, recover and ensure computer systems of the company are encrypted and up to date. Checks are completed on a regular basis with a report sent to Roscommon CCC of computers needing further back up and care.

### **9.2 Securing Personal & Company Property**

You are reminded to take appropriate care of company and personal property at all times. Lockers are provided for all staff in the office for storage of personal items such as handbags, clothes, phones etc.

The Company will not be responsible for the loss or damage to employee's property, including motor vehicles, bags, money etc. on company premises or whilst on another premises whilst acting on behalf of the Company. Employees should report all property, lost or found, to the Manager immediately who will retain them whilst attempts are made to discover the owner.

Please ensure that shared resources such as laptops, mobile phones etc. (if supplied with these as part of your role) are available in the office if you are not scheduled to work, this is to ensure other staff have access to resources they may need which may at times be shared among staff personnel. Management will address any shortfall in shared resources as they arise.

### **9.3 AUTHORISED ACCESS**

You must ensure that all procedures and guidelines are followed when securing the building prior to leaving. The keys and any security measures such as alarm codes must be kept safe at all times. You must not give the keys or alarm code to any third party unless authorisation is obtained from your Line Manager. Any loss or damage caused as a result of your failure to follow procedures or your negligence in ensuring the safekeeping of the keys and alarm code will result in disciplinary action which could lead to your summary dismissal.

## **SECTION 10 Making a Protected Disclosure – Whistleblowing**

### **Whistle Blowing [Protected Disclosures] Policy**

#### **Purpose**

Roscommon CCC provides information, support and training to all Early Childhood Care and Education childcare services including Parent and Toddler Groups and Childminders along with supporting the Government in administering the national funding schemes. This policy is to ensure that Roscommon CCC remains committed to the highest standards of openness and accountability in all aspects of their work.

#### **Scope**

This policy has been designed to enable all employees of Roscommon CCC, agency staff, students and board members to raise genuine concerns safely and appropriately, and to disclose information which they believe shows malpractice or impropriety without fear of victimisation.

#### **Policy and Procedure**

An important aspect of accountability and transparency is a mechanism to allow staff and Board members to voice concerns in a responsible and effective manner. It is a fundamental term of every contract of employment that an employee will faithfully serve his or her employer and not disclose confidential information about the employer's affairs. Nevertheless, where an individual discovers information which they believe shows serious malpractice or wrongdoing then this information should be disclosed internally without fear of reprisal, and there should be arrangements to enable this to be done independently of line management (although in most instances the ROSCOMMON CCC Manager would be the most appropriate person to be told, otherwise the ROSCOMMON CCC Chairperson).

It is advisable to speak with your relevant line manager in the first instance if you have any concerns of malpractice. It should be noted that an allegation may have serious consequences on a person's reputation therefore if in doubt talk to your immediate line manager for support.

It should be emphasised that this policy is intended to assist individuals who believe they have discovered malpractice or impropriety within Roscommon CCC or externally in childcare services/organisations. As most childcare services receive government funding Roscommon CCC has a duty to ensure proper governance is in place. Once the "whistle blowing" procedures are in place, it is reasonable to expect staff to use them rather than air their complaints outside the company.

#### **Using the Whistleblowing/Grievance Policy**

The Whistleblowing policy is designed to enable employees of Roscommon CCC to raise concerns internally and at a high level and to disclose information which the individual believes shows malpractice or impropriety in all aspects including financial irregularities, breaches of legislation, maltreatment of staff or children or any criminal activity including suspected fraud.

The Grievance policy is designed to enable employees of the Company to raise internally general grievances that they may have. This policy can be found within this Staff Handbook.

With a Whistleblowing and Grievance Policy in place it is expected that staff would use the policies appropriately and that matters would be dealt with internally rather than externally given the provision of these policies.

### **Protection**

This policy is designed to offer protection to those employees of the company who disclose such concerns provided the disclosure is made in good faith.

### **Confidentiality**

Roscommon CCC will treat all disclosures in a confidential and sensitive manner. The identity of the individual making the allegation may be kept confidential so long as it does not hinder or frustrate any investigation. However, the investigation process may reveal the source of the information and the individual making the disclosure may need to provide a statement as part of the evidence required.

### **Anonymous Allegations**

This policy encourages individuals to put their name to any disclosures they make. Concerns expressed anonymously are much less credible, but they may be considered at the discretion of the company

In exercising this discretion, the factors to be taken into account will include:

- The seriousness of the issues raised
- The credibility of the concern
- The likelihood of confirming the allegation from attributable sources

### **Untrue Allegations**

If an individual makes an allegation in good faith, which is not confirmed by subsequent investigation, no action will be taken against that individual. In making a disclosure the individual should exercise due care to ensure the accuracy of the information. If, however, an individual makes malicious or vexatious allegations, and particularly if he or she persists with making them, disciplinary action may be taken against that individual.

### **Procedures for Making a Disclosure**

On receipt of a disclosure regarding malpractice or impropriety the member of staff must pass this information as soon as is reasonably possible to their relevant line manager who will decide what action to take.

If the complaint is against a staff member the appropriate policy will be invoked (discipline, grievance etc).

If the disclosure relates to child protection the company will refer to our Child Safeguarding Statement and associated policies.

If the disclosure relates to irregularities, lack of governance or malpractice within an external organisation the ROSCOMMON CCC Manager will refer this to the ROSCOMMON CCC Board who will devise an action plan regarding which may involve reporting the disclosure to a third party (e.g., funding agency, Workplace Relations Commission, TUSLA, Gardaí) depending on the nature and content of the disclosure). Alternatively, this task may be delegated to the ROSCOMMON CCC Manager.

### **Timescales**

Due to the varied nature of complaints/disclosure which may involve internal investigators and / or external third parties including the Gardaí, it is not possible to lay down precise timescales for such investigations. The Board will ensure that the investigations are undertaken as quickly as possible.

## **SECTION 11 Digital & Media Policy**

### **11.1 E-MAIL AND INTERNET POLICY**

#### **Introduction**

The purpose of the Internet and E-mail policy is to provide a framework to ensure that there is continuity of procedures in the usage of Internet and E-mail within the Company. The Internet and E-mail system have established themselves as an important communications facility within the Company and have provided us with contact with professional and academic sources throughout the world.

Therefore, to ensure that we are able to utilise the system to its optimum we have devised a policy that provides maximum use of the facility whilst ensuring compliance with the legislation throughout. Company E-mail and

internet facilities are monitored on a regular basis. Excessive or inappropriate use of these facilities will result in disciplinary action, up to and including dismissal.

### **Internet**

Where appropriate duly authorised staff are encouraged to make use of the Internet as part of their official and professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the Company name. Where personal views are expressed a disclaimer stating that this is the case should be clearly added to all correspondence. The intellectual property right and copyright must not be compromised when publishing on the Internet. The availability and variety of information on the Internet has meant that it can be used to obtain material reasonably considered to be offensive. The use of the Internet to access and/or distribute any kind of offensive material, or non-related employment issues, leave an individual liable to disciplinary action which could lead to dismissal. These provisions apply to internet usage on Company mobile phones also.

### **E-Mail**

The use of the E-Mail system is encouraged as its appropriate use facilitates efficiency. Used correctly it is a facility that is of assistance to employees. Inappropriate use however causes many problems including distractions, time wasting and legal claims. The procedure sets out the Company's position on the correct use of the E-Mail system.

#### **Procedures - Authorised Use**

- Unauthorised or inappropriate use of the E-Mail system may result in disciplinary action which could include summary dismissal.
- The E-Mail system is available for communication and matters directly concerned with the legitimate business of the Company. Employees using the E-Mail system should give particular attention to the following points:-
  - All E-mail messages comply with Company communication standards.
  - E-Mail messages and copies should only be sent to those for whom they are particularly relevant.
  - E-Mail should not be used as a substitute for face-to-face communication or telephone contact. Flame mails (i.e. E-Mails that are abusive) must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding.
  - If E-Mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The Company will be liable for infringing copyright or any defamatory information that is circulated either within the Company or to external users of the system.
  - Offers or contracts transmitted by E-Mail are as legally binding on the Company as those sent on paper.
  - The Company will not tolerate excessive use of the E-Mail/Internet system for personal use, and should not be used for unofficial or inappropriate purposes, including:-
    - ✚ Any messages that could constitute bullying, harassment or other detriment.
    - ✚ Personal use where this interferes with work (e.g. social invitations, personal messages, blogging, jokes, cartoons, downloading music/films/clips chain letters, buying or selling of goods, accessing social networking sites or other private matters).
    - ✚ Use of social networking sites during your working hours is strictly forbidden. Due to the lack of confidentiality of these sites contact with clients/customers or their employees outside your working hours must not make reference to Roscommon CCC or discuss business related to Roscommon CCC. Failure to abide by this policy may lead to disciplinary action which could result in your dismissal depending on the seriousness of the breach.
    - ✚ On-line gambling.
    - ✚ Accessing or transmitting pornography.
    - ✚ Transmitting copyright information and/or any software available to the user.
    - ✚ Posting confidential information about other employees, the Company or its customers or suppliers.

### **Monitoring**

We reserve the right to monitor all e-mail/internet activity by you for the purposes of ensuring compliance with our policies and procedures and of ensuring compliance with the relevant regulatory requirements. This includes monitoring of any additional accounts you may be requested to set up for the purposes of performing your work tasks, which are subject to the same rules as your work email account. Information acquired through such

monitoring may be used as evidence in disciplinary proceedings. Monitoring your usage will mean processing your personal data. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

#### **VIRUS PROTECTION PROCEDURES**

In order to prevent the introduction of virus contamination into the software system the following must be observed:

- ⊕ Unauthorised software including public domain software or Internet downloads must not be used.
- ⊕ All software must be virus checked using standard testing procedures before being used.

#### **STATEMENTS TO THE MEDIA**

Any statements to reporters from newspapers, radio, television, etc. in relation to our business will be given only by Roscommon CCC Manager.

#### **USE OF SOCIAL NETWORKING SITES**

Any work-related issue or material that could identify an individual who is a client or work colleague, which could adversely affect the company a client or our relationship with any client must not be placed on a social networking site. This means that work related matters, must not be placed on any such site at any time either during or outside of working hours and includes access via any computer equipment, mobile phone or mobile devices.

#### **USE OF SOCIAL NETWORKING SITES FOR COMPANY BUSINESS**

It may be a requirement of your role that you must use social networking sites to promote and further the development of the business. Any work or material created during the course of your employment remains the property of the Company and is inclusive of any pages or contacts obtained on non-work computers or outside of normal working hours. Upon termination of your employment, you will be required to turn over all contacts obtained via social media outlets and delete any profiles created by you during the course of your employment.

#### **ABUSE OF ANY SOCIAL NETWORKING PROFILES**

The Company takes its responsibility towards its employees very seriously, and in light of this all employees should be aware that it will be considered an offence to abuse another employee's social networking profile on Company time, by using Company equipment, or which implicates the Company in any way. Abuse of social networking profiles is considered to be the posting of offensive comments, pictures, links or otherwise on any employee's social networking profile/page.

As an employee you should not access social networking sites during working hours, however if accessing these pages on designated rest breaks or outside of working hours you should not put yourself in a position where your profile is susceptible to hacking by any employee.

Any employee who is found to have abused any employee's account may be in breach of the Company's Harassment and/or Equality policies and may be subject to disciplinary action, up to and including dismissal.

#### **USE OF COMPUTER EQUIPMENT**

In order to control the use of the Company's computer equipment and reduce the risk of contamination the following will apply:-

The introduction of new software must first of all be checked and authorised by a nominated senior member of the Company before general use will be permitted.

- ⊕ Only authorised staff should have access to the Company's computer equipment.
- ⊕ Only authorised software may be used on any of the Company's computer equipment.
- ⊕ Only software that is used for business applications may be used.
- ⊕ No software may be brought onto or taken from the Company's premises without prior authorisation.
- ⊕ Unauthorised access to the computer facility will result in disciplinary action.
- ⊕ Unauthorised copying and/or removal of computer equipment/software will result in disciplinary action, such actions could lead to dismissal.

#### **COMPANY'S RIGHT OF ACCESS**

Please note that we reserve the right and will exercise the right, when appropriate, to review, audit, intercept, archive, access and disclose all messages created, received or sent over the computer system. If requested you are obliged to provide your Line Manager with all passwords for your computer system.

## **11.2 COMMUNICATIONS**

ROSCOMMON CCC is committed to a policy of efficient and effective communication in regard to all matters in relation to the childcare sector under the National Childcare Investment Programmes and through the incorporation of the National Childcare Scheme Communication and engagement policy into Roscommon CCC work. The purpose of this policy is to ensure communications to and from Roscommon CCC is in line with any DCEDIY communication strategy as well as being timely and accurate. This Standard Operation Procedure is compiled in line with Roscommon CCC Statement of Work (SOW) and the procedures below must be followed by all Roscommon CCC staff members to ensure compliance with the statement of work agreed to. Roscommon CCC ensures internal and external systems are in place to record and demonstrate evidence of meeting targets and delivering on all actions funded by DCEDIY. Roscommon County Childcare Committee CLG endeavours to communicate effectively as a team through the use of:

- ❖ BrightHR
- ❖ Ms Teams and/or other company work applications as indicated by management
- ❖ Internal telephone systems
- ❖ Internal E-mail or systems as required
- ❖ Internal Work recording database system (Sendmode)
- ❖ Team meetings
- ❖ Supervision and Support/One-to-one meetings including informal one-to-one meetings with relevant line manager
- ❖ Peer Support & Mentoring
- ❖ Continuing Professional Development (CPD) opportunities relevant to staff roles
- ❖ Staff Memos/Circulars
- ❖ Open access to policies and procedures (available on BrightHR)
- ❖ Open access to shared files (as well as hard copies) as appropriate
- ❖ Through Collaborative work with DCEDIY/Pobal/CCI/Local & National Agencies/Board Members
- ❖ Roscommon CCC Website & Social media Platforms

**The following supporting documents should be used by Roscommon CCC staff for signposting/reference and inclusion in our annual Statement Of Work (SOW) and Local Implementation Plan (LIP) (but are not limited to):**

- ❖ First 5, A Whole-of-Government Strategy for Babies, Young Children and their Families
- ❖ The Childcare Act 1991 (Early Years Services) Regulations 2016
- ❖ The Childcare Act 1991(Early Years Services) (Amendment) Regulations 2016
- ❖ Childcare Act 1991 (Early Years Services) (Registration of School Age Services) Regulations 2018.
- ❖ Children First: National Guidance for the Protection and Welfare of Children 2017
- ❖ National Vetting Bureau (Children & Vulnerable Persons) Acts 2012 to 2016
- ❖ Children First Act 2015
- ❖ Child and Family Agency Act 2013 (Government of Ireland 2013)
- ❖ Quality and Regulatory Framework (QRF)
- ❖ A Guide to Planning Requirements for Early Years Services, Re-Registration and Change of Circumstances, August 2019
- ❖ Siolta, The National Quality Framework for Early Childhood Education (CECDE 2006)
- ❖ Aistear, the Early Childhood Curriculum Framework (NCCA 2009)
- ❖ Aistear Siolta Practice Guide (NCCA 2015)
- ❖ Building Regulations and the related Technical Guidance Documents e.g. Heating Requirements as set out by the Department of the Environment, Community and Local Government (2014) Heat Producing Appliances Technical Guidance Documents
- ❖ Fire Safety Legislation, fire certification and associated technical guidance issued by the Department of the Environment, Heritage and Local Government 2006;
- ❖ Fire Services Act 1981
- ❖ Fire Safety in Preschools 1999
- ❖ Food Safety and Hygiene Regulations e.g. Food Hygiene Regulations 1950-89, the European Communities (Hygiene of Foodstuffs) Regulations 2006 (SI No 369) Regulation.
- ❖ Public Health (Tobacco) Act 2002

- ❖ National Standards Authority of Ireland guidelines
- ❖ DPER Circular “13/2014”
- ❖ Freedom of Information Act, 2014
- ❖ General Data Protection Regulation (GDPR)
- ❖ Data Protection Acts 1988 – 2003
- ❖ Better Outcomes, Brighter Futures
- ❖ Access and Inclusion Model (AIM) Rules
- ❖ Rules for DCEDIY Childcare Funding Programmes

**Communication Procedure as per annual Statement Of Work (SOW):**

- All communications from Roscommon to stakeholders are in line with any DCEDIY communication strategies and must be timely and accurate.
- All communications from Roscommon County Childcare Committee to stakeholders are delivered in a professional manner.
- Only the publicity materials and information provided by DCEDIY or approved by DCEDIY in advance are used by Roscommon County Childcare Committees
- Communications are of one brand and directed by DCEDIY. Roscommon CCCs should not develop, commission or reproduce local publications or reports or their own communications materials. **Costs associated with these publications are not eligible for funding from DCEDIY.**
- Information provided by RCCC personnel to ELC and SAC service providers by phone must be followed up by an email to the relevant service provider to ensure that there is a clear record of the information provided if required at a later date and to avoid any ambiguity regarding the discussion and lessen the opportunity for a misunderstanding or the information being misconstrued.
- Information on Roscommon County Childcare Committees’ website is up to date with DCEDIY approved information. This information must be accurate and include opening and closing dates for the CCC supports and services, highlighting upcoming training and information events.
- Roscommon County Childcare Committee and or their representatives should work in partnership with all relevant mechanisms of support e.g. (Tusla EYI, DES EYEL, Better Start, VCOs and Pobal).
- Early learning and care and school age childcare services, parents, guardians, childminders and their local communities are fully aware of the existence of Roscommon County Childcare Committee, their supports and services and how they can help.
- Information on other relevant services is available and up to date, including contact details when signposting and making referrals.
- Information provided in relation to AIM is up to date and is disseminated as initiatives are developed and rolled out. Information and publicity must be in line with the DCEDIY’s AIM Communication Strategy.
- The National Childcare Scheme (NCS) Communication and Engagement Strategy includes the National Childcare Scheme (NCS) Communication SOP for staff (see in appendices)
- Participation by early learning and care’ and school-age childcare services in the annual sector profile is promoted and encouraged.
- The national CCC website [www.myccc.ie](http://www.myccc.ie) outlines the role of CCCs for parents and services, and is linked to each CCC website. This website should be referred to in correspondence, email taglines and collaborative documentation to raise awareness.

**MAIL**

**Incoming Mail**

As per the ROSCOMMON CCC Guide for Board Members, the following will be followed in relation to correspondence for board members:

- a) Items received marked Personal, Private or Confidential will be opened by the ROSCOMMON CCC Manager.
- b) All other correspondence will be opened and distributed by ROSCOMMON CCC staff.
- c) If in doubt staff should leave mail unopened and alert Manager to same immediately so that they can deal with it on behalf of the board.

**All Other Mail:**

- Manager of ROSCOMMON CCC to receive incoming mail including e-mail that is deemed appropriate by the Administrator and/or other ROSCOMMON CCC staff members but if in doubt the Manager should receive it and will distribute appropriately. If addressed to a CDO then mail to go directly to the CDO.
- Manager will then assign mail to appropriate personnel where necessary.
- Incoming mail marked "Confidential or Private & Personal" should go directly to the addressee unopened, record it in incoming mail book with name of addressee and the fact that it is confidential. Confidential mail or mail which is deemed important should be brought directly to the staff member immediately and not left in post box of staff.
- All incoming and outgoing e-mails to be saved in monthly folder in Microsoft Outlook and/or RCCC Sendmode database and archived as appropriate.
- All Staff should alert the RCCC Manager to mail which they deem important and needing attention thus avoid leaving it in the Managers post box.

#### **Outgoing Mail**

- 1. All outgoing mail e-mails in relation to Administration/Finance/Budgets/Human Resources/Payroll *where appropriate should be authorised in advance by Manager of ROSCOMMON CCC in relation to ROSCOMMON CCC and should be cc to RCCC Manager with no exceptions*
- 2. All mail/email sent from ROSCOMMON CCC to *Pobal/DCEDIY/Dept. Education & Skills/other departments that fund initiatives/Board of ROSCOMMON CCC should be cc to Manager with no exceptions.*
- 3. All outgoing mail to be recorded in ROSCOMMON CCCs internal Work Recording database system (sendmode) and saved in relevant file (seek advice from RCCC Manager if in doubt). All outgoing e-mails to be saved in monthly folder in Microsoft Outlook and/or Sendmode and archived as appropriate.
- 4 (A) Draft letters or items for the media will only be authorised to be released to the media or printed for posting once the Manager of ROSCOMMON CCC or designate has initialled the final copy prior to placing on ROSCOMMON CCC headed paper for final signature & sign off.
- 5. Items such as press releases, annual training calendar, conference brochures, leaflets etc. will be proof read by the lead person assigned before final print off and release into media/website.
- 6. In the absence of the ROSCOMMON CCC Manager the Manager will appoint another member of staff to sign off on documents before release. Media documentation should have a sign off from ROSCOMMON CCC before being given the go ahead to print.

**N.B. An email message may legally bind ROSCOMMON CCC contractually in certain instances without the proper authority being obtained internally.**

- 7. The above procedures must apply in relation to large mail outs or letters drafted for ROSCOMMON CCC Childcare Development Officers (CDO) by Administration and Clerical Staff of ROSCOMMON CCC. ROSCOMMON CCC lead staff member must sign off final document as above in No. 4 and sign off document plus final copy to be filed in relevant file.
- 8. In the case where a staff member is unsure of wording in a letter being drafted in relation to a childcare provider, group requesting funding, any public bodies, funder's or in relation to any correspondence in relation to Expression Of Interest's (EOI's) or Project Proposal Framework Documents (PPF's) then it is important that they discuss it with the Manager of ROSCOMMON CCC and together the CDO's and Manager agree a format for the relevant correspondence.
- Emails to colleagues/fellow employees should not be Bcc unless it is a mass email and for data protection reasons as this may be seen as a breach of trust

#### **Use of e-mail**

E-mail is a personal computerised and efficient communication system which enables the sending and receiving of messages between staff and between ROSCOMMON CCC and its clients/suppliers and all others who come in contact with the Board. Documents and materials can be attached to e-mails. The e-mail can effectively by-pass typewritten documents, faxes and the need to post documents. There are however risks attached to the sending of e-mails, as follows:

1. Your message may go to persons other than the intended recipient and if confidential or commercially sensitive this could be damaging to ROSCOMMON CCC.
2. E-mail messages can carry computer viruses which are particularly dangerous to ROSCOMMON CCC computer operations generally.

3. Letters, files and other documents attached to e-mails may belong to others and there may be copyright implications in sending or receiving them without permission.
4. E-mail is speedy and as such, messages written in haste or written carelessly are sent simultaneously and without the opportunity to check or rephrase. This could give rise to legal liability on ROSCOMMON CCC part such as claims for defamation, etc.
5. An e-mail message may legally bind ROSCOMMON CCC contractually in certain instances without the proper authority being obtained internally.
6. It should be remembered that all personal data contained in e-mails may be accessible under GDPR legislation and, furthermore, a substantial portion of e-mails to Government and other public bodies may be accessible under Freedom of Information legislation.
7. E-mails should be regarded as potentially public information, which carry a heightened risk of legal liability for the sender, the recipient and the organisations for whom they work.

#### **Rules for e-mail use**

In order to avoid or reduce the risks inherent in the use of e-mail within ROSCOMMON CCC, the following rules are necessary:

1. ROSCOMMON CCC name is included in the heading carried with every message sent by a ROSCOMMON CCC staff member. This reflects on ROSCOMMON CCC image and reputation. Therefore, e-mail messages must be appropriate and professional.
2. Email signature should include references as directed by RCCC Manager such as department logos and tag lines
3. Emails from RCCC Manager to RCCC staff should be prioritised for response and follow up
4. E-mail is not for private purposes nor should e-mail be used for any purpose, other than ROSCOMMON CCC business. All e-mails issued from ROSCOMMON CCC will carry a disclaimer stating that the e-mail is intended only for ROSCOMMON CCC use and if used for any other purpose a named person should be contacted immediately within ROSCOMMON CCC.
5. Particular care should be taken when sending confidential or commercially sensitive information. If in doubt, please consult the ROSCOMMON CCC Manager.
6. Great care should also be taken when attaching documents as the ease with which employees can download files from the Internet or 'cut and paste' materials from electronic sources increases the risks of infringement of the rights of others, particularly intellectual property and other proprietary rights. Also attaching documents may give rise to the release of information not intended, hence the importance of vetting attachments. Again if in doubt, please consult with the ROSCOMMON CCC Manager.
7. While e-mail is a fast and efficient method of business communication, employees must not overlook the fact that it has the same legal effect as written communications. Due to the permanent nature of e-mails and the legal implications to both the company and employees, messages should be written and formatted in the same manner as standard written company communications. The wording, tone and language should be concise and carefully prepared by employees in order to avoid ambiguity, inaccuracy, claims of defamation, breach of confidentiality and the possibility of offending anyone. Spell checks should be carried out if required in the same manner as standard written communications and filed appropriately.
8. Do not subscribe to electronic services or other contracts on behalf of **ROSCOMMON CCC** unless you have the express authority to do so. Authority for subscriptions including electronic subscriptions, rest with the ROSCOMMON CCC Manager.
9. If you receive any offensive, unpleasant, harassing or intimidating messages via the e-mail you are requested to inform the ROSCOMMON CCC Manager immediately. It is important that we trace such e-mails as quickly as possible.
10. Any important or potentially contentious communication which you have received through e-mail should be printed and a hard copy kept (*e.g. confirmation of order, letters pertaining to funding applications from childcare services and/or Pobal/DCEDIY etc.*). Where important to do so you should obtain confirmation that the recipient has received your e-mail.
11. Documents prepared by ROSCOMMON CCC for clients/suppliers may be attached via the e-mail. However, excerpts from reports other than our own, if substantial, may be in breach of copyright and the author's consent ought to be obtained particularly where taken out of its original context. Information received from a client/supplier should not be released to another client/supplier without prior consent of the original sender. *If in doubt, consult with the ROSCOMMON CCC Manager.*
12. **ROSCOMMON CCC reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages created, received or sent over the electronic mail system for any purpose.** All computer pass codes must be provided to the ROSCOMMON CCC Manager. No pass code may be used that is unknown to the

company. Notwithstanding the company's right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorised to retrieve or read any e-mail messages that are not sent to them. Any exception to this policy must receive prior approval from the ROSCOMMON CCC Manager. However, the confidentiality of any message should not be assumed. Even when a message is erased it is still possible to retrieve and read that message. If any breach of our e-mail policy is observed then disciplinary action up to and including dismissal may be taken.

#### **Internet Policy**

**ROSCOMMON CCC** has access to the Internet through broadband provided by company service provider. Such access enables staff to obtain information specific to their role within ROSCOMMON CCC and enables two way communications with sites appropriate to that role. Many of the internet's activities are for recreational and private use and are unrelated to ROSCOMMON CCC business. For that reason access to the internet is restricted under the following conditions:

#### **Internet Rules**

1. ROSCOMMON CCC internet connections are intended for activities that either support ROSCOMMON CCC business or the professional development of employees. Web surfing unrelated to these activities is strictly forbidden. Staff members whom in the opinion of the Board have abused this will be subject to disciplinary sanction.
2. Internet usage will be monitored on a systematic basis by the ROSCOMMON CCC Manager.
3. To prevent computer viruses being transmitted through the system there will be no unauthorised downloading of any software. All software downloads will be done only after authorisation by the ROSCOMMON CCC Manager.

