



protecting children

keeping us all safe

This is an official policy of CISV International. Other related policies and guidelines are:

- CISV Approach to Risk Management (Info File N-01);
- CISV Guidelines on Discrimination, Selection & Behaviour and Selection Guidelines for Persons with Programme Responsibility (Info File N-05 and N-06);
- CISV Behaviour and Cultural Sensitivity (Info File R-07);
- CISV Programme Guides; and,
- CISV International Crisis Communications Guide.

Our first priority is the welfare and safety of children. If a child is in immediate danger of harm of abuse you must act immediately to protect them from danger.

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Introduction

As a peace education organization, CISV is committed to and encourages respect for human rights and dignity. CISV believes that every child who participates in CISV activities has the right to enjoy a safe environment and be protected from harm. In line with the United Nations Convention on the Rights of the Child, which states that all children have a right to protection, CISV believes that it has a duty of care and obligation to protect those children for whom we are given responsibility.

We believe that the welfare of children is the highest priority and that it is the responsibility of everyone in CISV to ensure that they are protected. This policy sets out CISV's commitment to Child Protection and aims to promote good practice in:

- **providing children with appropriate safety and protection while in the care of CISV; and,**
- **allowing all volunteers and staff to make informed and confident responses to specific Child Protection issues.**

Definitions

Child: anyone under the age of 18 (in line with the UN Convention on the Rights of the Child).

Adult: anyone aged 18+.

Participant: every person who attends a CISV International programme, who is not a “person in a position of programme responsibility”. *Note that in some programmes, participants are adults. Though not children, they have the same right to expect a safe environment and appropriate behaviour from other participants and persons in positions of programme responsibility.*

Person in a position of programme responsibility: Any staff, leader, Junior Counsellor, host family or other person who has responsibility for all or aspects of delivering a CISV International programme. *Note that in some cases, such persons may be ‘children’ (e.g. Junior Counsellors aged 16/17), who are, therefore, both responsible for and covered by this Child Protection Policy.*

Person in charge: This refers to the person with lead responsibility for the event or programme. This could be the Camp Director, the Chapter President, the Local Interchange Coordinator, a relevant board member, or another official of CISV who would have direct lead responsibility for the event or programme in question.

Child Protection: refers to the actions taken in order to prevent or stop all behaviours considered dangerous for the physical and psychological health of children.

Child abuse: is any form of physical, emotional, or sexual mistreatment or lack of care that leads to injury or harm. It often occurs within a relationship of trust or responsibility and is an abuse of power or a breach of trust. Abuse can happen to a child regardless of their age, gender, race, or

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ability. Even in situations where it may be felt that the child accepted or somehow invited the abuse, it is still abuse.

Abusers can be adults (male or female) and other children, and are usually known to and trusted by the child and family. The abuser may be a family member, or they may be someone the child encounters in a residential setting or in the community, including during sports and leisure activities. An individual may abuse or neglect a child directly, or may be responsible for abuse because they fail to prevent another person harming that child or neglecting the needs of the child.

There are four main types of child abuse: **physical abuse**, **sexual abuse**, **emotional abuse**, and **neglect**. Children can suffer from one or a combination of these forms of abuse.

- **Emotional** – the emotional mistreatment of a child which may involve telling a child that they are worthless or unloved, inadequate, or valued only to meet the needs of another person. These may include imposing expectations or interactions that are inappropriate or beyond the child’s developmental capability, as well as overprotection and limiting the child’s ability to explore or learn or preventing the child from participating in normal social interaction.
- **Physical** – causing bodily or physical harm e.g. hitting, poisoning, burning, giving children alcohol or drugs.
- **Sexual** – when adults use children to meet their own sexual urges; this may or may not include physical contact with the child (e.g. any sexual activity, intimate touching, sexually suggestive remarks).
- **Neglect** – when adults fail to meet the child’s basic needs to an extent that is likely to result in serious impact on the child’s health or development (e.g. failing to provide adequate food, shelter, failing to protect from physical harm or danger, failing to ensure access to appropriate medical care or treatment).

In addition, bullying is a form of child abuse although often, but not always, the person who is the bully is also a child.

Bullying means deliberate, hurtful behaviour towards another person that is usually repeated over a period of time. The outcome will always be painful and distressing for the victim. There are four main types of bullying:

- physical (e.g. pushing, hitting, kicking, slapping or any use of violence);
- verbal (e.g. racist or homophobic remarks, name-calling, graffiti, threats, abusive text messages);
- emotional (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group); or,
- sexual (e.g. unwanted physical contact or abusive comments).

