



ARCHDIOCESE OF HARARE

Child Safeguarding Policy and Standard Operating Procedures



ENGLISH

Let the children come to me. Don't stop them, for the kingdom of Heaven belongs to those who are like these children (Matthew 19:14)

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DEDICATION

This Child Safeguarding Policy and Standard Operating Procedures are dedicated to all children and vulnerable persons in the Catholic Archdiocese of Harare, especially those who have been victims of various forms of abuse, maltreatment, neglect and exploitation.

By the Archdiocese of Harare - Child Safeguarding Commission

INSPIRATION

This policy is premised on respect for the dignity and sanctity of human life as it recognizes that every human being is God's creation, created in his likeness and image (Genesis 1:27 '*So God created man in his own image, in the image of God he created him; male and female he created them.*'). Also, every human being, regardless of their background, race, gender, position, or status, is has rights that are enshrined in international, regional and national instruments and legal statutes which include: the Universal Declaration of Human Rights (1948); the United Nations on the Rights of the Child (1989); the African Charter on the Rights and Welfare of the Child (1990); the Constitution of Zimbabwe Amendment No. 20 (Act 2013); and the Children's Act (Chapter 5:06).

Inspired by its Patron Saint St Peter Clever who dedicated his life to care for the slaves who were poor and vulnerable, the Archdiocese of Harare formulated this policy whose overarching goal is the safeguarding and protection of all children and vulnerable adults. As a shepherd tenders his flock with love, care and protection of each of his sheep so everyone is called upon to fulfil the mission of Christ the Good Shepherd of bringing salvation to all people and to particularly care and protect children and vulnerable adults. Jesus says: '*I have come so that they may have life and have it to the full,*' (John 10:10). Christ himself made it clear that he was sent to preach good news to the poor, to set captives free, to give new sight to the blind and to release the oppressed (Luke 4:18-21). Protection of children and vulnerable adults continues to be at the core of the church's mission which is the mission of Christ who himself instructed that: '*Let the children come to me. Don't stop them, for the Kingdom of Heaven belongs to those who are like these children*' (Matthew 19:14) and advises everyone to be confident and free by saying: '*...do not let anyone think less of you because you are young*' (1 Timothy 4:12).

The Archdiocese of Harare recognizes the call to end sexual abuse, exploitation, trafficking, and all forms of violence and torture against children as articulated in the Sustainable Development Goals (SDG), particularly target 16.2. In addition, the Archdiocese recognizes the African Union Agenda 2063 which calls for the need to put children first as well as the Zimbabwe National Development Strategy 1 (2021-2025) which outlines strategies to prevent and respond to violence against children.

The Archdiocese, therefore, strives to ensure that everyone feels safe and experiences the love of God when interacting with others in church.

STATEMENT BY THE ARCHBISHOP OF HARARE

“For the Lord your God is God of gods and Lord of lords, the great, the mighty, and the awesome God, who is not partial and takes no bribe. He executes justice for the fatherless and the widow, and loves the sojourner, giving him food and clothing” (Deut. 10:17 - 18).

“See that you do not despise one of these little ones. For I tell you that in heaven their angels always see the face of my Father who is in heaven” (Mt. 18:10).

The two above bible passages show clearly that Children and Vulnerable Adults need our protection, especially in the Church. Safeguarding of children and vulnerable adults is a collective responsibility of all Church members. Facilities of worship need to be protective places for children and vulnerable adults where they feel safe, nurtured and seek God in a secure environment.

The Archdiocese of Harare now has a Safeguarding Commission which handles cases to do with children and vulnerable adults. In order to guide the Commission’s work and ensure that children and vulnerable adults are safeguarded, the Archdiocese of Harare has developed a comprehensive Child Safeguarding Policy and Standard Operating Procedures.

This Policy and Standard Operating Procedures seeks to ensure that the committee undertakes its duties and responsibilities in an effective and efficient manner. The policy should go a long way in helping the Archdiocese of Harare to deal with issues pertaining to the safeguarding children and vulnerable adults.

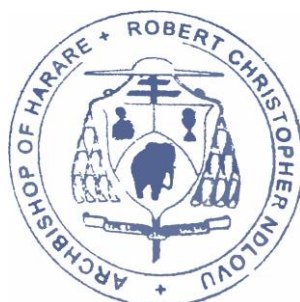
Each place of worship should have a Safeguarding representative/ Safeguarding Committee which is visible and easily accessible. It is my hope that all parishioners will be made aware of this committee and in return cases of abuse will be drastically reduced. If by any chance abuses do occur, justice will be served timeously.

I urge all Parish Priests to acquaint themselves with this document and to make sure that all groups in the parish are aware of its existence. Together we can make our parishes safe places of worship.

+ R. C. Ndlovu

+Robert C Ndlovu

Archbishop of Harare



02 12 2021

COMMITMENT FROM THE CHAIRPERSON OF THE CHILD SAFEGAURDING COMMISSION IN THE ARCHDIOCESE OF HARARE

All of us have approached Child safeguarding differently in the past. While some measures were clearly spelt out, a significant amount of possible concerns were left to the goodwill of the people involved. However, in recent times, there have been growing calls to codify child safeguarding and child protection. The timing has coincided with increased availability and circulation of information across the globe. Events in one part of the world are known far and wide and they trigger appropriate reflection wherever they are known.

It is therefore in the natural flow of things that the Archdiocese of Harare is at this time looking at ways to systematise its own approach to child safeguarding and protection. Our quest is part of a worldwide effort by the church inspired by the Holy Father, Pope Francis. The work in the Archdiocese of Harare is not entirely new. Rather it is a continuation of work done by the Zimbabwe Catholic Bishop's Conference and its various organs and other religious communities and establishment.

The special element of this policy is not so much in its uniqueness but rather in its offering a reference point so that throughout the Archdiocese, the church can confidently present a consistent and predictable approach to child safeguarding. Thus, the Commission in its mandate is tasked to work alongside all other bodies who in their own turn free to use this as their policy or to develop their own which will have the elements contained herein but articulated according to the specific charism of that institution.

It was a great privilege and an honour to be invited by His Grace, first to be a member of the commission and later to become its Chair. Preparatory meetings with His Grace and with commission members have been quite instructive, inspiring and grace filled. From the onset, we knew we were being invited to journey within ourselves individually as well as together as a team. Further, we also knew that we were embarking on a journey with the people of God in the Archdiocese. As we dug deeper into what we needed to consider we saw that we were being invited by the Lord to be in our own humble way, a light that is not hidden under a bushel but put on a pedestal to shine.

Rather than be intimidated by the huge scope of the considerations that come under child protection we allowed ourselves to be inspired by the realisation that ultimately the work set before us has the missioning of Christ himself, Christ who says, "Let the children come to me for the kingdom belongs to little ones such as these." (Mt. 19:14)

It is my hope that through this policy and its implementation, our Church finds yet another avenue to fulfil its mission as given by Christ to baptise all nations in the name of the father and of the son and of the Holy Spirit. May our relations with children and vulnerable adults be so baptise and thus radiate the love of God the father whose son Christ our lord gave up his own life so that all may have life and to the fullest.

Arthur Garande

Chairman of the Archdiocese of Harare Safeguarding Commission
Harare, November 2021.

 02 12 2021

MESSAGE FROM THE ZCBC CHILD SAFEGUARDING OFFICER

“Oftentimes I have heard you speak of one who commits a wrong as though he were not one of you, but a stranger unto you and an intruder upon your world. But I say that even as the holy and the righteous cannot rise beyond the highest which is in each one of you, so the wicked and the weak cannot fall lower than the lowest which is in you also” [Kahlil Gibran, The Prophet, London: Pan Books, 1926, 1991, pp. 52-53]

Since the clerical sexual abuse scandals broke out in the United States of America and Europe, many believed that they were localized to the decadent, hedonist Western churches. But we now know that abuse has been widespread throughout The Church. It is not only ministers in the Church who are called to holiness, but all Christ’s faithful. This holiness of life is witnessed to in concrete living out of faith in Christ and manifests itself in our relationship with others.

