



MODEL OF CHILD PROTECTION POLICY

JUNE 2018

Coalition of NGOs for Child Protection in Kosovo – KOMF, established in June 2011, is a coalition composed of 27 local and international NGOs working in the child protection field, with the joint mission to advocate and protect the rights of children in Kosovo.

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INTRODUCTION

Child abuse is a global phenomenon. It occurs in all countries and in all societies. It involves the physical, sexual, emotional abuse and neglect of children. Child abuse can be prevented. Children can be potentially subjected to exploitation, abuse, violence and neglect in families, communities, institutions, organisations, private places, public places by various circumstances by variety of people, including delegates, support staff, and ancillary personnel people associated with the conference. This model of Child Protection Policy has been developed in order to address and protect children from potential abuse and exploitation.

This model of Child Protection Policy is drafted based on the Eurochild Child Protection Policy. Eurochild is a network of organizations and individuals based in Brussels, working in and across Europe to promote the rights and well-being of children. Coalition of NGOs for Child Protection – KOMF is a member in the Eurochild network.

KOMF with the purpose of protecting children, creating a safe and friendly environment, to ensure the highest standards of professional conduct and practice, to ensure that no harm will happen in any situation to

children during their inclusion in the programs of the organizations that work with children, introduces the Child Protection Policy model as a tool that enhances common awareness and understanding on abuse, and establishes a system of prevention and protection for children against different forms of abuse.

This model contains the necessary basic principles and frameworks of the Child Protection Policy and is supported by clear guidelines on how it should be implemented by organizations working with children. Special procedures and checklists are part of the Child Protection Policy, including reporting procedures for actions that are not in compliance with the standards of child protection.

KOMF encourages all non-governmental and governmental organizations, profit-making organizations working in the field of child protection, to draft and adopt the Child Protection Policy, based on the programs and specifics of the organization, to ensure a safe environment and protect children. In addition to drafting a child protection policy, organizations are strongly recommended to increase capacities for child protection policy implementation.

1. PRINCIPLES AND MAIN VALUES OF ORGANIZATION ON CHILD PROTECTION

■ Based on the UN Convention on the Rights of the Child and local legislation

This Child Protection Policy deals with the protection of children as defined by the UN Convention on the Rights of the Child. All children involved in organizations programmes have the right to have their health, safety and well-being, and their best interests considered as top priority; To have their development promoted and safeguarded so that they can achieve their full potential; To be valued, respected and understood within the context of their own culture, religion and ethnicity; To be listened to and to have their views given careful consideration, and to be encouraged and helped to participate in decisions which affect them, including in child protection decisions.

We work based on international instruments and domestic child protection legislation.

■ Child protection is non-negotiable duty

Organizations working for children's rights have an absolute duty to protect children from abuse, mistreatment, and exploitation from within organisations. This duty is imperative and non-negotiable. Without adequate standards and mechanisms for protection in place, an organisation is not only failing in its primary duty of care, but may also be negligently or recklessly fostering an environment of abuse.

All concerning reports about the safety and protection of a child will be taken seriously. When necessary, appropriate steps will be taken to protect the child and to take action against the alleged perpetrator. This may include case referral to child protection services and reporting to law enforcement and justice bodies. With regard to charges against personnel, volunteers and partners, actions may also include suspension or termination of any kind of co-operation or engagement.

■ Promotion of open environment

Organizations without proper and explicit procedures in place, are extremely vulnerable to child abuse. Furthermore, organisations with weak communication structures run the risk of being infiltrated by persons, such as paedophiles, who seek to abuse children. Organization therefore should aim:

- Creating an environment where issues of child protection are discussed openly and are understood between children and adults;
- Promoting open lines of communication both internally and externally within and between member organisations to improve awareness and implementation of child protection policies and practices;
- Creating a framework to deal openly, consistently and fairly with allegations concerning both direct and indirect abuse.

■ Children's Participation

Organizations work with and for children striving for a society that respects the rights of children. The organization should promote the creation of spaces where children feel able and willing to speak about abuse and which empowers them to become actors in their own protection without further discrimination. Organization should promote empower of children by making them aware about their rights and creating a safe environment in which they can exercise their rights.