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Part 1: Our Policy

CISV International will not tolerate child abuse and is committed to:

- Taking into account, in all of our planning and activities, the interests and wellbeing of children;
- Respecting the rights, wishes and feelings of the children with whom we are working;
- Taking all reasonable steps to protect children from neglect and physical, sexual, psychological and emotional abuse;
- Responding to all suspicions and allegations of abuse swiftly and appropriately; and,
- Recruiting CISV volunteers and staff to work with children with regard to their suitability for that responsibility and providing them with training in good practice and Child Protection procedures.

CISV volunteers and staff, who wish to work with children, are responsible for following this Policy at all times.

1.1 Review

The policy will be reviewed every 2 years or whenever there is a major change in the organization or in relevant legislation. Compliance with procedures will be regularly monitored and reviewed.

1.2 Our Policy and the UN Convention on the Rights of the Child

CISV's Child Protection Policy is based on the principles of the UN Convention on the Rights of the Child. It provides a comprehensive framework for the protection, provision for and participation of all children without discrimination to ensure their survival and development to the maximum extent possible.

1.3 Our Policy and National Laws

As an international organization, CISV exists in over 60 countries. CISV's International Office (IO) is based in Great Britain and must observe the laws of Great Britain. National Associations (NAs) and their Chapters must observe the laws of their own country/province/state/city. It is, therefore essential that NAs and Chapters find out about the relevant laws that govern how they can operate and deliver CISV programmes and develop procedures, guidance and training in line with both local law and this Policy. At the same time, CISV International has rules and standards that seek to create a consistent approach and which, in some cases, may be stricter than national or local laws. This Policy must, therefore, be followed in addition to the relevant national and local laws on Child Protection.

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Part 2: Our Rules

CISV promotes and expects behaviour that is sensitive, respectful, caring, and that contributes to creating a healthy and safe environment for children and adults; an environment where children and adults feel able to come forward with concerns and receive support from those around them.

2.1 Adult Code of Behaviour

CISV International has adopted an Adult Code of Behaviour that every single adult involved in a CISV programme and/or a position of responsibility within CISV, should respect and put into practice at all times. All volunteers will be given a copy of this Code of Behaviour during training or volunteer orientation and must become familiar with its requirements, by reading and understanding the Code. *The Code can be found at Appendix One of this policy.*

2.2 General Behaviour within CISV Programmes

The above Adult Code of Behaviour reflects the guidance and rules set out in the CISV Behaviour and Cultural Sensitivity Policy (Info File R-07). All persons involved in CISV International programmes must be made aware of and comply with these rules, which include forbidding the following in programmes:

- Any sexual intimacy or the appearance of sexual intimacy;
- Use of narcotics;
- Underage drinking; and,
- Any form of abuse, corporal punishment or intolerance

Violation of any of these rules will lead to consequences up to and including exclusion from the programme. Violation of some of these rules may lead to consequences up to and including informing the appropriate external authorities.

2.3 Health and Safety within CISV Programmes

To ensure the physical protection of children, their health and safety must also be provided for. CISV programme policy includes specific requirements for:

- The ratio of adults to children;
- Upholding all local public health/ health and safety standards and laws;
- Ready access to medical care;
- Healthy diet and nutrition; and,
- Accommodation of special needs, to the fullest extent possible.

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For further information and guidance please see CISV Behaviour and Cultural Sensitivity Policy (Info File R-07) and our Programme Guides.

2.4 Behaviour and Communication outside of CISV Programmes

People in positions of programme responsibility must understand that they are in a position of trust at all times in relation to the children for whom they are responsible. This means that all contact with children before or after a programme should reflect the same values and behaviour.

Abuse can take place not only in person but also through other forms of contact (e.g. phone, text messages, emails, social networking sites).

It is important to encourage safe online or distance communication and to understand that our responsibility to children extends to any contact we have with them, be it by phone, text, chat, social network sites etc.

It is particularly important to recognise that online communications present many positive, but also negative opportunities.

The CISV International website allows CISV members to communicate with their programme group, before and after the programme they attend. They can also communicate with other members of CISV Chapters and programmes. In order to enhance online safety, participants under the age of 16 are only able to contact other participants and adults within their own programme.