#### **Password Protection**

- In the course of your work you will be required to password protect systems that you have access to. These passwords are for your personal use exclusively and sharing them or allowing access to them to any other person outside the company is considered a serious breach of office rules, which will result in disciplinary action up to and including dismissal. Individuals must change passwords as frequently as requested by the ROSCOMMON CCC Manager.
- It is the responsibility of each individual employee to inform their direct line Manager if they cannot access any of ROSCOMMON CCC files/communication systems required to carry out their role i.e. e-mail/internet/telephone/hard and soft computer files. Failure to report a system fault is regarded as serious misconduct and will result in disciplinary action being taken.
- Laptops, mobile phones/devices and other IT equipment are provided for staff to assist their field work/out of office work and are the property of ROSCOMMON CCC at all times. These are encrypted and password protected and these details should not be shared with anyone other than the ROSCOMMON CCC Manager/Administrator.
- It is the responsibility of the staff member assigned to a company laptop, mobile phone or piece of IT equipment to ensure that it is kept safely at all times and kept in good repair, any faults should be reported to ROSCOMMON CCC Manager/Administrator. Company laptops, mobile phones or IT equipment should not be left unattended in cars.
- As company laptops, IT equipment, mobile phones will be shared by other staff members they should be left with management in the ROSCOMMON CCC Office when staff members are on annual leave or not scheduled to work
- **Staff must inform the RCCC Manager of any passwords created on any work-related documents.**

***N.B: Confidentiality is of utmost importance in the course of your work with ROSCOMMON CCC.***

#### **INFRINGEMENT - BREACH OF INTERNET AND E-MAIL RULES**

Any breaches of these rules will be treated seriously and will be subject to disciplinary action up to and including dismissal. For details of our disciplinary procedures please refer to our staff handbook.

#### **ROSCOMMON CCCs Internal Communication Tools**

All staff are required to use Sendmode, BrightHR/Collaboration Portal/My CCC Portal/The Hive/SONRA and/or other communication/applications software installed on their computers for communication and work related

purposes. Each staff member is given a password which they must not share with anyone. The ROSCOMMON CCC Manager has access to all passwords and can also access staff computers through an administrator password. All notes recorded in any internal communication tools should be treated the same as with any other ROSCOMMON CCC correspondence.

### **Monitoring**

Managers are authorised to monitor and record the activities of all users on the system. It is our objective that such monitoring will be required on an on-going basis, and will be occasionally used to audit practices. However, the company retains the right to monitor each individual's e-mail, internet, phone and PC activity to ensure the protection of all employees and that there is no abuse of privilege.

### **Abuse and Disciplinary Procedure**

Any employee found to be abusing the company electronic communication system, including e-mail and internet use, or not operating in line with this policy, will be subject to the company disciplinary action up to and including dismissal.

- County Roscommon County Childcare Committee CLG reserves the right to examine any files held on its computer systems.
- Any user found in breach of this Policy shall be liable for legal and County Roscommon County Childcare Committee CLG disciplinary procedures.
- This document is subject to regular review and will be re-issued when revisions are necessary

It is the responsibility of each individual employee to inform their direct line Manager if they cannot access any of ROSCOMMON CCC files/communication systems required to carry out their role i.e. email/internet/telephone/hard and soft computer files/systems. Failure to report a system fault is regarded as serious misconduct and will result in disciplinary action being taken.

### **In Summary**

The Internet and e-mail should **not** be used for:

- Personal gain or profit
- To represent yourself as someone else
- To post or download messages which contain political views
- To post or download messages that contain inappropriate, obscene, inflammatory, intimidatory, harassing, defamatory, disruptive or otherwise offensive language and anything that will reflect poorly on ROSCOMMON CCC name and professional reputation
- To advertise or otherwise support unauthorised or illegal activities
- To provide lists or information about ROSCOMMON CCC employees/board members to others and/or to send classified information without approval
- When it interferes with job responsibilities. This includes spending unreasonable and unwarranted time on the internet or on e-mail activities.

Internet Access is conditional on the following additional rules being observed:

- (a)** Internet is for ROSCOMMON CCC business only. It should not be used for any private or other use.
- (b)** To access, download or send any indecent, obscene, pornographic, sexist, racist, defamatory or other inappropriate materials, as well as the circulation of such materials, will be a dismissible offence. This rule will be strictly enforced and is viewed as very serious with potential criminal liabilities arising there from. The Gardaí or other appropriate authority will be informed, where appropriate.
- (c)** ROSCOMMON CCC has a web page which should not be interfered with nor changed in any way without prior authorisation. Authorisation for any amendment or change to ROSCOMMON CCC web pages rests exclusively with the ROSCOMMON CCC Manager.
- (d)** Use of public messaging systems on the internet should not be used by staff save with the specific written permission of the ROSCOMMON CCC Manager. Public messaging systems include user groups, special interest forums and bulletin boards.

## **SECTION 12 Standards**

### **12.1 Attendance & Punctuality**

You should be conscientious about your attendance and punctuality at work, you are part of a team and getting the work done depends on everyone being in the right place at the right time. Lack of punctuality or regular

absences from work may give rise to disciplinary action, including dismissal where considered appropriate by the Company – where you are unable to attend work you must notify the ROSCOMMON CCC Manager within 15 minutes of normal starting time i.e. 9.45am by contacting her on her direct line or mobile number. All employees are required to contact their line Manager directly.

## **12.2 Green Office Policy**

We maintain a policy of "minimum waste" which is essential to the cost-effective and efficient running of all our operations.

At ROSCOMMON CCC we recognise that we have environmental responsibilities and therefore operate our office as far as is practical in a way that conserves the natural environment.

### **General principles**

The purpose of this policy is to provide guidance to staff and list measures to take on how to minimise the organisations impact on the natural environment.

You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc., and the following points are illustrations of this:-

- Handle machines, equipment and stock with care.
- Turn off any unnecessary lighting and heating. Keep doors closed whenever possible and do not allow taps to drip.
- Ask for other work if your job has come to a standstill.
- Start with the minimum of delay after arriving for work and after breaks.

### **Consumption: USE LESS**

Printing- The company promotes a paperless environment where possible. All staff are requested to cooperate with this. Paper and ink cartridges will be provided for essential printing through the normal company purchase order processes.

Lighting – switch off lights if the room is unoccupied or when natural light is showing. Wherever possible use energy efficient light bulbs

Temperature – only switch heaters on if the room is cold and occupied. Only use electric fans if the room temperature cannot be lowered by opening windows and closing blind. If sharing an office consider your colleagues and if they are comfortable with the temperature, background noise etc.

Electrical Equipment – switch off electrical equipment when not in use.

Paper & card – always use paper and card on both sides. Make double sided computer prints and use the draft printing option wherever possible (black & White). Make double sided photocopies, check before disposing of photocopies to avoided disposing of useful information

### **Waste: MINIMISE AND RECYCLE**

Stationary – reduce stationary wherever possible. Remove usable items or parts before disposing of waste. Recycling – use recyclable goods in preference to disposable alternatives. Recycle paper, metal, glass, plastics, organics and other goods, if feasible for collection. Staff need to separate waste and use appropriate bin to dispose of it.

## **12.3 General Housekeeping**

- The Company considers it important to maintain a clean working environment, and to ensure that the cleanliness and tidiness of the premises is kept to a high standard for the purpose of hygiene, safety and customer satisfaction. All employees are required to contribute to maintaining a clean and healthy working environment, thereby showing courtesy to fellow employees and visitors.
- All employees are responsible to ensure that all areas that they use are kept clean and tidy to the highest standards possible. These areas may include your workstation, reception area, printing and photocopying area, canteen and any communal areas you use, etc.
- All personal belongings i.e. handbags, coats, etc. should be stored safely during your working day in the staff lockers provided by the company.
- Staff must ensure that their work area is left clear at the end of the workday, with all equipment and documentation put away. Please do not store food in your work area, the kitchen has ample storage.

- The company operate a clean desk policy therefore workstations should be kept clean and company documentation should not be left unattended while on breaks.
- All company documentation should be filed away at a minimum on a weekly basis with no company documentation in employees filing drawers/other areas, there are locked cabinets for these purposes.
- Workstations may be shared therefore staff are advised to have their desk/workstation clean at the end of each working day in case of staff rotation

#### **12.4 Standards of Dress**

You are expected to maintain standards of dress and appearances appropriate to the environment in which you work.

All employees are required to maintain a high standard of personal grooming and personal hygiene and should not distract others or create a safety hazard whilst at work.

As you are liable to come into contact with customers and members of the public, it is important that you present a professional image with regard to appearance and standards of dress. Where a uniform is provided, it must be worn at all times whilst at work and laundered on a regular basis. Where a uniform is not provided, you should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times.

On the termination of your employment, you must return all items of your uniform to us. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you.

#### **12.5 Customer Service**

Good customer service is essential for our business to be successful; it is up to everyone to ensure that they provide the highest standard of Customer Service and promote the business professionally to our customers. Staff in other departments/areas, suppliers and everyone we come into contact with through work is deemed a customer in this respect.

#### **12.6 Roscommon County Childcare Committee Customer Charter & Client Complaints Procedures**



#### **Roscommon County Childcare Committee CLG Customer Charter & Client Complaints Procedures**

##### **Who we are?**

Roscommon County Childcare Committee CLG (Roscommon CCC) role at local county level is to:

- (a) Act as the local agent of the Department of Children, Equality, Disability, Integration and Youth (DCEDIY) in the coordination and delivery of the national early education and childcare programmes and the implementation of Government policy at a local level in County Roscommon
- (b) Facilitate and support the development of quality, accessible early learning and care and school age childcare services for the overall benefit of children and their parents.

- (c) Provide support and guidance to local service providers and parents in relation to the childcare programmes, and support quality in keeping with national frameworks and policy objectives.
- (d) Facilitate the development of Early Learning and Care and School Age Childcare in a strategic and coordinated manner
- (e) Provide information and support to parents in relation to the provision of early learning and care and school-age childcare services within County Roscommon.

**Our commitments to you**

In the local implementation of National Early Learning and Care Programmes, Roscommon CCC is committed to the processes, principles, and practices of developing quality affordable childcare delivered through a customer-focused approach that reflects the ethos of Roscommon County Childcare Committee. We make the following commitments to you, our customer:

**1. Timeliness**

- Roscommon CCC will:
- Offer you a prompt, accurate & efficient response in all our dealings with you appropriate to the service you are availing.
- All processes involved in National Early Learning and Care Programmes and funding applications will be followed accurately.
- Due process will be given to all funding applications processed by Roscommon CCC.

**2. Access**

- Roscommon CCC will:
- Endeavour to use methods of communication which are accessible.
- Meet customers in a mutually convenient/suitable location that facilitates people with specific requirements, and which meets occupational and safety standards.
- Our offices including Reception, Waiting and Interview Rooms will be safe, clean and well maintained and accessible for people with disabilities.
- We recommend that you make an appointment if you wish to meet a particular member of Staff.

**When you telephone our Office:**

- We will answer all calls promptly during office hours.
- When answering the telephone, the name of the Committee is given together with the name of the person to whom you are speaking.
- We will deal with your call in a courteous manner.
- You will be given details of the name and section of the staff member to whom you wish to speak.
- The aim of our Staff is to be as helpful and informative as possible.
- If we are unable to provide the information you need immediately, we will take your contact details and call you back or issue the information to you in writing as soon as possible.

**When you email/write to us:**

- We will endeavour to reply to routine enquiries within seven working days.
- Should your enquiry require research or consultation, we will acknowledge your query and we will further reply to you within 21 working days.
- We will reply to all correspondence in a clear, concise way that will answer the issues raised by you.
- Your correspondence will be treated in confidence.
- We aim to use forms that are clear and well presented.

### **3. Choice**

Roscommon CCC will endeavour to:

- Provide you with choice in order to gain maximum access to our services through the provision of a staff structure with named contact personnel.
- All information will be available in a user-friendly format and will utilize emerging technologies e.g. website, social media, electronic format, email, online applications or conferencing.

### **4. Courtesy**

Roscommon CCC will

- Approach all our interactions with you in a professional manner,
- Promote an environment of courtesy, sensitivity, and mutual respect.

**What we expect in return from you:** Roscommon CCC is committed to promoting a safe and secure environment for all and will not tolerate any kind of unacceptable behaviour or aggression directed towards any member/s of our staff team or company directors. Management will carry out appropriate risk assessments, identify any 'at risk' situations and take steps to reduce or remove risks to employees and clients where practicable.

### **5. Transparency**

- Roscommon CCC is committed to transparency in all of its decision-making processes (in line with the Freedom of Information and Data Protection Acts) and will deal with customers in a conscientious and honest manner ensuring impartiality at all levels.

### **6. Better Co-ordination**

- Roscommon CCC commits to linking and co-ordination in a flexible manner with other structures at national/regional/local level as appropriate to help advance better co-ordination of the types of services we deliver, particularly those that target the provision of local early learning and care services.

### **7. Equality/Diversity**

- Roscommon CCC will conduct its business in accordance with Equality Legislation and Roscommon County Childcare Committee's Employment Policy.

### **8. Feedback to you**

- In our approach to implementing the National Childcare Programmes locally Roscommon CCC will endeavour to provide you with useful feedback appropriate to the service you are availing of.

### **9. Feedback from you**

- Roscommon CCC will welcome and take on board as appropriate any feedback you may provide to help us to continuously improve our service delivery and in our role of identifying good practice for others.

### **10. Complaints**

- What is a complaint? We define a complaint as an expression of dissatisfaction concerning the provision of a service or services by the Roscommon County Childcare Committee, as laid out under the commitments in our Customer Charter.
- All complaints will be handled within specified timeframes in a fair, impartial and confidential manner, mindful of our obligations under the Freedom of Information Act.

#### **How to make a complaint:**

- All complaints must be made in writing (email or letter) and must state clearly that a complaint is being made, the basis for the complaint and what follow up action is envisaged as a result of the complaint.
- For the purpose of the Freedom of Information Act, you should also state whether you require your complaint to be treated in a strictly confidential manner. Please also note that your complaint should be sent in the first instance by post to:

**The County Childcare Coordinator/County Childcare Coordinator/Manager, Roscommon County Childcare Committee, Knock Road, Castlerea, Co. Roscommon** marked confidential and private or emailed to [irene.cafferky@roscommonchildcare.ie](mailto:irene.cafferky@roscommonchildcare.ie) marked confidential and private.

- Legitimate complaints will be dealt with impartially, sympathetically, and speedily and within the policy and regulations governing the Board.

The Roscommon CCC offers information and support to childcare providers, parents, childminders, and employers to increase the capacity and improve the quality of childcare places in the county.

#### Purpose

This policy aims to ensure optimum complaint management that is consistent with Roscommon CCC mission and ethos. Roscommon CCC aims to provide a service acceptable to all our clients, our partner organisations and our staff team.

#### Scope

The procedures set out in this document are meant to provide a means to resolve a dispute between the Roscommon CCC and any of the complainants. It requires full commitment from all members of staff and management.

#### Type of Complaint

- Complaint against a staff member
- Complaint regarding general service provision
- Complaint against a Board member

#### Complaints may be made by

- Childcare services
- Parent/ Children
- Childminders
- A partner agency
- A member of the public

It does not address complaints made by staff (these are dealt with through grievance and disciplinary policies and procedures) or Board of Management (dealt with using the principles of the Grievance Policy). Any complaints regarding job applications will be dealt with through the Recruitment and Selection Policy.

#### Policy and Procedure

A complaint can be defined as an expression of dissatisfaction, made by a service user or those acting on behalf of the user or a partner agency. Complaints should be made in writing using our complaints form.

#### Principles

- Complaint handling procedures will be known and understood by Roscommon CCC staff, management, clientele, and partner agencies.
- Roscommon CCC will provide a fair, full and impartial investigation without penalty in respect of quality of service to the complainant.
- The steps for making a complaint will be simple and transparent and are outlined below.
- Confidentiality will be always maintained.
- We aim to resolve complaints within a 28-day time frame.
- The complaints procedure is without prejudice to the complainant's statutory right to make a complaint elsewhere.
- Acknowledgment should be as soon as possible.

#### Procedure

##### Persons designated to handle complaints:

- The County Childcare Coordinator/County Childcare Coordinator/Manager
- The Chairperson of the Board of Directors

- All service users and any partner agencies will be informed that the above personnel who will be named will handle all complaints.
- Employees of Roscommon CCC are obliged to participate in any investigation relating to complaints as appropriate.

#### Complaint against a staff member

- This complaint will be made to the Roscommon CCC County Childcare Coordinator/County Childcare Coordinator/Manager
- If the complaint is made verbally it will be recorded and the complainant will be asked to put the complaint in writing within a seven-day timeframe
- The County Childcare Coordinator/Manager will provide a standard complaint form to the complainant. This should be posted on the day of the complaint.
- Confirmation of receipt of written complaint will be posted to complainant.
- The complaint will be investigated on receipt of the written complaint.
- The County Childcare Coordinator/Manager will investigate the written complaint.
- The County Childcare Coordinator/Manager should brief the Board on any complaints arising at Operational and Board meetings

#### Complaint against the County Childcare Coordinator/Manager

- This complaint will be made to the Chairperson of the Board of Directors
- If the complaint is made verbally it will be recorded and the complainant will be asked to put the complaint in writing within a seven-day timeframe. The Chairperson will provide a standard complaint form to the complainant. This should be posted on the day of the complaint.
- The complaint will be investigated on receipt of the written complaint.
- Confirmation of receipt of written complaint will be posted to complainant.
- The Chairperson will investigate the written complaint.
- The Chairperson should brief the Board on any complaints arising at Operational and Board meetings

#### Complaint regarding general service provision

- This complaint will be made to the County Childcare Coordinator/Manager of Roscommon CCC
- If the complaint is made verbally it will be recorded and the complainant will be asked to put the complaint in writing within a seven-day timeframe
- The County Childcare Coordinator/Manager will provide a standard complaint form to the complainant. This should be posted on the day of the complaint.
- The complaint will be investigated on receipt of the written complaint.
- Confirmation of receipt of written complaint will be posted to complainant.
- The County Childcare Coordinator/Manager and the Chairperson will investigate the written complaint.
- The County Childcare Coordinator/Manager and/or Chairperson should brief the Board on any complaints arising at Operational and Board meetings

#### Complaint against a Board member

- This complaint will be made to the Chairperson of the Board of Directors. In the event that the complaint is against the Chairperson on the Board the complaint should be dealt with by another nominated Director of the Board.
- If the complaint is made verbally it will be recorded and the complainant will be asked to put the complaint in writing within a seven-day timeframe
- The Nominated Director/Chairperson will provide a standard complaint form to the complainant. This should be posted on the day of the complaint.
- The complaint will be investigated on receipt of the written complaint.
- Confirmation of receipt of written complaint will be posted to complainant.
- The Chairperson and/or another Director will investigate the complaint.
- The appropriate person should brief the Board on any complaints arising at Operational and Board meetings

#### Investigation of complaints

- Only complaints received on the Roscommon CCC Complaints Form will be investigated (this may be via email or post, see appendix 9).
- Roscommon CCC will acknowledge receipt of your complaint no later than 7 working days after receipt.
- All investigations will take place within a 28-day period.
- Any extension to the 28-day period will be mutually agreed by both parties.
- All communication/meetings/interviews relating to a complaint will be recorded in writing.
- The outcome of the complaint will be communicated to the complainant in writing within two weeks of completing the investigation.

Note: In certain circumstances the outcome of the complaint may require the invoking of another company policy and procedures such as the discipline or grievance policy

If you are not satisfied with the outcome of the investigation by the Roscommon County Childcare CLG, you have a right to appeal to the Office of the Ombudsman.

The Ombudsman is completely independent of the Government and the service is free.

Nothing in this complaint procedure affects your statutory rights under Freedom of Information, Data Protection, or other relevant legislation.

#### Record Keeping

Complaint Forms, correspondence, minutes of meetings and any paperwork relating to complaints are retained by the appropriate designated person for a period of two years following resolution of the complaint.

#### How to contact us:

The County Childcare Coordinator/Manager  
 Roscommon County Childcare Committee Limited  
 Knock Road, Castlerea, Co. Roscommon  
 Registered Number: 360103  
 Tel: 09496 22540 Email: [irene.cafferky@roscommonchildcare.ie](mailto:irene.cafferky@roscommonchildcare.ie)  
 Web: [www.roscommonchildcare.ie](http://www.roscommonchildcare.ie)

#### Appendix 1 Roscommon County Childcare Committees COMPLAINTS RECORDING TEMPLATE (This should be completed when a formal complaint is received by Roscommon CCC) Private and Confidential

##### Complainants Name (The person making the complaint):

Address:

Address:

E-Mail Address:

Telephone Number:

##### Name of Service involved in Complaint:

Name of person dealt with (if known):

Nature of Complaint:

What follow up action is envisaged by Roscommon CCC as a result of the complaint?

Date of Receipt of Complaint.....

Complaint received via: Telephone  Verbal  Written  Other

Action taken:

..... Date: .....

## **12.7 WORK RELATED SOCIAL EVENTS**

Throughout the course of your employment, the Company may at its discretion organise official work events for staff for specific celebrations such as Christmas parties or in the event of a staff member leaving. Employees must remember that while attending such a work related event that they are representing the Company and that the Company's rules and procedures will still apply in relation to behaviour and conduct at such events. Accordingly, staff will be expected to;

- Conduct themselves at all times in an orderly manner;
- Refrain from loud and obnoxious behaviour;
- Be aware of other people, the venue and their staff and treat them with respect;
- Ensure that they take alcohol responsibly;
- Refrain from posting photographs on social networking sites which may paint the Company or its agents in an inappropriate light;
- Refrain from posting photographs containing images of your fellow employees/colleagues on social networking sites against the wishes or without permission of those fellow employees/colleagues.

From time to time there may be parties or outings which are organised by employees and these are not the responsibility of the Company. The Company will not be liable for any incidents which occur during an unofficial party. These parties will not be:

- a) Organised by Management;
- b) The responsibility of the Management or Company;
- c) Organised during work hours;
- d) Organised in the workplace or on the Company premises;
- e) Held on the Company premises;
- f) Booked in the name of Roscommon CCC, nor will the Company name be used during any unofficial outings/party.

Staff organising any unofficial outing, party etc. must inform all possible attendees that the outing is unofficial and not the responsibility of the Company or Management. Employees will know if a party/outing is official as:

- a) All documentation regarding the event will be on official memos via Company Email and/or BrightHR or other company work applications from Management
- b) The event will be organised via the workplace

If in doubt, please ask Management. A breach of this policy may result in Disciplinary action.

## **12.8 BEHAVIOUR AT WORK**

- 1) You should behave with civility towards fellow employees, and no rudeness will be permitted towards customers or members of the public. Objectionable or insulting behaviour or bad language will render you liable to disciplinary action.
- 2) You should use your best endeavours to promote the interests of the business and shall, during normal working hours, devote the whole of your time, attention and abilities to the business and its affairs.
- 3) Any involvement in activities which could be construed as being in competition with us is not allowed.
- 4) All reasonable instructions from your Line Manager are to be carried out.

## **12.9 BEHAVIOUR OUTSIDE OF WORK**

Because the business demands employees of the highest integrity, we have the right to expect you to maintain these standards outside of working hours. Activities that result in adverse publicity to ourselves, or which cause us to lose faith in your integrity, may give us grounds for your dismissal.

## SECTION 13 Safety, Welfare and Hygiene

### Statement

Health & Safety legislation imposes obligations on all those concerned with health, safety and welfare at work and this includes employees as well as employers. Accordingly, the Company actively pursues a policy to promote health & safety at work and to seek the co-operation of all employees for that purpose

### Prevention

- A Safety statement is prepared and reviewed on a regular basis (it is available in our shared online systems and in the reception hallway)
- Furniture and equipment is arranged to minimize safety risks
- Electrical/Fire equipment and appliances are regularly tested and serviced

#### 13.1 General Safety Rules

1. All workers should be aware of, respect and adhere to the rules and procedures contained in the Employee Handbook and company safety statement.
2. Staff must have the appropriate emergency contact details always stored in their phones- these must include their relevant line Manager.
3. All workers should immediately report any unsafe practices or conditions to the ROSCOMMON CCC Manager or designated Health & Safety Representative
4. Any person under the influence of alcohol or any other intoxicating drug which might impair motor skills or judgement, whether prescribed or otherwise shall be advised and referred to the Alcohol and Drugs Policy in the Employee Handbook.
5. Horseplay, practical joking or any other acts which might jeopardise the health and safety of any other person are forbidden please refer to the Disciplinary Policy, Sections on Misconduct and Gross Misconduct.
6. Workers shall not adjust, move or otherwise tamper with any electrical equipment in a manner not within the scope of their duties.
7. All waste materials must be disposed of carefully and in such a way that they do not constitute a hazard to others.
8. All hazards should be reported and recorded immediately to the ROSCOMMON CCC Manager or designated Health & Safety Representative
9. Major accidents and incidents should be recorded immediately on the form provided with the company's Health & Safety Statement.
10. Workers must ensure that all protective guards and safety devices are used on equipment (as required) and, are properly fitted and in good working order and report any deficiencies to the ROSCOMMON CCC Manager or designated Health & Safety Representative
11. Due care and consideration should be given to avoiding injuries and the handling of any heavy materials.
12. All workers are expected to participate in any training provided by ROSCOMMON CCC including Health & Safety Statement Induction, manual handling and first aid
13. Establish and maintain safe working procedures among staff and volunteers and clients and ensure that everyone is aware of these procedures.
14. Ensure premises we use are safe and suitable for the particular activity and have clear accessible emergency exits.
15. Insurances covering all activities and Public Liability will be in situ and up to date.
16. A first Aid Kit will be available both in the office and for use if you are using your car for work travel on an ongoing basis.

### In the event of an accident

- The First Aid box is always fully equipped, easily identifiable and location is known to all staff. Supplies are checked regularly by ROSCOMMON CCC

- Designated First Aiders will be assigned within the staff team, in emergency call on doctors in the offices building (numbers provided at all workstations)
- Staff must wear protective clothing (disposable aprons and gloves) to clean any bodily fluids or spillages.
- All accidents, even minor ones, are recorded on the report form within the Health & Safety Statement.
- Accidents will be reported to the Insurance Company and appropriate authorities as outlined within the company's Health & Safety Statement.

### **13.2 Information/Training**

There must be an agreed procedure for responding to incidents/dealing with emergencies.

1. This procedure should be known to all staff and reviewed on a regular basis and is incorporated into the induction Programme.
2. Agree an emergency code or phrase.
3. Under no circumstances must staff be made feel incompetent or apologetic for activating the emergency procedures.
4. Responsibility for the above should be assigned to the Manager and/or Health & Safety Representative.

**Visits to Service users Outside of the Office Environment** (see Driving for Work Policy & Procedure and Lone Worker Policy)

### **13.3 Place of Work/Health & Safety**

The Company is committed to establishing and maintaining standards of security which preserve its assets and protects its employees. All employees are expected to observe and comply with the Company's security procedures.

