



CISV International
Building global friendship

A photograph of four young men, likely CISV members, in teal t-shirts and khaki shorts. They are outdoors, possibly on a boat or near a body of water, under a clear blue sky. They are all smiling and looking towards the left side of the frame. One man in the foreground is wearing a black baseball cap and sunglasses. Another man in the background has a 'DO NOT' wristband. The bottom half of the image is overlaid with a solid blue banner containing the title text.

Child Safeguarding Policy

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

The highest priority for CISV is the welfare and safety of children. We recognise that children have unique needs that are influenced by their different backgrounds, abilities and identities, however all children share a common need to be safe. 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.

As part of that obligation and in line with CISV values, CISV believes that we must all be aware of and actively address child protection.

The CISV Child Safeguarding Policy and Procedures is a comprehensive document that outlines our rules and expectations to help ensure that safeguarding comes first in everything we do. It is vital for the protection of everyone involved in CISV that we have a clear policy and procedures for the safeguarding of children.

This document sets out guidelines and standards that must be put into practice. This includes involving children actively as the best way to protect children is to empower them to protect themselves. Children will only benefit from this policy if we make them aware of their rights and give them the proper environment in which to exercise them.

Purpose

CISV promotes best child safeguarding practice by developing, communicating, and implementing policies and procedures to ensure the safety and the wellbeing of the children for whom we are given responsibility. At all times, the implementation of this policy and procedures should be based on a spirit of positive commitment to the best interests of the child.

We must each do this through making sure that we focus on:

- ▶ Protecting children
- ▶ Preventing abuse
- ▶ Promoting behaviour that demonstrates respect for the dignity, diversity, and rights of all individuals

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 participates in a local, national, or international CISV activity or programme, who is not a ‘person in a position of trust and responsibility’. In some CISV programmes, participants are adults. Though they are not children, they have the same right to expect and experience a safe environment and appropriate behaviour from other participants and persons in positions of trust and responsibility. Please refer to the CISV Behaviour Policy (InfoFile R-07) for situations where the participant is an adult.
- **Person in a position of trust and responsibility:** Any individual (staff, leader, Junior Counsellor, host family, local event coordinator or other person) who has responsibility for any aspect of delivering a CISV programme or activity. Note that in some cases, such persons may be ‘children’ (for example, Junior Counsellors aged 16/17), who are, therefore, both responsible for and covered by this Child Safeguarding Policy.
- **Person in charge:** This refers to the person on site with lead responsibility for Child Protection for the event or programme. This could be the Camp Director, a staff member, the Chapter President, the Local Interchange Coordinator, a relevant board member, or another official of CISV who would have direct lead responsibility for Child Protection during the event or programme in question.
- **Safeguarding:** Safeguarding is a term used in the United Kingdom and Ireland to describe measures to protect the health, safety, well-being and human rights of individuals, which allow all people – especially children, young people and adults at risk – to live free from abuse, harm and neglect. Child Protection is part of Safeguarding. This policy is about organizational Child Safeguarding – in other words, building a ‘child-safe organization.’
- **Child Protection:** A broad term to describe philosophies, policies, standards, guidelines, and procedures to protect children from both intentional and unintentional harm. In this policy and for CISV, it applies particularly to the duty of the organization - and individuals associated with our organization - towards children in our care.
- **Child abuse:** According to the World Health Organization, “child abuse” or “maltreatment” constitutes “all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child’s health, survival, development or dignity in the context of a relationship of responsibility, trust or power.” Abuse can happen to a child regardless of their age, gender, race or ability.
- **There are four main types of child abuse:** physical abuse, sexual abuse, emotional/psychological abuse and neglect¹

¹ These definitions have been developed based on definitions used in the UK and by the World Health Organization.

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Children can suffer from one or a combination of these forms of abuse.

➤ **Emotional/psychological:** the emotional or psychological mistreatment of a child involves both isolated incidents, as well as a pattern of failure over time to provide a developmentally appropriate and supportive environment. This may include:

- Not giving the child opportunities to express their views
- Deliberately silencing them, 'making fun' of what they say or how they communicate
- Telling a child that they are worthless or unloved, inadequate, or valued only to meet the needs of another person
- Imposing age or developmentally inappropriate expectations on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction
- Seeing or hearing the ill-treatment of another person
- Serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger

➤ **Physical:** causing any type of bodily or physical harm to a child e.g. hitting, poisoning, burning, giving children alcohol or drugs.

Sexual: Child sexual abuse (CSA) is when a child is forced or persuaded to take part in sexual activities. This may involve physical contact or non-contact activities and can happen online or offline. Children can be sexually abused by both adults and other children.

- Physical or sexual contact, including kissing, rubbing, massaging, touching or allowing physical contact that could reasonably be perceived as sexual or inappropriately intimate. Non-contact activities, such as involving children in

looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or befriending a child in preparation for abuse (including via the internet)

- Child sexual exploitation occurs when an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

➤ **Neglect:** when the child's basic needs are not met to an extent that is likely to result in serious impact on the child's health or development. Neglect may involve failing to:

- Provide adequate food, clothing, and shelter
- Protect a child from physical harm or danger
- Ensure adequate supervision
- Ensure access to appropriate medical care or treatment
- Neglect can also include neglect of, or unresponsiveness to, a child's basic emotional needs.

➤ **Bullying (also called peer on peer abuse)** Repeated behaviour that is intended or likely to cause a person to feel excluded, afraid or upset and should be considered a form of abuse. A situation can involve more than one type of bullying. Be aware that pranks can easily go too far and become bullying.

- There are 4 types of bullying:
 - Physical** - using your body or objects to hurt someone
 - Verbal** - using words to hurt someone
 - Social (relational)** - using friends or relationships to hurt someone (e.g. by excluding them)

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Cyber - using communication technologies
e.g. social networks, text or instant
messaging, email, websites etc. to hurt
someone.

Having a serious disagreement with one
person at one time and then another
disagreement with another person at
another time is not bullying. Bullying should
be distinguished from rudeness
(inadvertently saying or doing something
that hurts another person) or meanness
(purposely say or doing something to hurt
someone once or twice - any more than that
is considered bullying).