Abuses in the Church have been multi-layered. The first layer is the abuse itself. The second layer is the cover-up of the abuse by Church leaders. The third layer consists of trying to buy the silence of the victim while the abuser goes away scot free, with the possibility of abusing others. We must accept, as Pope Francis has acknowledged, the deep damage that abuse does to a person’s life: “The crimes of sexual abuse offend Our Lord, cause physical, psychological and spiritual damage to the victims and harm the community of the faithful” [Pope Francis, Apostolic Letter *Motu Proprio, Vos Estis Lux Mundi. You are the Light of the World*, (7 May 2019).

The manner in which the cases of abuse of minors and vulnerable persons have been handled has been inadequate and often added insult to injury. This cannot be allowed to continue. The Church’s culture of secrecy in order to protect its public institutional image cannot continue. In the process of maintaining silence, more harm is done to victims and survivors while giving room to perpetrators to reoffend. By turning a blind eye to cases of abuse of children and vulnerable adults, the Church has lost credibility. It is regrettable that not enough has been done in time to safeguard children through prevention.

The Church has learnt its lessons. In recent years, Pope Francis has had to face the dark past of the Church and master the courage needed to deal with it. He has called for zero tolerance to child abuse. In his address at the end of the Eucharistic Concelebration following the Meeting on the Protection of Minors in the Church on 24 February 2019, Pope Francis said these words: “I make a heartfelt appeal for an all-out battle against the abuse of minors both sexually and in other areas, on the part of all authorities and individuals, for we are dealing with abominable crimes that must be erased from the face of the earth: this is demanded by all the many victims hidden in families and in the various settings of our societies” [Pope Francis, Address on the Protection of Minors (24 February 2019, p. 16)]. It was in pursuit of this commitment that the Pope issued the Apostolic *Letter Motu Proprio Vos Estis Lux Mundi: You are*

the light of the world which established the mechanisms of dealing with matters of deviance and wrongdoing.

Pope Francis has been at the forefront to get the Church to introspect and examine itself in order to cleanse itself from the past sins visited on her children. His desire has been to turn the evil of abuse into an opportunity for awareness, purification and prevention.

This policy and Standard Operating Procedures (SOPs) are based on extensive consultations with various structures of the Church within the Archdiocese of Harare. In particular, the Archbishop of Harare, Priests, consecrated persons, lay faithful and children were consulted, and their views were incorporated.

Theresa P. Sanyatwe
ZCBC Child Safeguarding Officer
Harare, November 2021

 02/12/2021

ACKNOWLEDGEMENTS

The Commission wishes to express its gratitude to the Archbishop Robert C Ndlovu for spearheading the process which led to the development of this policy and standard operating procedures designed to safeguard all children and vulnerable persons in the Archdiocese of Harare. We also extend our deep gratitude to the Vicar General (Fr. K. Muguti) and the Secretary of the Archbishop (Fr. P. Ngwenya) for their support throughout the process.

Members of the Archdiocese of Harare's Child Safeguarding Commission guided and participated actively in the development of this policy; indeed, their contributions made the process seamless and successful.

We are grateful to all the 10 Deans in the Archdiocese of Harare who contributed enormously to the development of this policy. To all the parish priests whom we consulted and all the lay faithful, youths and children: Your contributions and unwavering support made this work a reality, we will forever be grateful.

All the Archdiocese of Harare Coordinators from different Commissions are appreciated for the contributions made towards development of this policy and standard operating procedures.

To all those who worked behind the scenes, your efforts are very much appreciated, and may God bless every effort which was put in this work and may He see into it that this unit and support may go forward in making His church a safe place to be for all His children.

To our funding partner the *Kindermisssionswerk die Sternsinger* who have supported this work and who are continuing supporting our efforts in the Catholic Church in Zimbabwe, your unwavering support will always be appreciated and remembered. May God bless the works of charity you are doing all over the world.

For leading the consultations, synthesizing information and drafting this policy and standard operating procedures, we are deeply indebted to our faithful Catholics, Prof Patrick Chiroro, Ms Faith R. Mavengere, and Mr Dawn Murombo who worked tirelessly in order to make this work a reality.

ACRONYMS/ABBREVIATIONS

ACRWC- African Charter on the Rights and Welfare of the Child
CLCPC-Child Led Child Protection Committee
CDF-Congregation of the Doctrine of Faith
CMRS-Conference of the Major Religious Superiors
CSA-Child Safeguarding Advisor
CSC-Child Safeguarding Committee
CSO-Child Safeguarding Officer
CS- Child Safeguarding
CSP- Child Safeguarding Policy
Rev Fr.-Reverend Father
UNCRC-United Nations Convention on the Rights of Children
ZCBC-Zimbabwe Catholic Bishops Conference

DEFINITION OF TERMS

GENERAL TERMS

Catholic -Christians who profess a continued tradition of faith and worship and who hold to the Apostolic succession of Bishops and Priests since the time of Christ
Gender -the characteristics of women, men, girls and boys that are socially constructed. This includes norms, behaviours and roles associated with being a woman, man, girl or boy that can change over time
Religious Congregation - a community of consecrated life with members that profess solemn vows
Abuse -the improper treatment of a person often to unfairly or improperly gain benefit. It comes in many forms such as physical, verbal, emotional, psychological and sexual assault.
Neglect -not giving enough care or attention to people or things under your responsibility

Child- a boy or girl under the age of eighteen years ¹
Vulnerable Adult- a person aged 18 years and above who is unable to take care of themselves and protect themselves from significant harm or exploitation
Deanery- A subdivision of a diocese, consisting of a number of parishes, over which presides a dean appointed by a bishop.

TERMS SPECIFIC TO MONITORING AND EVALUATION

Inputs	Human and financial resources dedicated to the policy
Activities	What is done with the resources (e.g. training, advocacy campaigns, provision of services, etc)
Outputs	Direct consequences of or results from the activities (e.g. number of people trained or reached through the training or advocacy campaigns), etc.)
Outcomes	What is achieved as a direct result of the outputs (e.g. enhanced knowledge & awareness; increased utilization of the knowledge and skills gained through training,
Impacts	Long term benefits for the target group resulting from the outcomes being achieved

¹ Constitution of Zimbabwe (Amendment no. 20) 2013

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1. INTRODUCTION

- 1.1. The Zimbabwe Catholic Bishops Conference (ZCBC) and Major Religious Superiors (CMRS) of Zimbabwe's Pastoral and Procedural Protocol which was updated in August 2020 provides a framework of good practice for responding to allegations of misconduct within the Church. The Protocol respects the 'Principle of Subsidiarity' which requires that each Diocese and Religious Congregation handle cases where misconduct occurs.
- 1.2. This policy is guided by the ZCBC and CMRS Pastoral and Procedural Protocol which allows different congregations and institutions to have their own safeguarding policies and safeguarding programmes. All institutions in the Archdiocese of Harare are therefore free to develop customised written safeguarding policies in accordance with their context if necessary but those policies may not contradict this policy. Those without their own safeguarding policies shall stand guided by this policy.
- 1.3. While the diverse safeguarding policies and efforts in the Archdiocese are commendable and must be applauded, this policy draws from the good practices and harmonizes the Child Safeguarding policies and procedures into a standardised Archdiocese of Harare Child Safeguarding Policy and Operating procedures. This will ensure that there is uniformity and predictability in the manner in which all efforts and cases involving the safeguarding and protection of children and vulnerable adults are handled in the Archdiocese of Harare. It is with this in mind that this policy and standard operating procedures were developed.
- 1.4. In May 2021, the Archbishop Robert Christopher Ndlovu appointed a Child Safeguarding Commission (CSC) to provide independent oversight, scrutiny, advice and guidance on matters relating to safeguarding and protecting children and vulnerable adults as called upon by the Holy See in February 2015. This Child Safeguarding Policy and Operating Procedures will guide all the religious congregations, parishes, schools, formation houses, hospitals, children's homes in the Archdiocese of Harare with support from the Child Safeguarding Commission.
- 1.5. The Commission, with assistance from independent consultants, engaged in wide-ranging consultations with key individuals in institutions within the Church (i.e. religious congregations, parishes, deaneries, schools, hospitals, formation houses, children's homes, etc.), experts, and key members of other Commissions. These consultations informed development of this Safeguarding Policy (SP) and Standard

Operating Procedures (SOPs). In addition, this policy is informed by a review of other existing safeguarding and child protection policies.