- Employees will be based at the company's offices at Knock Road, Castlerea, Co. Roscommon or as designated by Roscommon County Childcare Committee CLG. The employee may be required or permitted to work in various locations from time to time.
- Employees may work from home under our hybrid policy, or in exceptional circumstances in agreement with their line manager. All such work must be approved by Manager (or Chairperson/Designated Committee member in the case of Manager) beforehand.
- It is each individual employee's duty to adhere to safe systems of work as outlined in the ROSCOMMON CCC Safety Statement while also complying with all instructions provided by the Manager, ROSCOMMON CCC. In addition to the management's responsibility for your safety, you too have a responsibility to co-operate with the company; use any protective equipment supplied; report to the company without reasonable delay any defects in equipment, place of work or system of work which might affect your safety or welfare; not to intentionally or recklessly interfere with or misuse anything provided for safety, health or welfare of other staff members or of their work activities. First Aid facilities are available on the premises.
- Employees are required to co-operate with the Manager, ROSCOMMON CCC on Health & Safety issues and must highlight any defects in the buildings, equipment or the systems of work without delay.
- The ROSCOMMON CCC Safety Statement is available to all employees and it is the employee's responsibility to be familiar with the safety statement and the name of the company's Health & Safety Staff representatives.
- ROSCOMMON CCC will provide basic safety induction training to all staff

### **13.4 Site Security Procedures**

#### ***Company Visitors and Contractors***

All RCCC visitors and contractors must sign- in and out using the Company Sign-In procedure and where possible should be accompanied by a Company representative at all times whilst on the premises.

#### ***Right to request that employees remain on the premises and to consult with the Gardaí***

The Company reserves the right to request that Company employees remain on the premises and for the Employer to consult with the Gardaí in instances where the Employer has reason to believe that the employee has attempted to leave the premises with company property in their possession, for which prior authorisation has not been sought by the employee.

### **13.5 NOVEL CORONAVIRUS POLICY & PROCEDURE**

This policy has been developed in accordance with advice provided through the HSE/HPSC and will be updated if/when advice changes

This policy is available and communicated to staff, company directors and relevant stakeholders.

Relevant staff have received this policy, know the requirements and have a clear understanding of their roles and responsibilities in relation to this policy.

#### **Statement of Intent:**

It is our aim to minimise the spread of infection for staff, stakeholders and individuals visiting our offices through the implementation of controls which reduce the transmission and spread of germs. We aim to promote and maintain the health of staff, stakeholders and individuals visiting our offices through the control of infectious illnesses. This policy covers the Coronavirus and requires cooperation from staff, stakeholders and individuals visiting our offices and management in its implementation.

#### **What is Novel coronavirus 2019-nCoV**

COVID-19 is an illness, identified in late 2019, caused by a virus called SARS-CoV-2.

Effective vaccines against COVID-19 are available and a robust vaccination programme has been implemented in Ireland. People who are vaccinated may still be able to transmit SARS-CoV-2 infection to susceptible contacts.

#### **Symptoms & Treatment of novel coronavirus 2019-nCoV**

Guidance in relation to Coronavirus should be checked as updated. The Health Protection & Surveillance Centre publishes guidance to be followed for any person who tests positive for coronavirus or is deemed a close contact of a confirmed case:

<https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/>

If the company have any concerns regarding the health of a staff member, we may request a letter from their medical advisor to confirm that they are well and do not require exclusion from work.

If you require additional training/support on any aspect of this policy please contact your relevant line manager. Further information is available: <https://www2.hse.ie/conditions/coronavirus/coronavirus.html>

HSE Live: 1800 700 700

If you require additional training/support on any aspect of this policy, please contact your relevant line manager.

For more updated information please review the HSE website below.

<https://www2.hse.ie/conditions/coronavirus/coronavirus.html>

#### **Visitors**

Where applicable, consider asking visitors in advance of attending the workplace to identify if they may have Flu symptoms or if they have had contact with a person infected with Flu.

Ask visitors to provide information as to where and how they may be contacted after their visit, in the event that Flu develops in the workplace and they need to be notified.

### **13.6 FITNESS FOR WORK**

If you arrive for work and, in our opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others, and send you away for the remainder of the day with or without pay and, dependant on the circumstances, you may be liable to disciplinary action.

### **13.7 Accident, Incident and Near Miss Reporting**

All accidents/incidents, occupational ill health diseases, dangerous occurrences, incidents of fire or near misses should be recorded and reported immediately and not later than 24 hours following the incident or occurrence by way of completion of an Accident Reporting Form and as per guidelines and training outlined at our company's Health & Safety Statement induction.

A near miss is defined as an event that did not result in injury, illness, or damage – but had the potential to do so. It is important that all sections are completed. Care should be taken that information is legible and concise. Forms should be signed by the person completing the form so that queries can be followed-up. Failure to report in a

timely manner can potentially endanger the health and safety of employees and service users, as well as having other consequences in respect of insurance etc.

### **13.8 Non-Smoking Policy**

ROSCOMMON CCC operates a non-smoking policy in accordance with workplace smoking legislation. Employees are not permitted to smoke on-work place premises, or whilst working at any time, with the exception of within designated external smoking areas, during break times. Failure to comply with this policy will result in an employee being subject to the Company's Disciplinary Procedure.

### **13.9 Alcohol & Drugs Policy**

ROSCOMMON CCC is committed to providing a safe, healthy and productive working environment for all employees and endeavours to ensure that employees' use of either alcohol or drugs does not impair the safe running of the Company or the health of its employees.

If an employee is known to be, or strongly suspected of being intoxicated by alcohol or drugs during working hours the Manager or designated person must be consulted. Arrangements will be made for the employee concerned to be escorted from Company premises immediately and the employee will be subject to subsequent disciplinary investigation.

Employees who are in possession of illegal drugs or are under the influence of drugs (including alcohol) on Company premises which have not been prescribed on medical grounds, will, in the absence of mitigating circumstances, be deemed to be committing Gross Misconduct and will be liable for summary dismissal. This will also apply to employees who are convicted of supplying illegal drugs or convicted of being in possession of illegal drugs.

Employees will not be disciplined for seeking help or requesting rehabilitation referral advice from the Company and are actively encouraged to seek the help of their Manager at an early stage. Where employees acknowledge that they have a problem and are given help and referral advice, this will be on the understanding that:

- Whilst they are undergoing treatment they will be on sick-leave
- Every effort should be made to ensure that on completion of the recovery programme, employees are able to return to the same or equivalent work.

However, where such a return would jeopardise a satisfactory level of job performance or present a safety hazard, a review of the full circumstances surrounding the case will be reviewed by the Manager in conjunction with the Board of Directors. If after employees have received such treatment, recovery seems unlikely, the Company may need to progress the situation. In such cases, dismissal may result.

### **13.10 Stress in the Workplace Policy**

#### **Statement**

The management of ROSCOMMON CCC is committed to fulfilling its obligations to protect the health, safety and welfare of all employees including management, to provide a safe place of work for employees, and to managing effectively, in so far as reasonable and practicable, work related stress that may arise.

#### **Definition**

Stress is broadly defined as a state, which is accompanied by physical, psychological or social complaints or dysfunctions, which result from individuals feeling unable to bridge a gap with the requirements or expectations placed on them.

Stress is different to pressure, which can be a positive state if managed correctly, whereas stress if not managed correctly can be detrimental to health.

Symptoms of stress may include some of the following:

- constant anxiety
- irritability
- poor concentration
- fatigue
- inability to cope
- headaches and dizziness
- insomnia
- lack of appetite
- overeating
- chest pain
- tension

- Drug/alcohol abuse.

*Please note that these symptoms are indicative of potential stress issues, but are not related to stress alone, and may be symptomatic of other conditions.*

### **Management of Work-Related Stress**

Stress is a complex phenomenon and all manifestations of stress at work cannot be considered as work related stress. ROSCOMMON CCC recognises that the impact of stress is individual in nature, and employees may react differently to similar situations, and that the same employee can react differently to similar situations at different times of his/her life.

It is also recognised that stress originating outside the working environment can sometimes lead to changes in behaviour and level of effectiveness in the workplace.

When a problem of work-related stress is identified, ROSCOMMON CCC will take all reasonable and practical measures that it can to prevent, eliminate or reduce it. Relevant factors such as work content, work organisation, work environment, work processes and communication methods will be reviewed, as appropriate, in consultation with the employee.

Any employee who indicates that they believe they are experiencing work-related stress, will have their situation reviewed in the first instance by their line Manager and then as appropriate. An Employee may be referred by their line manager to the company's employee assistance programme.

### **13.11 Right to Disconnect Policy**

The health and well-being of our employees is of the utmost importance to us, and we encourage and support our employees to prioritise their own well-being. The advancement of technology allows us to work in a more flexible manner than previously ever anticipated. However, this "digital workplace" can also lead to the lines between work and home-life becoming blurred. Disconnecting from work is vital for your well-being and to help you achieve a health and sustainable work-life balance.

To encourage and support our employees in balancing their working and personal lives whether they work traditional hours in the workplace, work remotely or flexibly, we have adopted a 'Right to Disconnect' company policy which includes best practice around wellbeing, working hours, the use of technology and communications.

The purpose of this Right to Disconnect policy is to confirm that Roscommon CCC recognises that every employee is entitled to switch off outside of their normal working hours, disconnect from work and work-related devices and enjoy their free time away from work without being disturbed, unless there is an emergency or agreement to do so.

The implementation of this Right to Disconnect Policy is a key step in creating and developing a culture where employees personal time is respected. We encourage you and all employees of the company to cooperate in creating this culture.

### **Obligations on Employers and Employees**

We believe that a collaborative approach between our company and its employees is necessary to ensure that all employees can truly avail of this right to disconnect. We have, therefore, set out the Company's obligations and commitments and each employee's obligations and commitments.

#### **Employer obligations:**

1. Employee's working time and the hours which an employee is reasonably expected to work are set out in an employee's contract of employment, in accordance with the Terms of Employment Information Act, 1994 — 2014 and the Employment (Miscellaneous Provisions) Act 2018.
2. We will work with employees to ensure that rest breaks and daily and weekly rest periods are observed, in accordance with the 1997 Act and that proper lunch breaks are taken.
3. When assessing requests for annual leave, we will consider work requirements as well as the need for the employee to reconcile work and any family responsibilities and opportunities for rest and recreation available to the employee.
4. We will encourage all employees to avail of their annual leave entitlements in full
5. We will work with employees to ensure a safe workplace, so far as is reasonably practicable in accordance with our Health and Safety at Work Policy.

6. No employee will be penalised or subjected to any detrimental impact (in respect of career progression, promotional opportunities, performance reviews or otherwise) for expressing their right to disconnect.

#### **Employee obligations:**

1. As per the Health & Safety Policy, employees are required to take reasonable care to protect their safety, health, and welfare and that of co-workers.
2. Employees are requested to cooperate fully with the company's designated record keeping systems to record working time, including when working remotely or flexibly, and to advise their employer of any rest breaks to which they were entitled to and were not able to avail of and the reason for same.
3. Employees must be mindful of colleagues', customers'/clients', and other people's right to disconnect. This includes respecting the down time of others by not routinely emailing or calling outside working hours or during periods of annual leave.
4. Employees are required to manage their own working time and switch-off outside working hours unless they are required to work for legitimate business or operational reasons. This includes not responding to emails that arrive outside normal hours unless it is clear that it is necessary.
5. We encourage our employees to be conscious of their work pattern and aware of their work-related wellbeing, and we encourage our employees to take remedial action, if necessary. This includes speaking with your line manager/management.
6. We require that all employees engage with the implementation of this policy and maintaining a culture where personal time is respected.

#### **Role of Line Managers**

Senior management will play a key role in the implementation of this policy and should respect their team members' right to disconnect and should demonstrate a clear commitment to the Policy through leadership and being active role models. Where a team member is routinely sending emails or logging in excessively outside of working hours, senior management will commit to ascertain what is happening and if this appears to be linked to an excessive workload, performance issues or where organisational culture is a contributing factor. In such circumstances, managers must ensure that employees have clear goals and deliverables that, other than in exceptional circumstances, can be delivered during normal working hours.

#### **Working Hours**

Roscommon CCC CLG expects that generally employees will disconnect from their work devices, refrain from checking work emails or messages excessively or unnecessarily and be unavailable to take work-related phone calls or attend meetings outside of their normal working hours and during any periods of annual leave.

There may, however, be occasional legitimate circumstances when it is necessary to contact employees outside of their normal working hours, or for employees to have to respond to emails or join work-related calls. Any such occasion should be limited to only those where it is necessary, and consideration has been given to whether it is required in the circumstances (i.e. that the email cannot reasonably wait until the following day, return from annual leave, etc.).

Management have developed a communication system where staff on annual leave will receive one circular on their return with all necessary updates, this should be implemented by a whole team approach for staff and management.

There may also be times that business and operational needs may require some out-of-hours working by some employees depending on the service being provided, the employee's role, the needs of customers/clients and the unique requirement of critical services. Indeed, certain functions within our organisation do not always operate on a standard hour's basis but in a manner responsive to customer needs, and flexibility is required to meet the needs of the business. Roscommon CCC CLG recognises that such flexibility may also be beneficial to employees and the Company is committed to ensuring the appropriate balance in terms of Company and employee outcomes.

## **Communications**

There is a general expectation that employees disconnect from work emails and communications outside of normal working hours. To mitigate any disturbance to the recipient's right to disconnect, the sender / meeting organiser should give due and thoughtful consideration to the timing of their communication / meeting request and potential for disturbance. This involves, for example, a consideration as to whether the email needs to be sent if such is outside of normal working hours, or if the "delay receipt" option could be used.

Where an email is issued within one employee's working hours which is outside the recipient's working hours, the email should specifically state that an immediate response is not expected (unless business or operational needs require otherwise). Similarly, the recipient should understand that they will not be expected to respond until their working time recommences, unless a response is necessitated by legitimate business and operational reasons.

We recommend that employees, to assist them to disconnect, update their signature block, or activate an out-of-office response providing language similar to the following:

'My normal working days/ hours are ..... I will respond to you when I am back at work, alternatively you can contact another member of the team at 0949622540 or email info@roscommonchildcare.ie.'

'In the interest of staff well-being and a healthy work-life balance, any email you receive from me outside of normal working hours does not need to be addressed or responded to until your normal working hours.'

Given the nature of our organisation and business operational needs may dictate that there will be occasional situations which require some out-of-hours working by some employees depending on the service being provided, the employee's role, the needs of customers/clients and the unique requirement of critical services and as may be agreed in an employee's terms of employment.

## **Meetings**

Roscommon CCC respects people's time and we expect our employees to respect each other's time. When arranging meetings, employees must consider who should attend and only invite those whose presence is required for reasons including, that they will play an active role in the meeting, have something to contribute, are required to perform their role, will benefit from attending as part of their training etc. Employees should be conscious of trying to minimise unnecessary meetings and meeting fatigue.

Employees must always be aware of the attendees' time zones and ensure, in so far as is practicable, to arrange the meeting during the working hours of the attendees and avoid setting them at lunch or break times.

We also suggest, to ensure employee wellbeing that employees should be mindful of and manage how much virtual communication they have each day.

## **Raising Concerns**

While we hope it isn't necessary to raise concerns, we do recognise that the working culture we are committed to cultivating isn't always implemented in practice. Situations, therefore, may arise where an employee may feel that their right to disconnect is not being respected or that their workload is such that they are not able to disconnect at the end of their normal working day.

The employee should attempt to resolve the matter by speaking with their immediate line manager on an informal basis at this first instance. Informal conversations can often be the best way to resolve issues. Where the informal route is not appropriate, or has not been effective on a previous occasion, employees can raise a formal complaint under the Company's grievance procedure.

## 13.12 Manual Handling

### INTRODUCTION

There are four main aspects of manual handling:

#### The Load

The risk of back injury increases if the load is:

- Too heavy
- Too large
- Difficult to grasp
- Unbalanced or unstable
- Difficult to reach
- Of a shape or size that obscure's the worker's view

#### The Task

The risk of back injury increases if the task:

- Is too strenuous e.g. carried out too frequently/for a long duration
- Involves awkward postures or movements
- Involves repetitive handling

#### The Environment

There may be some characteristics that may affect the risk of back injury:

- Insufficient space to carry out manual handling properly
- Uneven, unstable or slippery floor
- Heat may make workers feel tired and sweat may make it difficult to have a proper grip of tools etc.
- Insufficient lighting

#### The Individual

There may be some individual factors that may affect the risk of back injury:

1. Lack of experience
2. Age
3. Physical dimensions such as height, weight and strength
4. Any history of back problems

### A) CORRECT LIFTING TECHNIQUES

Before lifting a load, you need to plan and prepare. Make sure that you know where you are going and there are no obstacles in the way. Also make sure your hands and any handles are not slippery. You should then use the following technique:

- Put your feet around the load, with your body over it (if this is not feasible, try to get your body as close as possible to the load)
- Use the muscles of your legs when lifting
- Straighten your back
- Pull the load as close as possible to your body
- Lift and carry the load with straight downward turned arms.



When pushing and pulling, it is important that:

- It is done using the body's own weight i.e. lean forward when pushing and backwards when pulling
- You have enough grip on the floor
- You avoid twisting and bending your back

- Handling devices have handles/grips you can use which should be between the shoulder and waist so you can pull in a good, neutral position
- Handling devices are well maintained so that the wheels have appropriate size and they run smoothly
- Floors are hard, even and clean.

#### **TWISTING AND BENDING OF THE BACK SHOULD BE AVOIDED**



#### **13.13 Roscommon County Childcare Committee CLG Hybrid Working/Work Hours Policy & Request Form**

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**Appendix 2** Guidance on Workstation Set up

**Appendix 3** Company Files/Documentation Sign out

**Appendix 4** Roscommon CCC Employee Self-Assessment Risk Assessment (For Hybrid/Home Working Applicants)

**Appendix 5** - Roscommon CCC Hybrid/Change of Work Hours Request Form, Applicant Declaration and Applicant Risk Assessment if applying for Hybrid Work Model

#### **INTRODUCTION**

The Company (Roscommon CCC CLG) recognises the importance of helping its employees maintain a good work and home life balance and in turn recognises that staffing levels must always remain in line with the demands of the business to ensure efficiency, productivity, and competitiveness to be responsive to our clients' needs with a local county office presence.

The implementation of hybrid working in the Roscommon CCC CLG will at its fundamental starting point focus on the organisational needs of the company. At its core, the provision of public services and facilities by Roscommon CCC CLG is by public facing service delivery. We are committed to excellence in the delivery of our broad range of services and the quality of our customer service. In this context, the hybrid working/work hours policy sets out how we can implement hybrid working while maintaining our commitment to the delivery and improvement of the highest standard of services directly to our clients/services and local communities. Whilst this does not change, the nature of the role or the substantive duties to be carried out by the employee, it will require all employees to be more flexible in the undertaking of their duties both in the remote and office-based environment.

Hybrid working is a working style that allows employees to work outside of a traditional office environment. The purpose of this document is to reiterate Company expectations and our duty of care for hybrid workers in relation to our Company Policies and Procedures and health and safety. Employees assigned to hybrid working either as part of their role, or as part of a business continuity plan are all responsible for following the guidance stipulated

within this policy, which forms part of the terms of our most up to date version of the company's Employee Handbook.

Any employee authorised for hybrid working will be deemed to have agreed a change in contractual terms. All requirements and adherence to our company policies and procedures still apply whether an employee is working onsite or as part of a hybrid model. Employees are not permitted to work from other locations other than their specified home address and/or company office without prior authorisation from their relevant line manager. The purpose of this policy is to ensure that company employees are made aware of (1) the right to apply, and the requirement for hybrid working to be authorised by the company and (2) Employees can also apply to reduce their working hours through this policy. Employees should be aware that if their application is approved the variation in contract terms is a permanent one and the employee has no automatic right to change back to their previous working pattern of work.

**Note:** Every eventuality may not be contained within this policy therefore Roscommon CCC CLG reserve the right to review and update this policy as required and include in our company employee handbook. Company employees will be notified of any updates/changes to this policy by management/company through normal HR processes and/or uploaded for employees on to the company BrightHR portal. **This policy that will be reviewed for its effectiveness in periodically as required.**

*Please contact your direct Line Manager if you have any further questions in relation to this policy.*

#### **Policy**

The Company in keeping with our commitment to equal opportunities and desire to support our employees, commits to the implementation of a hybrid work policy provided that the arrangement meets the mutual needs and objectives of both the company and the employee. Employees should be aware that if their application is approved the variation in contract terms is a permanent one and the employee has no automatic right to change back to their previous working pattern of work.

Working from home one day a week or a percentage of an employee's regular working weekly hours (may be up to 25%) on a recurring basis are situations covered by our hybrid work policy. Employees direct line manager has the autonomy to discuss with each team member their specific flexibility needs to determine what will work best for the company. Direct line managers will have the autonomy to make operational decisions to determine what level of hybrid working arrangements work best for the company.

Employees and Management need to be realistic and to recognise that not all flexible/hybrid working options will be appropriate for all roles and needs of the company. A trial period may be agreed to assess whether such an arrangement meets the requirements of the business. In general, the trial period should last no less than 6 months and no more than 12 months, this period may be extended at the discretion of management/company.

Thereafter, each hybrid working arrangement will be subject to ongoing review and a formal review on an annual basis. It will be solely a matter of Roscommon CCC CLG to determine the locations from which hybrid working will operate. The application of hybrid working requires that the employee must remain available, whilst working remotely, to attend the workplace at short notice, therefore the remote working location must facilitate this and with the exception of persons residing in Northern Ireland remote working outside of the state will not be facilitated. Employees will be informed that Roscommon CCC CLG reserves the right to audit the workstation to ensure compliance with health and safety standards. The audit will be conducted by the management and/or designated officers/appointed personnel of Roscommon CCC CLG. Employees who have been approved for a hybrid working arrangement will be required to attend the company office at regular intervals. In addition, employees on hybrid working arrangements will attend the office, if requested to do so by their direct line manager.

As an application for hybrid working is assessed in the context of a specific role, should an employee move roles, it is not guaranteed that they will be afforded the hybrid working arrangements in their new role and an employee will have to reapply, in respect of their new role. Hybrid workers will generally have no automatic right to a dedicated workstation or single occupancy office in their employer's work premises but will have a shared workspace available to them when required to attend.

Line managers have a central role in ensuring the implementation of an effective system of hybrid working. The role of the direct line manager is key in overseeing and ensuring individual accountability and effective performance management.

The company Manager must approve a working from home arrangement for all Roscommon CCC staff.

The company Chairperson and/or company designated officer must approve a working from home arrangement for the Manager.

Where a flexible/hybrid working arrangement is proposed, the company will consider certain criteria, including, but not limited to:

- The costs associated with the proposed arrangement
- The effect of the proposed arrangement on other staff and management
- Customer and business needs and role suitability
- Employee suitability
- The need for, and effect on, supervision
- The existing structure of the company
- The availability of staff resources
- Details of the tasks specific to the role
- The workload of the role
- The need to access physical files, specialist equipment, customer facing services, requirement to attend physical meetings, etc.
- Whether it is a request for a reasonable adjustment related to a disability
- The need to ensure full compliance with data protection and health and safety requirements
- Any disciplinary or performance related issues
- Is the employee eligible by nature of their job?
- Office rotas and access of office to the public
- Will collaboration with the employee's team become difficult?
- Suitability of designated workstation.
- Do employees have the necessary equipment or software installed at home?
- What are the conditions of employees' home or alternative place of work (noise, internet connection etc)?
- Ability of employee to meet health and safety requirements of the company
- Ability of employee to have adequate home insurance for hybrid working in place as well as the employer related insurances (the company will determine what is adequate insurance)
- Customer-facing service delivery, which requires, attendance at the company premises.
- Performance of tasks that are more efficiently carried out on-site.
- Ability to ensure that remote working can be undertaken in a cyber and data secure environment.
- Agreement of employee of the right of the company (employer) to audit the workstation to ensure compliance with health and safety standards
- Agreement and ability of employee to work with business cycles, work priorities, performance management and management's prioritisation of work plans both on an individual and team basis
- The need to ensure confidentiality

## Scope

This policy applies to Roscommon CCC employees who have:

- ⊕ Completed a successful probationary period
- ⊕ No disciplinary issues
- ⊕ A permanent signed contract of employment (subject to ongoing funding)
- ⊕ A current up to date signed Contract of Employment/Terms of Employment with the company on file and attach same to this request form (if unsure check with your direct line manager)
- ⊕ Agreement with the latest version of the company handbook which includes company policies and procedures (the latest version is available on employees BrightHR portal and/or from company management).
- ⊕ House insurance that covers home working/hybrid and have attached a copy to the company request form (the company will not be responsible for any charges incurred for this on your home policy)
- ⊕ Have an internet connection that is adequate to enable them to do their job and a secure password on your home broadband to ensure other people can't be hosted on the network.
- ⊕ Facilitated a request for a home visit from company assigned personnel/management as part of the procedures for safe working and agreed to spot checks as deemed necessary by the company
- ⊕ Equipment that facilitates hybrid work (supplied by the company)
- ⊕ Completed the hybrid request form and have all associated necessary documentation attached and submitted to your direct line manager no less than 6 weeks prior to proposed commencement date of flexible/hybrid working

## Assessing Hybrid Working Requests

All applications for blended working will be considered in a fair and equitable manner. Advice to all employees will be given by management/company on those services and functions that are required to be carried out on-site or in the office.

- **Right to request** – Employees will have the right to request the option of hybrid working within the policy of Roscommon CCC CLG
- **Right to refuse** – Roscommon CCC CLG will have the right to refuse hybrid working arrangements and will retain the right to require employees to attend the workplace having regard to business needs.
- **Suitability** - Reflecting the nature of our company's services, a significant proportion of services and specific tasks and activities cannot be delivered remotely. Availability and patterns of hybrid working will be based on business needs and the suitability of the role at any point in time, which may be subject to change, should the business needs dictate. Access to hybrid working, will not be an automatic entitlement, nor will an employee be entitled to retain a blended working arrangement where the role, function, or task and/or individual is no longer deemed suited to blended working.
- **An evolving policy** – Working policies will continue to develop to reflect the impact of new ways of working across our company.

## Requesting Hybrid Working

Employees who wish to apply to work as part of our company's hybrid model must do so in writing to their direct line manager by completing the ***Hybrid Working Request Form (Refer to Appendix 5)***

The request must be made no less than 6 weeks prior to proposed commencement date of flexible working including the following information:

- ⊕ The date of the application
- ⊕ The change(s) that the Employee is seeking to their working pattern or place of work
- ⊕ The date from when the Employee would like the proposed change to come into effect
- ⊕ Proof of appropriate home insurance
- ⊕ Any other information required in the application form

Once an employee has submitted their request form, their direct line Manager will contact them to arrange a meeting, which will normally take place within 21 working days of the application being submitted, to discuss their request in more detail. These timelines may be extended beyond 21 working days at the discretion of management/company and where required, more information may be sought in relation to an employee's request. The request will be considered by an employee's direct Line Manager after the meeting and may if necessary be in conjunction with any other appropriate party.