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Scope of the Child Safeguarding policy

This policy and procedures apply to all parts of CISV – local, national and international – and to all activities and programmes run by CISV in person and online.

The CISV Child Safeguarding Policy and Procedures provide a framework for individual and organizational practice as we seek to:

- ▶ Protect children by responding to concerns about abuse and neglect.
- ▶ Prevent abuse by taking steps to safeguard children in CISV
- ▶ Promoting behaviour that demonstrates respect for the dignity, diversity, and rights of all individuals

The focus of this policy is on the relationship between **adults** who act in any capacity with CISV and the **children** who participate in CISV. It includes all interactions that adults and children have, both in person and online.

NOTE: CISV policies on general behaviour rules and expectations of children and adults are covered in our Positive Behaviour Policy (Info File R-07).

The Child Safeguarding Policy and Procedures is part of a broader approach to being a child-safe organization, which includes other policies and procedures of CISV:

- ▶ **Our Positive Behaviour Policy (Info File R-07)** – this outlines rules and expectations regarding the general behaviour of everyone in CISV. It also includes our approach to preventing and addressing bullying .and outlines our whistleblowing measures. This policy also covers how CISV expects behaviour around diversity, equity and inclusion.
- ▶ Our Programme Basic Rules (Info File C-03) and Programmes Guides – these address, among other things, how we provide a safe environment for children, young people, staff and volunteers, by applying health and safety measures.
- ▶ Our Policy and Procedure for Enforcement of Rules (Info File R-11) –and how we enforce our rule with National Associations.
- ▶ R-17a Social Media Guidelines

As an international organization, CISV exists in over 60 countries. However, CISV International is registered as a charitable organization in England and Wales and must observe the relevant laws there. National Associations (NAs) and Chapters must also observe the laws of their own country/province/state/city. It is essential that NAs and Chapters find out about and follow 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.

CISV International has organisational values, rules and standards that seek to create a consistent organizational approach and which, in some cases, may be stricter than national or local laws. This means that the CISV Child Safeguarding Policy must be followed **in addition to** the relevant national and local laws on Child Protection.

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Policy

CISV must take all reasonable steps to:

- ▶ Create an environment that is safe, open, and respectful;
- ▶ Respect the children we work with;
- ▶ Value, listen to the voices of children
- ▶ Help children to feel safe to make disclosures or abuse or raise concerns
- ▶ Ensure that persons in a position of trust are able to identify concerns and to respond appropriately to disclosures;
- ▶ Take the interests and wellbeing of children into account in all our planning;
- ▶ Recruit CISV volunteers and staff to work with children who are suitable for that responsibility and provide them with the necessary training and support;
- ▶ Ensure that roles and responsibilities are clear and that procedures for follow up, documentation, and enquiries are followed;
- ▶ Ensure that adults understand they have a duty to report any concerns they have regarding adult behaviour or the welfare and behaviour of a child to a person in charge;
- ▶ Respond to all suspicions and allegations of abuse transparently, consistently, and fairly, while maintaining appropriate confidentiality;
- ▶ Share information about concerns with relevant authorities who need to know, and involve parents and children appropriately.
- ▶ Commits to fostering a culture of safety and learning, in which all members feel responsible, safe and encouraged to speak up and report concerns in good faith without fear of negative consequences, exclusion, bullying or other oppressive behaviours. This is also referred to as whistleblowing.

Monitoring Methods

CISV has a global network of Risk Managers and an internal certification system to ensure that they have the training and skills required for the role. Each NA and Chapter must have a certified Risk Manager in place. This network of Risk Managers works to support the child protection efforts of the organization and document all concerns in regard to child protection.

CISV International keeps a record of all incidents reported, inquiries made, and actions taken. We also summarise incidents anonymously and keep them in a database of issues. We send annual reports, based on the database, to NAs for their review and further action as needed.

All reported issues for the organization are analysed annually by the Committees of the Board and the Regional Coordinators and their teams to identify learning, development potentials, and actions to be taken to improve CISV. They are also individually and collectively analysed by the Safeguarding and Risk Management Team at the International Office and this is then the findings and issues are communicated to The Board, Regional Teams and the Committees, and then the Nationals Associations as appropriate

This policy and procedures will be reviewed fully at least every three years by the Training and Quality Assurance Committee of CISV International.

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Procedures

Guide to icons

We all have a responsibility to read, understand and follow the Child Safeguarding Policy and these procedures. Some of us have specific responsibilities. The icons below will help you to see easily where you have specific responsibilities.



Any Adult



Chapter Risk Manager



National Risk Manager



Regional Risk Manager



International Safeguarding and Risk Management Lead



Trustees of CISV International



Person in Charge



Persons in Positions of Trust and Responsibility including JCs

Procedure 1: Safer Recruitment - The Selection Of Persons With Responsibility For Children

Responsibilities of anyone who recruits and selects people to take on a position of trust and responsibility with children.

1.A Basic Requirements for all persons in positions of trust and responsibility in CISV

- i. Safer Recruitment is all of the processes and actions that those who recruit within CISV into positions of trust and responsibility takes to ensure that those adults who may be unsuitable to work with children are deterred from applying or are rejected as applicants during our recruitment process. It is a vital part of creating a safe and positive environment and making a commitment to keep children safe from harm.
- ii. **Membership**

Every person in a position of trust and responsibility at any CISV programme or event must be a member of CISV and be registered on MyCISV. They must also be committed to CISV's values, rules, and Child Safeguarding Policy and undergo appropriate training on child protection (see Procedure 2B: Training of People in a Position of Trust and Responsibility).

iii. **Criminal Reference checks**

Those who recruit must check everyone who will be in a position of trust and responsibility for children at any CISV programme or event through the police in your country. Those who recruit must do this before the person take on a role of trust and responsibility for children.

For applicants that are new to your country, persons who recruit must also ensure that a check is made in the country the person in a position of trust and responsibility resided in before – the recruiter can work with the CISV NA in that country where possible.

Although procedures may vary and it may not be possible to obtain the same information in all countries, we have to work with the best information we can get in accord with National laws and procedures. The recruiter must investigate and discover whatever information can be obtained in your country.