- 1.6. Successful implementation of this policy is dependent on a number of factors, key among them: (a) adoption of zero-tolerance by everyone against the abuse and neglect of children and vulnerable adults within the Archdiocese of Harare, (b) effective partnership with relevant stakeholders (e.g. government, Civic Society Organizations (CSOs), and the community), and (c) conformity with the laws governing child safeguarding and protection in Zimbabwe².
- 1.7. This policy applies to all of the Archdiocese's ten Deaneries³, namely; Inner City; Outer City; South East of City; North East of City; West; East; Marondera; North; South West of City and Chitungwiza.

2. VISION

Children and vulnerable adults in the Archdiocese of Harare in Zimbabwe are safe and protected from all forms of abuse and neglect

3. MISSION

To safeguard and protect children and vulnerable adults in the Archdiocese of Harare from emotional, financial, physical, spiritual and sexual abuse and neglect at all times

4. OVERALL GOAL

This policy seeks to ensure that all children and vulnerable adults in the Archdiocese of Harare are safe and protected from all forms of emotional, financial, spiritual, physical, sexual abuse and neglect regardless of gender, disability, race, ethnic group, age, position, location or religious congregation.

5. OBJECTIVES

This policy seeks to:

1. Harmonize existing safeguarding and protection policies within the Archdiocese of Harare so that there is uniformity and predictability in the manner in which efforts and cases involving the protection and safeguarding children and vulnerable adults are handled in the Archdiocese.

² Constitution of Zimbabwe (s81), the Children's Act Chapter 5:06.

³ **Appendix XXX** Lists all the Deaneries, their orientations, parishes, and sub-parishes

2. Engender a shared vision among the religious and laity regarding the protection and safeguarding of children and all vulnerable adults in the Archdiocese of Harare.
3. Ensure that the handling of matters relating to protection and safeguarding of children and vulnerable adults in the Archdiocese of Harare is based on shared values and principles that reflect our Catholic Christian faith at all times.
4. Clarify the roles and responsibilities of key institutions and individuals within the Church who are involved in the protection and safeguarding of children in the Archdiocese of Harare.
5. Promote a culture of collaboration and consultation when dealing with the protection, safeguarding and care of children and vulnerable adults in the Archdiocese of Harare.
6. Ensure that implementation of this policy is based on zero-tolerance towards the abuse and neglect of children and vulnerable adults within the Archdiocese of Harare, effective partnership with relevant stakeholders and conformity with the laws governing child safeguarding and protection in Zimbabwe
7. Support effective monitoring and evaluation procedures and protocols in line with best practices in this field so that lessons learned during policy implementation can be used to further enhance the safeguarding and protection of children and vulnerable adults.
8. Promote the practice of coordinated mobilization and pooling of resources directed at programs and activities designed to protect and safeguard children and vulnerable adults in the Archdiocese of Harare.

6. VALUES

Love	The law of selfless love which Christ gave as a new commandment and by which those who are truly Christian would be recognised. It is present when we, among other things, wish well for one another, pray for one another and never think, say or do anything to injure one another.
Compassion	Concern for another person's sorrow or misfortune, with the desire to alleviate or, on occasion, even to suffer in the other person's stead
Respect for Life	Recognition that every human being as a special creation of God, made in His image and, valuing human life from the moment of conception to natural death.
Human Dignity	Recognition that human beings possess a special value intrinsic to their humanity and as such are worthy of respect simply because they are human beings.

Faith

The Church's belief in one God, the Father, Almighty; in one Lord Jesus Christ, the Son of God; the Holy Spirit the Giver of life who proceeds from the Father and the Son

7. PRINCIPLES

Justice

A permanent determination to ensure that everyone enjoys his or her rights at all times.

Fairness

A disposition to habitually give to every person his or her due, even in the absence of a specific law

Empathy

A willingness to appreciate another person's feelings, needs and suffering coupled with an ability to view his/her experiences from their vantage point.

Restoration

An act of restoring another person to a previously enjoyed state of affairs

Accountability

Acting or operating in such a manner that it is easy for others to see what actions are performed because of one's openness, communication and transparency.

Confidentiality

Verbal or written commitment/moral obligation to not disclose to anyone else information that is disclosed or shared by another person without that person's explicit permission.

Consultation

Ensuring that decisions are arrived at through dialogue and agreement after open sharing of ideas and viewpoints.

Collaboration

Working together within the Church, as well as with civil authorities and other stakeholders for a common purpose to achieve a desired outcome.

8. POLICY DIRECTIVES

This section details the agreed policy directives for the Archdiocese of Harare with respect to efforts designed to: (i) prevent the abuse of children and vulnerable adults, (ii) guide the handling and management of disclosures or actual and suspected cases of child abuse, (ii) handle reported cases and (iv) provide care to victims, witnesses, whistle-blowers, friends and family members involved in cases of child abuse, neglect, maltreatment and exploitation.

While every effort was made to make the policy directives as detailed as possible, adaptations may be made to suit prevailing circumstances at any of the institutions within the Archdiocese of Harare, provided that such adaptations are communicated

to and reviewed by the Child Safeguarding Commission and/or approved by the Archbishop.

8.1. Training

Ensuring that all stakeholders have adequate understanding of the nature and causes of abuse and possess the necessary skills to handle and manage actual and suspected cases or disclosure of abuse, neglect, exploitation and maltreatment of children and vulnerable adults can contribute significantly towards addressing this scourge within the Catholic Church in general and the Archdiocese of Harare in particular. The Archdiocese of Harare Safeguarding Office shall produce an Archdiocese Annual Safeguarding Training Programme in consultation with the Safeguarding Commission to ensure a systematic approach to training in the Archdiocese of Harare.

Therefore:

8.1.1. All church administrators, rectors, educators, formators, deans, priests, deacons, religious sisters and brothers, animators, novices, scholastics, seminarians, child safeguarding officers, catechists, parish council members as well as lay staff members and volunteers who work or interact with children and vulnerable adults in the Archdiocese of Harare shall attend **mandatory training** on all of the following issues:

- a. What constitutes abuse, neglect and exploitation of children and vulnerable adults?
- b. Situations that can create or increase the risk of children and vulnerable adults being abused within the Catholic Church in general and, in particular, in the Archdiocese of Harare's institutions⁴
- c. Recognising the signs and symptoms of abuse and neglect in children and vulnerable adults
- d. Procedures to be followed when reporting and/or disclosing instances of abuse, neglect and exploitation of children and vulnerable adults perpetrated by anyone within the Archdiocese of Harare's institutions.
- e. Procedures to be followed when handling actual and suspected cases of abuse, neglect maltreatment and exploitation of children and vulnerable adults reported by anyone within the Archdiocese of Harare's institutions, including protection of whistle-blowers
- f. How cases involving the abuse, neglect, maltreatment and exploitation of children and vulnerable adults are handled within the Catholic Church in general and in Zimbabwe in particular

⁴ Catholic institutions include: schools, seminaries, formation houses, children's homes, health facilities, parishes and sub-parishes.