The employee must:

- Complete the application, declaration and assessment form, the employee self-assessment risk assessment (For Hybrid/Home Working Applicants, see appendices 4/5) and attach all required documentation including other documentation required as outlined within this policy
- Identify a single designated remote workstation which is suitable and meets the health and safety requirements as set out in the Hybrid Working Policy. **(Refer to Appendix 2 Guidance on Workstation Set up)**
- Agree to a risk assessment, conducted by the employer.
- Agree to make no subsequent changes to the workstation without authorisation from the employer
- Confirm that they are able to connect to a work computer via their own reliable broadband connection **(Refer to Appendix I Broadband Connection & Speed as a guidance only)**
- Confirm that the workstation allows compliance with data security and applicable confidentiality standards.
- Confirm home insurance is adequate and provide proof of same

**Each request will be considered on a case-by-case basis, and a precedent will not be set by the granting of flexible/hybrid working in any one particular case.**

**Note:** Where risks cannot be mitigated and/or the designated workstation fails to meet the required health and safety standards, the hybrid working arrangement will not be approved.

**Note:** The company reserve the right to visit and audit the home workstation to ensure compliance with health and safety standards.

The Employee will be notified of the decision normally within 12 weeks of the date of the meeting however this timeline may be extended at the discretion of the management/company. The request may be granted in full, in part or refused. Alternatively, a modified version of the request may be suggested; the request may be granted on a temporary basis, or the Employee may be asked to try the flexible working arrangement for a trial period. If the request is agreed, then the Employee will be sent a confirmation letter which will include details of the new arrangements.

Any approval provided is provisional pending the following steps:

- Completion of appropriate training by the applicant in relation to their designated workstation set up
- Completion of the Hybrid Health & Safety Assessment
- The process for this and a sample Display Screen Equipment and Workstation Assessment form (Appendix 2) is outlined in this Hybrid Working Policy and Procedure

**The company reserve to withdraw the approval of hybrid working from an employee where:**

- The employee has failed to meet satisfactory standards in relation to conduct, job performance, attendance, time keeping and the observance of Roscommon County Child hybrid working care Committees policies and procedures
- There is poor broadband connectivity available in the home environment
- Work assignments are not being completed
- Disciplinary action has been invoked with the employee
- Health & Safety & Data Protection risks and/or policies are breached
- Needs of the company change (this is determined by management/company)
- Team mobility is compromised
- Employee declaration no longer being honoured

**Note: The decision of withdrawal of a hybrid working arrangement by the company is final**

## **Compensation and benefits**

Usually, work from home arrangements don't affect employees' employment terms. If working from home has any effect on compensation and benefits, then Management/HR is responsible to create a new contract

## **Compliance with Policies**

Our hybrid working employees must follow our company's policies like their office-based colleagues, failure to do this may result in disciplinary action.

Elements of **health and safety** to be mindful of when working remotely include:

- ⊕ Taking care to secure trailing computer cables to avoid any trip hazards
- ⊕ Keeping your workstation clear of any liquids or hazardous items which could compromise your work equipment and your physical safety
- ⊕ Sitting close to a window where possible so a source of natural light and air is available to you
- ⊕ Always take care to source practical furniture and seating equipment so that it is of a comfortable height and position, or adjustable where possible
- ⊕ Ensure that the lighting and temperature of your remote workstation is suitable
- ⊕ Take care to check electrical equipment is not in disrepair, for example, broken plug sockets and frayed cables
- ⊕ Ensure laptops and monitors are switched off at the end of the working day
- ⊕ Take breaks when needed and hydrate regularly
- ⊕ Seek to keep communication channels with management and colleagues transparent and open in case any issues arise
- ⊕ Report any issues/challenges immediately to management (request a meeting to discuss, texting is not acceptable)

All employees are responsible for reporting health and safety concerns whether they are in the office or working as part of a hybrid model. If you have any health and safety issues or concerns, you should refer these to Management immediately.

## **Staying Safe Online**

Phishing attacks still pose the largest risk from a cyber security perspective. Therefore, we recommend employees maintain and adopt a mindset of 'Think Before You Click' when working as part of a hybrid model. This could help prevent system attacks from a potentially malicious link or infected attachment. Keeping a healthy suspicion of all e-mails, even if seemingly trustworthy, will help to combat and stop cyber-crime in its tracks.

Social engineering is a regular method used by cyber criminals, who could try to pose as your Manager, a Company Director, client, third party company or your colleague. Like any business, we regularly receive e-mails which pose as something they are not, with an agenda to try and attain vital pieces of data which could financially benefit organised crime groups. A successful cyber-attack can lead to an account being compromised, a major data breach or a ransomware outbreak which can devastate the company network.

Points to remember to help mitigate the risks of Cyber-Crime:

- ⊕ Never enter your username and password into a website or document unless you are certain that it is safe to do so
- ⊕ Some phishing emails and spam will occasionally pass through undetected, so be careful to check who you are emailing is genuine
- ⊕ Avoid any personal and general browsing on corporate equipment because some websites are malicious and can infect your computer
- ⊕ Take care to only go to trusted sites and be on your guard against online and financial fraud
- ⊕ Avoid using unsecure or public WIFI networks when completing work tasks where possible as these connections are more vulnerable to cyber criminals
- ⊕ Set a secure password on your home broadband/WIFI to ensure other people can't be hosted on the network.

All employees are responsible for reporting cyber security concerns to Management whether they are based in the office or working within a hybrid model.

### **Equipment**

The company will provide our hybrid working employees with equipment that is essential to their job duties, like laptops, screens, office desk and ergonomic chair, headsets and mobile phones (when applicable.) We will install VPN and company-required software when employees receive their equipment.

***The company will not provide secondary equipment (e.g., printers, shredders) or resources in relation to any other costs incurred by the employee such as adequate home insurance for hybrid working.***

Provision of equipment will be dependent on the situation, job role and resources available. Use of any computer equipment owned by the Company and its software is limited to employees alone and to business applications.

Peripheral equipment such as printer and modem may not be connected to any of the Company's computers other than those issued to you by the Company. Information personal to you should not be stored on the work computer

Equipment that we provide is company property. Employees must keep it safe and avoid any misuse. Specifically, employees must:

- Keep their equipment password protected.
- Store equipment in a safe and clean space when not in use.
- Follow all data encryption, protection standards and settings and inform management immediately if a breach is suspected.
- Refrain from downloading suspicious, unauthorised or illegal software.
- Adhere to our company's clean desk policy & all other policies and procedures
- Inform management of any faulty equipment

The employee will sign an inventory audit of all Company property and agrees to take appropriate action to protect the items from damage or theft.

Upon termination of employment all Company property will be returned to the Company unless other arrangements have been made. Company property that is not returned, or is returned damaged, will be replaced or repaired by the employee with such costs being deducted, if necessary, from the employee's final pay.

Management/HR will discuss insurance needs with employees. Employees should have adequate homeowner's insurance to cover hybrid working.

### **Indemnity**

Indemnity will apply to claims which occur in the home where there is negligence on the part of the employer(s), its servants and/or agents for claims for personal injury and/or third-party property damage as a result of their activities on the part of their organisation. Indemnity will not cover the homeworker for injuries/damage which were not related to their employment.

**Home Insurance:** Where a formalised hybrid working arrangement has been agreed between employer and employee, and where the employee has home insurance, the employee should notify their insurers of their hybrid working arrangements.

Indemnity will apply if there is negligence on the part of the employer, however the homeworker will retain responsibility for the physical property. Similarly with home insurance policy, cover is for domestic use of the house, not business use.

**Equipment and Furniture:** State indemnity will apply in the event that the employer fails to assess and ensure the replacement of unsuitable work-related equipment. No indemnity cover will be provided for damaged or stolen goods. The requirement to regularly inspect office equipment and ensure they are stored in an appropriate manner will be communicated to employees and employees should report any defective work equipment/furniture.

**Home Meetings:** For avoidance of doubt employees should not have any meetings in the home with other employees and/or clients. A home visit by management/designated personnel/authorised agent of the company will be required periodically for health and safety reasons.

### Work Expectations

While working within a hybrid model, all employees must:

- ⊕ Dedicate their full attention to their duties during their periods of work.
- ⊕ Employees must follow the work schedules provided to them, be sure to meet deadlines, uphold high-quality standards, and submit reports as requested by the relevant line manager.
- ⊕ Tools will be made available to employees for managing time and tasks, communicating with co-workers, logging and tracking projects, and accessing resources.
- ⊕ Performance will be measured, focusing on the same metrics that apply to work done in the office
- ⊕ Work in a safe manner
- ⊕ Follow managements guidance and requests for prioritisation of areas of work
- ⊕ Follow the company's, government and medical guidance on isolation, social distancing and other prevention and Health & Safety measures.
- ⊕ Have an internet connection that is adequate to enable them to do their job and a secure password on your home broadband/WIFI to ensure other people can't be hosted on the network.
- ⊕ Access and use all relevant systems and tools appropriately and to ask for assistance from management where they cannot
- ⊕ Stay in touch with management and colleagues on a regular basis

Any breaches of our company policies including data protection/GDPR, confidentiality and health and safety policies will be investigated in line with our usual policies and may result in disciplinary action, up to and including dismissal.

### Communication

- Employees are to be online and accessible during their agreed working hours. They are expected to check-in with their relevant line manager.
- Any correspondence from a relevant line manager must be prioritised and responded to
- Correspondence from co-workers or client must be answered as quickly as possible.
- Tools have been provided for communicating with the relevant line manager, team members and for collaborating on assigned projects.
- Meetings will be scheduled as required between management and staff.
- Staff should switch off from company IT when the working day is complete.
- Line Management will have the following tag line on all emails and employees are encouraged to mirror this tagline in their own email correspondences '*We work flexibility at Roscommon CCC. I am sending this message at a time that suits me. Please feel comfortable knowing that I don't expect you to read, respond to or action it outside of your own regular working hours'*
- Company employees must provide an alternative mobile number to the work mobile number where you may be reached if required by the company, this will be used sparingly by the company. If the company needs to contact you outside of your normal work hours you will be contacted on your work mobile and or the alternative mobile number you have supplied to the company. The following is not an exhaustive list but sample incidences where the company may need to contact you on the alternative number provided would be: Force majeure, unexpected job requirement, rota change or requirement for information from the company and/or funders
- Staff must have the appropriate emergency contact details always stored in their phones- these must include their relevant line Manager.

## **Security & Confidentiality**

Data privacy and confidentiality are essential components to effective hybrid working. Your working environment and working practices are subject to the same working standards that are applied to the Company's offices regarding confidentiality, access to Company documents and health and safety. Employees are required to ensure that all sensitive and confidential information in electronic format is not duplicated unnecessarily onto devices and hardware. Regularly reviewing the saved files and data saved to your hardware will help you to adhere to the GDPR principle of data minimisation.

Staff should not print soft copies of company documentation as per our green policy unless absolutely necessary for audit purposes, this includes emails.

If on any occasion, Company documents are used while working at home/remotely, precautions must be taken to ensure third parties (including members of your family, visitors or other persons visiting or residing in your home) do not become aware of any information which is confidential. Information must not be left unattended when you are working and when materials are not in use they must be kept locked away in a secure place. Similar precautions must be taken when transporting documents in the course of your work.

***TIP: Remember our clean desk policy***

- ⊕ As per the Employee Handbook and the confidentiality agreement signed by the employee upon employment, securing data and company information should be of utmost concern. Any breaches in security protocol may lead to strict and swift disciplinary action.
- ⊕ Peripheral equipment such as printer and modem may not be connected to any of the Company's computers while hybrid working.
- ⊕ All Company business information is regarded as confidential. Customer/client and staff information held or known by yourself is subject to the provisions of the General Data Protection Regulation and Data Protection Legislation therefore, you must take steps to always protect Company records against loss, unauthorised access, alteration or destruction.
- ⊕ You are required to take special care to secure all records and to prevent unauthorised disclosure of any Company or other business information. Customer or customer contact information is particularly sensitive as customers have a legal right to expect personal information held about them to be held in utmost confidence. On behalf of the Company, it is your legal obligation to ensure these rights are protected.
- ⊕ Employees will be given access to a Virtual Private Network to secure connections with company servers and networks. The VPN must be always used while conducting work.
- ⊕ Cybersecurity measures have been put in place

Precautions must be taken to ensure third parties, including members of your family, visitors or other persons visiting or residing in your home do not become aware of any information which is confidential. Information must not be left unattended when you are working and when materials are not in use they should be locked away in a secure place. Similar precautions must be taken when transporting documents in the course of your work and adherence to the sign out of documentation you may be taking from the office while hybrid working is required.

**(Refer to Appendix 3 Company Files/Documentation Sign out)**

- ⊕ Information must not be left unattended when you are working and when materials are not in use they must be kept in a secure place
- ⊕ Consistent with the Company's policy on confidentiality, employees working from home are expected to ensure the protection of proprietary company and client information accessible from their home office. Steps include, but are not limited to: clean desk policy, use of locked file cabinets, disk boxes and desks, regular password maintenance, data archiving/backups, shredding of documentation and any other steps appropriate for the job and the environment as determined by your direct line manager and/or the Company
- ⊕ Use of any computer equipment owned by the Company and its software is limited to yourself alone and to business applications.

- Information personal to you should not be stored on the work computer.
- Keep all systems password protected, and ensure a screen is locked or off at all times when not in use.
- Store equipment in a safe and clean space when not in use.
- Follow all GDPR, data encryption, protection standards and settings at all times, ensuring that anyone who is not an employee does not have access to company information, whether confidential or not. Refrain from downloading suspicious, unauthorised or illegal software
- You are required to take special care to secure all records and to prevent unauthorised disclosure of any Company or other business information. Client/Customer or customer contact information is particularly sensitive as Clients/Customers have a legal right to expect personal information held about them to be held in utmost confidence. On behalf of the Company, it is your legal obligation to ensure these rights are protected if working from home and/or company headquarters.
- If you have any reason to believe that Company information is lost, altered or has been accessed by any home working unauthorised person, you must report this to your direct line manager without delay in case there is a data breach.
- Your direct line Manager must be informed immediately of any actual or potential changes to: -
  - Your address for home working
  - An alternative mobile number to your work mobile number where you may be reached
  - Any other changes relevant to the use of your home as your temporary workspace.
- The Company's representatives have the right, on request, to visit and gain access to that area of your home you use for your workplace in order to:
  - Review, inspect or remove any of our property, documents, records or other information relating to our business and your work for us.
  - To conduct an audit of health and safety provisions.
  - Any breaches of our company policies including data protection/GDPR, and confidentiality policies will be investigated in line with our usual policies and may result in disciplinary action, up to and including dismissal.

**Note:** For full policies and Procedures, you should refer to the latest version of your employee handbook available on your BrightHr portal and/or from management

### **Expenses**

- There will be no additional expenses paid to hybrid working employees
- No changes will be made to an employee's salary where employees are authorised to work within our company hybrid policy.
- Employees who work from home are expected to provide their own broadband/WIFI, heating and lighting and appropriate insurances.
- Printer, paper, shredders and ink cartridges are not items that are allowed for hybrid working as the company promotes a paperless environment within our company's green policy. All staff are instructed to cooperate with this. Printers, Paper and ink cartridges will be provided for essential printing within the office environment through the normal company purchase order processes and printing should be minimal or eliminated completely.
- For avoidance of doubt, travel and subsistence will not be payable for attending the main work premises during a hybrid working arrangement and meetings with clients should not be arranged to be more advantageous for travel & subsistence
- No expenses will be paid or reimbursed in respect of costs accruing to an employee who makes changes to their home, or purchases equipment to avail of a hybrid working opportunity.
- Employees availing of hybrid working arrangements may make claims directly from the Revenue Commissioners in respect of tax relief for certain costs when working from home. The application can be made at the end of the relevant tax year, in accordance with the relevant tax laws. Any claim made in this regard is solely a matter for the individual concerned. Further details on eWorking and tax are available at: [Revenue Information on eWorking and Tax](#)

**In addition, employees should:**

- Carry their Roscommon CCC Work ID Badge and letter from your employer if applicable
- Carry a mobile phone supplied by the company and always have it fully charged and turned on during your working hours to ensure you are contactable. If the company need to contact you outside of your normal work hours you will be contacted on your work mobile and or the alternative mobile number you have supplied to the company.
- Check out/in all company files/documentation taken from company headquarters by relevant employee on template provided below and saved in S:\RCCC Shared\Office and Canteen
- When working alone from home, if you have any concerns regarding your safety, you should immediately arrange a call to have a discussion with your line Manager, *texting is not acceptable*.

**If you are approved by management to work temporarily from home, you have a responsibility to take reasonable care of yourself and other people who may be affected by the work you are doing.**

Employees must:

- Complete a Contact Details & Inventory Audit on Hardware/Software supplied for Employees who are approved for a hybrid working arrangement
- Cooperate with Roscommon CCC line management and follow their instructions,
- Protect yourself and others from harm during the course of your work, e.g., take care of any equipment provided and report any defects immediately to line management
- Report any injury arising from work activity to relevant line management immediately
- Follow all procedures that have been put in place by your employer Roscommon CCC

In turn regarding our company's responsibility for health and safety at work, Roscommon CCC will consult with our employees to assure ourselves:

- that the employee is aware of any specific risks regarding working from home
- that the work activity and the home workspace are suitable
- that we provide suitable equipment to enable the work to be done such as laptop, mouse, phone, chair, other
- that there is a pre-arranged means of contact
- that we have emergency next of kin contacts for you on file
- that we have given you your line management's email and contact number
- that management will arrange updates via phone, internal intranet or email with each employee
- that we provide contact details for our company IT support in the event of technical problems where relevant
- that we arrange a meeting with the employee to satisfy health & safety in the work from home environment and have spot checks as may be deemed necessary under Health & Safety.

***Failure from employees to comply with such requests may result in permission for Hybrid Working to be revoked.***

## **Health & Wellbeing**

The Company retains its responsibility for the health and welfare of those employees working within a hybrid model. However, employees also have a responsibility to take reasonable care to protect the health and safety of themselves, colleagues/clients, not to engage in improper behaviour and not to be under the influence of drink or drugs at work.

At all times employees must:

- Comply with our normal working time policy and time recording requirements as detailed in the most recent version of the company employee handbook.

- Have a safe place to work, and work in a safe manner. You will be required to complete a home working assessment form.
- Stay in touch with Management and colleagues to provide engagement on both a business and social level.
- Take regular breaks and build exercise into your daily routine.

**Note:** Employees working within our company's hybrid working model must ensure that they read, understand, adhere to, and keep themselves updated on all operational requirements including health & safety in respect of the environment in which they are working.

**Note:** It is important that you constantly consider your physical and emotional wellbeing while working within a hybrid model. If you are experiencing any issues, inform Management as soon as possible and remember that if you have any worries or concerns, you have access to our company employee assistance programme, refer to your employee handbook for further details.

### **Other Company Policies**

While working as part of our company's hybrid model, employees must adhere to all the conditions in the latest version of Company Employee Handbook (available on your BrightHR portal and/or from management). All company policies around conduct, confidentiality, sick leave, etc., continue to apply, regardless of location.

Disciplinary actions may follow policy transgressions of any kind

### **Relevant Legislation**

#### **Safety, Health and Welfare at Work**

Under the Safety, Health & Welfare at Work Act, 2005, employers have a duty to ensure, so far as is reasonably practicable, the safety, health and welfare at work of their employees. This duty includes the employee's workspace where employees, are working remotely.

Key duties that apply to the work activity and workspace include ensuring that:

- the employee is aware of any specific risks regarding working remotely.
- the work activity and the workspace are suitable.
- they provide suitable equipment to enable the work to be done and
- there is pre-arranged means of contact.

Employees, have a responsibility to take reasonable care of themselves and other people who may be affected by the work they are doing.

Employees must:

- co-operate with their employer and follow their instructions.
- protect themselves and others from harm, during the course of their work, for example, take care of any equipment provided and report any defects immediately to the employer.
- report any injury arising from work activity to their employer immediately.
- follow procedures that have been put in place by their employer.

### **The Working Time Directive and the Organisation of Working Time Act 1997**

The Organisation of Working Time Act, 1997 places a duty on the employer to maintain full working time records and in the absence of those records and properly monitoring working time; the employer will be liable for any breach - not only start and finish times but includes recording breaks and rest periods. Therefore, for hybrid working employees, management/company will ensure they have and maintain the usage of adequate systems for recording working time across all employees.

## Conclusion

The rights and expectations for employers and employees remain the same whether you are working in the office or within our company hybrid work environment. Employees are expected to perform their work and meet targets or carry out tasks assigned no matter their working location. Employees have a right to rest breaks as per contractual allowances and are encouraged to seek clear guidance from Management on this, as well as other resourcing queries which may fall under the scope of the company hybrid working model

## Appealing the outcome

The Employee has the right to appeal the decision if their request is refused.

### Informal discussion

Before seeking a formal review, applicants should have a face-to-face informal discussion meeting with their direct line manager to discuss the reasons for refusal and to explore if there is an opportunity to resolve any issues identified. If the issues can be resolved, the line manager can re-assess the application and may amend their decision. If the issues cannot be resolved, the applicant can seek a formal review.

### Formal Review

If issues cannot be resolved with your direct line manager, the Employee may lodge an appeal within 7 days of the informal discussion face to face meeting with their direct line manager. This should be done in writing to the employee's direct line manager and clearly state the grounds on which they are appealing.

The appeal will be heard by an appeals officer appointed by the company normally within 21 working days; however, these time limits may be extended by the management/company at its discretion.

The Employee will then be informed of the outcome to their appeal.

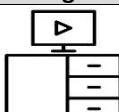
*For the avoidance of doubt, the decision of the appeals officer is final.*

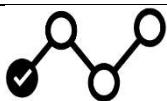
***If you have queries regarding any element of this policy, you should contact your direct line manager***

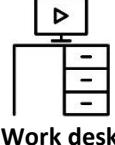
## Appendix I - Broadband Connection & Speed

A reliable broadband connection is vital for effective home working. Speedtest has suggested capacity for common data types. In general, Microsoft Teams requires 5Mbps and email requires 2Mbps.

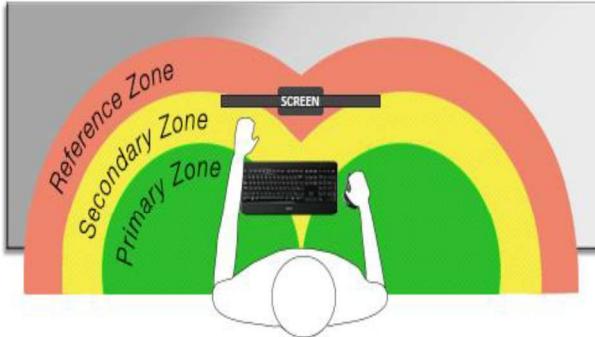
A wired Router connection is preferable to a Wi-Fi connection for data intensive tasks like uploading large files. Online speed tests may help identify any shortcomings and hybrid staff should contact their provider if broadband capacity does not meet requirements. If poor broadband capacity negatively affects business operations the employee may be requested to work from their normal work base i.e. the offices of Roscommon County Childcare Committee CLG

<b>Appendix 2 Guidance on Workstation Set up</b>	
The following gives guidance to employees on how to set up your remote workstation	
<b>Workspace Arrangements</b>	
 <b>Sufficient Work Space</b>	<ul style="list-style-type: none"><li>• Comfortable space to change position and vary movements</li><li>• Sufficient space to allow for flexible equipment arrangements</li></ul>
 <b>Good Housekeeping</b>	<ul style="list-style-type: none"><li>• Keep the work area organised and tidy.</li><li>• Wipe down the desk surface, keyboard, mouse, and any other high-touch hotspots frequently.</li><li>• Manage cables and route them away from any areas where there is frequent footfall and prevent trip / fall.</li></ul>

	<ul style="list-style-type: none"> <li>Dispose of rubbish regularly and ensure sensitive work material is disposed of in line with Roscommon CCC Procedures.</li> </ul>
 <b>Safe Access and Egress</b>	<ul style="list-style-type: none"> <li>Keep access and egress routes clear</li> </ul>
 <b>Adequate Lighting</b>	<ul style="list-style-type: none"> <li>Lighting is a factor that needs to be considered in the work environment. When setting up a workspace, consider whether:</li> <li>Sufficient natural light is available along with artificial light to enable viewing and reading of documents.</li> <li>The location of a laptop/monitor is placed to reduce glare which can change throughout the day due to external factors and from the use of indoor lighting.</li> </ul>
 <b>Comfortable Temperature</b>	<ul style="list-style-type: none"> <li>The sedentary working environment temperature should be at a minimum temperature of 17.5°C. This will change dependent on the weather and personal needs of the employee working in a hybrid environment</li> <li>Where temporary heaters are used, care needs to be taken to prevent fire or burns from contact with hot surfaces. When working from home, it is the employee's responsibility to ensure that portable heating equipment is in good condition and suitable for the purpose.</li> </ul>
 <b>Ventilation</b>	<ul style="list-style-type: none"> <li>Use natural ventilation for example opening a window to regulate temperature and allow air to circulate.</li> </ul>
 <b>Comfortable noise levels</b>	<ul style="list-style-type: none"> <li>Quiet and distraction free space</li> </ul>
 <b>Safe electrics and cables</b>	<ul style="list-style-type: none"> <li>Electrical equipment should be maintained in good working order and be free of any obvious damage.</li> <li>Employee to regularly visually inspect equipment.</li> <li>I.T. equipment e.g., phones, laptops should not be left unattended while charging for long periods.</li> <li>Defective I.T. equipment should be taken out of use immediately and as appropriate reported to the line manager</li> <li>Household electrical supply and I.T. equipment provided by the employee e.g., lighting, heaters should also be checked by the employee on a regular basis.</li> <li>All circuits supplying socket outlets are protected by a RCD (Residual Current Device) and the operation of the RCD is checked and tested regularly;</li> <li>Only use the charger and ac adaptors/cables that come with the laptop/mobile device</li> <li>Avoid overloading of sockets</li> </ul> <p>Note: If there are any concerns about the electrical installation, immediately contact a registered electrical contractor to ensure the safety of the installation in your hybrid/home environment</p>
 <b>Safe equipment</b>	<ul style="list-style-type: none"> <li>Minimising the risk of fire should be managed as part of the day-to-day operation.</li> <li>Regularly test the smoke alarm and/or carbon monoxide by pushing and holding the test button until it activates.</li> <li>Dispose of rubbish regularly.</li> </ul>