It is essential under all circumstances that the recruiter finds out whether an applicant has a criminal record of convictions or arrests, which would make them unsuitable to take on a role of trust and responsibility for children in a CISV programme or event. The following persons are considered unacceptable for a position of trust and responsibility in CISV and must never be selected:

- 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;

indecent offences; kidnapping; offences connected with child sexual exploitation or child pornography; human trafficking.

If a person has a criminal record this in itself does not mean that the recruiter cannot allow them to take on a position of trust and responsibility. It depends on the contents of the criminal 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 and responsibility for children.

If in any doubt, you should talk with your Chapter and/or National Risk Manager who in turn can consult with the International Safeguarding and Risk Management Lead.

iv. Suitability for the role

a. There are also some conditions or tendencies, which could make someone unsuitable for a position of trust and responsibility. We consider that persons with a history of criminal convictions or treatment for the following behaviours, except in cases of unusual circumstances, are inappropriate for a position of programme responsibility in CISV. The recruiters must not select persons with a history of:

- » Any sexual crimes or crimes against the person;
- » Alcohol/ drug abuse;
- » Dishonesty;
- » Prejudice or intolerance;
- » Violence or lack of self-control;

v. CISV International maintains a List of Excluded Individuals of people who have shown themselves to be unsuitable for positions of trust and responsibility in CISV. This list must be checked anyone on that list must not be selected for any role whatsoever within CISV. The list is available to National Risk Managers who are able to check the names.

vi. The National Risk Managers must check the list prior recruitment to each programme season to ensure they do not have a banned person engaged in any role in CISV. The International Safeguarding and Risk Management Lead will communicate to the NRM whenever they add a name to the list. This list is confidential and will not be shared with others who do not hold a relevant position.

vii. Selection processes

When the recruiter selects persons for positions of trust and responsibility for children they must base their selection on the role profiles and follow the relevant rules for selection (as set forth in these procedures and in the Programme Guides).

1.B Procedures when advertising positions

Application and Interview process for persons in a position of trust and responsibility who have any programme or event responsibility (for example, leaders or staff - see the Programme Guides for further definition). Those responsible for the selection and recruitment of people with any programme or event, must make sure that:

- i. Advertisements for the available positions include expectations for the role and a clear statement about CISV's commitment to child protection and our values. This advertisement

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must include a clear statement that CISV carries out a number of checks on applicants including police checks and references

- ii. Applicants must complete a standardised application form (See Appendix Three for guidance List).
- iii. Successful applicants must sign a personal declaration that they do not have a history of any behaviours that would affect their ability to meet CISV's duty of care to participants (for example: criminal activity, child abuse, violence, drug/alcohol abuse).
- iv. You must ask all applicants if they have any developmental conditions, physical, or mental health conditions that may affect their ability to meet the requirements of the role and programme/event.
- v. Applicants must provide two references which should be from a current or recent employer, a local community representative, a leader in another voluntary organisation or a community person in a position of trust (these must not be from close family; they must be from people who have known the applicant for more than 2 years), which you must check. The reference must be addressed directly to you and a 'not to whom it may concern' or open reference. The reference must include the referee stating that to their knowledge the applicant is safe to work with children.
- vi. Referees can be contacted by phone to ask questions about the candidate's suitability.
- vii. Recruiters must require applicants to attend an interview with a CISV representative. At least one of the CISV representatives must have training in the Child Safeguarding Policy.
- viii. Within the interview there should be at least one safeguarding related question asking what would they do if a child told them about being abused.
- ix. Recruiters must select applicants based on their ability to deliver on the relevant role profile description.

Note: The selection process is set out in detail in the CISV Programme Guides.

1.C Recruitment at short notice

You **must** have a plan for how to replace (often at short notice) leaders or staff who are not able to fulfil their role either just prior to, or during, an international programme. The replacements must be qualified, selected in line and to the same standards with the processes outlined in this document and the Programme Guides, and trained.



Procedure 2: Education And Training

2.A Creating a safe and supportive environment



Responsibilities of the person in charge at a programme or event

- i. You must make it clear to everyone attending the programme or event that you are the 'person in charge' and what that means.



Responsibilities of the Chapter/National Risk Manager

- ii. All active Chapter/NA members must be aware that the Chapter/National Risk Manager is the person with lead responsibility for the Child Protection Policy within that organization.
- iii. Before your Chapter/NA sends children to participate in any CISV programme or event, you must make sure that they are familiar with the Child friendly version of the Child Safeguarding Policy which includes how they can share their concerns about abuse.
- iv. When your Chapter/NA hosts a programme, you must make sure that all participants, leaders, and host families receive training on the Child Safeguarding Policy and Procedures, Adult Code of Conduct, and CISV Behaviour Policy at the beginning of the programme.
- v. You must encourage and help persons in positions of trust and responsibility to reflect on and understand intercultural differences to reduce misunderstandings.
- vi. You must ensure that programme leaders, staff, and host families are trained to recognise situations where abuse of children may occur to enable them to react appropriately if they have concerns.



Responsibilities of the International Safeguarding and Risk Management Lead

- i. You must make sure all staff at the International Office and members of the Governing Board receive training in the Child Safeguarding Policy and Procedures and the Adult Code of Conduct.
- ii. You must make sure that Chapter/NA Risk Managers have the training and access to the support to enable them to be effective in their roles.

2.B Training of People in Positions of Trust and Responsibility.



Responsibilities of the Chapter/National/ International Safeguarding and Risk Management Lead

You must make sure that:

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- i. All persons in positions of trust and responsibility are trained on the following points:
 - The specific responsibilities of their role;
 - The CISV Behaviour Policy (Info File R-07);
 - The CISV Child Safeguarding Policy and Procedures and Adult Code of Behaviour
 - How to assess their own practices against what is considered good practice;
 - How to recognize signs of possible abuse or reasons for concern ([see Procedure 5A: Becoming Aware and Appendix One](#));
 - How to respond to concerns expressed by a child;
 - How to work safely and effectively with children; and
 - Intercultural competence and sensitivity relevant to their role.

