



Intimate Care Policy

A. Purpose

New Horizons Bilingual School expects all staff members, as well as parents and guardians, visitors, and service providers, to recognize that when a student is at risk of being harmed or is in a dangerous situation, appropriate action will be taken to reduce the risk of harm.

We recognize that safeguarding and protecting our students is of utmost importance at our school. Students may identify situations that pose a risk and seek help for themselves or for other students.

B. Scope and Objectives

The Intimate Care Policy shall be endorsed and signed by the General Director. This policy shall be adopted and implemented at all levels of the organization.

The objectives of this policy are to:

- Provide a safe and welcoming environment that promotes the growth and learning of our students.
- Define the systems and procedures in place to ensure that students remain safe within the school.
- Raise awareness among all staff members and parents and guardians regarding matters related to intimate care.
- Ensure effective communication between staff members and parents and guardians regarding intimate care situations.
- Establish effective procedures for staff members who encounter any situation related to intimate care.
- Clearly communicate the Intimate Care Policy to all individuals involved, including students, parents, guardians, and tutors.
- Definitions

Student: Any student enrolled at New Horizons Bilingual School, regardless of age, as well as any visiting minor.

Staff Member: Any individual employed by New Horizons Bilingual School, regardless of their position or title.



C. Definitions

Intimate Care refers to:

Any activity necessary to support the personal care and intimate hygiene of a minor, including, but not limited to:

- Washing and personal hygiene.
- Dressing and undressing.
- Supervising a minor while they are washing or attending to their personal hygiene.
- Supervising a minor who is experiencing pain or discomfort in an intimate area.

D. Responsibilities

Safeguard and uphold the rights of minors.

Ensure that all minors who require intimate care are treated with respect and sensitivity, in a manner that promotes their well-being.

- Protect the personal privacy of minors.
- Protect the adults responsible for meeting the intimate care needs of minors.
- Raise awareness and provide clear guidelines and procedures for situations in which a student requires assistance with intimate care.
- Inform parents and guardians about how intimate care is provided at the school.
- Report any concerns regarding intimate care practices to the Designated Safeguarding Lead.

E. Procedures

All staff members involved in providing any form of intimate care must be aware of the potential risk of being accused of inappropriate or improper conduct. Therefore, all reasonable precautions must be taken to minimize this risk. The following safeguarding measures shall apply:

- Verbally inform a member of the Education Team or the School Leadership Team that intimate care is about to be provided to a minor.



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- Whenever intimate care is provided, a second staff member should be nearby. If the minor is changing clothes or attending to their personal hygiene independently, they may close the door, but it must remain unlocked. If a staff member needs to assist the minor, the door must remain open.
- Whenever possible, allow the minor to provide verbal consent to the person assisting them.
- Whenever possible, allow the minor to choose the sequence in which their care is provided.
- Pay close attention to the student's reactions and report any behavior, symptom, or physical sign that appears unusual during the intimate care process to a member of the Personalized Education Team and/or the Designated Safeguarding Lead.
- When a student needs to change clothes, wash, or attend to their personal hygiene because they have become wet in the bathroom, soiled themselves, vomited, or experienced incontinence, the staff member responsible shall ask the minor to undress and dress independently in a location that respects their privacy, while supervising the student to ensure that they dress and attend to their personal hygiene appropriately.
- When the student is unable or does not know how to attend to their personal hygiene and/or change clothes independently, the staff member responsible shall notify a colleague that they are going to assist the minor with undressing, dressing, and/or personal hygiene.
- Once the process is complete, the staff member shall ensure that any soiled clothing is placed in a bag and given to the parents or guardians, who shall be informed of the reason the student needed to change clothes.
- Whenever a situation arises in which a student requires assistance with personal hygiene and/or changing clothes, the Section Assistant or a member of the Education Team shall inform the parents or guardians by telephone and/or email.

These guidelines may vary depending on the age and response of the minor. Older students may also require reassurance and emotional support while ensuring their privacy to the greatest extent possible. At all times, regardless of the student's age, staff members must:

- Treat the minor with dignity and respect and ensure their privacy at all times.



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- Protect the minor's self-esteem and positive body image. Positive self-esteem and a healthy body image are protective factors against potential situations of child abuse. No comments shall be made regarding the child's physical appearance.
- If the minor is completely dependent on others for their care, explain what is going to be done and, whenever possible, offer them choices.
- Be aware of your own limitations and only carry out activities that you understand and feel competent and confident in performing. Do not hesitate to ask questions or seek assistance when you are unsure how to perform a task.
- Report any concerns that may arise during the process of providing intimate care to a minor to a member of the Education Team and/or the Designated Safeguarding Lead, as well as to the parents or guardians.
- If, accidentally, the minor is injured during the provision of intimate care, or if a situation occurs that could be misinterpreted, reassure the minor, ensure their safety, and report the incident in writing to the Designated Safeguarding Lead or Safeguarding Deputy.