



35 Eallagh,  
Headford,  
Co. Galway.

Contact No: 00353-86-0246749

Email: [info@i4life.ie](mailto:info@i4life.ie) [Web: [www.i4life.ie](http://www.i4life.ie)]

Charity No: 19298 // Company Reg No: 481858 // CRA: 20075521

---

### **i4Life: Travel Pack –Safe Recruitment for Volunteers:**

- We advertise appropriately via our website/via the Galway Volunteer Centre/local Galway newspapers and local radio.
- We have a job description for the varying volunteer roles e.g. dietitian, doctors, nurses, administration.
- We provide all applicants with appropriate information on **i4Life CHS**.
- We are a registered organization with the Garda Central Vetting Unit.
- We have a Service agreement for all volunteers.
- Any volunteer with any history of abuse towards adults or children will be excluded.
- A minimum of two representatives of i4Life CHS undertake the interviews, with an agreed set of criteria.
- Applicants will produce identification which includes name and address and photograph.
- A probationary period (a minimum of one trip) is established.
- All volunteers sign up that they agree to abide by the ethos of i4Life and all sign the child protection policy and procedures.
- All volunteer's references, professional memberships, work history and medicals are checked before travel. A 'Fit To Travel Form' is obtained from i4Life designated GP prior to travel. This form informs the organisation that the volunteer has attended for all immunizations and medical and is deemed fit to travel.

We check all qualifications, membership and professional organization and other relevant documentation.

We have established an Overseas Committee that have ascertained criteria for examining information of a serious nature that's returned from the Garda Vetting Unit. The Overseas Committee has the welfare of the child as its paramount concern, whilst having a clear awareness of natural justice.



35 Eallagh,  
Headford,  
Co. Galway.

Contact No: 00353-86-0246749

Email: [info@i4life.ie](mailto:info@i4life.ie) [Web: [www.i4life.ie](http://www.i4life.ie)]

Charity No: 19298 // Company Reg No: 481858 // CRA: 20075521

---

## **Procedures for Allegations of Abuse against Volunteers**

- We have earlier outlined the names of the Designated Liaison Person and Deputy Designated Person that gives these 2 key people the role in referring the child to the appropriate personnel in Zambia. This is done in coordination with NERI clinic. Though we hold in reserve the right to go ahead and make the report to the Zambian authorities ourselves, should we think that this is in the best interests of the child.
- Whilst on the trip we may need to ask the member of our personnel, against whom the allegation is made, to work on areas (e.g. administration) that do not require direct contact with children. The Deputy Designated Person will deal with the child aspect and the Designated Person will deal with the personnel aspect.
- On return to Ireland, The Director (Maura Moran) of the i4Life CHS, will need to consider the personnel aspect and be advised by the statutory authorities in Ireland regarding the appropriate steps in relation to information sharing. The director can, in the first instance, talk through the situation with the statutory authorities and be advised as to what steps to follow. (Does not need to give names of personnel at this stage). The chairperson will follow the advice of the statutory authorities and all the appropriate records will be shared in relation to the case. The welfare of the child/children will have paramount importance.
- The right to natural justice of the i4Life CHS personnel will also be taken seriously.

### **i4Life CHS**

#### **Compliments, Comments & Complaints Procedure.**

In our work with NERI Clinic and with the local community we welcome feedback and any suggestion for improvements in our work in Zambia.

- We do this through all of our meetings and we are open to feedback on the one to one level also.

Should another organization or an individual in the local community have a specific complaint to make they are asked

1. To talk through the issue with the person he/she/they have the issue with.
2. If they cannot resolve it at that level then they can take it to Maura Moran, Overseas Committee.
3. They can also write their complaint and post it to: **Maura Moran, i4Life, 35 Eallagh, Headford, Co. Galway.** / or email: [mauramoran2@eircom.net](mailto:mauramoran2@eircom.net);

We will endeavor to deal with any such complaints in the time frame of the particular trip. If we do not manage to do this we will respond to any complaints within one month of our return to Ireland.



35 Eallagh,  
Headford,  
Co. Galway.

Contact No: 00353-86-0246749

Email: [info@i4life.ie](mailto:info@i4life.ie) [Web: [www.i4life.ie](http://www.i4life.ie)]

Charity No: 19298 // Company Reg No: 481858 // CRA: 20075521

---

If there any complaints regarding a clinical aspect of i4Life work it must be reported to the clinical/Medical Director .Dr .Kevin Connolly.

### **Accidents Procedures**

Whilst on a trip to Zambia, the following is the accidents procedure. Should a volunteer have an accident:

We have covered this with our insurance company. We check all Health and Safety matters with NERI clinic and abide by same

### **Record keeping**

#### **In relation to Immunisations.**

NERI clinic keep all such records.

#### **In relation to Personnel**

Our administrator keeps all personnel files were appropriate level of confidentiality.

#### **In relation to agreements with NERI clinic**

We keep copies of all such agreements, that we are currently developing.

#### **In relation to accidents.**

We will have an incident book on the trip and we return this record to the administrator on return. In relation to Child Protection/Welfare concerns we also keep appropriate records and we return to the administrator and they are kept with the appropriate level of confidentiality.

We also keep a record of any complaints and how they were dealt with, particularly complaints regarding individual volunteers.

### **Training and Induction**

- All Overseas Volunteers have attended HSE Children First.
- i4Life CHS will ensure that all volunteers Overseas & Irish receive induction in this child protection and welfare policy.
- All volunteers will receive child protection and welfare training.
- All volunteers will receive induction into 'health and cultural' issues in Zambia.



35 Eallagh,  
Headford,  
Co. Galway.

Contact No: 00353-86-0246749

Email: [info@i4life.ie](mailto:info@i4life.ie) [Web: [www.i4life.ie](http://www.i4life.ie) ]

Charity No: 19298 // Company Reg No: 481858 // CRA: 20075521

---

## **Supervision and Support**

- Support for volunteers whilst on trip.
  - Reflective Practice.
  - All volunteers can discuss in a group session at the end of the day the activities of the day.
  - Volunteers are supported through this meeting and if other support needs become evident the leader will put the necessary supports in place.
  - We will establish a check-in meeting for all volunteers on return home to check-in regarding the trip and to address any issues and learn from the trip.

Clinical Supervision is the documentation of our care and our work.

- Support for volunteers on return home
- Should codes of behaviour not be adhered to

See review of the Implementation of Codes of Behaviour