- ii. You are responsible for making sure that person receives training after they are selected. Ideally, this should be before they start their role, or as soon as possible. If training is not possible before they start their role, then they should **at a minimum** have confirmed that they have read, understood, and will follow our Behaviour Policy, Adult Code of Behaviour, Social Media Guidelines, and Child Safeguarding Policy and Procedures.
- iii. Staff (including local and national interchange coordinators) Leaders, JCs and Risk Managers must complete of all of the online eLearning CISV Safeguarding modules prior to the commencement of any programme, event or online activity with children.



Procedure 3: Responsibilities and Behaviour Protocols



Trustees of CISV International will:

- Ensure this Child Safeguarding Policy is in place, is monitored, and reviewed
- Monitor the effectiveness of this policy and the procedures by working with the International Safeguarding and Risk Management Lead.
- Nominate a Safeguarding trustee who has responsibility for supporting the Senior Management Team by acting as a champion for Safeguarding and Child Protection and who takes responsibility for keeping up to date with the Charity Commission requirements for Safeguarding and Child Protection.
- Ensure that serious incidents are reported to the Charity Commission



The International Safeguarding and Risk Management Lead will

- Provide support to Chapter and National Risk Managers
- Alert the relevant members of the Senior Management Team and the Trustees about Child Protection issues that need to be addressed at the international organizational level
- Ensure these policy and procedures are reviewed and updated at least annually, with an in depth review every 3 year
- Ensure these policy and procedures are posted on the website in an easily accessible place
- Ensure that induction and training for International Office staff is delivered
- Work with the Chapter/National Risk Managers to ensure the policy is communicated and implemented
- Make decisions about the response to child protection concerns and liaise with other agencies to report child protection concerns
- Ensure accurate records of child protection concerns are kept securely
- Act as a source of advice and support to staff regarding Child Protection concerns
- Monitor compliance with the policy



Chapter/National Risk Managers will:

- Encourage an environment within the organization where information about the child protection policy is easily accessible, and open discussion about child protection prevention and child protection concerns can take place
- Ensure that proper procedure is followed for selection, training, and programme planning (for instance, the use of Risk Management Checklist Report)
- Identify a person responsible for the Child Protection Policy for each CISV programme or event
- Work with national or local training coordinators to ensure that child protection training is delivered to staff, leaders, host families and other relevant people.
- Support the Person in Charge or other persons who have concerns about a child
- Send concerns to the International Safeguarding and Risk Management Lead via the Incident Report Form within 24 hours

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Person in Charge (on site) for the Child Safeguarding Policy will:

- Ensure that all leaders and participants have received and have completed all relevant child protection training by checking MyCISV. Please refer to the training policy on how to respond to non-completion.
- Encourage an environment where open discussion about child protection concerns can take place through initial briefing session on child protection on day one of the programme
- Support anyone at the programme who has concerns about a child
- Liaise with the Local/National Risk Manager about child protection concerns or disclosures on the same day the concern arises
- Document concerns and pass them on to the Local/National Risk Manager



All Persons in Positions of Trust and Responsibility will:

- Always follow the rules set out in our Behaviour Policy, the Adult Code of Behaviour as well as the rules regarding Adult Supervision set out in the relevant CISV International Programme Guide.
- Attend CISV Child Protection training
- Apply the CISV Adult Code of Conduct and Behaviour Policy in a spirit of respect, sensitivity, and common sense, where the best interest of the child is always your primary consideration.
- Make sure that the CISV Adult Code of Conduct is displayed clearly during any CISV programme or activity
- Be familiar with the CISV Child Safeguarding policy and procedures
- Follow the procedures for responding to and reporting child protection concerns as laid out in the CISV Child Safeguarding policy document.



Procedure 4: Communicating with and about Children

4A. Adult Communication with and about Children (including online)

All adults in CISV must:

- i. Recognise that you are a role model and conduct yourself appropriately at all times.
- ii. Reflect the same values and behaviours in any contact with children outside of a CISV programme or outside of CISV, as you would within a programme, CISV activities and events.
- iii. Ensure that communication about children is respectful and is restricted to what is necessary to provide a safe environment and good educational experiences
- iv. All adults in CISV should avoid one to one in-person meetings with a child. However, adults in a position of trust and responsibility may at times need to meet with a child individually to support the child's dignity (for example when they have a private medical /personal matter to discuss), safety or wellbeing. On these occasions, adults in a position of trust and responsibility must act with integrity and offer appropriate boundaries to make sure children are treated with dignity and respect. Where it is practical and possible such one to one in-person meetings should be conducted within the line of sight of other adults.
- v. An adult may meet individually with a child who is at least 16 years of age but under 18 who is in a specific position of responsibility (for example, in a formal JB role). At these times, the communication must only be about their role and specific position of responsibility. Where it is practical and possible such one to one in-person meetings should be conducted within the line of sight of other adults
- vi. Never engage on your own in online communications with a child or group of children; have at least two adults in the communication (yourself and another CISV adult, this could be a CISV parent) in all communications with a child or group of children. This includes video conferencing, texting, phone calls, chat, instant messaging, etc. The following exceptions are acceptable:
 - The communications are directly related to the safety or wellbeing of a child.
 - A child is at least 16 years of age but under 18 and is in a specific position of responsibility (for example, in a formal JB role). At these times, the communication must only be about their role and specific position of responsibility
- vii. For leaders working with their delegation for pre-programme preparation you must always inform the parents of the children before you commence communications with them (e.g., setting up a group chat to coordinate meeting times, etc.). In addition, you must inform someone in a position of responsibility (in the chapter of that Leader or staff member) that this communication is starting.
- viii. If you continue any contact (online or in person) with groups of children after a programme, you must always inform the parents of those children as well as informing someone (in a position of responsibility in the chapter of that Leader or staff member) so that they know that this communication is ongoing.