- g. Procedures to be followed when handling actual and suspected cases of abuse, neglect, maltreatment and exploitation of children and vulnerable adults within the Archdiocese of Harare at institutional, parish, deanery and national levels, including appeal procedures for both victims and perpetrators
- h. Strategies for preventing abuse, neglect and exploitation of children and vulnerable adults within the Church's institutions and during Church-sponsored events and/or activities

8.1.2. The content of the training modules used by any institution shall be approved by the Child Safeguarding Commission and certified by the Archbishop of Harare

8.1.3. Only qualified and certified experts with demonstrable experience in child protection and safeguarding who have an intimate knowledge and understanding of the Catholic Church's faith, beliefs, values, principles, institutions and modus operandi shall be preferred to provide the training specified in 8.1.1 above

8.1.4. Upon successful completion of an approved module or set of modules, attendees shall receive embossed certificates from the Archbishop.

8.1.5. Where it is deemed necessary and beneficial to the safeguarding and protection of children and vulnerable adults, any Catholic institution within the Archdiocese of Harare may offer to members of the public who are parishioners seminars and/or workshops on Child Safeguarding issues provided the content of such seminars and/or workshops has been reviewed and approved in writing by the Child Safeguarding Commission and/or Archbishop. Ideally, such training is best provided by designated Child Safeguarding Officers

8.2. Encouraging Reporting of Actual and Suspected Child Abuse Cases

Many cases of abuse, neglect, maltreatment and exploitation of children and vulnerable adults in the Archdiocese of Harare are not reported due to a number of reasons. The reasons include, but are not limited to: (i) lack of knowledge among victims and whistle-blowers about where and how to report such cases, (ii) threats of negative consequences for the victims, their families and whistle-blowers and (iii) lack of confidence among victims and whistle-blowers that their reports will be taken seriously and dealt with in a fair, transparent and non-judgemental manner.

Therefore:

- 8.2.1. All Catholic institutions, with assistance from a ZCBC Child Safeguarding Coordinator, must develop and run effective **awareness campaigns** that are designed to ensure that children, vulnerable adults and whistle-blowers know:
 - a. To whom and how they can report child abuse cases
 - b. Mechanisms in place to protect them from adverse consequences should they report such cases and
 - c. Actions that will be taken against offenders.
- 8.2.2. The campaigns must be designed taking into consideration, *inter alia*, the following:
 - a. Age and gender of the target audience
 - b. Institutional context within which the campaign will be held
 - c. The content and communication channel/s that will be used during the campaign
 - d. Effectiveness and potential impact of the campaign/s to yield desired outcomes
- 8.2.3. The campaigns must be approved by the Child Safeguarding Commission and/or Archbishop before being implemented

8.3. Handling Reported Cases

According to canon 1717 CIC and canon 1468 CCEO, responsibility for the preliminary investigation (of cases) belongs to the Ordinary or Hierarch who received the *notitia de delicto*, or to a suitable person selected by him. The eventual omission of this duty could constitute a delict subject to a canonical procedure in conformity with the Code of Canon Law and the Motu Proprio *Come una madre amorevole*, as well as art. 1 § 1, b VELM.

Cases or disclosures involving abuse, neglect, maltreatment and exploitation of children and vulnerable adults within the Archdiocese of Harare shall be handled in a transparent, sensitive and fair manner at all times.

Concealment of and/or covering up of such abuses by anyone will NOT be tolerated in the Archdiocese of Harare. Equally, unfairly persecuting innocent persons wrongly accused of abuse is unjustifiable and therefore not acceptable.

Therefore:

- 8.3.1. Children, vulnerable adults and whistle-blowers who report cases of abuse, neglect, maltreatment and exploitation must be protected from victimization and stigmatization by everyone
- 8.3.2. Only trained and certified persons within the Church who are knowledgeable about handling and managing abuse cases or disclosures must be assigned to deal with such cases.
- 8.3.3. The involvement of other qualified persons in handling child abuse cases will be done in accordance with the Art. 13 of *Vos Estis Lux Mundi*. In accordance with any eventual directives of the Episcopal Conference, of the Synod of Bishops or of the Council of Hierarchs regarding how to assist the Metropolitan in conducting the investigation, the Bishops of the respective Province, individually or together, may establish lists of qualified persons from which the Metropolitan may choose those most suitable to assist in the investigation, according to the needs of the individual case and, in particular, taking into account the cooperation that can be offered by the lay faithful pursuant to canons 228 CIC and 408 CCEO. The Metropolitan, however, is free to choose other equally qualified persons. Any person assisting the Metropolitan in the investigation is required to act impartially and must be free of conflicts of interest. If he considers himself to be in a conflict of interest or be unable to maintain the necessary impartiality required to guarantee the integrity of the investigation, he is obliged to recuse himself and report the circumstances to the Metropolitan. The persons assisting the Metropolitan shall take an oath to fulfil their charge properly.
- 8.3.4. Reported cases of abuse, neglect, maltreatment and/or exploitation must be handled in a transparent, fair and objective manner which encourages others in similar situations to come forward when they are abused or (i) have information/knowledge that a child is a victim of abuse and/or (ii) have reasonable⁵ cause to suspect that a child has been abused.
- 8.3.5. The principle of subsidiarity shall be applicable in the handling of cases of abuse, neglect, maltreatment and exploitation
- 8.3.6. The investigation of abuse cases by clergy shall adhere strictly to canon law and the procedures adopted by the Congregation for the Doctrine of the Faith
- 8.3.7. In cases where disclosure of abuse takes place during confession by a perpetrator, the penitent shall be encouraged to report the abuse to law enforcement agencies and Church authorities

⁵ “Reasonable cause” means a reason that would motivate a person of ordinary intelligence under the circumstances to believe, based on observations or conversations that a child has been or is being abused. Access to privileged documents is limited to the [staff liaison to the investigating committee, diocesan counsel, other necessary diocesan or organizational personnel, and those authorized through appropriate Court Order

- 8.3.8. Case records must be kept safe and confidential, accessed only by persons who are authorized to do so.
- 8.3.9. In order to protect the rights of all those involved, case information should only be released to the media by persons who are authorised to do so.
- 8.3.10. In cases where either party is not satisfied with a particular outcome, appeal procedures can be followed and must be handled without bias and in accordance with the laid out procedures within the Church or in accordance with the laws of the land.
- 8.3.11. The handling of cases of abuse which involve a member of the clergy is a task that belongs to the Ordinary or Hierarch of the accused cleric or, if different, the Ordinary or Hierarch of the place where the alleged delicts took place.
- 8.3.12. In the latter case, it will naturally be helpful for there to be communication and cooperation between the different Ordinaries involved, in order to avoid conflicts of competence or the duplication of labour, particularly if the cleric is a religious. Should an Ordinary or Hierarch encounter difficulties in initiating or carrying out the preliminary investigation, he should immediately contact the CDF for advice or help in resolving any eventual questions. It can happen that the *notitia de delicto* comes directly to the CDF and not through the Ordinary or Hierarch. In that case, the CDF can ask the latter to carry out the investigations or, in accordance with art. 17 SST, can carry them out itself. The CDF, according to its own judgment, by explicit request or by necessity, can also ask any other Ordinary or Hierarch to carry out the preliminary investigation.
- 8.3.13. The preliminary canonical investigation must be carried out independently of any corresponding investigation by the civil authorities. In those cases where state legislation prohibits investigations parallel to its own, the ecclesiastical authorities should refrain from initiating the preliminary investigation and report the accusation to the CDF, including any useful documentation. In cases where it seems appropriate to await the conclusion of the civil investigations in order to acquire their results, or for other reasons, the Ordinary or Hierarch would do well to seek the advice of the CDF in this regard.
- 8.3.14. The investigation should be carried out with respect for the civil laws of each state (cf. art. 19 VELM). (for more information read *Vademecum On Certain Points Of Procedure In Treating Cases Of Sexual Abuse Of Minors Committed By Clerics* Version 1.0 Of 16 July 2020)

8.4. Provision of Care

Victims, witnesses, whistle-blowers, friends and family members can suffer considerable emotional/psychological distress, trauma, isolation and stigmatization during the course of an abuse investigation and beyond. Also, suspected perpetrators and those found to be guilty of charges of child abuse can endure immense trauma and hostility from both within the Church and in the community at large. Besides,

instances of self-blame are not uncommon among both victims and perpetrators. It is also recognised that those involved in handling child abuse cases do experience some degree of trauma and distress as well.