<b>Fire Safety and Emergency Arrangements</b>	<ul style="list-style-type: none"> <li>Keep electrical sockets, plugs and cords in good condition and do not overload sockets.</li> <li>Keep suitable firefighting equipment available e.g. fire blankets and suitable fire extinguishers.</li> <li>If a fire occurs in your home GET OUT, STAY OUT &amp; CALL FOR HELP (999 or 112)</li> </ul> <p>Note: fire detection and firefighting equipment is the responsibility of the homeowner.</p>
 <b>Report work related near misses and incidents</b>	<ul style="list-style-type: none"> <li>All work-related incidents should be reported via the incident report system to the line manager</li> </ul>
 <b>Arrangements for regular communications</b>	<p>Stay in communication with the line manager and work colleagues:</p> <ul style="list-style-type: none"> <li>Have an agreed arrangement with the line manager to maintain contact.</li> <li>Keep details of the line manager and colleagues readily accessible.</li> <li>Discuss issues with the line manager e.g., if you feel the workload is getting too much.</li> <li>Arranging IT support in the event of technical problems where relevant (Roscommon CCC IT agent)</li> <li>Check in on colleagues/management e.g., virtual lunches, tea breaks for work and non-work, informal and formal communication</li> </ul>
<b>Workstation Arrangements</b>	
 <b>Work desk</b>	<ul style="list-style-type: none"> <li>Comfortable space to change position and vary movements</li> <li>Sufficient space to allow for flexible equipment arrangements</li> <li>Space in front of the keyboard is sufficient to support hands and arms</li> <li>Sources of glare, distracting reflections controlled</li> <li>Access to the desk should be unobstructed.</li> </ul>
 <b>Chair</b>	<ul style="list-style-type: none"> <li>Work chair should be stable and allow the user easy freedom of movement and a comfortable position.</li> <li>The seat shall be adjustable in height</li> <li>The seat back shall be adjustable in both height and tilt and provide lower back support.</li> </ul> <p>Check the condition of the chair and adjust the seat so that:</p> <ul style="list-style-type: none"> <li>You can sit upright and all the way back in the chair.</li> <li>You are facing the work area with shoulders relaxed and head naturally balanced.</li> <li>The desk surface underneath forearms, hands, wrists, and forearms are parallel to the floor.</li> <li>Your thighs are fully supported on the chair and parallel to the floor.</li> <li>Your thighs, knees and back of legs are clear of surfaces.</li> <li>In setting the height of your chair, your forearms should be approximately horizontal, and your eyes should be approximately at the same height as the top of the screen.</li> <li>Feet should be flat on the floor, thighs parallel to the floor and lower legs approximately vertical</li> </ul>
 <b>Display Screen / Monitor</b>	<ul style="list-style-type: none"> <li>Characters on screen should be well defined and clearly formed (adequate size and spacing).</li> <li>Screen images well defined and formed with no flickering / instability</li> <li>Screen can swivel easily and freely, and height is adjustable to user</li> </ul>

	<ul style="list-style-type: none"> <li>• Docking station / separate monitor / laptop rise / stand available for laptop users</li> <li>• Screen position is approx. at arm's length, directly in front of user and the top of the screen is at or slightly below eye level</li> <li>• The brightness and contrast controls on the screen suit lighting conditions in the room</li> </ul> <p>Adjust your monitor so that:</p> <ul style="list-style-type: none"> <li>• The screen position is approximately at arm's length and aligned directly in front of you, to avoid twisting of torso.</li> <li>• The top of the screen is at or slightly below eye level.</li> </ul>
 <b>Keyboard and Mouse</b>	<ul style="list-style-type: none"> <li>• Keyboard with matt surface and characters are clearly defined</li> <li>• Keyboard is tiltable and separate from the screen</li> <li>• Mouse moves smoothly</li> <li>• Space in front of the keyboard is sufficient to support hands and arms.</li> <li>• Position the mouse within easy reach, so it can be used with a straight wrist. Rest fingers lightly on the mouse buttons and maintain a soft touch.</li> <li>• Keyboard and mouse close to the use with a neutral wrist position</li> <li>• Keep wrists straight when typing and maintain a soft touch on the keys.</li> <li>• Laptop/PC should be connected to an external mouse, the mouse should move smoothly – if required use a mouse mat.</li> </ul>
 <b>Laptop</b>	<p>Laptop must be set up using a docking station / separate monitor / laptop riser / stand with a separate keyboard and mouse.</p> <p>Working from a Laptop</p> <p>The same arrangement (as above) is required when setting up your laptop. In addition:</p> <ul style="list-style-type: none"> <li>• The laptop must be set up using a docking station / separate monitor / laptop riser / stand, separate full-sized keyboard, and mouse. Align the laptop centrally with your body, to avoid twisting.</li> <li>• The height and position of the screen should be angled so that you are sitting comfortably, and reflection is minimised.</li> </ul>
 <b>Head set</b>	<ul style="list-style-type: none"> <li>• Utilise a headset when operating a keyboard or mouse and dealing with frequent phone calls.</li> </ul>
 <b>Eye Health</b>	<ul style="list-style-type: none"> <li>• Avoid working with sunlight directly on the screen.</li> <li>• Adjust screen brightness and keep the screen clean.</li> <li>• Utilise antiglare screen filters / screen protectors as required.</li> <li>• Employees are advised to have their eyes tested every 2 years or sooner if advised by a medical professional.</li> <li>• Give your eyes a break using the 20-20-20 rule - during any screen work – for every 20 minutes focusing on the screen, look away for 20 seconds at something 20 feet away.</li> </ul>
 <b>Posture and position breaks</b> <b>Stretch</b>  	<ul style="list-style-type: none"> <li>• Take short periodic breaks or changes of routine away from the workstation.</li> <li>• Do not sit in the same position at a computer workstation for long periods of time and make sure you change your posture as often as possible.</li> <li>• Change posture frequently and stand / move at least every 30 minutes; Make small changes like standing during phone calls and varying your activities.</li> <li>• Take short periodic breaks or change activity to away from the computer workstation.</li> <li>• Do some simple stretches throughout the day.</li> <li>• If possible, take a short walk during your lunch break</li> </ul>

<b>DSE User Information</b>	
	<p>When seated:</p> <ul style="list-style-type: none"> <li>⊕ Sit upright and all the way back in the chair</li> <li>⊕ Sit facing work area</li> <li>⊕ Keep shoulders relaxed and head naturally balanced</li> <li>⊕ Maintain neutral back position</li> <li>⊕ Thighs fully supported on the chair and parallel to the floor</li> <li>⊕ Feet flat on the floor, use footrest if needed</li> </ul>
	<p>Adjust monitor so that:</p> <ul style="list-style-type: none"> <li>⊕ The screen is at arm's length away</li> <li>⊕ The top of the screen is at or slightly below eye level</li> <li>⊕ Avoid twisting the upper body</li> <li>⊕ Position the keyboard and mouse next to each other and near enough so that elbows are close to the body.</li> </ul>
<p><b>Other Hints and Tips:</b></p> <p>Position the items that you use most frequently in a semi-circle around you. You should reduce the need for stretching as much as possible</p> <ul style="list-style-type: none"> <li>⊕ The primary work zone is where your keyboard and mouse should be. This means that you don't need to move your upper arm to perform the task.</li> <li>⊕ The secondary work zone is where materials and tools used less frequently are placed. Here everything can be reached within the envelop defined by an outstretched arm.</li> <li>⊕ The reference zone is where infrequently used items are stored and may require additional bodily movement to access them, including standing up if you are seated.</li> </ul>	
<p><b>Photograph</b></p> <p>When you have received the necessary equipment to organise your remote workstation as outlined above, a photograph should be taken of you sitting at your workstation to confirm that the correct ergonomic set up is in place and relayed to your line management.</p>	

<b>Photograph</b> Side view profile of you sitting at your desk.	
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<b>Appendix 3 Company Files/Documentation Sign out</b> <b>Roscommon County Childcare Committee CLG Company Files/Documentation Security</b>					
Customer and staff information held or known by yourself is subject to the provisions of the General Data Protection Regulation and Data Protection Acts. As a company employee, you must take steps to protect Company records at all times against loss, unauthorised access, alteration or destruction. All Company files taken from the company headquarters must be checked out/in by relevant employee/s. All files/documentation taken from company headquarters is the responsibility of the employee who has them in her/his possession					
NAME OF DOCUMENT/FOLDER	DATE OF CHECKOUT	DATE OF CHECK-IN	PURPOSE OF CHECKOUT	EMPLOYEE NAME	EMPLOYEE SIGNATURE

<b>Appendix 4 Roscommon CCC Employee Self-Assessment Risk Assessment (For Hybrid/Home Working Applicants)</b>		
Risk	Yes/No	Action Required
<b>Insurances</b>		
Have you hybrid working included on your home insurance and attached copy of same and agree to have it renewed annually if working from home		
<b>Broadband</b>		
Do you have adequate broadband/Wifi and have you attached proof?		
<b>Desk Area</b>		
Do you have adequate space to work comfortably?		
Is there enough space underneath your desk to stretch your legs?		
Are there trailing electrical cables around your working area that need to be tied up?		
Is your working area warm, well-lit and well-ventilated		
Do you need a desk lamp to improve lighting?		
Is your working area clutter free so that you can focus easily on the task?		
<b>Display Screens Set-Up</b>		
Is your desk chair set up correctly? Is your lower back supported, are there armrests and are your feet flat on the floor?		
Do you have enough surface space on your desk to work comfortably?		
Are your keyboard and mouse clean and within easy reach, without having to stretch?		

Is your display screen clean and positioned so there is no glare from a window or light		
Is your display screen level with your eyes so it doesn't cause discomfort to your neck or head		
Can you easily reach everything that you need without twisting and straining your upper body		
<b>Fire and Electrical Safety</b>		
Are smoke detectors working and checked regularly, e.g. every month?		
Does any electrical equipment spark or show signs of burns and so needs removing from use?		
Do any wires look damaged or frayed and so need removing from use		
Do you regularly inspect your electrical equipment to check for signs of wear and tear?		
Do you switch off equipment when not in use?		
Do you have emergency arrangements in place in case of fire		
<b>Stress and Welfare</b>		
Do you take regular breaks away from your workstation		
Do you carry out regularly stretches at your desk to avoid stiff or sore muscles?		
Do you have easy access to first aid equipment if required?		
If you use a computer, do you have your eyes tested every two years?		
Can you easily reach everything that you need without twisting and straining your upper body?		
<b>Manual Handling</b>		
Are all items that you need for work within easy reach?		
Are heavy items stored on lower shelves to avoid the need for lowering them?		
Are heavy items stored on lower shelves to avoid the need for lowering them		
Do you know how to correctly pick up, carry and lower heavy items		
<b>Slips, Trip and Falls</b>		
Are floor coverings, such as carpets and rugs, secure?		
Do you frequently carry hot drinks and food upstairs/downstairs and risk tripping?		
Are stairways and corridors clear of trip hazards?		
Is the floor area around your desk clear of boxes, papers and wires?		
<b>Lone Working</b>		
Are you familiar with your employer's lone working policies?		
Are you familiar with your employers Health & Safety polices including Roscommon CCC NOVEL CORONAVIRUS POLICY & PROCEDURE?		
Do you know the name, contact number and email address of your line manager?		
Do you have a system for regularly 'checking in' with your line manager/employer if you are not visibly online each day?		
Is your home kept secure whilst you're working there?		
Is your work computer/laptop and/or work mobile phone encrypted and password protected?		
Are important files and laptops kept locked away securely when not in use?		

Contact Details & Inventory Audit		
Item of equipment	Received from company Yes/No	Action Required
<b>Hardware:</b>		
Laptop, charger and Laptop Case/bag		
Mouse and Keyboard		
Laptop Riser (if applicable)		
Monitor		
Mobile Phone & Charger		
Bluetooth set/Headphones		
Diary and Stationary items (if applicable)		
<b>Software required to be installed on devices:</b>		
<b>Laptop</b>		
Office 365		
Firefox/Internet browser		
Microsoft Teams		
Bright HR		
<b>Mobile Phone</b>		
Email		
MS Teams and/or other company work applications as indicated by management		
Bright Hr + Blip		
Social Medias: Facebook/Twitter/Instagram		
Linkus		
Microsoft Teams		
Banking Online (if applicable)		
<b>Declaration Sign Off by Employee/Applicant</b>		
<b>Number of actions required</b>		
<b>Signed: Roscommon CCC Employee</b>		



Please sign and complete all sections above before returning by email to your line manager. Please also submit one signed hard copy including all associated documentation marked Private and confidential in a sealed envelope to:

Line Manager, County Childcare Coordinator/Manager, Roscommon County Childcare Committee, Knock Road, Castlerea, Co. Roscommon.

**Note:** Please set out the details of flexible/hybrid working arrangements that you are seeking. Employees should be aware that there will be certain days that the company will require staff to be present at company offices, this is non-negotiable and will be relayed to you by your line management.

Date		
Employee Name		
Job Title/Role/Grade		
Employee Current Working Pattern/Hours (Core Funded Hours)		
Line Manager		
Employee Home Address		
Employee Work Mobile Number		
Employee Alternative Mobile Number		
Next of Kin Name & Contact details		
<u>Option 1 Change of Work Hours</u> - I want to apply to work less hours and understand if approved the variation in contract terms is a permanent one and I have no automatic right to change back to my previous working pattern/hours of work. I understand that any changes agreed will be included in an addendum to my most up to date Contract of Employment/Terms of Employment	Yes	No
If Yes, please expand		
<u>Option 2 Hybrid Model</u> - I want to apply for hybrid working arrangement. I understand that if approved the variation in contract terms is a permanent one and I have no automatic right to change back to my previous working arrangement. I understand that any changes agreed will be included in an addendum to my most up to date Contract of Employment/Terms of Employment	Yes	No
Proposed Hybrid/Home Working Location Address & Eircode & any other relevant details		
Applicant Declaration (if applying for a hybrid work arrangement)		
I, (insert name of applicant), confirm that:	Yes	No
In a hybrid/home working arrangement for your role, will the Roscommon CCC and client/customer service needs continue to be delivered to the same level and capacity as the existing on-site workplace environment?		
Does your role, have responsibilities that can be, at any given time, conducted from a hybrid/home location, without affecting service quality or organisational operations?		
Can the operational needs of Roscommon CCC be met regardless of your work location?		
Can your role be undertaken off-site without disruption to the flow of work and communication (e.g., availability using remote technology such as shared servers, email, phone)?		
Can full and effective participation in meetings be conducted, using remote technology (e.g., Microsoft Teams, Zoom, Phone)?		
In carrying out your role, do you have the need to access physical files, specialist equipment, client/customer facing services, requirement to attend physical meetings, etc.?		
In your role, do you have the need to access technologies/equipment accessible, only on-site?		

In your role, do you need to provide client/customer/suppliers -facing service delivery which requires attendance at the Roscommon CCC office?		
In your role, please outline the tasks that are more efficiently performed and carried out on-site.		
<b>Please outline any issues/barriers as per the responses above?</b>		
<b>Outline the proposed hybrid/home working location and any other relevant information in relation to this location</b>		
<b>Explain the impact, of your proposed amended working pattern or hybrid/home working arrangement on the Roscommon CCC, as your employer, colleagues, clients/customer/suppliers for example communications, productivity, line management and team working (please include pros and cons)</b>		
<b>Explain, how you believe any potential barriers to your proposed new working pattern/hybrid/home working arrangement could be overcome</b>		
<b>State any specific requirements regarding Security, Data Protection and Confidentiality</b>		
<b>Please outline equipment requirements</b>		
<b>If the company has already supplied equipment that you may use in a hybrid/home working environment, please outline each item</b>		
<b>Applicant Declaration (if applying for a hybrid work arrangement)</b> I, (insert name of applicant), confirm that:		<b>Yes/No</b>
I have considered the implications of the hybrid/home working arrangements and confirm they will not adversely affect the operational efficiency of the Roscommon CCC. I understand that my direct line manager may seek further clarity on any of the above		
I understand that each request will be considered by my employer on a case-by-case basis, and a precedent will not be set by the granting of flexible/hybrid working in any one particular case.		
I understand and agree that management and/or an appointed designated person/agent will carry out an assessment (this may be done remotely by mutual agreement) on my proposed workstation regards suitability for hybrid working and that periodic checks will take place to ensure Health & Safety requirements are met,		
I have attached my up to date signed contract of Employment/Terms of Employment? (Signed by both employee and company)		
I have attached proof of home insurance which is adequate for home working and agree to renew this on an annual basis and furnish to management		
I have read and understood the full contents of Roscommon CCCs company's most recent employee handbook available on my BrightHr portal and also available from management and understand that this policy replaces Section 13.12 in my employee handbook. I will continue to comply with all of my obligations as an employee of Roscommon County Childcare Committee CLG including all legislative obligations and remain bound by all relevant organisational policies and procedures (including those referred to in this Policy).		
I have completed the self - assessment risk assessment and attached to my application (if requesting hybrid Working) and I agree that this will be further completed by my employer as part of the home visit		
I agree that the company's management and/or appointed designated person/agent will carry out visit/s if I am approved for the company hybrid work arrangement to my home address in relation to health & safety at work (this may be done remotely by mutual agreement). I will cooperate with any risk assessment, or other employer requirements, to ensure health and safety at work, taking reasonable care of myself and other people who may be affected by the work I am doing.		

I agree that my employer's work premises/office/site location remains the primary place of work, my pattern of attendance may change, and I may be required to attend on any workday, as and when required in line with business needs.	
I agree that I will not use my home for in-person work related meetings.	
I agree that I will have no automatic right to a dedicated workstation when attending the office/work premises, unless access to specialist equipment or special provisions are required in the workplace.	
I agree that blended working is not an entitlement, or term of employment. The arrangement may be terminated at any time, on reasonable notice.	
I agree that future promotion/transfer/mobility opportunities will impact on hybrid/home working arrangements and a new application will have to be raised on assignment to any new position	
I agree to return all my employer's equipment/property to the Roscommon CCC office upon ceasing the hybrid/home working arrangement, or upon request by the employer	
I understand that my employer will not cover any additional costs such as home insurance that may incur for me upon request for hybrid work approval	
I agree that no liability will arise for my employer Roscommon CCC CLG arising from my use of hybrid work arrangements or use of this policy and its related contents.	

#### **Declaration & Sign Off by Employee/Applicant**

**No. of Actions Required:**

I declare that the information and associated documentation included in the Application Form is true and accurate

**Signed:**

(insert employees/applicants name in type here)

**Date:**

**FOR OFFICE USE**

**Date Stamp & Initial when Application was received by Roscommon County Childcare Committee CLG**

#### **13.14 Lone Working Policy**

The purpose of this procedure is to ensure that all staff who have occasion to work alone, either within the company's headquarters in Castlerea, Co. Roscommon, or when making visits to services, or visits to any other organisation, are aware of basic safety procedures in order to minimise personal risk. Staff must have the appropriate emergency contact details stored in their phones at all times- these must include their line Manager. *Should the employee experience difficulty whilst being off-site, immediate contact must be made with their relevant line Manager, texting is not acceptable.*

##### **Lone Working within Company Headquarters - During Office Hours**

Staff leaving the office should check in with colleagues before they go to ensure that if a staff member is left alone in the office that they are aware that they are working alone within the company offices and then should:

- Ensure that you are near to a telephone to call for help if needed
- Ensure that keys are secured and not accessible to visitors
- If you become anxious regarding your safety, you should call Emergency Services for help. IN ROI call garda, ambulance or fire services on 112 or 999, if in NI call 999 and Automobile Association (AA) Breakdown Service
- Tel: 1800 66 77 88; [www.aaireland.ie](http://www.aaireland.ie)
- If an incident occurs it should be reported to your line Manager as soon as possible after the event

##### **Lone Working within Company Quarters - Outside Office Hours**

Staff working alone within the company offices outside office hours should

- Ensure that all windows and doors are secured to prevent unauthorised access, so that the working environment is as safe as possible
- Leave premises where possible with training participants if delivering training
- On leaving company facilities, ensure that all windows are closed and doors locked
- If an incident occurs, you should call Emergency Services for help
- If an incident occurs it should be reported to your line Manager as soon as possible after the event

### **Lone working away from company head quarters**

Staff working alone, away from company headquarters during business hours, must advise colleagues of the following and log meetings on the internal sendmode database calendar:

- Where you are going
- Name of person/organisation/service you are going to see
- A contact telephone number, if possible of the personnel you have planned to meet
- The time of the appointment
- The time when you are expected to return to the office
- If not returning to the office at the time expected, staff should call their line Manager on leaving the meeting
- If involved in a car accident or breakdown, your line Manager should be informed as well as the Emergency Services, *texting is not acceptable*

**NB:** In an emergency if your line Manager is unavailable to take a call then ask one of your work colleagues to take the call **and they will be responsible for passing on the message** to the relevant line Manager (or Board Chairperson if line Manager unavailable)

### **In addition, staff should:**

- Carry a mobile phone supplied by the company and have it turned on at all times so that you are contactable by the office
- Carry an Roscommon CCC Work ID Badge
- Park as close as practical to the building you are visiting in a well-lit position if possible
- When working alone, if you have any concerns regarding the safety of a particular service visit, you should either discuss with your line Manager who may advise to take a colleague with you, or rearrange it for a time when the risks can be minimised.

## **SECTION 14 Capability & Competence**

### **INTRODUCTION**

We recognise that during your employment with us your capability or competence to carry out your duties may deteriorate. This can be for a number of reasons, the most common ones being that either the job changes over a period of time and you fail to keep pace with the changes, or you change (most commonly because of health reasons) and you can no longer cope with the work. Roscommon CCC recognise that these changes may require additional support from the company.

### **14.1 JOB CHANGES**

#### **Changes to Terms of Employment**

The law on changing your contract is set out in Section 5 of the Terms of Employment (Information) Acts 1994–2014.

The rules were updated by the European Union (Transparent and Predictable Working Conditions) Regulations 2022.

#### **Changes to work practices**

Your employer cannot change your contract without your agreement, but they can change your work practices. Legally, there is a difference between contractual terms and work practices.

#### **Contractual terms**

*Contractual terms* include your pay, hours of work, sick pay and pension scheme.

Many of your contractual terms are in the written statement of your Terms of Employment

#### **Work practices**

Examples of *work practices* include breaks and rostering. Your employer may change these work practices without your agreement. It is reasonable for an employer to update work practices or processes to save money or increase efficiency.

#### **Changes introduced by law**

You and your employer must comply with the law. For example, in 2023, the law extended an employee's legal entitlement to sick leave.

#### **Changes introduced by agreement**

You and your employer can agree to change your contract, for example if your job responsibilities change.

- 1) If the nature of your job changes, we will make every effort to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. If we have concerns regarding your capability these will be discussed in an informal manner, and you will be given time to improve.
- 2) If your standard of performance is still not adequate you will be invited to a formal meeting and may be issued with a verbal warning. Failure to improve and to maintain the performance required could lead to a further warning in writing.
- 3) If your standard of performance is still not adequate you will be invited to a subsequent formal meeting and the outcome could be a warning in writing that a failure to improve and to maintain the performance required could lead to a further final warning. We will also consider the possibility of a transfer to more suitable work if possible.
- 4) If there is still no improvement after a reasonable time, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained if we cannot transfer you to more suitable work.
- 5) If such improvement is not forthcoming after an agreed period of time, you will be dismissed.
- 6) Every effort will be made in between meetings to set out achievable targets and objectives and you will be fully aware of the level of performance expected of you.
- 7) We reserve the right to take into account an employee's length of service and to vary the procedures accordingly. If you have a short amount of service you may not be in receipt of any formal warnings before dismissal. However you will retain the right to a formal disciplinary hearing, the right of representation and the right to appeal.

## **14.2 PERSONAL CIRCUMSTANCES**

- 1) Personal circumstances may arise in the future which do not prevent you from attending for work but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice. Under normal circumstances this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.
- 2) There may also be personal circumstances which prevent you from attending work, either for a prolonged period(s) or for frequent short absences. Under these circumstances we will need to know when we can expect your attendance record to reach an acceptable level and again this can usually be most easily obtained by asking your own doctor for a medical report. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

## **RECORDING OF FORMAL MEETINGS**

We reserve the right to audio record any meetings with employees, including meetings conducted in accordance with the Company's Capability & Competence policy, Disciplinary Rules & Procedures, Grievance Procedure, Redundancy Procedures, Personal Harassment Policy & Procedure, Bullying Prevention & Resolution Policy, and any Appeals Procedure. The right to audio record meetings extends to any formal meetings conducted by a third party. A copy of any such audio recording can be made available on request.

## **THIRD PARTY INVOLVEMENT**

We reserve the right to allow third parties to chair any meeting, for example disciplinary, capability, grievance, this is not an exhaustive list. We will seek your consent at the relevant time to share relevant 'special categories of data' where it is necessary for the purposes of that hearing.

## SECTION 16 Redundancy Policy

ROSCOMMON CCC aims to secure and maintain employment for all its employees who have established a satisfactory record of performance and conduct. We will plan and organise our workforce requirements, deciding on size, structure and deployment, in line with government funding which may be reduced from year to year. However, it may be necessary to reduce the number of people employed due to, for example, a reduction in funding or change in the Committee's strategic direction. Any reduction will be brought about as fairly as possible and with as much consultation with employees and their representatives as is practicable. Time off from work will be granted, where possible, to assist in the search for alternative employment.

## SECTION 17 Equal Opportunities Policy

### **EQUAL OPPORTUNITIES**

The purpose of this policy is to demonstrate the employer's commitment to equality of opportunity for existing and potential employees, by promoting a work environment that affirms our commitment to the personal dignity and worth of each employee. We do this by promoting a work environment that is free from discrimination under the Equal Status Act 2000 – 2012 in Irish employment legislation and outlines discrimination under the following nine grounds:

- Gender
- Marital Status
- Family Status
- Sexual orientation
- Religious belief
- Age
- Disability
- Race
- Membership of the travelling community

ROSCOMMON CCC is committed to equal opportunity for all employees and all potential employees of ROSCOMMON CCC. As such employment decisions will be based on qualification, merit and ability. Any decision in relation to employment will not be influenced by any of the aforementioned areas outlined within the purpose of this policy. This policy applies to all areas of ROSCOMMON CCC.

At ROSCOMMON CCC, recruitment decisions will not be influenced by any of the above areas of discrimination. We will ensure that discrimination on these grounds will neither occur directly or indirectly. To reiterate the purpose of the policy, all recruiting decisions will be based on merit, abilities and qualifications.

### ***Responsibility***

Each individual employee of ROSCOMMON CCC has a personal responsibility for the implementation of this policy. This includes treating peers and management with dignity and respect. Employees also have a responsibility to draw the attention of Management to discriminatory practices or areas where they believe individuals have been treated unfairly under the above aforementioned grounds.

It is the responsibility of management to support and communicate this policy to all staff. It is the responsibility of all employees to encourage open discussion to identify and resolve issues.

### ***Procedure***

Any employee who feels they have been treated unfairly in any employment related decisions should follow ROSCOMMON CCC's grievance procedure outlined in this document.

All cases of discriminatory allegations will be promptly investigated. Any individual found partaking in any form of discrimination could be subject to disciplinary action up to and including dismissal. (Refer to the Disciplinary Procedure outlined in this document). ROSCOMMON CCC believes that the composition of our workforce should as far as is practicable and within the context of relevant employment legislation, broadly reflect that of County Roscommon which we serve, particularly in terms of gender, disability and ethnic origin. No employee will be penalised or treated less favorably because of pursuing rights by way of taking action, supporting action or giving

notice of intention to take or support action under equality legislation. ROSCOMMON CCC Management will take responsibility for ensuring information flows to maintain our capacity to implement this Policy and assigned staff will take part in the national Diversity, Equality and Inclusion Charter and Guidelines for Early Childhood Care and Education Training.