However, many CISV members (youth and adult) may also have a personal account on other social networking sites. Whenever using social network profiles, programme staff and leaders should always bear in mind their responsibility as adults in a position of trust. CISV expects them to keep the distance online with young people that they would keep in the 'offline' world. CISV further expects that they would not maintain any online friendship on a social media site with a child they know to be under the minimum age required by such sites. *Please refer to Appendix 2 - Safety and Social Networking Sites for rules and expectations on communication with children via social media.*

2.5 Photography

Care should be given when uploading photographs taken in a camp; only images of children in suitable dress should be used to reduce the risk of inappropriate use. It is difficult to specify exactly what content is appropriate given the wide diversity of activities in a camp. However, photographs of certain activities - swimming, for example - present a much greater risk of potential misuse. Images of these activities should focus on the overall activity, not on a particular child, and should avoid full face and close-up body shots. This means, for example, that photographs of children in a pool would be appropriate if shot poolside from waist or shoulder up. *Please refer to Appendix 2 - Safety and Social Networking Sites for rules and expectations on use of photographs in social media.*

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Part 3: Selection

CISV relies on our dedicated volunteers and paid staff. We recognise how important it is that we have safe and effective practices in place for recruiting people who will be working with children and to prepare them for their role.

CISV International requires the following steps and precautions in selecting all persons with CISV programme responsibility. The selection process is set out in detail in our Programme Guides. Criteria and considerations regarding background and behaviour are stated in Selection Guidelines for Persons with Programme Responsibility (Info File R-06).

Note. On occasion, people withdraw and replacements have to be found very quickly. In all cases, however, each of the steps below must be followed before a person can be selected for a position of programme responsibility. In order to be prepared for such an eventuality, some National Associations recommend that chapters keep a list of possible leaders and hosts who have been through these steps and been trained recently as 'backups'.

3.1 Age Requirements

Every adult in a position of trust and responsibility in CISV programmes should be at least 21 years old on the day of the departure (for leaders) or on the day of the beginning of the programme (for programme 'staff'). Some programmes require that at least one staff member must be older than 21.

Junior staff or leaders (aged 18/19) are only permitted in some programmes, where there are others aged 21+.

3.2 Application Requirements

Applicants for a position of responsibility in CISV programmes must complete an application form, giving information about their experience, interests and background. They must also sign to say that they do not have history of criminal activity, illness, child abuse, drug/alcohol abuse, prejudice etc. that would disqualify them from participation in CISV programmes.

Applicants must provide two confidential references, which must be checked.

3.3 Criminal Record Check

Police checks are required for all staff/ leaders/ JCs (aged 18+) at all CISV International programmes and activities. Although procedures may vary and it may not be possible to obtain the same information in all countries, all CISV National Associations must investigate and see what

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information can be obtained. CISV has to work with the best information it can obtain according to national laws and procedures.

It is essential under all circumstances to find out whether an applicant has a criminal record of convictions or arrests, which would make them unsuitable to take on a role of trust with children in a CISV programme.

The following are considered inappropriate for a position of leadership and trust in CISV and **cannot** be chosen for positions of programme responsibility:

- Persons who are listed on a national Child Protection Register
- Persons who have been charged with or convicted of serious criminal activity. Serious criminal activity includes, but is not limited to: murder; a serious sex offence; an offence committed by an adult involving intentionally wounding or causing grievous bodily harm; indecency offences; kidnapping; offences connected with child prostitution or child pornography.

There are also some conditions or tendencies, which could make someone unsuitable for a position of programme responsibility. Persons with a history of conviction or treatment for the following behaviours, except in cases of unusual circumstances, are considered inappropriate for a position of programme responsibility in CISV:

- Alcohol/ drug abuse;
- Dishonesty;
- Emotional or behavioural disturbance;
- Prejudice or intolerance;
- Violence or lack of self control;
- Unable to handle stress appropriately.

Having a criminal record, in itself, does not necessarily mean that the person cannot assume a role of programme responsibility. It depends on the contents of the record and whether it relates to 'serious criminal activity' or other behaviours or attitudes that would make the person unsuitable for a position of trust with children.

3.4 Interview

All applicants will be required to attend an interview with CISV representatives.

- A check should be made that the application form and procedures have been completed in full.
- The requirements and responsibilities of the role should be clarified so that they understand what is expected of them and what they can expect.

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3.5 Membership Requirement

Every adult in a position of trust and responsibility in CISV programmes must be or become a member of CISV. They should share our values and make every effort to put them into practice.