Therefore:

- 8.4.1. Adequate and specialised care and support must be provided to all victims of abuse by professionals in order to help them to cope with the adverse effects of having suffered from their experiences, the costs of which must be borne by the Church. Witnesses, whistle-blowers, friends and family members who require counselling due to their involvement in the case must also be given the necessary assistance.
- 8.4.2. Suspected perpetrators who are absolved of any wrong-doing must not only be exonerated but /must also be declared innocent to the Church, parishioners and the wider community as part of a process designed to restore their dignity and self-worth.
- 8.4.3. Convicted perpetrators must not only serve their sentences as prescribed by the courts but must also be offered an opportunity to repent while those who are found guilty of wrong-doing within the Church but not convicted in the courts must face the consequences of their actions but be also offered an opportunity to repent from their sinful acts and deeds. Pastoral counselling services need to be provided to both categories of offenders. In some cases, long-term treatment may be necessary and should be provided.
- 8.4.4. In order to ensure the provision of care to those in need, the Archdiocese shall keep an up-to-date list of service providers at all institutions.
- 8.4.5. Decisions regarding the form of care to be provided shall be based on an objective assessment by a qualified and registered professional and shall be taken in consultation with the intended beneficiary and his/her family.
- 8.4.6. Non-clergy staff and volunteers who are found guilty of cases of misdemeanour with a potential to develop into more serious cases of child abuse shall be required to undergo pastoral and/or psychological counselling as a condition of further employment and/or participation in such volunteering activities
- 8.4.7. Provision of care for persons in need will be guided by Art. 5 – *VOS ESTIS LUX MUNDI*. The ecclesiastical Authorities commit themselves to ensuring that those who state that they have been harmed, together with their families, are treated with dignity and respect, and, in particular, are to be:

- a) welcomed, listened to and supported, including through provision of specific services;
- b) offered spiritual assistance;
- c) offered medical assistance, including therapeutic and psychological assistance, as required by the specific case.

The good name and the privacy of the persons involved, as well as the confidentiality of their personal data, shall be protected.

9. POLICY IMPLEMENTATION

This section outlines the key roles and responsibilities of entities, institutions and individuals within the Archdiocese with respect to implementation of this policy.

9.1. Archbishop of Harare Archdiocese and the Vicar General

The overall responsibility for the safeguarding children in the Archdiocese of Harare remains with the Archbishop.

9.1. a. Roles and responsibilities of the Archbishop

- a. Putting in place measures to prevent and respond to abuse of children and vulnerable adults within the Archdiocese.
- b. Identifying and appointing members of the Archdiocese Safeguarding Commission and its Chairperson as well as constituting the Commission's Teams.
- c. Mobilizing and allocating resources for the implementation of safeguarding activities in the Archdiocese of Harare.
- d. Receiving reports from the Commission and/or its teams, reviewing the reports and making informed decisions on abuse cases involving breach of church protocol and codes of conduct.
- e. Receiving Quarterly and Annual Reports from the Safeguarding Commission on the implementation of Safeguarding Policy and Standard Operating Procedures and taking any appropriate action deemed necessary.
- f. Certifying safeguarding training programmes undertaken within the Archdiocese of Harare
- g. Receiving Annual Audit reports relating to funds disbursed for Safeguarding activities undertaken within the Archdiocese of Harare.

9.1. b. Roles and responsibilities of the Vicar General

- a. Overseeing the implementation of the Archdiocese of Harare Child Safeguarding Policy and operational procedures in the Safeguarding Office.
- b. Monitoring the implementation of the Archdiocese of Harare Child Safeguarding policy and Standard operating procedures

- c. Receiving and reviewing quarterly and annual reports on safeguarding from the Deans.
- d. Sharing the Quarterly and Annual safeguarding reports with relevant stakeholders within the Archdiocese of Harare.
- e. Advising the Archdiocese of Harare Child Safeguarding Officer and the Safeguarding Commission on all the activities which will be undertaken in the deaneries or parishes.
- f. Approving any child safeguarding programmes to be implemented in the deaneries or parishes.
- g. Advising the Archbishop on issues of Safeguarding in the Archdiocese of Harare.
- h. Inviting deans and priests to safeguarding training programmes, meetings and workshops.
- i. Advising on resource mobilisation for the Archdiocese of Harare's child safeguarding activities.

9.2. Safeguarding Commission and its Composition

9.2.1. Roles and Responsibilities of the Archdiocese of Harare Safeguarding Commission

The Commission is responsible for setting out the strategic direction of safeguarding of children and vulnerable adults and provides independent oversight, scrutiny, advice and guidance within the Archdiocese of Harare. More specifically, its roles and responsibilities include: the role of the

- a. Reviewing the policies, procedures and practices that currently exist within the Church regarding safeguarding and make recommendations to the Archbishop on any amendments that are necessary to ensure the Archdiocese's safeguarding policies and procedures represent best practices,
- b. Advising the Archbishop on policy implementation and best practices and ensure the Archbishop is updated regularly on all safeguarding matters,
- c. Ensuring that the safeguarding policies and procedures are up-to-date and that all the policies and procedures within the Archdiocese are aligned and consistent.
- d. Providing strategic oversight for all aspects of safeguarding work and to ensure that safeguarding policies and procedures are put in place at every level of the Church, in all the structures in all institutions, faith communities and lay associations that are working in the name of the Church and form part of every policy, including safer recruitment procedures for staff and volunteers in the Archdiocese and the introduction of Codes of conduct.
- e. Ensuring that the Child Safeguarding policies and procedures are aligned to the Vatican Protocols on Child Safeguarding and national laws of Zimbabwe

- which spell out the duties and responsibilities for all agencies and organizations who work with children and vulnerable adults and clearly define what actions constitute ill-treatment of children and vulnerable adults.
- f. Ensuring that there is awareness about the need to safeguard children and vulnerable adults in all the structures in all institutions, faith communities and lay associations that are working in the name of the Church.
 - g. Ensuring that all persons engaged in implementing the safeguarding policies and procedures are trained on safeguarding children and vulnerable adults.
 - h. Ensuring that constructive links are set up and are maintained with all the relevant stakeholders both locally and internationally including external agencies with expertise in safeguarding children and vulnerable adults and other dioceses with Zimbabwe and internationally, so that the work of the Commission is up to date with the best practices in Safeguarding.
 - i. Ensuring that concerns or allegations that are brought to the notice of the Church are responded to sensitively, respectfully and seriously using the policies and procedures put in place by the Commission in a timely manner and as practicably as possible.
 - j. Appointing a Safeguarding Coordinator, and Safeguarding Officer in consultation with the Archbishop, who will report to the Commission and are accountable to the Archbishop via the Commission.
 - k. Identifying gaps in knowledge, skills or resources which will affect the Commission's ability to discharge its mandate and to make recommendations to the Archbishop on how any gaps can be plugged, which may include engaging external experts when necessary.
 - l. Setting out and monitoring Safeguarding standards in the Archdiocese of Harare
 - m. Mobilising resources for the implementation of the Safeguarding Policy in the Archdiocese.
 - n. Providing independent oversight, scrutiny, advice and guidance on the implementation of the Safeguarding Policy in the Archdiocese
 - o. Approving safeguarding training modules and material to be used in parishes, deaneries and other church institutions in the Archdiocese.

