

INTIMATE CARE PROCEDURE

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Introduction

Our Mission Statement

British Council Egypt is committed to ensuring that all staff responsible for the intimate care of children in British Council Egypt will undertake their duties in a professional manner at all times. British Council Egypt recognises that there is a need to treat all children with respect when intimate care is given. No child should be attended to in a way that causes distress or pain. The child's welfare and dignity is of paramount importance. Every child's right to privacy will be respected.

Parents /Carers views will be sought and listened to with regard to every part of this procedure.

Rationale

The purpose of these guidelines is to set out procedures that safeguard both children and staff by providing a consistent approach within our broader child protection framework, recognising the rights and responsibilities of all those involved in providing intimate care for children. It is important that appropriate facilities and equipment are available as part of this procedure, and an awareness of risk consistent with the vulnerabilities associated with Early Years Children. This procedure must be read in conjunction with the Child Protection Guidance for Early Years, the Early Years Mobile Phone Procedure, and the Very Young Learners and Early Years Education Centre Premises Selection.

We recognise that intimate care raises complex issues. Whilst it may not be possible to eliminate all associated risks, the balance of provision and assessment should be on the side of identification of abuse, safety and prevention, dignity, privacy, parental (and where appropriate the child's) choice.

Definition of Intimate Care

Intimate care involves helping children at British Council Egypt with aspects of personal care that they are not able to undertake for themselves, either because of their age, maturity or ability.

These include but are not restricted to:

- Washing
- Toileting
- Dressing and undressing (including swimming)
- Applying creams/medicines (e.g. sun creams, eczema creams)

Aims

- Safeguard the rights and wellbeing of children with regard to dignity, privacy, choice and safety.
- Assure parent/carers that all staff are knowledgeable about intimate care and that individual concerns are taken into account and when possible are acted upon.
- To ensure parents/carers are involved in any decision about the Intimate Care of their children.
- To provide relevant guidance and information to staff to ensure safe practice.
- To attend to the views and contributions of parents/carers particularly as it applies to children's intimate care needs.
- To ensure the child's choices will be taken into consideration where possible in developing an individual Intimate Care procedure with parent/carer agreement.

Approach to Best Practice

The management of all children with intimate care needs must be carefully planned. All staff who provide intimate care must be aware of vulnerabilities and risk for this age group and have undertaken the mandatory online Child Protection training.

Principles of best practice:

- To ensure, through the selection and recruitment process, that only staff who have an Early Years qualification includes intimate care training are involved in the care of children. Where there is a deviation from this based on local context and availability, it must be brought to the attention of Teaching Centre/Early Years Centre Manager and provision agreed for appropriate in-house training to be arranged and recorded. The relevant child protection focal point must be informed and the alternative provision should be reflected in the annual Child Safe Action Plan.
- To provide facilities appropriate to the child's age and individual needs.
- To show awareness of and be responsive to the child's reactions, their verbal and non-verbal communication and signifiers.
- To use the opportunities during intimate personal care to teach children about the value of their own bodies, to develop their personal safety skills and to enhance their self-esteem.
- To report any concerns about the treatment of, or behaviour towards a child during an intimate care process. To ensure an environment and culture of respect that reflects and emphasises the safety and dignity of children
- while any intimate care process is taking place

Communication regarding Intimate Care

Ensuring a strong and reliable system of communication at every level of the application of this procedure is critical to the safety of children and the accountability of staff. This in turn underpins child protection responsibility and organisational safeguarding. The following provisions are required:

Letter of Permission

Permission must be sought from the parent/carer before any form of Intimate Care can be undertaken. All those staff working with the child should know that permission has been given before undertaking any Intimate Care.

Daily Home/Centre Communication

It is good practice to maintain a regular diary system to pass information between the centre and home. This diary may include information such as:

- how well a child has eaten/or what she/he ate
- particular achievements
- health concerns

Staff Communication with the Child

- Appropriate use of language, signs, symbols, photographs or objects should be used as appropriate at all times.
- Staff should work in a reassuring, supportive and focused manner with the child when involved in intimate care.

Staff Communication with Parent

- Have an understanding of parental and cultural preferences and take account of these.
Continue to maintain confidentiality and dignity for the parent/carer.