Part 4: Training

Safe recruitment practices of volunteers and staff must be followed by essential training for the roles they are undertaking. Our programme leaders, staff and host families must all be trained to recognise the situations where abuse of children may occur in order to enable them to react appropriately if they have concerns.

Training after recruitment should help volunteers to:

- Understand the Adult Code of Behaviour;
- Consider their own practices against what is considered good practice;
- Understand and follow the CISV procedures for reporting and recording concerns;
- Recognise their responsibilities;
- Respond to concerns expressed by a child;
- Work safely and effectively with children; and,
- Understand how CISV's Child Protection Policy also protects them in their work with children.

Part 5: Recognizing, Reporting and Documenting Concerns

Responsibilities of any adult in CISV

Your primary concern must always be the best interest of the child. Every situation is different and it is important that you involve your Risk Manager and/or person(s) in charge as early as possible to determine how to follow this procedure. **If a child is at risk of immediate harm or danger, your first action must be to make sure they are protected from that harm or danger.**

A. Becoming aware

i. There are many ways you can become aware of child protection concerns.

- You observe something that feels wrong or you know is wrong
- You are told something by a child that feels wrong or you know is wrong

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- Someone else tells you that they have either heard or seen something that they feel is wrong or they know is wrong

You should not automatically assume that abuse is occurring. It is important, however, not to dismiss fears, worries, physical indicators, or significant changes in behaviour. **Do not ignore these signs**, but remember it is not your role to become an investigator.

The concern you hear could be about something happening at a CISV programme or activity, or in the child's home or community. It might also be something that happened to the child in the past or to an adult in the past when they were a child.

B. Acting on a suspicion

Responsibilities of any adult who suspects that a child is being, or has been, abused

i. You must immediately report any reasonable suspicion, whether based on your own observations or someone else's, to the person in charge or your Risk Manager. **Ignoring it is not an option.** See **Reporting a concern and Documenting a concern.** If you are in doubt, contact the person in charge or your Risk Manager to discuss the concern.

It is contrary to the values of CISV for anyone to seek revenge upon any person who in good faith reports a concern.

Responsibilities of the person in charge

If someone reports a concern about a child's safety or wellbeing to you, there are a number of steps you must take:

i. Talk to the child – follow the guidance in this document.

ii. A diary is a good way to keep a note of your concerns and the way the child is behaving. It can also help you to spot patterns of behaviour. You must note your concerns factually and without judgement or evaluation. You must keep the information confidential and store it in a secure way. If the concern is one that you must report, you must submit this 'diary' with the Incident Report Form. If you find that you no longer have concerns, you must destroy the 'diary'. If you are in doubt, ask your Risk Manager for advice.

iii. Other people who come into contact with the child may also have noticed them acting unusually. Ask them if they have noticed that the child is acting in an unusual way or has unusual or unexplained injuries. Take care to present it calmly for consideration. Do not present your concerns as a conclusion that abuse is happening or with more certainty than is reasonable.

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iv. **Bring it up with your Risk Manager.** The Risk Manager can offer you support, advice, and an outside perspective. **If you are in doubt, always consult your Risk Manager.**

C. Hearing a disclosure Responsibilities of any adult

i. You should follow the advice below when you hear a disclosure:

General points

- Accept what the child says
- Listen carefully
- Keep calm
- Don't panic
- Don't seek help while the child is talking to you
- Be honest
- Look at the child directly
- Do not appear shocked
- Assure them that they are not to blame for the abuse
- Never ask leading questions
- Try not to repeat the same questions to the child
- Never push for information
- Do not fill in words, finish their sentences, or make assumptions
- Be aware that the child may have been threatened
- Make certain you distinguish between what the child has actually said and the inferences you may have made. Accuracy is paramount in this stage of the procedure
- Do not permit personal doubt to prevent you from reporting the allegation to the person in charge or your Risk Manager
- Let the child know what you are going to do next and that you will let them know what happens
- Tell the child that this information must be shared and cannot be kept 'secret' or confidential. The child should also be told that the information will only be shared with those who need to know to help.

Things to say

- Repeat the child's last few words in a questioning manner
- 'I believe you'
- 'I am going to try to help you'
- 'I will help you'
- 'I am glad that you told me'
- 'You are not to blame'
- 'It is not your fault'

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Things not to say

- 'You should have told someone before'
- 'I can't believe it! I'm shocked!'
- 'Oh that explains a lot'
- 'No not...he's a friend of mine'
- 'I won't tell anyone else'
- "Why? How?"