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- viii. Any online communications with groups of children must be in line with to the terms and conditions of the platform/application and the law of the country the child resides.
- ix. As an adult, you should never engage individual CISV children on any personal accounts on social media. This includes following them or inviting them to follow you on any social media or online communication platforms. If a child or adult joins CISV and they already had a connection on social media, then it is the responsibility of the adult to end this connection. The only exception to this is if the child is family or the connection is part of professional services such as teachers, therapists or social workers.
- x. Never divulge or share personal details about children on your personal social media accounts (for example, through tagging, sharing full names, birthdays or photographs).
- xi. Never include personal or physical information that identifies the location of a child on a website or in communications (for example, avoid openly posting the actual address of a camp before or during the programme). This includes anything that could lead someone to identify the individual child or information about them.
- xii. Never share personal information about a child with anyone who does not need to know.

4B. CISV Adults taking, using and storage of CISV Images / Videos

- i. You must respect the wishes and feelings of the children before you take photographs.
- ii. When you take a photograph, you must ensure that children are appropriately clothed and are not in sexually provocative poses.
- iii. When you photograph children, you must focus on the overall activity or group as opposed to close ups or individual children, unless you have the specific written parental consent.
- iv. You must never share a photograph or video footage of a child or children on your own personal social media account or accounts. The exception to this is the sharing of CISV NA or Chapter promotional posts on an individual's own social media. These images have the appropriate parental consent to be used by NAs or Chapter and so can be used on an individual's personal social media to promote CISV activities.
- v. You must not 'tag' a photograph of a child.
- vi. Following programmes and events, sharing of images, photographs and videos taken at the programme or event must only be directly with the participants as a full group and not with an individual child. Parents could be part of the sharing group or platform, but this is not a requirement.
- vii. The image-sharing platform must be secure to only those given access from the programme or event and/or the parents of the children.
- viii. That everyone with access to the images from a programme and event must be reminded about the rules on sharing of CISV images/video.
- ix. That the image sharing platform record should be deleted one (1) year from the programme event and the responsibility for deletion is with the adult who set up the sharing.
- x. When you work with other organizations alongside CISV you must ensure that you gain proper permission to use any photographs, videos etc. that include children from the other organization.

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4C. The taking, using and permission to use images / video and art or written work by children by Chapters and National Associations

- i. All participants (including leaders and staff) in CISV international programmes or events must have a correct, signed international legal form to participate in a programme or event.
- ii. The CISV International legal forms give an NA or Chapter consent to use and publish photographs, artwork, and written work as well as video and audiotape created as part of participation in CISV international programmes.
- iii. A National Association or Chapter must ensure they have parental permission to take and use images, photographs, videos, art, or written work of or produced by children in any local CISV activity, event, gathering, or meeting.
- iv. The NA or Chapter must respect the wishes and feelings of the children before taking photographs and before you post them online (if a child indicates they feel uncomfortable being photographed or having their photograph shared, you should not take or share their photograph).
- v. The NA or Chapter must not ‘tag’ a child in a photograph.
- vi. When the NA or Chapter takes or uses a photograph, it must ensure that children are appropriately clothed and are not in sexually provocative poses.
- vii. Unless the NA or Chapter has specific written parental consent; the NA or Chapter must not identify a child by name in any social media captions. An NA or Chapter can only use these items in the production of CISV educational or promotional materials, including web pages or CISV social media accounts.
- viii. A NA or Chapter may use these items and publish them with a child’s age and nationality. Unless the NA or Chapter obtains specific parental consent you must not identify a child by name.
- ix. The sharing of CISV NA or Chapter promotional posts are allowed on an individual’s own social media. Also the use of images that have the appropriate consents and are being used by NAs or Chapter can be used on an individual’s personal social media to promote CISV activities.
- x. The NA or Chapter must make sure that photographs, videos, etc. give an accurate and balanced portrayal of the children engaged in CISV activities in a safe environment that reflects the values of CISV. This is important at all times especially when you work with partners that work with children with disabilities, marginalized groups, or in situations that might promote or spread stereotypes.



Procedure 5: Recognising, 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 by taking appropriate steps to remove them from that risk.**

5A. 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.
 - Someone else tells you that they have either heard or seen something that they feel is wrong or they know is wrong.

When signs or indicators of abuse are observed it should not be automatically assumed that abuse is occurring.

It is important, however, not to dismiss these signs and indicators, or any significant changes in behaviour.

Some possible signs and indicators of abuse are detailed in **Appendix 1** it is vital that these signs are seen they are considered. It is also important to remember that you are not an investigator and actions must be focussed on reporting the concerns in line with this procedure.

Do not ignore these signs, but remember it is not your role to become an investigator.

Note: The concern you have 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. With all of these you must take action.

5A. 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 your suspicion or concern is not an option. (See [Procedure 5B: Reporting a concern](#) and [Procedure 5C: Documenting a concern](#)) If you are in doubt, contact the person in charge

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or the Risk Manager (of the host country) to discuss the concern at the time you have the concern. This includes if you become aware of online abuse including the receipt of illegal images.

- ii. It is against the values of CISV for anyone to take action against 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. Listen to the child only if the child has chosen to speak with you – follow the guidance in this document. If the child has disclosed abuse to someone else, then ask that person to make full notes of what was said. You must not interview or question the child.
- ii. Keeping a record of observations and concerns when it is not clear if it is abuse can be good practice, but it must not be done instead of reporting a concern. If you have concerns, you must report them and include the record of any observations. Take action to speak to NRM\CRM if you have questions about your concerns. They may advise keeping a log when the concerns are not clear - but this must be reviewed after 48 hours - then submit IRF if you still have doubts of concerns.
- 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 present them with more certainty than is reasonable. Please note you should not be investigating reports of abuse.
- iv. **Discuss with Risk Manager of the host country or chapter as soon as possible (at least within 24 hours of the concern being noted).** The Risk Manager can offer you support, advice, and an outside perspective. If you are in doubt, always consult your Risk Manager.

5B. Hearing a disclosure of abuse or neglect



Responsibilities of any adult

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

General points:

- Accept what the child says; make no judgements
- Listen carefully
- Keep calm
- Don't panic
- Don't seek help while the child is talking to you.
- Do not appear or respond as shocked or angry.
- Assure them that they are not to blame for the abuse and are not responsible
- Never ask leading questions – this is a question that when it is asked it also gives part of the answer within the question for example - Were you hurt by someone at home?'