## **SECTION 18 Personal Harassment Policies & Procedures**

### **A) INTRODUCTION**

- 1) Many people in our society are victimised and harassed as a result of their gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the traveller community.
- 2) Bullying in the workplace is repeated inappropriate behavior, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could be regarded as undermining the individual's right to dignity at work.
- 3) Personal Harassment, unlike bullying, can consist of one single act in certain circumstances. Harassment is defined as any act or conduct including spoken words, gestures or the production, display or circulation of written words, pictures or other material if the action or conduct is unwelcome to the employee and could reasonably be regarded as offensive, humiliating or intimidating and has the purpose or effect of violating that employee's dignity.
- 4) Personal harassment takes many forms ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behavior and actual physical abuse. Whatever form it takes, personal harassment is always serious and is totally unacceptable.
- 5) Sexual harassment covers acts, requests or conduct which could reasonably be regarded as being offensive, humiliating or intimidating, has the purpose or effect of violating that employee's dignity and are in fact unwelcome to a particular employee.
- 6) We recognise that personal or sexual harassment can exist in the workplace as well as outside and that this can affect employees' working lives by interfering with their job performance or by creating a stressful, intimidating and unpleasant working environment.

### **B) POLICY**

- 1) We deplore all forms of personal or sexual harassment and bullying and seek to ensure that the working environment is sympathetic to all our employees. The workplace environment is not confined to the business premises or normal working day and extends to conferences, external training, and work related social events.
- 2) We have published these procedures to inform employees of the type of behavior that is unacceptable and provide employees who are the victims of personal harassment or bullying with a means of redress.
- 3) For the sake of simplicity, the word "harassment" has been used in the remainder of this policy. However, it should be understood that, for the purpose of this policy, the examples given and the procedures to be used apply equally to the more general concept of bullying.
- 4) We recognise that we have a duty to implement this policy and all employees are expected to comply with it.
- 5) If you are experiencing difficulties in accessing or understanding our documentation in its current format please speak to your line manager immediately.

### **C) EXAMPLES OF PERSONAL HARASSMENT**

Personal harassment takes many forms and employees may not always realise that their behavior constitutes harassment. Personal harassment is unwanted behavior by one employee towards another and examples of harassment include:

- a) insensitive jokes and pranks
- b) lewd or abusive comments about appearance
- c) deliberate exclusion from conversations
- d) displaying abusive or offensive writing or material
- e) unwelcome touching
- f) abusive, threatening or insulting words or behavior
- g) the use of a mobile phone to harass, bully or intimidate.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of personal harassment.

**D) SEXUAL HARASSMENT**

- 1) You have a right to work in an environment which is free from sexual harassment.
- 2) Sexual harassment can be persistent unwanted attention which continues after the person receiving it makes it clear that they want it to stop.
- 3) Sexual harassment can also be a serious one-off incident.

**E) EXAMPLES OF SEXUAL HARASSMENT**

In general, you are free to determine what behavior is acceptable to you and other employees should respect your standards.

Examples of behavior which can constitute sexual harassment include:

- a) Acts of physical intimacy (such as unnecessary touching, patting or pinching or brushing against another employee's body);
- b) Requests for sexual favours
- c) Gestures
- d) Spoken words (such as propositions or pressure for sexual activity, continued suggestions for social activity outside the work place after it has been made clear that this is unwelcome, unwanted or offensive flirtations, suggestive remarks, innuendoes or lewd comments)
- e) The production, display or circulation of inappropriate written words, pictures or other material (for e.g. videos, etc.)
- f) Any conduct that is degrading, derogatory or intimidatory towards another employee because of his/her gender

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of sexual harassment.

You are reminded that the use of email to circulate jokes, pictures, and so on, can constitute sexual harassment and are reminded that the Company may occasionally monitor emails in accordance with the Company's Communications Policy.

**F) COMPLAINING ABOUT PERSONAL OR SEXUAL HARASSMENT**

**1) Informal complaint**

We recognise that complaints of personal harassment and particularly of sexual harassment can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior person of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper. This person cannot be person responsible for investigating the matter if it becomes a formal complaint.

If you are the victim of minor harassment you should make it clear to the harasser on an informal basis that their behavior is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

**2) Formal complaint**

Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of Management or a nominated person as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:

- a) the name of the alleged harasser
- b) the nature of the alleged harassment
- c) the dates and times when the alleged harassment occurred
- d) the names of any witnesses
- e) any action already taken by you to stop the alleged harassment.

On receipt of a formal complaint we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. We are committed to providing a full and fair investigation, which gives due sensitivity and respect to the rights of both the complainant and the alleged harasser. This may involve a temporary transfer of the alleged harasser to another work area or suspension with contractual pay until the matter has been resolved.

The person dealing with the complaint will carry out a thorough investigation in accordance with this procedure. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

When the investigation has been concluded, a draft report of the findings and of the investigator's proposed decision will be sent, in writing, to you and to the alleged harasser.

If you or the alleged harasser are dissatisfied with the draft report or with the proposed decision this should be raised with the investigator within five working days of receiving the draft. Any points of concern will be considered by the investigator before a final report is sent, in writing, to you and to the alleged harasser.

#### **G) COMPLAINING ABOUT SEXUAL HARASSMENT**

The Procedure, detailed above, should be initiated if you believe that you are being sexually harassed by any of the following:

- a fellow employee;
- a supervisor;
- customers; or
- anybody else whom you regularly come into contact with as a result of your employment, for e.g. Company suppliers

You are encouraged to report all behavior that you are uncomfortable with and which you feel could be sexual harassment. Each report will be investigated in accordance with this policy.

All complaints will be kept confidential as far as possible; however on receipt of a formal complaint in order to investigate the matter thoroughly the alleged harasser will be made aware of any such complaint. You will not be penalised or victimised in any way as a result of making a complaint unless following investigation it becomes clear that the complaint is malicious or vexatious by its nature.

#### **H) GENERAL NOTES**

- 1) If the report concludes that the allegation is well founded, the harasser will be subject to disciplinary action in accordance with our disciplinary procedure. An employee who receives a formal warning or who is dismissed for harassment may appeal against the disciplinary action by using our disciplinary appeal procedure.
- 2) If you bring a complaint of harassment you will not be victimised for having brought the complaint. However if the report concludes that the complaint is both untrue and has been brought with malicious intent, disciplinary action will be taken against you.
- 3) Similarly, if an employee supports a colleague in bringing a complaint of harassment or if an employee gives evidence in respect of such a complaint of harassment then that employee will not be victimised for doing so. However, where it is concluded that an employee supported a colleague's harassment claim which they knew to be false or malicious, or if the supporting employee deliberately gave factually inaccurate evidence to substantiate a colleague's harassment claim, then disciplinary action may be taken against that supporting employee, up to and including dismissal.
- 4) Every effort shall be made to carry out and complete the investigation as quickly and efficiently as possible, having due regard for all circumstances.
- 5) We reserve the right to allow third parties to chair any formal meeting. You agree to permit us to share any relevant special categories of data where it is necessary for the purposes of that hearing.

## I) DIGNITY AT WORK CHARTER/BULLYING

We commit ourselves to working together to maintain a workplace environment that encourages and supports the right to dignity at work. All who work here are expected to respect the right of each individual to dignity in their working life. All will be treated equally and respected for their individuality and diversity. Bullying in any form is not accepted by us and will not be tolerated. All individuals whether employed by us or contracted by us have a duty and a responsibility to uphold this dignity at work charter.

### **Violence & Aggression Policy.**

The welfare of employees is of paramount importance. Roscommon CCC take a zero tolerance approach to violence, aggression and threats. At no time will it be tolerated in the work environment. Our aim is to set a positive example by reporting all incidents of violence, aggression and abuse. Treat any reports of work-related violence, threats or abuse seriously and respond to them promptly.

This Policy applies to all Company Directors/Committee Members/Management/Employees, Students and Volunteers. This Policy applies to all incidents of work-related abuse, aggression and violence, and inappropriate behaviour.

Roscommon CCC understands that sometimes, due to individual circumstances, our customers will not always be polite and calm when they call or visit or behave in an inappropriate way that makes employees feel comfortable. The Company and Management supports the employee's right to politely end an abusive call or to ask a visitor to leave the premises.

*We appreciate that when contacting our company, it is done so with a reason that is important and we are here to help and assist as much as we can. We cannot always address issues immediately, but if we can resolve a problem we will endeavor to do so. However, we believe the rights of our staff to work in a safe and non-threatening environment are important. While we will do our best to assist our clients, we cannot tolerate abusive or aggressive behavior towards staff, verbal or otherwise.*

*Our company does not tolerate certain behaviors, including:*

- Verbal abuse, threats, swearing, personal abuse directed at staff or offensive remarks*
- Acts of written or verbal abuse including of a discriminatory, intimidatory or threatening nature*
- Unsubstantiated, vexatious or defamatory allegations about our employees*

*Our policy is to document all instances of abuse, record this and make available such records to relevant authorities or as evidence in court. Continuing abuse or aggressive behaviour could result in your call or correspondence being terminated.*

### **Our Commitment**

Our company is committed to promoting a safe and secure environment for our staff so that the highest standards of service can be made available to those that seek support and advice from Roscommon CCC. The purpose of our policy is to address instances of unacceptable behavior which may cause harm or fear of harm to any person in our organisation, while also setting out a framework for how we intend to manage unacceptable and aggressive behavior that is encountered.

We will always seek to observe the principles of fairness, honesty and respect and conduct our business with integrity and ensure that all regulatory and legal requirements are met.

Our communications will be made in plain English and we will comply with all reasonable requests for information made by customers or representatives, whether statutory or not (and upon payment of any statutory fee if applicable).

We are committed to treating those that contact us fairly and not subject customers or representatives to aggressive practices, or conduct which is deceitful, oppressive, unfair or improper, whether lawful or not.

We will ensure that our staff are trained to be empathetic and take into consideration the special circumstances of those customers in vulnerable situations. Should anyone that uses our services wish to make a complaint we will abide by our company procedures and advise them of our complaint's procedures.

## **Definitions**

The Health & Safety Executive (HSE) define work-related violence as “any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. This can include verbal abuse or threats as well as physical attacks”.

While there is no universally accepted definition of ‘unacceptable behavior’, in our view examples are those given below:

- Offensive or abusive language, verbal abuse and swearing including specific references to homophobia, biphobia and transphobia (whether aimed at or conducted by either customers or staff)
- Any physical violence towards any member of staff or other customers such as pushing or shoving
- Racial abuse and sexual harassment
- Loud and intrusive conversation
- Persistent or unrealistic demands that cause stress to staff. Requests will be met wherever possible and explanations given when they cannot
- Unwanted or abusive remarks
- Negative, malicious or stereotypical comments
- Invasion of personal space
- Brandishing of objects or weapons
- Near misses i.e.. Unsuccessful physical assaults
- Threats or risk of serious injury to a member of staff or visitors
- Unsubstantiated, vexatious or defamatory allegations about our employees
- Bullying, victimisation or intimidation
- Stalking
- Spitting
- Alcohol or drug fueled abuse
- Unreasonable behavior and non-cooperation such as repeated disregard of company policies
- Any of the above which is linked to destruction of or damage to property

It is important to remember that such examples of behavior set out above can be either in person, by telephone, letter or email or other form of communication. This policy applies throughout our premises, including any car park and grounds. It also applies to any employee or staff member away from office premises but only in so far as it relates to the business of the company.

## **Staff responsibilities**

Members of staff have responsibility for their own safety and that of their colleagues at work and as such we urge all employees to be familiar with policies and procedures and precautions to reduce the risk of physical or verbal abuse. We encourage staff to participate in relevant training where provided and to both report all incidents of abuse (threatened or actual) and record details of any incidents. Staff should also contribute to managers reviewing incidents in which they have been involved and suggest precautionary measures including changing to working practices that might reduce risks.

## **Management responsibilities**

Managers will carry out appropriate risk assessments, identify any ‘at risk’ situations and take steps to reduce or remove risks to employees where practicable. On behalf of the company, managers will develop policies and procedures for dealing with abuse and record any incidents and take any remedial action to ensure similar incidents are prevented.

The company takes a serious view of any incidents of aggression or abuse against its employees and will support them if assaulted, threatened or harassed. Managers will provide appropriate support, debriefing and where necessary counselling support for affected employees. Managers will also assist victims of violence with the completion of the formal record of the incident and where appropriate with, report the incident to the relevant authorities.

## **Preventing aggressive and abusive behavior**

Across a range of public and consumer services, there are predictable triggers of abusive or aggressive behavior, and it is important that these are minimised where possible. For instance, if people using our services feel they are being made to wait unreasonably, do not know who to speak with, encounter poor communications, poorly planned conversations or other decisions that they regard as unreasonable. Not all such triggers can be avoided, especially where difficult decisions may need to be communicated such as a change in national policy. Any efforts

that a member of staff can reasonably make to relay that they are endeavoring to resolve service users problems should help to reduce the risks of frustration or aggression.

The appropriate response to an incident will depend on the individual circumstances of each case.

Action should be taken where aggressive or abusive behavior is likely to prejudice the safety of staff, where a staff member fears for their safety or where there is a risk of damage or harm to persons or property.

#### **Taking action: what to do**

If violence and aggression is encountered:

- In the first instance a member of staff should ask the perpetrator to stop behaving in an unacceptable way. Sometimes a calm and quiet approach will be all that is required. Staff should not in any circumstances respond in a like manner.
- Should the person not stop their behavior a manager should be asked to join the conversation and the member of staff should explain calmly what has taken place, preferably within hearing of the perpetrator.
- If the person is acting in an unlawful manner, causes damage or actually strikes another then the gardai should be called immediately.
- If a caller behaves in a rude, offensive, abusive or intimidating manner then our staff have the right to terminate the call. Members of staff will warn any caller that their behavior or language is unacceptable in the hope that it will allow the caller to moderate their behavior or agree to be called back at a time when they may be calmer.
- Should it prove necessary to end a conversation with a user of our services then those members of staff involved must complete a written note of the incident, detailing in chronological order what has taken place and the exact words used prior to leaving work at the end of their working day. Such calls will be logged and reported to managers to ensure a fair and reasonable process.
- Similarly to unacceptable behavior in telephone calls, none of our staff have to tolerate offensive or aggressive behavior communicated by email or letter or any other means of correspondence. Abusive correspondents will also be warned that such behavior will not be tolerated in future and should unreasonably persistent correspondents cause harm or hinder the organisation's ability to consider their or other people's complaints the correspondence may be terminated.
- Every attempt should be made to de-escalate a situation that could potentially become abusive or worse. Where de-escalation fails, the person being supported by Roscommon CCC should be warned of the consequences of future unacceptable behavior.
- It will be the policy of the company to press for charges against any person who assaults a member of staff, causes illegal harm or damages property.

#### **Procedure following an incident**

Following an incident, the line manager of the member of staff will review the matter to determine severity, including calling the gardai, involving legal advice, determining if the customer should no longer be communicated with or if correspondence should be entered into.

The details of any incident and actions taken will be recorded

The company is committed to do everything possible to protect staff and clients from unacceptable behavior and there will be zero tolerance of incidents causing hurt, alarm, damage or distress. While staff and the company have a duty of care for those that use our services, this does not include accepting abusive behavior.

## SECTION 19 Bullying Prevention & Resolution

### PURPOSE

We are dedicated to ensuring an atmosphere of respect, collaboration, openness, safety and equality in the workplace. As part of our commitment to the fairness, dignity and respect of each employee, any form of bullying will not be tolerated by this Company. The aim of this Policy is to indicate what constitutes bullying and what action the Company will take if it becomes necessary to deal with an offence of this nature.

### SCOPE

This Policy is applicable to all employees (temporary and permanent) irrespective of length of service and the protection extends to;

- bullying at work by, fellow employees, subordinates, management, clients, customers and other business contacts; and
- beyond the place of work to off-site and to work-related social events.

### POLICY

The Company acknowledges the right of all employees to a workplace and environment free from any form of bullying. Every member of staff has an obligation to be aware of the effects of their own behaviour on others. All complaints of bullying will be taken seriously and will be followed through to resolution and employees who make a complaint will not be penalised. Any complaints of bullying will be dealt with in an effective and efficient manner. In cases where the behaviour is established on the balance of probabilities to be repeated and consistent, causing unnecessary stress and anxiety, this may be considered gross misconduct. The Company reserves the right to use the disciplinary procedure up to and including summary dismissal. Equally, if it is found that there are facts which evidence a vexatious complaint, this may also be dealt with through the disciplinary procedure.

Upwards bullying in the workplace occurs when a team member pursues a campaign of bullying against their manager or supervisor. The bully is likely to be oppositional towards authority, which means they oppose the views, aims or wishes of authority figures on principle.

As part of this Company's code of conduct, it is imperative that all staff and suppliers respect the dignity of every colleague. Please consider your colleagues regarding your code of conduct, with particular reference to remarks, dress code, posters, e-mails and anything which may cause offence.

### DEFINITION

The Code of Practice for Employers and Employees on the Prevention and Resolution of Bullying at Work defines bullying as:

"Repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work, but, as a once off incident, is not considered to be bullying".

The following are examples of the types of behaviour that may be considered as bullying and are prohibited by the Company:

- a) Exclusion with negative consequences
- b) Verbal abuse/insults
- c) Being treated less favourably than colleagues in similar roles
- d) Belittling a person's opinion whether an employee/volunteer/management
- e) Disseminating malicious rumours, gossip or innuendo
- f) Socially excluding or isolating a person within the work sphere
- g) Intrusion - pestering, spying or stalking
- h) Intimidation/aggressive interactions
- i) Excessive monitoring of work (this should not be confused with prioritisation of tasks for employees)
- j) Withholding information necessary for proper performance of a person's job
- k) Repeatedly manipulating a person's job content and targets
- l) Blaming a person for things beyond their control
- m) Use of aggressive and obscene language.
- n) Exhibiting Insubordination

- o) Block progress on tasks or processes for which they are responsible and/or prevent actions from being taken by simply not attending to them so they can put obstacles in the way of their boss's aims
- p) Other menacing behaviour

The above list is not exhaustive and only serves as a guideline to employees. Each case will be taken in isolation and dealt with in the appropriate manner. For behaviour to be considered to be bullying, it must be behaviour which can be described as outrageous, unacceptable, and exceeding all bounds tolerated by decent society.

From time to time, disciplinary and corrective action may be taken against an employee and, where such action is taken in respect of an employee in good faith, this will not be considered to be bullying behaviour. Furthermore, where actions are taken which can be justified on the basis of protecting the safety, health and welfare of employees then such actions will not be considered to be bullying behaviour.

## **PROCEDURES FOR DEALING WITH BULLYING**

### **1) Informal Procedure**

An informal approach can often resolve difficult situations with the minimum of conflict and stress for the individuals involved and may effectively address the unwanted behaviour without recourse to any other action. This in no way diminishes the issue of the effects on the individual.

If you feel you have been subjected to behaviour that may be deemed bullying, you should attempt to explain to the alleged perpetrator(s) that their behaviour is unacceptable. If you find it difficult to approach the alleged perpetrator(s) alone then you may seek help and advice from an appropriate person (e.g. a fellow employee, a manager, etc.). Such a person may be able to assist you with raising the issue with the alleged perpetrator(s) in a confidential, non-confrontational discussion to try to resolve the matter in a low-key manner.

### **2) Secondary Informal Procedure**

If the above informal procedure is unsuccessful or if it is deemed inappropriate for the seriousness of the issues, this extended, yet still informal procedure can be put in place. Complaints at this stage of the procedure may be verbal or written. However, if verbal, a written note of what is complained of will be taken by a nominated person and a copy given to you.

If the complaint concerns alleged bullying as defined above, and includes concrete examples of inappropriate behaviour, the person complained against will be presented with the complaint and their response established. Thereafter, a method will be agreed to progress the issue to resolution so that both parties can return to a harmonious working environment without bullying being a factor.

### **3) Formal Procedure**

It is good practice that all informal resolution avenues (as set out above) are contemplated and where appropriate, exhausted before a formal process is invoked.

A formal written complaint must be given to Management or a nominated person. The complaint should contain precise details of actual incidents of bullying, including the dates, and names of witnesses, where possible.

A letter will be sent to the person complained against as notification that a formal complaint has been made against them. A copy of the complaint will be given, and the individual will be given the opportunity to respond to the allegations.

Statements from all parties, including witnesses, will be obtained and recorded in writing. All parties to the process have a responsibility to participate without undue delay in any investigation initiated in response to an allegation of bullying. Confidentiality of the process will be emphasised to all concerned.

An investigation will be carried out by a designated person or, if necessary, in the case of any possible conflict of interest, an impartial third party. In either case, the person nominated will have had appropriate training and be familiar with the procedures involved. The investigation will be conducted thoroughly, objectively, with sensitivity, utmost confidentiality, and with due respect for the rights of both the complainant and the person complained of.

The objective of an investigation is to ascertain whether the alleged behaviours come within the description of workplace bullying. The designated investigator will meet with the complainant, the person the allegations are against, and any witnesses or other relevant persons individually.

The person investigating the complaints will make every effort to carry out and complete the investigation as quickly as possible. The investigation will consider all material and evidence before it and a decision will be made on balance of probabilities, as to whether the complaint is valid.

If the investigator concludes that the accused employee has a case to answer on the balance of probability, then the investigator may recommend an appropriate course of action, to include whether or not the employer should invoke

the disciplinary procedure. Management will inform the complainant and the alleged perpetrator, in writing, about the findings of the investigation.

## **APPEALS**

If you either the complainant or the person complained against wish to appeal the outcome, you should apply, in writing, to the designated person within five days, or nominated person if deemed more appropriate. Should it be deemed necessary to engage an external person to hear an appeal, all such hearings carried out will be in accordance with Company procedures. You agree to permit us to share any relevant special categories of data where it is necessary for the purposes of that hearing.

The outcome of the appeal shall be final.

## **SECTION 20 Roscommon CCC Child Safeguarding Statement (CSS) & Associated Policies**

### **CHILD SAFEGUARDING STATEMENT (CSS)**

**Organisation Name and Address:** Roscommon County Childcare Committee CLG, Knock Road, Castlerea, Co. Roscommon, Ireland.

**Address for activities that relate to CSS:** Various locations throughout the county such as Roscommon Library services including; Boyle, Castlerea, Strokestown & Roscommon Libraries, Boyle Family Resource Centre, Ballaghaderreen Family Resource Centre, Castlerea Family Resource Centre, South Roscommon Family Resource Centre, Killtulagh Hall, Ballinlough, Frenchpark Cornerstone Youth Project/Frenchpark parish hall, Harvey Dale Ballyleague, Abbeyfield Hotel Ballaghaderreen, Hodson Bay Hotel Athlone, Durkins Hotel Ballaghaderreen, Corner House Ballinagare.

#### **1. Nature of organisation and principles to safeguard children from harm**

Roscommon County Childcare Committee act as the local agent of the Department of Children, Equality, Disability, Integration and Youth (DCEDIY) in the coordination and delivery of the national early education and childcare programmes and the implementation of Government policy at a local level. We aim to lead, facilitate and support the development of quality, accessible Early Learning and Care (ELC) and School Aged Childcare (SAC) services for the overall benefit of children and their parents in a child centered, partnership approach.

- We provide 'Stay and Play' Sessions as part of the DCEDIY Ukrainian Response.
- We provide network events for childminders and the children in their care at various locations throughout County Roscommon
- We facilitate these Stay & Play sessions in premises throughout the county that have a designated, secure indoor area
- Parents/guardians are required to remain onsite at such events with the children in their care at all times

#### **Guiding principles to safeguard children from harm:**

1. The welfare and safety of every child and young person who attends our sessions/network events is our priority
2. Roscommon CCC believe that the best interests of children are paramount. Our priority is to ensure the welfare and safety of every child and young person who attends our service.
3. All children and young people attending Stay and Play sessions and network events will be have the right to be protected, treated with respect, listened to and to have their views taken into consideration in all decisions affecting them.
4. We are committed to upholding the rights of every child and young person who attends our Stay and Play sessions, including the right to be kept safe and protected from harm, to be listened to and to be heard.
5. All children and young people attending Stay and Play sessions will be respected as individuals and encouraged to reach their potential, regardless of their background.
6. Our guiding principles and this child safeguarding statement apply to everyone in our organisation and are underpinned by [Children First: National Guidance for the Protection and Welfare of Children](#), Tusla's [Child Safeguarding: A Guide for Policy, Procedure and Practice](#), the United Nations Convention on the Rights of the Child and legislation including the Children First Act 2015, Child Care Act 1991, Protections for Persons Reporting Child Abuse Act 1998 and the National Vetting Bureau Acts 2012-2016.
7. Roscommon CCC Employees/volunteers must conduct themselves in a way that reflects the principles of our organisation. All employees/volunteers are guided by Roscommon CCCs Code of Behaviour

## 2. Risk Assessment

We have carried out an assessment of any potential for harm to a child while attending our Stay and Play sessions and network events.

*"harm" means, in relation to a child— (a) assault, ill-treatment or neglect of the child in a manner that seriously affects or is likely to seriously affect the child's health, development or welfare, or (b) sexual abuse of the child, whether caused by a single act, omission or circumstance or a series or combination of acts, omissions or circumstances, or otherwise; (Children First Act 2015).*

Below is a list of the areas of risks identified and the list of procedures for managing these risks.