At the end of the disclosure

- Reassure the child that it was right to tell you
- Let them know what you are going to do next
- Immediately seek help, in the first place from the person in charge or your Risk Manager
- Document the disclosure that you heard. See **Documenting a suspicion or concern**
- Seek help for yourself if you feel you need support – your local/national or regional risk manager will be able to provide you with support.

- ii. If it is about abuse that happened in the past, the disclosure might come from an adult. You should follow the same rules as listed above for hearing a disclosure from a child.

D. Reporting

Responsibilities of any adult in CISV

- i. If you hear a disclosure or have a reasonable suspicion of child abuse, you must immediately report it to a person in charge or your Risk Manager. If you are at a CISV programme or event, and the concern is about the person in charge, then you must contact your Risk Manager directly.
- ii. The person in charge or Risk Manager is responsible for letting you know how the concern will be dealt with.

Responsibilities of the person in charge

- i. You must make sure that you document the concern or disclosure. If someone tells you they have heard a disclosure from a child, you must make sure that they document what they heard.
- ii. You must contact your Risk Manager immediately, or as soon as possible that day.
- iii. With the Risk Manager, you may agree that the person who heard the disclosure from the child should continue to talk to the child, following the guidance on hearing a disclosure.
- iv. You should agree with your Risk Manager on the proper steps you should take to ensure the physical safety and psychological well-being of the child. This may include referring them for medical treatment or to a psychologist.

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Responsibilities of the Chapter Risk Manager

- i. You must consult directly with your National Risk Manager with regard to any serious incident. You must also keep your Chapter and National Boards advised of any incidents which relate to your NA. If in doubt, they should start by treating it as a serious incident.
- ii. In the event of a serious incident, you must inform CISV International **within 12 hours**. You should follow the guidance in the CISV Crisis Communications Guide.
- iii. You must submit all disclosures and reasonable suspicions through an Incident Report Form to CISV International and the National Risk Manager of the hosting country **within 48 hours**.

E. Documenting a disclosure or reasonable suspicion

Responsibilities of any adult hearing a disclosure from a child

- i. You must document any concern that a child discloses to you. Write down accurately what the child has told you. Sign and date your notes and send them using an Incident Report Form to CISV International. CISV International will keep the notes and reports you make in a secure place for an indefinite period; they are essential to help us, and the relevant authorities, decide what is best for the child, and for evidence if necessary.
- ii. When you document a concern, you must take care to make clear what is your personal opinion and what are the facts
- iii. The IRF and body chart (to indicate any injury you observe) can be found on the Resources section of www.cisv.org.

The information you give about suspected abuse must be accurate and you should make a detailed record at the time of the disclosure or when the concern arises. The information you give must include the following to the best of your ability:

- The child's name, age, and date of birth;
- The child's home contact details;
- Whether or not you are expressing your own concerns or those of someone else;
- The nature of the allegation. Include dates, times, any special factors and other relevant information;
- State clearly what is fact, opinion, or rumour;
- A description of any visible bruising or other injuries using the body chart form to indicate the location of such bruises or injury. Also details of any indirect signs, such as behavioural changes;
- Details of witnesses to any incident/s;
- The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred;

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- If the child was not the person who reported the incident, has the child been spoken to? If so what was said?
- Details of the alleged abuser, if known.

You must submit all relevant evidence with the form. For example, this could be photographs, letters, drawings, or screenshots from a social media account.

CISV International keeps a record of all incidents reported, inquiries made, and actions taken. All incidents are also summarised anonymously and kept in a database of issues, from which annual reports are sent to National Associations for review and further action as needed.

F. Confidentiality

If you have a reasonable concern for the safety of a child, that overrides data protection concerns. However, you must still make every effort to ensure that confidentiality is maintained for all concerned – only share it with those who need to know in order to help address the concern. This usually includes the following people:

- The person making the allegation;
- The person in charge;
- The Risk Manager (Chapter and/or National);
- Parents of the child;
- Social services/ police/doctor;
- CISV International.

Parents should be informed of concerns unless there is evidence to suggest that informing parents would place the child at risk of harm or further harm. If that is the case or if the allegation is about the child's parents, you should not share the information with them until you have conferred with the relevant authorities and/or CISV International.