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- Try not to repeat the same questions to the child
- Never push for more information than the child has given you, even if you think they have not told you everything
- Do not fill in words, finish their sentences, or make assumptions
- Be aware that the child may have been threatened or may be frightened about what will happen next
- Make certain you make clear in any record what the child has actually said and be clear in the record if have made any assumptions. Accuracy is paramount in this stage of the procedure
- Do not allow your own personal doubts stop 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.
- When the child has finished talking to you then you must make a full record of what was said to you, only make the written record after the child has talked to you.

Things to say:

- Repeat the child's last few words in a questioning manner
- 'Thank you for telling and trusting me.'
- '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'

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 Procedure 5C: 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. If an adult talks about being abused as a child whilst part of a CISV programme or event, then this

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should be reported to CISV using the IRF report form and the adult should be fully aware that this must be reported.

5B. 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 (of the host country) directly and without delay. This includes if you become aware of online abuse including the receipt of illegal images.
- ii. The person in charge or Risk Manager is responsible for letting you know how the concern will be dealt with, this must include submitting an IRF.



Responsibilities of the person in charge

- i. You must make sure that you document the concern or disclosure which should be dated and signed. 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 (of the host country) 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 listen to the child, following the guidance on hearing a disclosure. But this must not include interviewing and questioning the child.
- 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.



Chapter/National Risk Managers

- i. As a Chapter Risk Manager, you must consult directly with your National Risk Manager with regard to any serious incident. Together, 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 by submitting an IRF **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 24 hours**.

5C. 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 after listening to the child. 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 is fact.
- iii. The Incident Report Form and body chart (to indicate any injury you observe) can be found on the Resources section of www.cisv.org. No one within CISV should be examining the child or removing clothing to look at injuries from alleged abuse.

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. Do not conduct a physical examination or ask a child to remove or lift clothing
- Details of any indirect signs of possible abuse;
- 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;
- How the child presented – for instance, were they upset, angry, or scared.
- 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.
- Any steps that have already been taken to protect the child

You must submit all relevant evidence with the form. For example, this could be photographs (you must not take photographs of injuries), 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.

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5C. Confidentiality



Responsibilities of any adult in CISV

If you have a concern for the safety of a child, that concern overrides data protection concerns and the information must be reported. You must still make every effort to ensure that confidentiality is maintained for everyone involved. This means only sharing the concern with those who need to know in order to help address it. 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.

You should let the child know what you are going to do. You must inform parents of concerns unless there is evidence to suggest that informing them 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 (for example, 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.

All reports sent to CISV International are kept indefinitely. They are kept securely stored in a database with restricted access for people at the International Office and the Regional Risk Managers and International Safeguarding and Risk Management Advisors who need such access



Procedure 6: Acting on Concerns

6A. If your concern is about something happening now



Responsibilities of any adult in CISV

If you have a 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). This includes if you become aware of online abuse including the receipt of illegal images.



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 consider if you need to 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. (see section below for more on this)
- 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 work with the person in charge to determine if the suspected abuser needs to be suspended. If the suspected abuser was suspended, then you must monitor and enforce the suspension and ensure that an internal enquiry is done and a conclusion reached within a reasonable period of time.
- iii. You must refer the case to the relevant authorities, if appropriate.
- iv. You must follow any local legal requirements to report child abuse concerns to the appropriate authorities.
- v. 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.
- vi. You must contact the Regional/ International Safeguarding and Risk Management Lead to coordinate any internal enquiry and to prepare for any associated risks (for example, legal claims, media attention). If the concern has not already been reported in an IRF to

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the International Safeguarding and Risk Management Lead, then this must be done within 24 hours

6B. If you have reasonable suspicion of any form of child abuse in a child's home country/setting



Responsibilities of the person in charge

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



Responsibilities of 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 in an IRF to the Regional/International Safeguarding and Risk Management Lead immediately to prepare for any associated risks (for example - legal claims, media attention)



Responsibilities of Chapter/National Risk Manager of the sending country

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.

6C. If you have reasonable suspicion that any form of child abuse happened in a CISV context in the past:



Responsibilities of 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. You must submit an IRF to International Safeguarding and Risk Management Lead within 24-hours of becoming aware of the concern.



Responsibilities of 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 consider if you need to suspend the suspected abuser if they are still involved in CISV, pending an official investigation and/or internal enquiry.
- ii. You must discuss this concern with the International Safeguarding and Risk Management Lead to coordinate any external and internal enquiry and to prepare for any associated risks (e.g. legal claims, media attention).

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- iii. Following guidance from the International Safeguarding and Risk Management Lead You must either refer the case to the relevant authorities for investigation OR refer the case to the individual's National Risk Manager.
- iv. You must ensure that relevant information is communicated to the National Risk Managers of the involved countries.
- v. If the person bringing forward the allegation is an adult who does not wish to report it to the authorities that is their choice. However, if there could still be children at risk CISV will need to make a report to the relevant authorities. The allegation must be reported internally to the International Safeguarding Lead who will discuss the actions required with the Secretary General. In some cases, CISV may still need to externally report even if adult does not wish it.

6D. Suspension – what it means, when and how to suspend an individual suspected or alleged to have abused or neglected a child.



Responsibilities of Chapter/National/Regional/ International Safeguarding and Risk Management Lead

The act of suspension does not indicate a person's guilt. An individual must not be suspended automatically when there has been an allegation or without careful thought.

Suspension should be considered in any case where:

- There is cause to suspect a child is at risk of significant harm
- Or, the allegation warrants investigation by the Police
- Or, is so serious that it might be grounds for dismissal or banning from CISV
- Or, there are concerns that the person about whom the allegations are made may put pressure on, or interfere with, potential witnesses or otherwise impede the enquiry.