	Risk of harm (as defined in the Children First Act 2015)	Procedure in place to manage identified risk
1	Risk of harm of abuse by staff/volunteers. Examples of risk include, but are not limited to: <ul style="list-style-type: none"> <li>- Rough handling of children by staff in a way that causes harm to a child</li> <li>- Staff/volunteers shouting at or chastising children to the extent that it causes harm to a child</li> <li>- On-going provision of inadequate food and/or nutrition to the extent that it causes harm to a child</li> </ul>	<ul style="list-style-type: none"> <li>- Recruitment Procedure/Policy</li> <li>- Complaints Procedure/Policy</li> <li>- Procedure/Policy on Managing Behaviour</li> <li>- Staff Training Procedure/Policy</li> <li>- Staff Induction Procedure/Policy</li> <li>- Child Safeguarding Procedure/Policy</li> <li>- Reporting Procedure/Policy</li> <li>- Child Safeguarding Training Procedure/Policy</li> <li>- Garda Vetting Procedure/Policy</li> <li>- Code of Behaviour for Staff/Students/Volunteers Procedure/Policy</li> <li>- Allegation of Abuse Against Staff/Students/Volunteers Procedure/Policy</li> </ul>
2	Risk of abuse by staff and volunteers not knowing correct procedures. Examples of risk include, but are not limited to: <ul style="list-style-type: none"> <li>- Children placed at risk due to inadequate supervision</li> <li>- Children being harmed as a result of staff not reporting appropriate concerns</li> <li>- Children being harmed by inappropriate actions or interactions by staff</li> </ul>	<ul style="list-style-type: none"> <li>- Staff Training Procedure/Policy</li> <li>- Staff Supervision Procedure/Policy</li> <li>- Reporting Procedure/Policy</li> <li>- Child Safeguarding Procedure/Policy</li> <li>- Allegations of Abuse against Staff/Students/Volunteers Procedure/Policy</li> <li>- Complaints Procedure/Policy</li> <li>- Code of Behavior for staff and volunteers Procedures/Policy</li> <li>- Stay and Play Policy including risk management policy</li> <li>- Critical Incident Procedure/Policy</li> </ul>
3	Risk of abuse by workers/volunteers/visitors when parents are not on site for Stay and Play sessions. Examples of risk include, but are not limited to: <ul style="list-style-type: none"> <li>- An incident of sexual abuse by a staff member/ student/volunteer, for example, during nappy changing or intimate care</li> </ul>	<ul style="list-style-type: none"> <li>- Staff Training Procedure/Policy</li> <li>- Staff Supervision Procedure/Policy</li> <li>- Recruitment Procedure/Policy</li> <li>- Garda Vetting Procedure/Policy</li> <li>- Child Safeguarding Policy/Procedure</li> <li>- Personal and Intimate Care Procedure/Policy</li> <li>- Inclusion Procedure/Policy</li> <li>- Code of Behaviour for Staff/Students/ Volunteers Procedure/Policy</li> </ul>

	<ul style="list-style-type: none"> <li>- routines</li> <li>- An incident of physical abuse by a staff member/ student/volunteer when parent is not on site</li> <li>- Emotional abuse by a staff member/ student/volunteer taking place when parent is not on site</li> </ul>	<ul style="list-style-type: none"> <li>- Allegation of Abuse Against Staff/Students/Volunteers Procedure/Policy</li> <li>- Stay and Play Policy includes personal and intimate care and inclusion Procedure/Policy</li> <li>- Childminder Network Events Policy includes personal and intimate care and inclusion Procedure/Policy</li> </ul>
4	<p>Risk of harm by use of unauthorised photography or from online abuse through social media or internet access. Examples of risk include, but are not limited to:</p> <ul style="list-style-type: none"> <li>- Poor management of images or recordings of children, including those shared publicly or on social media</li> </ul>	<ul style="list-style-type: none"> <li>- Policy/Procedure on the use of the Internet and Photographic and Recording Devices</li> <li>- Social Media Procedure/Policy</li> <li>- Retention of Records Procedure/Policy</li> <li>- Stay and Play Policy</li> <li>- Childminders Network Events Policy</li> </ul>
5	<p>Risk of harm from other workers/volunteers or Unannounced visitors to the venue where the Stay and Play session or network event is taking place (e.g., maintenance/repairs/deliveries/other families/adults/children). Examples of risk include, but are not limited to:</p> <ul style="list-style-type: none"> <li>- Risk of children absconding from services due to procedures for entering and exiting buildings not being adhered to, such as doors being closed etc.</li> <li>- Risk of physical, sexual or emotional abuse to children from visitors</li> <li>- Children placed at risk of harm due to inadequate supervision</li> </ul>	<ul style="list-style-type: none"> <li>- Staff Absences Procedure/Policy</li> <li>- Risk Management Procedure/Policy</li> <li>- Supervision of Children Procedure/Policy</li> <li>- Visitor Signing in Procedure/Policy</li> <li>- Safety Statement Procedure/Policy</li> <li>- Stay and Play policy includes policy on risk management, supervision of children and visitor signing in Procedure/Policy</li> </ul>
6	<p>Risk of harm from peer to peer abuse. Examples of risk include, but are not limited to:</p> <ul style="list-style-type: none"> <li>- Repeated, extreme acts of bullying (i.e. verbal, psychological or physical aggression between children)</li> <li>- Children using social media platforms to post derogatory comments or pictures of other children</li> </ul>	<ul style="list-style-type: none"> <li>- Complaints Procedure/Policy</li> <li>- Staff Training Procedure/Policy</li> <li>- Stay and Play Policy includes policy on anti-bullying and supervision of children procedure/policy</li> <li>- Childminder Network Events Policy includes policy on anti-bullying and Supervision of Children Procedure/Policy</li> </ul>
<p><b>3. Procedures</b></p> <p>Our Child Safeguarding Statement has been developed in line with requirements under the Children First Act 2015, Children First: National Guidance for the Protection and Welfare of Children 2017, and Tusla's Child Safeguarding: A Guide for Policy, Procedure and Practice.</p> <p>The procedures listed in our Risk Assessment and the Specified Procedures below support our intention to safeguard children while they are availing of our service:</p> <ul style="list-style-type: none"> <li>- Procedure for the management of allegations of abuse or misconduct against</li> </ul>		

- workers/volunteers of a child availing of our service;
- Procedure for the safe recruitment and selection of workers and volunteers to work with children;
- Procedure for provision of and access to child safeguarding training and information, including the identification of the occurrence of harm;
- Procedure for the reporting of child protection or welfare concerns to Tusla;
- Procedure for maintaining a list of the persons (if any) in the relevant service who are mandated persons;
- Procedure for appointing a Relevant Person.

Everyone in our organisation has a responsibility to safeguard children and to report, to Tusla, any concerns they may have for the protection or welfare of a child. Regardless of how a concern comes to a worker's attention, it should be reported to our company DLP or DDLP in the absence of our appointed DLP.

Roscommon CCC will display this Child Safeguarding Statement prominently in our company offices and on our company website.

All procedures will be made available to employees, directors, parents, young people, members of the public and Tusla, if requested.

#### **4. Implementation and Review**

We recognise that implementation is an on-going process. Our organisation is committed to the implementation of this Child Safeguarding Statement and the procedures that support our intention to keep children and young people safe from harm while availing of our service.

##### **Implement**

Roscommon CCC Safeguarding Statement has been adopted and a version control with an implementation plan has been put in place. A copy will be displayed in our company offices and on our company website at

<https://www.roscommonchildcare.ie/>

##### **Monitor**

Roscommon CCC's child safeguarding statement will be monitored on an ongoing basis by the Roscommon CCC Manager

##### **Review**

Roscommon CCCs Child safeguarding statement will be reviewed, at a minimum every two years or more often where required. This review will be led by the Roscommon CCC Manager and will involve the whole staff team and/or board of directors. Reviews will be conducted when procedures have been put into practice and gaps have been identified, situations where the scope or purpose of Roscommon CCC has changed, new legislation or policy has been developed or where there has been a material change in any matter to which the statement refers.

This Child Safeguarding Statement was reviewed on 14/10/204 and will be reviewed in October 2026.

**Signed:** Sean Crehan, *(Provider of the Relevant Service)* Roscommon CCC Chairperson

For queries, please contact Irene Cafferky, Manager Roscommon County Childcare Committee on 0949622523/0866039606 or [irene.cafferky@roscommonchildcare.ie](mailto:irene.cafferky@roscommonchildcare.ie) *Relevant Person under the Children First Act 2015.*

#### **Best Practice/Key Roles in Safeguarding**

The Roscommon CCC Chairperson of the Board and Board of Directors have appointed and named a company DLP and Deputy DLP (DDLP). The DDLP will act in the place of the DLP when the DLP is not available i.e., annual leave/ sick leave/other leave.

The DLP should be in a senior position within the CCC and both DLP/DDLP should have a strong knowledge of Child Safeguarding procedures within our own organisation and should also have a clear understanding of how to make child protection and welfare reports to Tusla.

The DLP/DDLP should be facilitated to attend training that is relevant to their child safeguarding role.

The company's DLP and DDLP are accessible to all workers and their contact details are available to all. Names and contact details are also prominently displayed on a poster within the work environment.

Where the DLP/DDLP are facilitated to work remotely on occasion, all staff within Roscommon CCC have the contact details of both personnel in the event that there is a child safeguarding concern.

#### **Named Person**

Roscommon CCC have nominated a Named Person to lead on the development and implementation of the child safeguarding statement and procedures for this organisation. This Named Person will refer to relevant publications to ensure that policies and procedures are consistent with best practice.

**Named Person:** Irene Cafferky, County Childcare Coordinator/Manager, Roscommon CCC

#### **Designated Liaison Person and Deputy Designated Liaison Person**

Roscommon CCC have appointed a Designated Liaison Person (DLP) and Deputy Designated Liaison Person (DDLP). Please note that there may be a crossover of roles where the DLP/DDLP may also be the Named Person. The DLP will be a resource to any employee of the company who has a child protection or welfare concern. The DLP is responsible for ensuring that organisational reporting procedures are followed correctly and promptly and act as a liaison person with other agencies. The DDLP will be available in the absence of the DLP.

#### **Designated Liaison Person (DLP)**

Name: Irene Cafferky

Position: Manager/County Childcare Coordinator, Roscommon CCC

Contact Address: Knock Road, Castlerea, Co. Roscommon

Office Telephone: 0949622523

Mobile: 086 6039606 Email: [irene.cafferky@roscommonchildcare.ie](mailto:irene.cafferky@roscommonchildcare.ie)

#### **Deputy Designated Liaison Person (DDLP)**

Name: Sinead Mc Quaid

Position: Childcare Development Officer Roscommon CCC

Contact Address: Knock Road, Castlerea, Co. Roscommon

Office Telephone: 0949622540

Mobile: 0877744405 Email: [sinead.mcquaid@roscommonchildcare.ie](mailto:sinead.mcquaid@roscommonchildcare.ie)

#### **Roles and Responsibilities of the DLP/DDLP:**

- Be fully familiar with the Roscommon CCC's responsibilities in relation to the safeguarding of children
- Have good knowledge of the organisation's guiding principles and child safeguarding procedures
- Ensure that the organisation's reporting procedure is followed, so that child safeguarding concerns are referred promptly to Tusla
- Receive safeguarding concerns from workers and consider if reasonable grounds for reporting to Tusla exist
- Consult informally with a Tusla Duty Social Worker through the Dedicated Contact Point, if necessary
- Where appropriate, make a formal report of a child protection or welfare concern to Tusla on behalf of their organisation, using the Tusla Web Portal. If for any reason the DLP is unable to access the Tusla Web Portal, a hard copy of the Child Protection and Welfare Report Form and/or Retrospective Abuse Report Form may be submitted to Tusla by registered post.
- Record all child protection or welfare concerns, or allegations of child abuse, brought to your attention as well as any action taken in response to these concerns.
- Ensure that a secure system is in place to manage and store confidential records.
- Provide feedback to the referrer, as appropriate.
- Act as a liaison with Tusla and The Garda Síochána, as appropriate.

#### **Sample Scenarios**

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**Remember, it is not up to the worker to prove that abuse has occurred, their role is to recognise the indicators of abuse and follow their reporting procedures and report concerns, through their DLP, to Tusla without delay**

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Safeguarding or welfare concerns may arise whilst Roscommon CCC workers are visiting a service. This may be in the form of an observation or receiving information from workers/parents/other stakeholders in the service. If an employee of Roscommon CCC receives information about or observes a situation that relates to the possible abuse of a child, the worker must follow Roscommon CCCs reporting procedure, via their DLP and make a report to Tusla Duty Social Work. The worker should also alert the DLP in the service, who will in turn follow the service's reporting procedure.

An employee of Roscommon CCC may receive a query relating to a child safeguarding concern, which does not include any details or identifying information. This may come through a phone call or other correspondence. This may come from a number of sources such as ELC/SAC worker, parent, member of the public or other stakeholder.

- ⊕ ELC/SAC workers will be directed to follow their service's reporting procedure and seek advice from the Duty social worker.
- ⊕ All others will be directed to report the concern directly to Tusla.
- ⊕ The caller will be provided with the appropriate contact information for Tusla social work.

An employee of Roscommon CCC may receive a call where the caller states that they wish to disclose a child safeguarding concern. (see appendix 5 for scenario outlined)

- ⊕ The caller will be asked not to share information with Roscommon CCC.
- ⊕ ELC/SAC workers will be directed to follow their service's reporting procedure and report their concern to Tusla social work.
- ⊕ All others will be directed to report the concern directly to Tusla.
- ⊕ Where identifying information is given, the Roscommon CCC worker will follow Roscommon CCCs reporting procedure
- ⊕ If limited information is provided and the Roscommon CCC worker has concerns relating to the situation, they must follow Roscommon CCC' reporting procedure

Employees of Roscommon CCC may come into contact with children and their families in the course of their work. This may be a networking event, stay and play session, other events and may be located at an external venue and/or may be outside of standard working hours. As an employee of Roscommon CCC, you may witness a situation that raises a child safeguarding concern. In this situation, the Roscommon CCC reporting procedure will be followed. As always, if there is an immediate risk to any child or if it is not possible to contact Tusla, the Roscommon CCC employee will contact An Garda Síochána.

Employees of Roscommon CCC may receive a disclosure in relation to retrospective abuse. Retrospective abuse disclosures must be reported to Tusla for the following reasons:

- ⊕ There may be a current risk to children. This applies whether there are identified or unidentified children who may be at risk from the alleged abuser.
- ⊕ There may be a criminal aspect to the disclosure. Child abuse is a crime and you will need to decide if An Garda Síochána needs to be informed. Also, if there may be an immediate risk to a child/ren and if Tusla cannot be contacted the Gardaí need to be contacted without delay.
- ⊕ Support for the person who has made the disclosure. The person who alleges that they have experienced abuse as a child may wish to avail of counselling supports. It is important to help the alleged adult victim to access the most appropriate support service based on their needs at that time.

**In this situation, workers will follow Roscommon CCCs Reporting Procedure and report concerns to Tusla, through their DLP. IF THE WORKER IS UNSURE IN ANY SITUATION, THEY MUST, THROUGH THEIR DLP, CONTACT**

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- **ROSCOMMON CCC DOES NOT HAVE AN ADVISORY ROLE TO ELC AND SAC SERVICES WHERE THERE IS A CHILD PROTECTION AND WELFARE CONCERN.**
- **SERVICES SHOULD NOT CONTACT ROSCOMMON CCC IN RELATION TO CHILD PROTECTION AND WELFARE CONCERNS.**
- **IF A SERVICE CONTACTS ROSCOMMON CCC ABOUT A CHILD PROTECTION AND WELFARE CONCERN, THEY SHOULD BE DIRECTED TO CONTACT TUSLA**

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#### **TUSLA DUTY SOCIAL WORK FOR INFORMAL CONSULTATION**

##### **Reporting Procedures - Responding to and Reporting Child Safeguarding Concerns**

*Children First: National Guidance for the Protection and Welfare of Children* requires organisations to have reporting procedures in place. These procedures must be understood and followed by all employees/workers within Roscommon CCC. Everyone should be alert to the possibility that children with whom they are in contact may be being abused or at risk of being abused. Everyone should know how to recognise and respond to the possibility of abuse or neglect, so as to ensure that the most effective steps are taken to protect a child and to contribute to the ongoing safety of children.

The process of identifying and reporting suspected child abuse and neglect can be difficult for both the person who makes the report and the families involved. However, a failure to act when abuse or neglect is occurring can result in children being left in harmful situations and could potentially result in long term damage to their well-being. There are many reasons why a Roscommon CCC employee/worker may be concerned about the welfare or protection of a child or young person. *Children First: National Guidance for the Protection and Welfare of Children* states that Tusla should always be informed when a person has reasonable grounds for concern that a child may have been, is being, or is at risk of being abused or neglected.

All Roscommon CCC employees/workers have a responsibility to safeguard children and to report, to Tusla, any concerns they may have for the protection or welfare of a child. Regardless of how a concern comes to a workers attention, it should be reported to our company DLP or DDLP in the absence of our appointed DLP.

A child or young person may disclose to a trusted person that they have been or are being harmed or abused. Children may have different ways of communicating that they are being abused. If a child hints at or tells a worker that he or she is being harmed by someone, it must be treated in a sensitive way. It is important that Roscommon CCC employees/workers are aware of how to respond to a child who discloses abuse. Further information on this can be found in *Appendix 2* of this document.

All Roscommon CCC Directors and members of the Board must also be familiar with Roscommon CCC's Child Safeguarding Procedures.

#### **Reporting Child Safeguarding Concerns**

Adhering to this reporting procedure will ensure that correct procedures are followed to safeguard children and that due regard is given to confidentiality and appropriate record keeping.

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**WHERE CONCERN ARISE WHEN VISITING AN ELC OR SAC SERVICE, ROSCOMMON CCC EMPLOYEE/WORKER SHOULD CONSIDER WHETHER THEY SHOULD INFORM THE DLP OF THE SERVICE, IN ADDITION TO FOLLOWING THEIR OWN REPORTING PROCEDURE**

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Roscommon CCC employees/workers will adhere to the following steps when a child safeguarding concern arises.

- ⊕ Recording -Roscommon CCC employees/workers must record all child safeguarding concerns in writing using a standardised recording form and these records must be given to Roscommon CCCs DLP or in the absence of our DLP the DDLP. Employees/Workers in Roscommon CCC will inform the DLP of all child safeguarding concerns.
- ⊕ Records must be factual and include details of concern and any actions that have been taken in relation to the concern(s)
- ⊕ The DLP must ensure that the organisation's reporting procedure is followed, so that child safeguarding concerns are referred promptly to Tusla
- ⊕ For child safeguarding concerns that arise for a Roscommon CCC employee/worker while visiting an ELC or SAC service, the employee/worker must discuss these concerns with our company's DLP and make a decision whether to inform the DLP of the service.

- ⊕ Roscommon CCCs DLP will be fully familiar with the Roscommon CCC's responsibilities in relation to the safeguarding of children and have good knowledge of the organisation's guiding principles and child safeguarding procedures. In conjunction with the DLP, the person with the child safeguarding concern will establish that reasonable grounds for concern exist.
- ⊕ If reasonable grounds for concern have been established, a report must be made to Tusla jointly by the person with the concern and the DLP. If the DLP is unsure that reasonable grounds for concern exist, they may seek informal consultation with a Tusla social worker. Informal consultation can be sought through Tusla's Dedicated Contact Points
- ⊕ If there is an immediate risk to a child or children and Tusla cannot be contacted, the DLP must contact An Garda Síochána
- ⊕ Reporting to Tusla – reports should be made to Tusla using the [Tusla Web Portal](#). Where the Tusla Web portal cannot be accessed, the Child Protection and Welfare Report Forms and/or Retrospective Report Forms should be downloaded, completed and posted to Tusla by registered post. Contact details can be found through the [Tusla Dedicated Contact Points](#)

ROSCOMMON CCC HAVE SET UP A PROFILE ON THE TUSLA WEB PORTAL AND OUR COMPANY'S DLP/DDLP KNOW HOW TO ACCESS THE PORTAL. FURTHER INFORMATION CAN BE FOUND HERE [https://www.tusla.ie/uploads/content/Tusla\\_Web\\_Portal\\_User\\_Guide.pdf](https://www.tusla.ie/uploads/content/Tusla_Web_Portal_User_Guide.pdf)

- ⊕ If a report is being made to Tusla and/or An Garda Síochána by Roscommon CCC we will consider who the information needs to be shared with, in line with our Confidentiality Procedure. ROSCOMMON CCCS CONFIDENTIALITY PROCEDURE OUTLINES THE LINE OF COMMUNICATION WITHIN ROSCOMMON CCC IN RELATION TO CHILD SAFEGUARDING. PARTICULAR ATTENTION IS PAID TO WHO NEEDS TO KNOW THAT A CONCERN HAS BEEN REPORTED E.G DLP/MANAGER/CHAIR OF THE BOARD
- ⊕ Retrospective abuse disclosures must be reported to Tusla. Reports should be made to Tusla using the [Tusla Web Portal](#). Where the Tusla Web portal cannot be accessed, the Retrospective Abuse Report Form should be downloaded, completed and posted to Tusla by registered post. Contact details can be found through the [Tusla Dedicated Contact Points](#)

**Recording:**

- ⊕ All safeguarding concerns must be recorded on a standardised form
- ⊕ Records will be managed by the DLP and held in a dedicated child safeguarding file which is locked and accessible only through the DLP and when needed the Deputy DLP.
- ⊕ Records must be factual and include details of concern and any actions that have been taken in relation to the concern(s)

Roscommon CCC have procedures in place for the effective management of our employees/workers to ensure good child safeguarding practice. These are listed below.

- **Policy for Responding to Allegations of Abuse Against Workers**
- **Confidentiality Procedure**
- **Code of Behaviour**
- **Recruitment and Selection Procedure**
- **Garda Vetting Procedure**
- **Induction Procedure**
- **Supervision and Support Procedure**
- **Disciplinary Procedure**
- **Complaints Procedure**

**Policy for Responding to Allegations of Abuse Against Workers**

Roscommon CCC have a procedure in place for responding to allegations of abuse made against our employees/workers.

An allegation may be made against an employee/worker who has:

Behaved in a way that has or may have harmed a child/young person

Possibly committed a criminal offence in relation to a child/young person

Behaved towards a child/young person or children/young people in a way that indicates they may pose a risk of harm to a child/young person

Behaved in a way that is contrary to the service's Code of Behaviour for workers  
Behaved in a way that is contrary to professional practice guidelines

Management must ensure that everyone involved is dealt with appropriately and in accordance with Roscommon CCCs guiding principles and Child Safeguarding Procedures. Management must always ensure that the best interests of the child are paramount, balanced with fairness to the employee/worker and based on the laws of natural justice and employment legislation.

Roscommon CCC has a dual responsibility in respect of both the child and the worker. There are two separate procedures to be followed:

1. The reporting procedure to Tusla in respect of the child
2. The internal personnel procedure for dealing with the worker.

It is recommended that two different people are appointed to manage each procedure. In some staff teams, it may be necessary to call on external people who are independent to the parties. The Designated Liaison Person is responsible for reporting the matter to Tusla, while a person must be appointed to take responsibility for addressing the employment issues. In relation to allegations of abuse against workers, Roscommon CCCs reporting procedure must always be followed by all workers.

The first priority is for the safety of the child. The risk of harm to a child should be at the forefront of any decisions made or actions taken

Roscommon CCCs internal personnel procedures for dealing with a worker who is the subject of an allegation of abuse is clearly outlined

All employees/workers in Roscommon CCC are aware of who to contact should they become aware of or make an allegation of abuse or neglect against any employee/worker

Where an allegation of abuse by a worker arises, there must be a specified person.

This person/s is: The Manager and/or Chairperson of Roscommon CCC who addresses the employment issues and privately informs the worker of the following:

The fact that an allegation has been made against him/her

The nature of the allegation

The worker should be given an opportunity to respond

In a situation where an allegation has been made against a worker, protective measures that are proportionate to the level of risk must be taken to ensure that no child is exposed to unnecessary risk.

Where an allegation of abuse by an employee/worker arises, there is a specified person who addresses the child safeguarding procedures that must be followed, including:

If appropriate, parents should be informed of any action planned and taken while having regard to the rights to confidentiality of others, such as the person against whom the allegation has been made

Liaison with Tusla and An Garda Síochána should be maintained, as appropriate

All stages of the procedure should be recorded and these records should be maintained in line with Data Protection regulations and legislation

Disciplinary procedures should be in place and followed, as appropriate

When an allegation is made against a worker, a quick resolution should be sought for the benefit of all concerned

**Legal advice will be sought at the earliest opportunity if Roscommon CCC is dealing with an allegation of abuse against a worker**

#### **Confidentiality Procedure**

Roscommon CCC recognise that it is essential that there is a clear understanding of professional and legal responsibilities with regard to confidentiality and the exchange of information.

- ⊕ Employees are required at all times to maintain absolute confidentiality in respect of matters that come to their knowledge in the course of their work and breaches will result in disciplinary action. You are required to sign the company's standard confidentiality agreement (see appendix 18/Bright HR).
- ⊕ Employees/Workers are to follow the company's Child Safeguarding Statement and associated policies in relation to any concerns they have in relation to child safeguarding

The company have appointed a lead person/DLP and DDLP that they can discuss any concerns they may have and Roscommon CCC support the paramountcy principle in relation to child safeguarding i.e. the child's best interest must always come first and reporting procedures are outlined.

- ⊕ Employees are also required and expected to maintain this standard of confidentiality when they leave employment with Roscommon CCC
- ⊕ The confidential nature of your work requires that you never disclose any information you may acquire about the affairs of the company or any of its customers. The records and forms you work with are the property of the company and must not be shown or given to outsiders without official approval. If you have any doubts about what information this covers, please consult your Manager.
- ⊕ Any knowledge or suspicion of disloyalty, fraud or error or any concealed practice against the interests of the company on the part of any person must be reported to your Manager.
- ⊕ If involved in or employed for work outside of your working hours with our company employees/workers must advise the company of these activities so as to ensure no conflict of interest and compliance with the provisions of the Organisation of Working time Act 1997.

#### **In relation to child safeguarding**

All information regarding a concern about child protection or welfare should be shared on a need-to-know basis, in the best interest of the child.

No undertakings regarding secrecy can be given and this should be made clear to children and families using the service.

The proportionate provision of information to the statutory agencies for the protection of a child is not a breach of confidentiality or data protection.

Parents and children have a right to know if personal information is being shared, unless doing so could put the child or the reporter at risk or impede Tusla's assessment.

Information will be shared as necessary and appropriate with Tusla, in the best interests of the child.

Safeguarding concerns records must be stored securely, in a separate storage cabinet to other records.

Where child safeguarding concerns are held on a shared drive, this must be password protected. There will be a soft copy folder for this purpose stored in Roscommon CCCs Managers office in a locked cabinet.

If there is a situation where the DLP decides not to make a report, The DLP should advise the employee/worker who raised the concern of this decision and the reasons why. The DLP should also advise the employee/worker that should they remain concerned they can independently report to Tusla. In reporting to Tusla, the employee/worker is protected from civil liability and/or penalisation by an employer under the Protections for Persons Reporting Child Abuse Act 1998, should they report independently in good faith.

Failure to comply with these requirements will result in disciplinary action.

#### **Mandatory Training**

In certain instances, employees will be required to undertake and attend mandatory training sessions that are relevant to their role, in areas such as health and safety, child protection, etc. All employees are required to co-operate with mandatory training requirements.

#### **Support & Supervision**

Roscommon CCC recognises its responsibilities to ensure that all employees have access to regular supervision and support for their work and have policies regarding this area in our employee handbook section 1.19.

Providing supervision and support to workers helps to maintain best practice and the safeguarding of children. Supervision provides a regular, structured opportunity to discuss work, provide support, review practice and progress and plan for future personal development.

### **Roscommon CCCs Customer Charter & Complaints Procedure**

Roscommon CCC have a customer charter and complaints procedure which outlines how to make and receive complaints about any aspect of the organisations. Our complaint procedure can be accessed through our company website here <https://www.roscommonchildcare.ie/wp-content/uploads/2020/04/Roscommon-CCC-Customer-Charter-Client-Complaints-Procedure-V3-11032020.pdf> and is in the appendices.

### **Sharing Guiding Principles and Child Safeguarding Procedures with Stakeholders**

Roscommon CCC will make our guiding principles, child safeguarding statement and our customer charter and complaints procedure available to stakeholders and the general public.

Stakeholders such as our Employees/Directors & Members of our board/ELC & SAC services/Parents/Students and the general public can access these from our website at <https://www.roscommonchildcare.ie/>

**Implementing, Monitoring and Reviewing Child Safeguarding Procedures** Roscommon CCC have developed a plan to implement, monitor and review our child safeguarding procedures and will ensure that they are adhered to.