9.2.1. Roles and Responsibilities of the Commission's Teams

The Archdiocese of Harare Safeguarding Commission will comprise of different teams in the following stages, in line with guidelines approved by the Zimbabwe Catholic Bishops 'Conference (ZCBC) and the Conference of Major Religious Superiors (CMRS). The roles and responsibilities of each of the teams are detailed below.

TEAM A: REPORTING STAGE

Team A is responsible for:

- a. Receiving allegations/cases
- b.** Recording the allegations/cases
- c. Referring the cases to team B.

TEAM B: INVESTIGATION STAGE

This team will prudently, and comprehensively use their expertise to delve deep into the raised matter to find out all the pertinent information around the reported case. This team is responsible for:

- a. Conducting hearings and listen to the case with impartiality
- b. Examining the case details
- c. Scrutinizing any relevant evidence
- d. Producing a recommendation report to be passed on to Team C.

TEAM C: RESOURCE PERSONS

Relying on the findings of Team B, this team of technical people in various fields will play an advisory role on the raised issues or cases. They will be responsible for:

- a. Mobilizing technical expertise to support the Archdiocese's safeguarding activities
- b. Advising on matters of psychology, counselling, medicine, law (including civil, criminal and ecclesiastical), finance and accounting.

TEAM D: CONCLUSION STAGE

This team shall be responsible for:

- a. Passing on a verdict on any case forwarded to them by Team C
- b. Writing a report with recommendations and advising the Archbishop on the necessary steps to be taken.
- c. Ensuring the safe-keeping of all the documents at the Archdiocese of Harare Child Safeguarding Office.

9.3. Archdiocese of Harare Child Safeguarding Officer

The child safeguarding officer is responsible for:

- a. Promoting effective safeguarding awareness and procedures throughout the Archdiocese of Harare.

- b. Assisting parishes in the implementation of the Archdiocese of Harare Child safeguarding policy and standard operating procedures.
- c. Providing appropriate advice, support and training, and audit compliance with these procedures and processes within the Archdiocese of Harare.
- d. Working in close collaboration with the Archdiocese of Harare Safeguarding Commission in planning and running Child Safeguarding programmes in the Archdiocese of Harare.
- e. Working in close collaboration with the ZCBC National Child Safeguarding Coordinator in organising trainings for the parishes in the Archdiocese of Harare.
- f. Documenting and keeping accurate and up-to-date records of all cases received and creating a case file for every referral which must include a log of actions, events and information received using the designed forms
- g. Explaining the procedures for addressing the concern, allegation or disclosure to the person who has raised it and ensure that the data protection declaration of consent is signed, (also by the child's parent or guardian where appropriate).
- h. Conducting initial assessments for cases brought to her attention of a Child Safeguarding Officer
- i. Contacting emergency and/or appropriate services when a child appears to be at immediate and serious risk of harm. An immediate referral should be made to the Health and Children Services Department. Where appropriate, if Health and Children Services Department staff are not available, Police authority should be contacted to ensure that under no circumstances is a child left at risk of harm while waiting for Health and Social Services intervention.
- j. Following up on all referrals made and documenting the feedback
- k. Disseminating information to the Safeguarding Commission and the parishes.
- l. Organising meetings and keeping minutes for the Archdiocese of Harare Safeguarding Commission.
- m. Sharing quarterly and annual reports with the ZCBC National Child Safeguarding Coordinator.
- n. Attending ZCBC Child Safeguarding meetings and trainings/ refresher trainings.

9.4. Safeguarding Representative/ Contact person

All deaneries, parishes, and missions in the Archdiocese shall have at least one Safeguarding Representative assigned by the Dean, Responsible Authority at Mission, Parish Priest, Administrator or Head of Institution. Larger parishes or

diocesan organisations may have two safeguarding representatives/contact persons. The position of Safeguarding Representative/Contact person shall be a voluntary one. All those accepting the role must undergo a clearly defined Recruitment and Selection Procedure by the Archdiocese Safeguarding Office and attend training organised by the Archdiocese Safeguarding Officer.

The responsibilities of the Safeguarding Representative/ Contact person are to:

- a. Promote awareness of the Archdiocese Safeguarding Policy and Standard Operating Procedures.
- b. Ensure that all parishioners have ready access to contact details of the Archdiocese of Harare Safeguarding Commission and other relevant agencies.
- c. Promote the culture of safeguarding children and vulnerable persons at the parishes/ mission or deanery.
- d. Attend Safeguarding workshops organised at parishes, deaneries or at Archdiocese's level.
- e. Update the responsible authority about safeguarding activities.

9.5. Deans

Deaneries are established to help in the coordination of pastoral care, common pastoral action, mutual support in the implementation of this Archdiocese Safeguarding policy, sharing of pastoral concerns, and facilitation of communication. The roles and responsibilities of the deans are to:

- a. Disseminate the safeguarding policy, standard operating procedures and guidelines to all parishes and institutions in their responsibility.
- b. Monitor the implementation of safeguarding activities within the deanery
- c. Mobilise resources for safeguarding activities and allocate resources within the deanery
- d. Provide guidance on protocol and procedures to follow for abuse cases to be resolved
- e. Consult parish priests on challenges being faced in implementing safeguarding activities and advising the Archdiocese Safeguarding Officer.
- f. Present a quarterly and annual Report on the Safeguarding activities to the Vicar General.

9.6. Responsible Authorities and Chaplains in the Missions

Their roles and responsibilities include the following:

- a. Appoint a Safeguarding Representative at their respective institution
- b. Liaise with the Archdiocese Child Safeguarding Officer for trainings on Safeguarding to be conducted for all the respective staff and parishioners at the institutions

- c. Collaborate with Government departments, law enforcement agencies, community leaders, business community and Non-Governmental Organisations in implementing safeguarding activities within the mission
- d. Oversee implementation of safeguarding activities within the mission
- e. Mobilize and allocate resources for the implementation of safeguarding activities amongst the institutions within the mission
- f. Provide guidance on protocol and procedures to follow for abuse cases to be resolved
- g. Provide a regular updating Progress Report to the Dean on safeguarding activities undertaken

9.7. Parish Priests

The priests are responsible for the following:

- a. Initiate the appointment of the Child Safeguarding Representative/ Contact person at parish level.
- b. Liaise with the Dean for trainings on Safeguarding to be conducted for all the people directly working with children and vulnerable adults at the parish
- c. Collaborate with Government departments, law enforcement agencies, community leaders, business community and Non-Governmental Organisations in implementing safeguarding activities within the parish
- d. Oversee implementation of safeguarding activities within the parish
- e. Mobilize and allocate resources for the implementation of safeguarding activities amongst the institutions within the parish
- f. Ensure the protection of whistle blowers
- g. Provide guidance on protocol and procedures to follow for abuse cases to be resolved
- h. Submit quarterly progress reports to the Dean on implementation of safeguarding activities within the parish
- i. Refer the victims of abuse to the professionals who can conduct healing sessions with them.
- j. Offer spiritual guidance and support to victims, survivors and alleged perpetrators

9.8. Religious Superiors

They are responsible for the following:

- a. Disseminate the safeguarding policy, standard operating procedures and guidelines within their religious congregations
- b. Monitor the implementation of safeguarding activities within their congregations

- c. Mobilise resources for safeguarding activities and allocate resources within the congregation
- d. Ensure the protection of whistle blowers
- e. Provide guidance on protocol and procedures to follow for abuse cases to be resolved as guided by the Archdiocese and their respective congregation
- f. Offer spiritual guidance and support to victims, survivors and alleged perpetrators
- g. Conduct healing sessions for the involved parties and their families
- h. To organise child safeguarding trainings for their Formation Houses including the Formators.
- i. To organise child safeguarding trainings for their temporal and final professed members.
- j. Organise trainings of the members of their different institutions such as, children's home, schools and hospitals.
- k. To establish safeguarding reporting mechanisms and handling of cases of abuse in their congregations and institutions.
- l. Collaborate with Government departments, law enforcement agencies, community leaders, business community and Non-Governmental Organisations in implementing safeguarding activities within the congregation.