If you decide to suspend someone, you must communicate in writing to the person being suspended with a message that includes the following points:

- The reason/s why they are being suspended (not necessarily including details at this point)
- That suspension does not assume guilt or represent disciplinary action. It is a neutral step.
- That they are not allowed to have contact with members of CISV during the suspension – to the degree that is possible and realistic; for example, if their close family are CISV members, this has to be taken into consideration.
- That the enquiry will be done as fast as possible, and the suspension will be reviewed monthly to avoid it becoming unnecessarily protracted.
- That they are not allowed to represent themselves as a member of CISV during the suspension.
- Who will be the single point of contact during this suspension (usually your Chapter or National Risk Manager).
- If relevant, they must hand in all materials owned by CISV for the duration of the suspension (keys, computer, bank access devices, etc.)

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- Who in their NA/Chapter will manage the situation?
- In most circumstances they should have a named support person who can check in with them and sit in meetings. This should be a CISV member and is not legal support.

You must then make a plan for how to monitor and enforce the suspension, and you will need to remove their access to CISV IT systems.

6E. How to conduct an enquiry into a child protection concern or allegation?



Responsibilities of Chapter/National/Regional/ International Safeguarding and Risk Management Lead

Any internal child protection enquiry will be based on the following principles:

- We will listen to the voice of the child.
- We always defer to official/formal investigations by relevant authorities, if such investigations are undertaken. For example, if the police are investigating, we ask them to let us know when or whether we can make enquiries. It is usual for the police to want to conclude the legal processes before an organization conducts its own inquiries.
- Any decision we make considers the best interest of the child and is in accordance with laws and best practices relevant to the particular countries involved.
- We ensure that we get and consider all relevant perspectives.
- We consider cultural differences and alternative explanations to concerns, where relevant and appropriate, but we will not tolerate abuse or neglect or breaches of the Adult Code of Behaviour.
- We will always allow the accused person to respond to the concerns.
- We follow relevant laws and best practices in regards to data protection and confidentiality
- All internal enquiries **must** be fully disclosed to the **International Safeguarding and Risk Management Lead** or Regional Risk Managers of CISV International who will have oversight and in serious cases will lead on internal investigations.
- In case of serious issues, internal enquiries will be coordinated by the relevant Regional Risk Managers with support and guidance from the **International Safeguarding and Risk Management Lead**.
- CISV International will review all Incident Reports received and will determine whether any further action is required. The **International Safeguarding and Risk Management Lead** and Regional Risk Managers will take the lead on any inquiry into child protections concerns or allegations conducted by CISV International. They may request that a programme committee, National Association, or other party make inquiries and report back on the results. The **International Safeguarding and Risk Management Lead** and Regional Risk Managers may then advise on specific actions. In serious cases, the International

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Safeguarding Lead will consult with the Secretary General to determine the best course of action and they will notify the International Board.

6F. Framework for who makes decisions and how on the suspension/removal or permanent exclusion of a (suspected) abuser



Responsibilities of 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 Chapter/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 Chapter/NA and how such a decision must be reached to meet National and local laws. (Chapter Risk Managers must inform their National Risk Manager of any consideration or decision to suspend or remove an individual). Final decisions on sanctions (for example, 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. If there has been a successful prosecution for acts of abuse or neglect this will always lead to a ban of the individual.
- iii. 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.

6G. 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 Safeguarding and Risk Management Lead with a report of what happened and how the conclusion was reached. These names will be added to the list held by CISV International and the individuals will be banned from all CISV activities

Appendix 1

Signs and Indicators of Abuse This is not a full list of all signs and indicators.

Remember that it is not your role to investigate and if you see these signs or indicators you must report them in line with these procedures.

» Physical Abuse

(this is not a full list and the presence of some does not mean there is abuse)

- Unexplained bruises and injuries that do not fit with the explanation
- Broken or fractured bones that do not fit with the explanation
- Any burn or scald that does not fit with the explanation
- Bite marks
- Reports of an adult or other child slapping or punching a child
- Reports of an adult or other child shoving/pushing a child forcefully
- Reports or concerns that an adult is giving alcohol or drugs to a child
- An adult giving a cigarette to a child.
- An adult giving a child drugs/poison
- Reports of an adult or other child putting out a cigarette/cigar on a child's arm (or otherwise burning the child somehow)
- Reports of an adult preventing a child from eating, sleeping or taking their medicine
- Significant changes in behaviour
- Wearing clothes in a way to cover up injuries and bruises

» Sexual Abuse

(this is not a full list and the presence of some does not mean there is abuse)

» Physical signs of sexual abuse – note you must never examine a child

- Bruises
- Complaining of bleeding, discharge, pains or soreness in the child's genital area
- Sexually transmitted infections
- Pregnancy

» Emotional and Behavioural signs of sexual abuse

- Avoiding being alone with or frightened of people or a person they know
- Language or sexual behaviour you would not expect them to know
- Having nightmares or bed wetting
- Self-harming behaviour
- Changes in their mood, feeling irritable and angry

» Signs of online sexual abuse

- Spending a lot more or a lot less time than usual online, texting, gaming or using social media.
- Seeming distant, upset or angry after using the internet or texting

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- Being secretive about who they are talking to and what they are doing online or on their mobile phone.
- Having a lot of new phone numbers, texts or email addresses on their phone, tablet or laptop.
- An adult receiving and not reporting online abuse images or other illegal images.

» Emotional and Psychological

(this is not a full list and the presence of some does not mean there is abuse)

- A child struggling to control their emotions
- Difficulty in maintaining friendships
- A child acting in a way that is inappropriate for their age
- Reports that an adult is yelling at a child and being unkind and cruel
- Reports that an adult is excluding or singling out a child during activities without good reason
- Reports that an adult is making fun and mocking a child either online or in person
- Reports that an adult is scaring children by threatening them or cursing at them
- A child who is isolated from their parents
- A child who has extreme outbursts
- A child who at home has few or no friends

» Neglect

- A child having obsessive behaviours
- A child being withdrawn and anxious
- A child showing signs of self-harm
- A child saying that at home they are left on their own beyond what is normal or safe
- A child is surprised at being fed, treated with kindness, clothed, etc.
- Adults at the CISV programme not providing appropriate food for the children or respecting allergies, diets, etc.
- Reports that adults at CISV were not ensuring good supervision and a child is injured as a result
- Reports or concerns that adults at a CISV Programme fail to bring a very sick child to appropriate medical professional.
- A sad child being continually ignored by adults.
- It is important to consider the neglect you might see in CISV activities and programmes on one hand and what might be happening at the child's home. Concerns about either need to be reported.