### **Implementation, Monitoring and Review of Your Child Safeguarding Policy**

#### **Implementation**

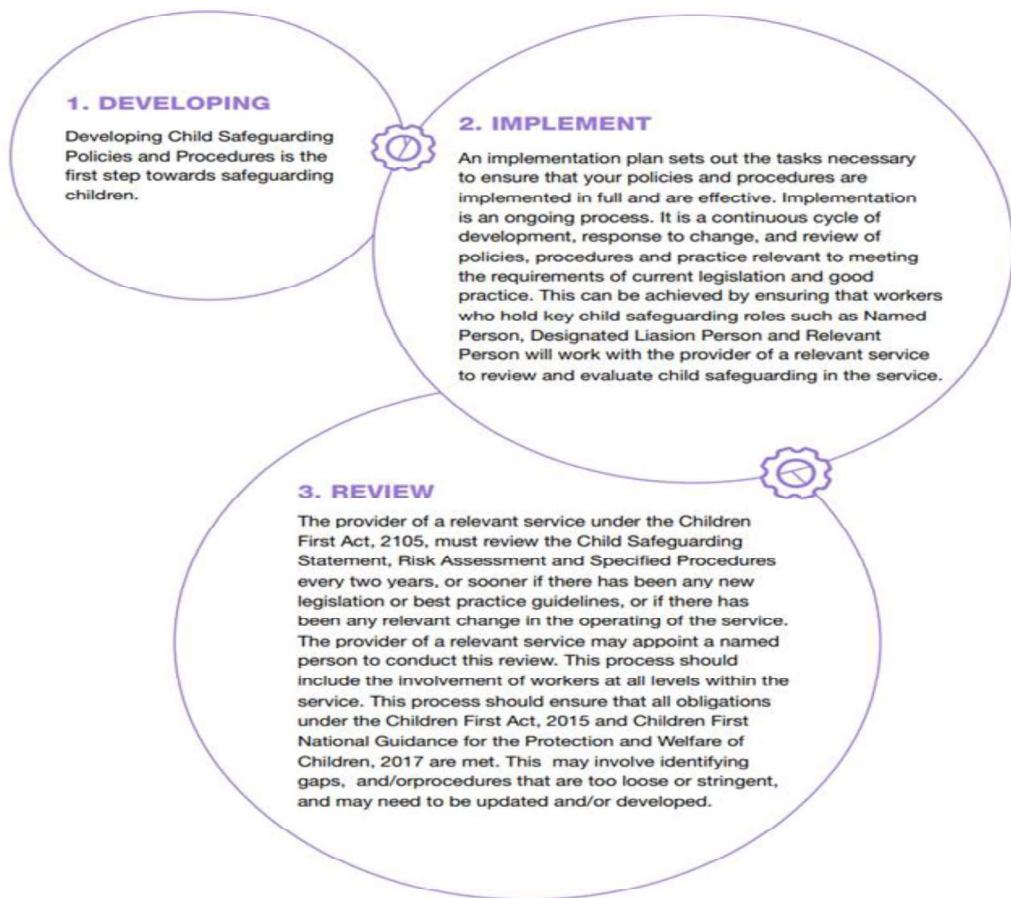
Roscommon CCC Safeguarding Statement and associated revised procedures V2.3 were adopted at a board meeting on 01/06/2022 and will be implemented with immediate effect. A version control with an Implementation plan has been put in place by the Manager of Roscommon CCC with the support of the entire staff team. Individual staff members of Roscommon CCC have a responsibility for implementation of the plan. A copy will be displayed in our company offices and on our company website

#### **Monitor**

Roscommon CCC's child safeguarding procedures will be monitored on an ongoing basis by the Roscommon CCC Manager and/or Chairperson.

#### **Review**

Roscommon CCCs Child safeguarding procedures will be reviewed, at a minimum every two years or more often where required. This review will be led by the Roscommon CCC Manager and will involve the whole staff team. Reviews will be conducted when procedures have been put into practice and gaps have been identified, situations where the scope or purpose of Roscommon CCC has changed, or new legislation or policy has been developed.



## Appendices

### Appendix 1 –Tusla Duty Social Work & Key Contact Details

#### **HSE Duty Social Worker Teams County Roscommon**

Check up to date contact details on <http://www.tusla.ie/services/child-protection-welfare/contact-a-social-worker/roscommon-duty-social-work-teams>

Address	Child and Family Agency, Golf links Rd, Co. Roscommon.
Phone	090 6637528
Office Hours	9am - 5pm

Address	Child and Family Agency, Health Centre, Boyle, Co. Roscommon
Phone	071 9662087
Office Hours	9am - 5pm

Address	Child and Family Agency, Riverside House, Main St. Castlerea, Co Roscommon
Phone	090 6637851

#### **An Garda Síochána (County Roscommon)**

District HQ: Roscommon

District HQ Tel: +353 90 6638316

Divisional HQ: Roscommon

Divisional HQ Tel: +353 90 6638311

*Emails are monitored during normal office hours.*

*Call 999/112 or your local Garda Station if an immediate response is required.*

*For a full list of all stations in County Roscommon refer to <https://www.garda.ie/en/contact-us/station-directory/>*

**Appendix 2:**

**Child Protection & Welfare Staff Declaration Form**



**This declaration should be completed by all employees/workers, board members and volunteers in ROSCOMMON CCC once they have read and understand the Child Safeguarding Statement & Associated Policies**

**Name (block capitals):**

**Address:**

**Position**

**I have received a copy of the ROSCOMMON CCC Child Safeguarding Statement and associated policies. I have read and understand the particulars outlined and I agree to follow the guidelines on procedures and practices contained within it.**

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**This declaration must be signed and returned to Irene Cafferky, Manager, ROSCOMMON CCC, Knock Road, Castlerea, Co. Roscommon**

**Appendix 3: Guidance for responding to a call from a childcare provider to child protection/welfare concerns.**

**Scenario 1: DLP/DDLP takes the call**

If a childcare provider rings for advice on a child protection or welfare concern the staff member will refer the call to the designated liaison person (DLP) or in their absence the Deputy Liaison Person (DDLP)

The DLP will provide the childcare provider with the contact details of the Tusla duty social worker. The DLP will keep a record of the conversation.

If the provider proceeds to seek advice from Roscommon CCC in relation to a concern, the DLP will clarify their role, reflect the concern of the provider and the current definitions/understanding of the legislation and their duty of care.

If the DLP believes that reasonable grounds for concern exist, and the provider/source is reluctant to call the duty social worker the information should be forwarded to the Tusla Duty Social Worker regardless of whether the source wishes to be identified or not. The source must be made aware that the DLP will be reporting the concern.

Reporting a child protection or welfare concern should be made using the appropriate reporting form

**Scenario 2: If there is no DLP or DDLP available to take the call the following action should be taken:**

Reassure the caller that they have done the correct thing in calling the CCC office and that you will be able to help them

Inform the caller the next step is for them to contact the Tusla duty social worker, who will advise them on how best to proceed (signpost to Tusla website for list of contact numbers)

Advise the caller if the Tusla duty social worker is not available and if it is an emergency they can contact the the Garda Station (see attached list of contact numbers)

The ccc staff member will record all details of the call and pass to the DLP or Deputy DLP at earliest time.

Information will be stored as per our CCCs internal procedures

**Appendix 4:**

**Child Protection & Welfare  
Self-Declaration Form**



**You must sign and date this declaration below.**

**In the event that you are offered a position with ROSCOMMON CCC you will be subject to a Vetting process.**

**Declaration: I declare that there is no reason why I would not be considered suitable to work with children or young people.**

**Signature:**

**Date:**

Designed as part of an induction pack by Irene Cafferky

An induction course or follow up workshop will be held for all new and/or existing staff members as required.

Induction training is intended to provide new staff with information to help them with their transition into their post in Roscommon County Childcare Committee (RCCC) or to support existing staff to transition to a different role within the company. It will involve a number of presentations by the Senior Management Team of RCCC.

An Induction Pack will be provided as part of the training programme or is available from the Roscommon County Childcare Committees (RCCC) Manager's Office.

#### Venue

Training will be provided in the offices of RCCC

#### Duration

Induction may take place over a period of time. It may be dependent on a staff member's ability to absorb information. It may also be dependent on availability/dates of internal trainers to deliver Health & Safety Induction.

#### Trainer Profile

The Manager of RCCC (Irene Cafferky) or designated person will deliver Induction training to all staff.

Irene has many years' experience of working from Community Development Principles, is qualified in Supervisory Management & Human Resources, adult education, Mediation, holds a diploma in Community Development from NUIG, a degree in Education from NUIG and a MA in Early Childhood Care & Education from Queens University, Belfast

#### Training Methods Used

- Power point Presentation
- Flip Chart
- One to one mentoring
- On the job support
- Team meetings
- Peer support through sharing of information

#### Aims of Induction

- To provide new staff with information in relation to their post within RCCC
- To also provide existing staff who may be promoted within the organisation to become familiar with their transition.
- To explain the policies and procedures of Roscommon County Childcare Committee
- To outline the expected standard of work
- An Induction Programme may also be delivered to existing RCCC staff who may be returning to the organisation after a long term absence through illness or approved special leave.

#### Objectives

- To welcome new team members to the organisation
- Outline Roles & Responsibilities within the team
- Outline Key Workers & their responsibilities in relation to action plans
- Provide direction, purpose and accountability for the new staff member
- Build TEAM commitment and establish a shared vision of the goals ahead
- Forge agreement on the need for TEAM support and knowing what a team player is
- Identify our strengths & weaknesses within the TEAM
- Identify resources and/or learning and development support required to carry out duties assigned
- To set the scene for Performance Management as the RCCC Manager sets out clearly the expectations regarding standards and performance

- Ensure all staff are focused on RCCC Strategic Aims

Expected Outcomes
<ul style="list-style-type: none"> <li>➢ Staff will meet all staff team members &amp; know their key functions within the organisation</li> <li>➢ All staff will be familiar with the organisations strategic aims</li> <li>➢ Staff will be familiar with Health &amp; Safety Legislation</li> <li>➢ Staff will be aware of the contents and application of the RCCC staff handbook &amp; associated policies &amp; procedures</li> <li>➢ Staff will have a clear vision of their role in relation to their job description &amp; terms of employment</li> <li>➢ Staff will know their own key areas of responsibilities as well as the areas of responsibilities of the other staff members of RCCC</li> <li>➢ Staff will know who will line manage them and be familiar with the performance management system of RCCC</li> </ul>
Course Content
<ul style="list-style-type: none"> <li>➢ Introduction to Workplace &amp; team members</li> <li>➢ RCCC Structures including Roles &amp; Responsibilities</li> <li>➢ Board &amp; Sub Committee Membership</li> <li>➢ RCCC Staff Handbook</li> <li>➢ Policies &amp; Procedures</li> <li>➢ RCCC Local Implementation Plan (LIP)</li> <li>➢ Internal Financial Procedures (where appropriate)</li> <li>➢ Office Management</li> <li>➢ Health &amp; Safety Induction</li> <li>➢ Terms &amp; Conditions of Employment</li> <li>➢ Job Description</li> <li>➢ Line Management Support</li> <li>➢ Performance Management System</li> <li>➢ Reporting Procedures</li> </ul>
Assessment

Assessment will be ongoing through support & supervision, team meetings, mentoring, coaching & through the performance management system of RCCC.

## Appendix 6 Employee Induction Checklist

**Name:**

**Start Date:**


**Please read this form and then sign the statement below.**

I have read and understand the current Employee Handbook/Policies and Procedures along with my Statement of Main Terms of Employment. I accept that it forms part of my terms and conditions of employment and can be revised to meet the needs of the company. I will keep myself informed of its contents.

**Employee  
Signature:**
**Date:**

**I have supplied the following documentation and information to Roscommon CCC:**

PPS Number

Photo Identification

Bank details

Emergency Contact Details

Copy of Driving License

Copy of Driving Insurance Letter of Indemnity  
for Roscommon CCC

Copy of Qualifications

**The following has been explained to me:**

Hours of work, including time recording details, break times, etc.

Layout of premises, including fire exits, first aid facilities, safety personnel, etc.

Introduction to colleagues

Welfare facilities including toilets, staff area and arrangements for breaks

Company Structures, Data Management System &amp; Other Internal IT Systems

Company Website &amp; Social Media Accounts

Copy of Roscommon CCCs Statement of Work &amp; Reporting Requirements

Employee Handbook/Policies and Procedures incl. Company Child Safeguarding Statement

-  Performance Management System
-  Employee Grievance Procedure
-  Travel & Subsistence Claims
-  Internal financial procedures

Company Safety Statement

Additional Policies incl. national Communication policy

Details of the Employee Assistance Program (EAP)

Overview of Company &amp; Reporting Structures Brief History of Roscommon CCC

-  Board structures, membership, and sub committees
-  Role of board members versus manager (handbook)
-  Customer Charter & Complaint Procedures

**For Office Use Only** (Employee File Created?)

Yes

**Employer  
Signature:**
**Date:**

## Appendix 7. Employee Conflict of Interest Declaration



Date: \_\_\_\_\_

To: Roscommon County Childcare Company CLG  
Knock Road, Castlerea, Co. Roscommon

I wish to advise that I am undertaking consultative work on a freelance basis. I declare that this work will not interfere with my duties as an employee of ROSCOMMON CCC. I will adhere to the policies and procedures of ROSCOMMON CCC and will undertake this consultative work in my own time.

Signed: \_\_\_\_\_  
Employee Name

Signed: \_\_\_\_\_  
Roscommon CCC Line Manager

.....

**Appendix 8. Roscommon County Childcare Committee CLG Staff Continuing Professional Development/Training Service Agreement**



## **Introduction**

It is the policy of ROSCOMMON CCC to provide Continuing Professional Development (CPD) opportunities for our employees. Depending on budgets, resources or prioritization of deliverable areas of work for DCEDIY it is the responsibility of the ROSCOMMON CCC Manager to agree with staff an individual training plan which provides ongoing support to the employee while fulfilling our organizations goals.

### **Purpose & Objectives**

The purpose of this Service Level Agreement is to agree terms and conditions regarding the sponsorship of employees of ROSCOMMON CCC in undertaking \_\_\_\_\_ delivered by Dep\_\_\_\_\_ for CCC staff on a national programme to support \_\_\_\_\_. This agreement also covers subsequent possible delivery of \_\_\_\_\_ or other specified agreed areas of work with DCEDIY/CCCs by sponsored ROSCOMMON CCC Staff as part of ROSCOMMON CCC's annual Local Implementation Plan.

### **Parties to the Agreement**

Roscommon County Childcare Committee (ROSCOMMON CCC)

Staff Member \_\_\_\_\_ (Name of employee) of Roscommon County Childcare Committee CLG (ROSCOMMON CCC)

**Commencement Date** – This agreement will come into effect from the \_\_\_\_\_.

The \_\_\_\_\_ training course will be on \_\_\_\_\_ consecutive days from 1\_\_\_\_\_ and the location is \_\_\_\_\_.

This agreement is subject to this ROSCOMMON CCC service level agreement being signed by the employee.

### **1. Scope of Work**

ROSCOMMON CCC is responsible for the co-ordination of the local implementation plan in Co. Roscommon in relation to the Early Childhood Care & Education sector on behalf of DCEDIY which for CPD purposes includes the staff of ROSCOMMON CCC.

Local Implementation Plans and areas of responsibility may change from year to year as assigned by ROSCOMMON CCC Manager.

ROSCOMMON CCC are responsible for the following activities in relation to their staff:

- Recruitment & selection of in house staff who are professionally competent and can be trained up in the delivery of any identified training which ROSCOMMON CCC deem necessary to proactively deliver the ROSCOMMON CCC local implementation plan on behalf of DCEDIY. This can be in relation to ROSCOMMON CCC's strategic aims regarding the Workforce Development Plan, DCEDIY targeted Programme deliverables and ongoing continuing professional development (CPD) of the ROSCOMMON CCC workforce.
- ROSCOMMON CCC Manager will identify appropriate personnel from within its own multidisciplinary team or from outside where appropriate that the company will sponsor or part sponsor CPD opportunities, this may be in the form of time off to attend conferences/training courses, payment or part payment of fees associated with such training and/or travel & subsistence allowance which may be approved in advance by the ROSCOMMON CCC Manager. Personnel who ROSCOMMON CCC may sponsor for CPD will have the following:

- Appropriate adult education qualifications (FETAC Level 6 or equivalent or above this level on the National Qualifications Framework in relation to Early Childhood Care & Education)
- Sector specific experience and/or persons who can deliver specific training as deemed appropriate
- Appropriate car insurance cover indemnifying ROSCOMMON CCC where applicable
- Have completed the ROSCOMMON CCC Staff training request form
- Have agreed to and signed the Training Service Level Agreement in advance of participating on identified training/course

ROSCOMMON CCC Manager will have the scope to identify the most suitable persons taking into regard qualifications, experience, area of expertise, existing work commitments and appropriateness in relation to that persons own job description. The commitment to CPD opportunities does not imply that ROSCOMMON CCC will allow the employee deliver any subsequent associated work Programme relation to the CPD as this will depend on the individuals own work plan and in relation to deliverables within the ROSCOMMON CCCs yearly local implementation plan and/or priorities assigned by DCEDIY to CCCs and ROSCOMMON CCCs own work priorities as assigned by ROSCOMMON CCC Manager to staff.

This is not an exhaustive list but a guideline and the Manager of ROSCOMMON CCC will be charged with carrying out any selection process internally for CPD of all ROSCOMMON CCC staff and all subsequent staff individual or collective responsibilities for delivery in relation to that CPD. Staff will be required as per their contract of employment and job description to undertake any training/CPD that the ROSCOMMON CCC Manager deem necessary to carry out the function of the organization in relation to the delivery of ROSCOMMON CCC's annual

## **2. Location of the Training \_\_\_\_\_**

### **3. Performance Monitoring & Reporting**

The course will be evaluated in the following ways:

- Feedback from ROSCOMMON CCC participant
- Completion of ROSCOMMON CCC staff Learning & Development Yearly Plans
- Employee writing up an action arising out of training Programme to be considered for inclusion in ROSCOMMON CCCs annual local implementation plan

It is the responsibility of the employee to forward same to ROSCOMMON CCC Manager within two weeks of completion of training.

### **4. ROSCOMMON CCC Staff Obligations**

- The Employee shall as part of his duties under this agreement attend the sponsorship Program diligently and apply the whole of his/her energies during the Program to the acquisition of the skills and knowledge taught or otherwise made available in connection with the Program.
- The Employee shall during the Sponsorship Period follow all regulations and discipline that shall be enforced from time to the by ROSCOMMON CCC, the Institute/training organisation or any other authority under the authorisation of the Institute/training organisation.
- The Employee shall not be involved with any activities that in the opinion of the Company shall jeopardize or bring disrepute to the reputation of ROSCOMMON CCC.
- The Employee if assigned by ROSCOMMON CCC Manager will deliver the course/programme of agreed work on behalf of ROSCOMMON CCC as and when arranged by ROSCOMMON CCC Manager on successful completion and acquisition of the necessary qualification. ROSCOMMON CCC Manager will liaise with DCEDIY and Dept. Education to agree delivery of any post training supports or mentoring/training on a national level for ECCE services. This additional responsibility will form part of the employees work schedule with ROSCOMMON CCC if assigned by ROSCOMMON CCC Manager.

**NB:** The completion of this CDP does not guarantee delivery on behalf of ROSCOMMON CCC as this will be assigned by ROSCOMMON CCC Manager once the overall work plan is finalised.

## 5. Compulsory Service Period

- In consideration of the sponsorship granted, the Employee shall serve the Company at any particular time as determined by the Company for the duration of their contract of employment with ROSCOMMON CCC and at the salary in accordance with the employees Contract of Employment (hereinafter referred to as "the Compulsory Service Period") commencing the date he/she receives the necessary qualification.
- If the employee resigns within 12 months of the delivery of the first course on behalf of ROSCOMMON CCC, the employee will be obliged to return to ROSCOMMON CCC the sum of €\_\_\_\_ and the Employee shall be absolved of all obligations under this Agreement and shall not be entitled to any compensation of whatsoever nature from the Company.

## 6. Payment and leave arrangements

The following is the procedures regarding this training Programme for leave and T&S claims for the training. Costs **may** be covered by ROSCOMMON CCC's own payment policy or in the case of an external department such as DCEDIY/DES **then the following may apply.**

You will be released for training for 4\_\_\_\_ days which ROSCOMMON CCC will pay for at approximately € per day x \_\_\_\_ days = €.

\_\_\_\_ will cover accommodation costs in \_\_\_\_ if applicable for this Programme.

Travel if applicable must be approved by ROSCOMMON CCC Manager in advance.

You will need to apply for your Travel and Subsistence costs from ROSCOMMON CCC.

As this may be ultimately recouped by ROSCOMMON CCC from the \_\_\_\_, the following rules will apply:

1. As your accommodation and parking is being paid for by the \_\_\_\_, the overnight rate will not apply.
2. ROSCOMMON CCC will pay the subsistence rate and will recoup any or all parts from \_\_\_\_\_. Lunch is provided, therefore the subsistence rate will be reduced by €14.01 (for lunch).
3. Vouched expenses will not be covered, except for public transport costs.
4. Parking is provided through the hotel by \_\_\_\_

**Conflict Resolution** - All parties to this agreement place great importance on maintaining good relations with each other to ensure the smooth running of the training schedule. All parties also commit to resolving any issues/problems that may arise during the course of this agreement at the earliest possible stage, and to ensure they are dealt with as quickly as possible.

If an issue arises that materially affects the delivery of training or will impact on this agreement, the ROSCOMMON CCC Manager Irene Cafferky should be informed immediately. Problems should be resolved between the Manager of ROSCOMMON CCC and ROSCOMMON CCC Staff member at the earliest possible opportunity and using every effort to do so.

**THE TERMS AND CONDITIONS OF THIS AGREEMENT HAVE BEEN UNDERSTOOD AND AGREED UPON BY BOTH PARTIES.**

**Signed on behalf of Roscommon County Childcare Committee CLG Employee:**

Signature: \_\_\_\_\_

Position in company: \_\_\_\_\_ Date: \_\_\_\_\_

**Signed on behalf of Roscommon County Childcare Committee CLG Management:**

Signature: \_\_\_\_\_

Position in company: \_\_\_\_\_ Date: \_\_\_\_\_

**Appendix 9. Roscommon CCC CONFIDENTIALITY AGREEMENT**

To: Manager on behalf of Roscommon County Childcare Company CLG  
Knock Road,  
Castlerea,  
Co. Roscommon

I hereby acknowledge that all matters discussed at Committee Meetings, Sub-Committee, Task/Steering Group Meetings, office discussions and staff meetings that are convened for the discussion of company affairs, and to which the public are not admitted, will be treated at all times by me as confidential and that no information whatsoever or any details whatsoever of such meetings will be discussed by me with any person or persons whatsoever at any time outside of such meetings.

As an employee of ROSCOMMON CCC, I acknowledge the absolute necessity for confidentiality within the staff team and that work issues will not be disclosed outside of the workplace. I agree to be bound by the confidentiality procedure in the ROSCOMMON CCC Employee handbook.

I undertake not to remove any documents from my workplace unless authorised by management.

I understand that my failing to adhere to this undertaking, at any time, could lead to my suspension and/or dismissal from the Staff Team, Sub Committees, Task/Steering/working Groups of which I am a staff member.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Roscommon CCC Employee



#### Appendix 10. Return to Work Interview

This form may be used to conduct a meeting with employees on their return to work after any leave of absence

Employee Name:

Date of Interview with Line Manager:

Reason for leave i.e. Sick Leave       Force Majeure           

If other please state reason: N/A

Dates of Leave (inclusive) \_\_\_\_\_ Number of working days \_\_\_\_\_

If returning after a period of sick leave:

Is return to work certified? Yes  No

If Yes, has there been a safety audit carried out in relation to your return? Yes  No

Are there any special requirements you need as a result of your return to your workplace?

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Special Instructions from Line Manager:

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Signed by Line Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Signed by Employee: \_\_\_\_\_ Date: \_\_\_\_\_



#### Appendix 11. Use of Personal Vehicle for Company Business - Form of Undertaking

**To be signed by each employee who claims expenses and uses their vehicle on company business**

I hereby acknowledge that the official permission granted to me to use my private motor vehicle on official business is subject to any relevant regulations or conditions in force from time to time, and in particular to the condition that the premiums in respect of the insurance of the vehicle will be regularly paid by me to a vehicle insurer for the purposes of The Road Traffic Act 1961. I am the holder/named driver of a policy insurance which includes indemnity to Roscommon County Childcare Committee CLG issued by the insurer as attached. I undertake to notify Roscommon County Childcare Committee of any change in respect of my insurance policy.

I understand that Roscommon County Childcare Committee CLG will not and cannot accept liability in respect of any loss or damage of any description resulting from the use of my private motor vehicle on official business, whether the risk is or is not covered by my policy of insurance.

I hereby declare that my car has current road tax in place

I hereby declare that my car has a current National Car Test (NCT) certificate (if applicable)

I attach the following:

- Copy of current car insurance policy indemnifying Roscommon County Childcare Committee CLG

- Copy of my full driver's license

- Receipt and/or Copy of indemnity letter where applicable

I have read AA Driving Tips on Road safety

I have received a car safety kit from my employer which remains the property of my employer and I will return to my employer if I leave their employment.

I understand I have an obligation to my employer to ensure that my driving license is valid and not at risk of becoming invalid in order that I can fulfill my role.

I have read and understand Roscommon County Childcare Committee CLG's driving for work and lone worker policies

I agree to the above undertaking agreement and understand the policy relating to the use of my personal vehicle for company business.

Signed Roscommon County Childcare Committee Employee: \_\_\_\_\_

Date: \_\_\_\_\_

**Appendix 12. Roscommon County Childcare Committee CLG VERBAL WARNING FORM**

Verbal Warning To: \_\_\_\_\_ Position: \_\_\_\_\_

Issued By: \_\_\_\_\_ Position: \_\_\_\_\_

Date Issued: \_\_\_\_\_

Description of Warning:

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Follow up action(s) to be taken:

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Time Frame in which the improvements must be achieved: \_\_\_\_\_

Date on which this record will be removed from the employee's personnel record (subject to achieving the agreed improvements): \_\_\_\_\_

Copy of this form to be given to the person receiving the warning:

Employees Signature: Date:

On Behalf of Roscommon County Childcare Committee Signature: Date:

Witness Signature: Date:

Witness Signature: Date:

**Appendix 13. Roscommon County Childcare Committee CLG WRITTEN WARNING FORM**

Written Warning To: \_\_\_\_\_ Position: \_\_\_\_\_

Issued By: \_\_\_\_\_ Position: \_\_\_\_\_

Date Issued: \_\_\_\_\_

Description of Warning:

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Follow up action(s) to be taken:

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Time Frame in which improvements must be achieved: \_\_\_\_\_

Date on which this record will be removed from the employee's personnel record (subject to achieving the agreed improvements): \_\_\_\_\_

Copy of this form to be given to the person receiving the warning:

Employees Signature: Date:

On Behalf of Roscommon County Childcare Committee Signature: Date:

Witness Signature: Date:

Witness Signature: Date:

**Appendix 14. Roscommon County Childcare Committee CLG FINAL WRITTEN WARNING FORM**

Final Written Warning To: \_\_\_\_\_ Position: \_\_\_\_\_

Issued By: \_\_\_\_\_ Position: \_\_\_\_\_

Date Issued: \_\_\_\_\_

Description of Warning:

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Follow up action(s) to be taken:

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Time Frame in which improvements must be achieved: \_\_\_\_\_

Date on which this record will be removed from the employee's personnel record (subject to achieving the agreed improvements): \_\_\_\_\_

Copy of this form to be given to the person receiving the warning:

Employees Signature: Date:

On Behalf of Roscommon County Childcare Committee Signature: Date:

Witness Signature: Date:

Witness Signature: Date:

**Note:** There may be other appendices mentioned throughout this employee handbook which form part of our company's policies & procedures. These are available from your immediate line manager.