9.9. Archdiocese Pastoral Council

This council is responsible for the following:

- a. Incorporating safeguarding programmes in their pastoral activities.
- b. Promoting the culture of safeguarding children and vulnerable adults in all Archdiocese of Harare pastoral activities.
- c. Organising child safeguarding trainings for their pastoral workers.
- d. Facilitating safe recruitment of pastoral workers.

9.10. Parish Pastoral Council

This council is responsible for the following:

- a. To promote the culture of safeguarding at parish level and Small Christian Communities.
- b. To assist the parish priest to appoint the Child Safeguarding representative/ Contact person at parish level.
- c. To come up with reporting mechanism at parish level.
- d. To work closely with the Child Safeguarding Representative/ contact person in organising Child safeguarding trainings/ workshops at parish level.
- e. To initiate trainings/workshops of safeguarding in Small Christian Communities.

- f. To incorporate Child Safeguarding programmes in their parish pastoral activities.
- g. To facilitate the implementation of the Archdiocese of Harare Child Safeguarding Policy and Standard Operating procedures at parish level and in all the Small Christian Committees.
- h. To monitor the implementation of the Child Safeguarding policy at parish level and Small Christian Committees.
- i. To assist the Safeguarding Contact person with the points to include in the reports which will be forwarded to the relevant authorities.

9.11. Pastoral workers: religious/ laity/ pastoral directors (pastoral centres)

In the selection of pastoral workers, the suitability of the candidates to interact with minors must be ascertained through (i) police checks to verify the absence of any previous child abuse charges or convictions and (ii) satisfactory recent reference checks. Pastoral workers must receive adequate training on the risks of exploitation, sexual abuse and ill-treatment of minors, as well as on the ways to identify and to prevent those offences. They are required to participate in the training programmes organized by the Archdiocese of Harare Child Safeguarding Office. Occasional collaborators are to be informed about the conduct to be observed when interacting with minors, as well as about forbidden conduct. Their roles are as follows:

- a. To ensure safeguarding of minors is observed in all pastoral activities.
- b. To promote a culture of safeguarding in their areas of responsibility.

9.12. Heads of Institutions (e.g. Schools, Hospitals, Children's Homes, Formation Houses)

Their roles and responsibilities include the following:

- a. Establish a Safeguarding Committee in the institution
- b. Liaise with Responsible Authority on trainings on Safeguarding to be conducted for all the staff
- c. Collaborate with Government departments, law enforcement agencies, community leaders, business community and Non-Governmental Organisations in implementing safeguarding activities within the institution
- d. Implement safeguarding activities within the institution
- e. Utilize resources allocated for the implementation of safeguarding activities within the institution
- f. Ensure the protection of whistle blowers
- g. Provide guidance to the Safeguarding Committee on protocols and procedures to follow for abuse cases to be resolved
- h. Submit quarterly progress reports to the Responsible Authority on implementation of safeguarding activities within the institution
- i. Provide psychosocial support to the involved parties and their families

9.13. Animators of Holy Missionary Childhood/ Sunday School and Youth Advisors

They have the following roles:

- a. To collaborate with the parish Child safeguarding representative to invite trained facilitators to give workshops to children and youths.
- b. Conduct risk assessments regularly
- c. Identify cases of abuse amongst children and youths
- d. To refer all cases and reports of abuse to the conduct person at the parish
- e. To refer children who need psychosocial support to the professionals who are specialist in the area.
- f. Follow up on case referrals

9.14 Spokesperson/s of the Archdiocese of Harare Child Safeguarding Commission

The Child Safeguarding Commission shall propose the person/s whom they would want to be their spokesperson and forward the name to the Archbishop who will then appoint the person. The spokesperson will be speaking on behalf of the Commission to the media or other groups which will need to hear directly from the Commission. The person will also act as a public relations person.

10. CODE OF CONDUCT AND STANDARD OPERATING PROCEDURES FOR HANDLING ABUSE CASES

10.1. GENERAL CODE OF CONDUCT

All persons involved in handling child abuse cases shall abide by the following codes of conduct at all times:

- a. Treat all children, youth and any vulnerable person people with respect.
- b. Provide an example of good conduct you wish others to follow.
- c. Ensure that wherever possible there is more than one adult present during activities with children and young people or at least that you are within sight or hearing of others.
- d. Respect a young person's right to privacy.
- e. Encourage children and youth young persons to feel comfortable and caring enough to point out attitudes or behaviour they do not like.
- f. Remember that someone else may misinterpret your actions, no matter how well intentioned.
- g. Recognise that special caution is required in moments when you are discussing sensitive issues with children or young people.

- h. Operate within the Church's principles and guidance and any particular procedures of the diocese or religious institute etc.
- i. Challenge unacceptable behaviour and report all allegations/suspicious of abuse.

10.2. CODE OF CONDUCT AT PARISH LEVEL

10.2.1. In parish activities involving children, their protection must be a priority. Therefore, in the course of their activities, all the parishioners: Including Animators of Holy Missionary Childhood/ Sunday School, Youth Advisors, Catechists, pastoral workers, priests, religious brothers and sisters, seminarians, postulants, and novices working in the parishes must:

- a. Show prudence and respect when interacting with children and youth;
- b. Be positive role models;
- c. When they are in the presence of children, be always visible to others;
- d. Report to the Contact Person any potentially dangerous behaviour;
- e. Respect the private sphere of the children;
- f. Inform the parents or guardians of any activities proposed as well as of their practical arrangements;
- g. Exercise due prudence when communicating with children, including by telephone or on social networks.

10.2.2. It is strictly forbidden for anyone at the parish to:

- a. Inflict corporal punishments of any child;
- b. Establish a preferential relationship with a specific minor;
- c. Place a minor in a situation potentially dangerous to his or her mental or physical safety;
- d. Address a minor in an offensive manner or engage in inappropriate or sexually suggestive behaviour;
- e. Discriminate against a minor or a group of minors;
- f. Ask a minor to keep a secret;
- g. Give gifts to a minor distinguishing him from the rest of the group;
- h. Photograph or film a minor without the written consent of his parents or guardians;
- i. Publish or disseminate, including via the web or social networks, images portraying a minor in a recognizable way without the consent of parents or guardians.

10.2.3. Parish activities shall be carried out on premises suitable for the age and stage of development of minors. As far as possible, anyone who work with children must take particular care to ensure that minors do not enter or remain in places hidden from sight or out of their control.

10.2.4. Any inappropriate behaviour or bullying that may occur among minors, even if it does not constitute a crime, must be promptly addressed in a balanced, prudent and sensitive manner, informing immediately the parents or guardians.

- a. All minors who would want to see a parish priest shall meet him in the parish's office in the company of his parent or caregiver.
- b. Girls and boys Mass Servers shall have a separate changing rooms.
- c. Ratio appropriate of female and male animators shall be taken into the consideration when, accompanying children to their different actives, gatherings/congresses at the parish or out of the parish.
- d. Parish pastoral council shall assist the parish priest to appoint animators of children and youths' advisors.

10.2. STANDARD OPERATING PROCEDURES FOR HANDLING CHILD ABUSE CASES

10.2.1. Identification and Reporting Procedures

10.2.1 There shall be such a case handling procedure put in place detailing the following:

- i. The Child Safeguarding Representative/Contact person who is responsible for identification and receiving of cases at every institution or parish
- ii. Establishment and management of suggestion boxes⁶ at every institution or parish
- iii. Establishment and management of a telephone number and email address, where possible, to enhance confidential and safe reporting

10.2.2 Separate guidelines shall be established for handling:

- i. Allegations of current, ongoing abuse.
- ii. Allegations of historical abuse.
- iii. Allegations of historical abuse with concerns about present risks.
- iv. Allegations of abuse in another diocese, a religious community/institute, or a Church-related organization.
- v. False allegations.
- vi. Unsubstantiated or unverifiable allegations.
- vii. Allegations against a member of a religious congregation that is providing services in the Archdiocese of Harare, religious community/institute, or organization.