CISV Child Safeguarding Policy

CHILD-FRIENDLY

CISV runs events with and for Children. CISV staff and volunteers always want to make sure all children including you are safe from abuse and neglect at anytime. This includes during a programme, the preparations for a programme or following a programme including while keeping in touch.

ABUSE

Abuse is when someone does something or says something that can hurt, upset or frighten a child.

NEGLECT

Neglect is when an adult person who should care for a child does not do it, and does not care about providing a child with all the things they need.

If abuse happens to you or someone you know then it is important to speak out straight away and tell someone you trust.

Abuse and neglect is always wrong.

WHO ARE THE PEOPLE WHO DO IT?

Most people will never abuse other people, but anyone could. It might be done by an adult or another child. It could be someone you know well, or even a family member, and may be a completely unknown person.

Unfortunately some people do hurt children by hitting them, sexually abusing them, shouting at them or not caring for them.

PHYSICAL ABUSE

This is when someone hits you or in any other way hurts your body.



APPENDIX 1 **ADDITIONAL ABUSE**

This is when someone does not listen to you and ignores you lots of times or says very bad things to hurt your feelings a lot, or make you suffer and upsets you. This can also include online messages to you or about you. Sometimes this can happen online and include bullying by other young people.



SEXUAL ABUSE

This is when someone touches your body and private parts and does things that you don't like or don't want, it is also when they force you to have sex. It is also when someone starts a conversation with you about sex or talks about your private parts so it makes you feel uncomfortable. Some abuse can happen online including trying to trick you into clicking dangerous links or sharing things about yourself or asking you to share images of yourself.

This can happen when another child (under 18) uses their power, age or authority to makes you think what they are doing is your choice when they are in fact responsible. It can also be an adult making you think that what they are doing is your choice when they are in fact responsible; it is never right when an adult does this.

NEGLECT

This is when the adult looking after a child, like their parent or teacher, does not take proper care of the child in a physical way. This could be because they aren't giving the child enough food, or they don't give them proper clothes to wear, or because they don't make sure the child is healthy and clean enough.

SECRETS

A secret is something you don't want other people to know. It may be something that you only want someone you trust to know about. Secrets can be nice things, like buying a present for a friend and not telling them what it is because you want them to have a surprise.

Sometimes secrets can be about bad things which are happening to you or someone you know. You do not have to keep this type of secret and you should always tell someone you trust what is happening, so that it can be stopped.

It might be If someone does something bad to you or commits a crime, and then asks you not to speak about it to anyone. You always have the right to tell a secret to someone you trust. Children might not want to tell anyone if someone hurts them, because they may think it is their fault. If someone hurts you, it is always their fault, not yours.

APPENDIX 2 CAN THIS ABUSE HAPPEN?

Abuse can happen in different places, for instance at school, on the street, or in a café.

It could happen at home. Somebody may abuse a child even if they never meet, by

CISV Child Safeguarding Policy

CHILD-FRIENDLY

using the internet. Somebody may abuse a child during a CISV programme, event or activity then adults in CISV have been trained and know what to do if they are told about abuse.

WHAT TO DO IF YOU ARE ABUSED OR HURT OR KNOW THAT SOMEONE IS BEING ABUSED OR HURT?

If someone hurts you or if you see someone hurting another child during a CISV programme, event or activity, please tell a CISV adult. Or if you see a person hurting someone else during a CISV programme, event or activity, please tell a CISV adult in charge. The CISV adult in charge has been trained to listen to you and help you.

WHAT WILL HAPPEN IF YOU TELL SOMEONE ABOUT ABUSE?

- You will be listened to and the adults in charge will take steps to make sure you are safe now.
- They will look into what you have said and take decisions on what to do about it.
- They will report the abuse to people inside CISV who can help them and you.
- They may report it to other people like the police if someone has committed a crime.
- They will let you know what is happening.
- If the abuse you are reporting has happened at the CISV programme, event or activity then your parents will be told what has happened and how you are being looked after.



If you have a concern that you or someone you know in CISV has been hurt, abused or bullied by others then you must tell someone – such as the Leader at your Camp or the Camp Director, they will help you and know what to do.

Or you can email safety@cisv.org with your concerns – This email goes to special staff at the CISV International Offices who monitor it during their working days – they will respond to you and take steps to get you some help.

Appendix 3

Safer recruitment and standard recruitment form content

To improve CISV's safer recruitment process recruitment forms must be used for all who are going to be working in positions of trust and responsibility.

It is important to obtain a common set of core data from all applicants. Curriculum Vitae drawn up by the applicants in place of an application form should not be accepted because these will only contain the information the applicant wishes to present and may omit relevant details or gaps.

All forms used must include:

- i. Identifying details of the applicant including current and former names, current address
- ii. Any academic and/ or vocational qualifications with details of awarding body and date of award
- iii. A full history in chronological order since leaving secondary education, including periods of any post- education/training and part-time and voluntary work
- iv. Full time employment, with start dates, explanations for periods not in employment (or education/training) and reasons for leaving employment
- v. Gaps in their employment history should also be shown in the format.
- vi. Details of referees. One referee should be the applicant's current or most recent employer/line manager, not a colleague. Normally two referees should be sufficient. References should not be accepted from relatives or friends.
- vii. A declaration by the applicant that all information provided is true and correct and must highlight any issues that may arise in relation to deception and honesty.
- viii. The form should also include a separate detachable section that captures a self-declaration of any previous convictions, cautions, reprimands, warnings or bind-overs. This should be received separately from the application form and any declarations of offences should then be considered by National Risk Managers who can consult with the ISL or IRM

The form must include the following statement:

CISV is committed to safeguarding and promoting the welfare of children and young people and expect all in CISV to share this commitment. As part of our commitment, we need to ensure that all potential people in positions of trust and responsibility satisfy our safer recruitment checks. Please note that suitable applicants will be required to undertake further checks, including references, and will be required to be subject to police checks.