Responsibilities

Management responsibilities

- To ensure that only staff who has early years qualification includes intimate care, are involved in the care of children. Where there is a deviation from this based on local context and availability provision should be agreed or appropriate in-house training to be arranged and recorded. The relevant child protection focal point must be informed and the alternative provision should be reflected in the annual Child Safe Action Plan.
- To keep a record of child protection training undertaken by staff and to ensure that refresh and updating training is provided where required.

- To provide an induction programme for all new staff and to ensure that they are made fully aware of the individual Intimate Care procedures for the children they are supporting.
- To ensure that all new staff are familiar with the centre's Intimate Care procedure and relevant individual Intimate Care procedures and that they receive the appropriate assistance from experienced staff to provide the children they are supporting with the Intimate Care as outlined in their individual protocols.

To respond according to the child protection policy, to any incident or risk of harm brought to their attention.

Staff Responsibilities

Staff must be familiar with and apply the Intimate Care procedure.

Staff must adhere to the Intimate Care procedure and must report any child protection and health and safety concerns to management within their establishment.

Designated staff

The following members of staff are responsible for overseeing intimate care procedures in British Council Egypt.

Teaching Centre Manager
Head of Young Learners

Changing Children

The following principles and practices should be in place where the provision of intimate care is considered central to the care and safety of young children

1. During the enrolment process a permission slip for intimate personal care should be completed and signed by parents and kept by the centre. The document Intimate Personal Care Agreement - Permission for centre to provide Intimate Care can be used.
2. Parents/carers should always be informed if a child is changed.
3. It is acceptable for a single member of staff to change a child providing they ensure that:
 - another member of staff is aware of what is happening.
 - the event is recorded and initialled by the member of staff who changes the child. Any issue or problem, such as bad nappy rash, which may have arisen or been noticed should also be recorded. This should be shared with the parent/carer at the end of the session and a copy of the written record supplied.
4. The child's privacy and dignity should be maintained at all times: e.g. not to talk over the child when speaking to them with a colleague, and do not comment negatively or inappropriately about the child's body or part of.
5. On the occasion that no table changing station is available, a changing mat on the floor is acceptable providing the child's privacy is ensured.

Early Years Intimate Care Agreement

***Before signing please read the entire Intimate Care Procedure to ensure you are fully informed.**

The British Council as a data controller, and in accordance with the UK Data Protection Act 2018, recognises its duty to treat your information responsibly while keeping it safe and secure. We will use the information you are providing in connection with processing your application, and only with your consent, we'll use your personal information to send you direct marketing and to better identify products and services that interest you. The legal basis for processing your information is agreement with our terms and conditions of registration.

Permission for British Council Egypt to provide Intimate Care

Intimate care involves helping children with aspects of personal care which they are not able to undertake for themselves, either because of their age, maturity or ability. Examples include but are not limited to washing, eating, toileting and dressing.

Child's first name Child's last name

Male/Female Date of birth Parent/Carers name

Mobile

Parent/guardian email address

Address

I have read the Intimate Care Procedure and am aware of British Council Egypt's approach to intimate care.

I give permission to the centre to provide appropriate intimate care to my child.

I will advise the centre manager of any special arrangement or medical issues which impact on the intimate care of my child.

Name Signature

Marketing Consent

The British Council would like to use the information you provide to send details of activities, services and events (including social events) which we think are of interest.

- Please tick the box if you wish to receive this information. You may unsubscribe at any time by following the unsubscribe link in our communications, or by contacting your local British Council office.

To choose your contact preferences, please check any of the boxes below. You do not have to select any of the options and if you do, you may unsubscribe from any option at any time.

- Telephone
 SMS
 Email
 Post

Image Rights

Please be informed that photograph(s) of your child may be taken, for the purpose of creating a photo Identification card, and to be shared with other parents on the class forum.

- Please tick the box if you allow us to use your child's photograph(s) and give consent for your child's photos to be shared with other parents on the class forum.

Photographs, as well as audio-visual recordings, may be taken for promoting British Council activities. This may include placing your child's photograph(s) in our publications, on our websites, Social Media channels and in our promotional materials. This may also include passing your child's photograph(s) to any of our overseas offices, where necessary, for the above purpose.

- Please tick the box if you allow us to use your child's photograph(s), recordings or written work in our promotional materials, publications or digital channels.

You have the right to ask for a copy of the information we hold on you, and the right to ask us to correct any inaccuracies in that information. If you have concerns about how we have used your personal information, you also have the right to complain to a privacy regulator. For detailed information, please refer to the privacy section of our website, www.britishcouncil.org/privacy or contact your local British Council office.

Signature