10.2.3 The Archdiocese of Harare, religious congregations/institutes, or church organizations shall retain all records and other materials related to the matter that may be considered as evidence/exhibit. The records shall contain case intake, investigation reports and records of services provided to those harmed by the abuse. The records will include the following:

- i. The intake form.
- ii. The complainant's detailed description of the allegations.

⁶ Suggestion box shall be opened by at least 3 members of the Safeguarding Committee at any given time

- iii. The investigation report, including the accompanying witness affidavits and documentation.
 - iv. Records of services provided
- 10.1.4 Retaliation or discrimination against a person who reports a case of abuse is against this policy and is strictly prohibited

10.2.2. Assessment Procedures

10.2.1 A two-pronged approach to assessment shall be followed i.e Initial Assessment and Comprehensive Assessment

- i. Initial Assessment refers to initial screening which must be done within 48hrs of case identification or receiving a report
- ii. Comprehensive assessment refers to a more detailed and thorough screening which must be done within 7 days of identifying a case or receiving a report for cases not requiring statutory interventions

10.2.2 All assessments must follow four basic stages to make sure accurate information is obtained and well used. These stages are as follows:-

- i. Planning how to carry out the assessment, possible sources of information and who will be involved
- ii. Gathering information on biodata⁷, case details, background information and circumstances surrounding the case
- iii. Verifying information - cross checking where there are differences between information and where information is incomplete or contradictory
- iv. Analysis and recommendations: making sense of the information - how it relates to the child/vulnerable person's situation, their needs and risks

10.2.3 All assessments shall be done in a participatory manner

10.2.4 All assessments shall carefully consider the environmental and cultural factors that may have influence on a child/vulnerable person's protection

10.2.3. Investigation of Cases

10.3.1 Investigations shall only be conducted on matters relating to Canon Law, code of conduct and church protocol relating to abuse. All investigations of criminal offences shall be dealt with by civil authorities.

10.3.2 When a matter is being investigated by civil authorities, all investigations by the church are suspended until that investigative process is completed.

10.3.3 Where necessary the Archbishop or Religious Superior may establish an Independent Review Committee, made up of both the religious and lay people, to examine and make recommendations regarding:

- i. Reports of abuse.
- ii. Actions taken in response to the reports.
- iii. The effectiveness of existing policies and procedures.

10.3.3.b The Independent Review Committee shall also make recommendations to the Archbishop or Religious Superior regarding:

- i. Reviews of policies and procedures.

⁷ Biodata include names and contact details of persons involved

ii. Monitoring rehabilitation of the offending staff or clergy.

10.3.4 Actions taken by the parish, or deanery, or religious community, or any other church institution when an allegation is made shall not be an expression of judgment concerning the validity of the complaint or the veracity of the complainant. The actions are meant to indicate the serious nature of such cases and to respect the rights of all concerned.

10.3.5 Any person may secure legal representation to pursue claims if they so wish to.

10.2.4. Referral Procedures

10.4.1 There shall be such a referral pathway with a feedback mechanism put in place to:-

- i. link a child/vulnerable person to an appropriate service provider for necessary services which may include health, justice, protection and welfare (with consent)
- ii. facilitate further management of the case

10.4.2 In all referrals, consent of the concerned party shall be sought unless it places the child or vulnerable adult at risk

10.4.3 Referrals may be conducted in two ways i.e

- i. at identification stage - Any person who comes into contact with an abused child or vulnerable person shall promptly contact the statutory authorities⁸
- ii. at assessment stage – for further investigations and handling of case or for any other appropriate service that may be required

10.4.4 There shall be a directory of service providers and relevant church structures (including the Archdiocese Safeguarding Commission) at every institution and parish

10.4.5 All referrals made must be followed up to ascertain receipt of the service referred for

10.4.6 All referrals made shall be recorded and all records are to be updated with feedback on the referral

10.2.5. Provision of Care

10.5.1 While reconciliation remains desirable as a part of the healing process for victims or survivors, the Archdiocese, religious community, or church institution will not attempt to force reconciliation between the offender and the victim or survivor. Any involvement in unauthorized reconciliation efforts by anyone within the church and its institutions will be considered a violation of this policy.

10.5.2 The Archdiocese, religious community, or church institution shall offer pastoral, psychological, and spiritual support to victims or survivors and their families. Such assistance is pastoral and shall not, in any way, be considered as an indication of legal liability for the actions of the accused.

⁸ Statutory authorities include law enforcement agencies, Department of Social Welfare and Health Service Providers

10.2.6. Case Resolution

10.6.1. A case is considered resolved when there is restoration of peace and healing on both parties in the case of an abuse.

10.6.2 The church and its institutions is a victim of abuse whenever abuse occurs within its purview. Resolution of cases shall therefore, be guided by the following principles:

- i. Provision of accurate information regarding the facts of the allegations and investigations.
- ii. Communication shall respect of the concerned parties and their families, particularly when the criminal charges are pending.

10.6.3 Healing shall require a multidisciplinary approach and involvement of a variety of experts.

10.6.4 An official voice of the church and/or the particular religious community/institution must meet with the community for closure.

11. MONITORING AND EVALUATION

11.1. Implementation of this policy requires effective monitoring and evaluation processes and procedures at all levels.

11.2. Monitoring and Evaluation Guidelines with clear roles and responsibilities for all those charged with this policy's implementation shall be developed by the Archdiocese of Harare and updated accordingly from time to time.

11.3. Performance indicators to be tracked over time must be identified at all result levels, namely, at *input*, *activity*, *output*, *outcome* and *impact* levels.

11.4. A monitoring and evaluation (M&E) officer with requisite) knowledge and expertise shall be based in the Archdiocese's Safeguarding Office.

11.5. The M&E officer shall be responsible for producing quarterly and annual reports which shall be reviewed by the Safeguarding Commission after which recommendations will be made to the Archbishop of Harare for appropriate action to be taken

11.6. The Safeguarding Officer and M&E officer may undertake field monitoring visits to any deanery and/or parish to gather monitoring and information the necessary information and data for the production of reports

11.7. The information and data collected through field monitoring visits and other M&E processes and procedures shall be kept in a secure, pass-word protected Information Management System (MIS) domiciled in the Diocese's Child Safeguarding Office. Access to the information database will be tightly controlled.

11.8. Where necessary, independent reviews and evaluations may be conducted after such reviews and evaluations have been approved by the Archbishop of Harare. Any congregation wishing to undertake a review or evaluation of this policy's implementation shall first submit and seek clearance from the Archbishop of Harare

11.9. The Archbishop of Harare may delegate the responsibility of approving an independent review or evaluation to the Safeguarding Commission or any of the commission's committees/teams

12. RESOURCE MOBILIZATION FOR POLICY IMPLEMENTATION

12.1. Financial and non-financial resources required for effective implementation of this policy shall be mobilised by the Archbishop of Harare and/or persons appointed to do so by the Archbishop

12.2. Resources mobilized for implementation of this policy by congregations shall be disclosed to the Archbishop of Harare and utilization of such resources shall be subject to internal and external audits as may be directed by the Archbishop of Harare so as to ensure accountability and transparency

12.3. Resources made available by individuals, entities or organizations whose requirements are in conflict with or seek to compromise any aspect of the Catholic faith will not be accepted

12.4. The Archbishop of Harare shall be informed about all resource mobilization plans, efforts and actions before such plans, efforts or actions are undertaken.

12.5. No resource mobilization plans, efforts and/or actions are to be undertaken without the explicit approval of the Archbishop of Harare or his designate.