If the allegation is about the Risk Manager or person in charge, you must escalate the matter to the level above them (e.g. if it is about the Chapter Risk Manager you should escalate the matter to the National Risk Manager, if it is about the National Risk Manager, you should escalate the matter to the National President or the Regional Risk Manager).

Please refer to our [Data Protection Guidelines on our website](#) for more information.

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Part 6: Acting on Concerns

A. If your concern is about something happening now

Responsibilities of any adult

If you have a reasonable suspicion of any form of child abuse **that is happening now**, you must act immediately to protect the child or children from harm. You must report the matter to the person in charge (or your Chapter/National Risk Manager if the person in charge is the person you suspect is abusing the child).

Responsibilities of the person in charge

- i. You must report the matter immediately to the Chapter or National Risk Manager (following procedure 5)
- ii. You must suspend/remove the suspected abuser pending the result of an enquiry or involvement of relevant authorities. You must do this in collaboration with your Risk Manager.
- iii. You must work with your Risk Manager to provide all relevant support to the children involved and other children and adults in the programme

Responsibilities of Chapter/National Risk Managers

- i. You must ensure that relevant information is communicated to the National Risk Manager(s) of the involved countries.
- ii. You must refer the case to the relevant authorities, if appropriate. You must follow any local legal requirements to report child abuse concerns to the appropriate authorities. If you suspect that any form of criminal behaviour is taking place at a programme, you must inform the appropriate local authorities immediately and follow their advice.
- iii. You must contact the Regional/International Risk Manager to coordinate any internal enquiry and to prepare for any associated risks (e.g. legal claims, media attention)

B. If you have reasonable suspicion of any form of child abuse in a child's home country/setting you must act as follows:

The person in charge

- i. You must report the concern immediately to your Chapter/National Risk Manager (following Procedure 5)

The Chapter/National Risk Manager

- i. You must ensure that relevant information is communicated to the National Risk Manager of the sending country.
- ii. You must also submit full details of any such concern to the Regional/International Risk Manager immediately to prepare for any associated risks (e.g. legal claims, media attention)

The Chapter/National Risk Manager of the sending country

- i. You must report the concern and send all available documentation and evidence to the relevant authority and cooperate with that authority to address the concerns.

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C. If you have reasonable suspicion that any form of child abuse happened in a CISV context in the past:

The person in charge

- i. You must report the concern immediately to your Risk Manager (following Procedure 5) to prevent any further risk of harm to any child or children.
- ii. You must work with your Risk Manager to provide all relevant support to the child or children involved and your staff and leaders.

Chapter/National Risk Manager

- i. You must work with the person in charge (and Chapter Risk Manager if you are a National Risk Manager) to suspend the suspected abuser if they are still involved in CISV, pending an official investigation and/or internal enquiry.
- ii. You must either refer the case to the relevant authorities for investigation OR refer the case to the individual's National Risk Manager.
- iii. You must ensure that relevant information is communicated to the National Risk Managers of the involved countries.
- iv. You must contact the Regional/International Risk Manager to coordinate any internal enquiry and to prepare for any associated risks (e.g. legal claims, media attention).

If the person bringing forward the allegation is an adult who does not wish to report it to the authorities that is their choice. CISV must, however, follow up with an internal inquiry to the extent possible.

D. Any internal enquiry will be based on the following principles:

- i. We always defer to official/formal investigations by relevant authorities, if such investigations are undertaken, e.g. if the police is investigating, we ask them to let you know when or whether we can make enquiries.
- ii. Any decision we make considers the best interest of the child(ren) and is in accordance with laws and best practices relevant to the particular countries involved.
- iii. We ensure that we get and consider all relevant perspectives.
- iv. We always consider cultural differences and alternative explanations, where relevant
- v. We always allow the accused person to respond to the concerns.
- vi. We follow relevant laws and best practices in regards to data protection and confidentiality.
- vii. All internal enquiries must be fully disclosed to the International or Regional Risk Managers of CISV International.
- viii. In case of serious issues, internal enquiries will be coordinated by the relevant Regional Risk Managers.

CISV International will review all Incident Reports received and will determine whether any further action is required. The International and Regional Risk Managers will take the lead on any inquiry conducted by CISV International. They may request that a programme committee,

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National Association or other party make inquiries and report back on the results. The International and Regional Risk Managers may then advise on specific actions. In serious cases, the International Risk Manager will consult with the International Executive to determine the best course of action.

E. Framework for who makes decisions and how on the suspension/removal of a suspected abuser

Responsibilities of the Chapter/National Risk Manager

- i. You make the initial decisions in cases where someone must be immediately removed, reported, or suspended to avoid further risk of harm to children.
- ii. With your NA Board, you must determine, according to your legal structure, who can make the decision to impose sanctions (suspension, exclusion, etc.) on individuals in your NA and how such a decision must be reached to meet National and local laws.
- iii. Final decisions on sanctions (e.g. if a person is banned or suspended from CISV) are taken either following the advice of the involved authorities or on the conclusion of an internal enquiry, or both.
- iv. If you determine that the behaviour of an individual has been judged based on cultural misunderstandings or similar, then you should make sure that the consequence reflects an educational approach. You should aim to repair any damage done and enable successful mediation and better understanding and respect for cultural differences in the future.

F. List of Excluded Individuals

- i. CISV International has a List of Excluded Individuals, which is available for National Risk Managers. This list contains the names of people CISV has banned or suspended from any involvement or affiliation with CISV.
- ii. NAs must provide names of individuals they have banned or suspended from the NA or any of their Chapters to the International Risk Manager with a report of what happened and how the conclusion was reached.

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Appendix 1 Adult Code of Behaviour

Adult Code of Behaviour

As a person in a position of programme responsibility you are in a position of trust at all times in relation to the children for whom you are responsible.

Good Practice

DO treat everyone with dignity and respect

DO set an example you would wish others to follow

DO treat all children equally – show no favouritism

DO respect a child's right to personal privacy

DO avoid unnecessary physical contact with a child -- your actions, no matter how well-intentioned, might be misinterpreted by them or someone else

DO avoid unacceptable situations within a relationship of trust; for example, a sexual relationship with a participant, even if they are over the age of consent

DO have separate sleeping accommodation for children and adults

DO plan activities that involve more than one other person being present, or at least are within sight and hearing of others – avoid spending time alone with a child in private or out of sight/hearing of others.

DO allow children to talk about any concerns they may have

DO encourage others to challenge any attitudes or behaviours they do not like

DO avoid being drawn into inappropriate attention-seeking behaviour from children, such as tantrums and crushes

DO keep other leaders informed of where you are and what you are doing

DO take any allegations or concerns of abuse seriously and refer them immediately to the person in charge, i.e. the Programme Director or local/ national Risk Manager

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Poor Practice

DO NOT trivialise or belittle abuse or concerns

DO NOT form an intimate relationship with a child or any other relationship that would be an abuse of trust

DO NOT allow abusive activities between children such as initiation ceremonies or bullying

DO NOT engage in inappropriate behaviour or contact – physical, verbal, sexual

DO NOT make sexually suggestive remarks or threats to a child, even in fun

DO NOT use inappropriate language, whether speaking or writing – in person or by phone, email or through use of social media

DO NOT allow a child to use inappropriate language unchallenged

DO NOT let allegations, suspicions, or concerns about abuse go unreported

This Code is based on material created by The Scout Association (UK) and used with permission ‘Young People first: a code of good practice for adults’

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Appendix 2 Safety and Social Networking Sites

In addition to the Adult Code of Behaviour, here are some guidelines on how to behave appropriately toward children online or in other forms of communications.

- Remember you are in a position of trust and are a role model at all times.
- Conduct yourself appropriately, as you would face-to-face.
- Do not engage in one-to-one communication with children or via text messages, instant messaging or chat facilities unless it relates specifically to your CISV responsibilities.
- Before sharing your social media accounts with a child, consider the things you like to share with your peers – would they be suitable or appropriate to share with that child?
- When using a social network account, you should always think of how any digital communication might appear to someone else. Compared with a conversation in the real world, technology increases the potential for messages to be seen out of context, misinterpreted or forwarded to others.
- Do not provide personal details about children on your website or social networking group.
- Always ensure you have parental permission to use any photographs of children and only use their first names on any caption.
- Only use appropriate photographs on your site – remember that everyone can view them.
- If you are concerned about the way a child is attempting to contact you, report it immediately to your local Risk Manager.
- If you need to email children, always copy the message to another adult.
- **WE STRONGLY RECOMMEND THAT YOU NOT USE YOUR PERSONAL SOCIAL NETWORKING ACCOUNT TO COMMUNICATE WITH CHILDREN.**

(For more general information on the use of social media in CISV, please refer to Info File document R-17A CISV International Social Media Guidelines)