Organization should aim to promote and ensure children's participation based on requirements, as follows:

- Participation is transparent and informative
- Participation is voluntary
- Participation is respectful
- Participation is relevant

- Participation is child-friendly
- Participation is inclusive
- Participation is supported by training
- Participation is safe

1.1 Definitions

■ Child

A child is defined as anyone under the age of 18, in line with the UN Convention on the Rights of the Child (1989).

■ Child Protection

In the context of this document, child protection means organization's duty to make sure that its staff, operations and programmes do no harm children, that is that they do not expose children to the risk of harm and abuse, and that any concerns the organisation has about children's safety and well-being, will be reported to the appropriate authorities.

■ Direct contact with children

Direct contact with children means being in the physical presence of a child/children in the context of organization's work, whether contact is occasional or regular, short or long-term. This could involve attending meetings and conferences at which children are present or direct work with children in premises of organization.

■ Indirect contact with children

Indirect contact with children means having access to information on children in the context of organization's work, such as children's names, locations, photographs and social case studies.

1.2 What is child abuse and exploitation?

According to the World Health Organisation, "child abuse" or "maltreatment" constitutes 'all forms of physical and/or emotional ill-treatment, sexual abuse, neglect, 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'¹.

Our understanding of child abuse and exploitation includes, but it not limited to:

- **Physical abuse**² may involve hitting, shaking, throwing, burning or scalding, drowning, suffocating, otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer causes ill health to a child who they are looking after.
- **Emotional abuse**³ is defined as the persistent emotional ill-treatment of a child such as to cause severe and persistent effects on the child's emotional development. It may involve conveying to children that they are worthless and unloved, inadequate, or valued only so far as they meet the needs of another person. Emotional abuse may involve causing children frequently to feel frightened or in danger, or the exploitation of children. Some level of emotional abuse is involved in all types of ill-treatment of a child, though it may occur alone.
- **Sexual abuse**⁴ involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g., rape) or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of pornographic materials or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

¹ The WHO definition of Child Abuse as defined by the Report of the Consultation on Child Abuse Prevention WHO– 1999

² Source: Child protection fact sheet: The definitions and signs of child abuse. NSPCC, 2009.

³ Source: Child protection fact sheet: The definitions and signs of child abuse. NSPCC, 2009.

⁴ Source: Child protection fact sheet: The definitions and signs of child abuse. NSPCC, 2009.

Neglect⁶ is defined as the persistent failure to meet the child's basic physical and/ or psychological needs, likely to result in the serious impairment of the child's physical or cognitive development. A child who is being abused may experience more than one type of cruelty. Discrimination, harassment, and bullying are also abusive and can harm a child, physically and emotionally.

⁶ Source: Child protection fact sheet: The definitions and signs of child abuse. NSPCC, 2009.

2. THE NEED FOR A CHILD PROTECTION POLICY

'All organisations and professionals working or in contact with children are obliged to ensure their operations are 'child safe' and therefore need to have a Child Protection Policy'.

Organization needs a child protection policy because:

■ **Children are protected:** All children have the right to be protected from all forms of violence, abuse and exploitation based on the CRC. It is therefore the organization's responsibility to ensure that all its activities, policies, programs are "safe for children". This means that staff does not pose a risk to children and that programs, policies and practices can be designed and developed in ways that promote child protection. Some children are in particular vulnerable to abuse, exploitation, and ill-treatment at the hands of carers, organization workers, and those with access to their personal information. Many children growing

up in vulnerable circumstances have already experienced ruptured relationships of trust or abuse of an adult-child relationship in the form of physical, psychological or sexual abuse.

■ **The organisation and its reputation is protected:** Organisations without protection policies, guidelines and systems are more vulnerable to false or malicious accusations of abuse. Without a proper child protection policy and child protection standards in place, allegations of abuse, whether founded or unfounded, can destroy an organisation's reputation. This will have serious implications, including damaging the reputation of the children's rights sector as a whole.

⁶Burimi: Mbajtja e fëmijëve të sigurt: 'Standardet e mbrojtjes së fëmijëve dhe si t'i zbatojmë ato'.

PREVENTION

3.CHILD PROTECTION POLICY APPLICATION

Child protection policy applies to:

- All staff, management, board members, interns and volunteers;
- All those acting on behalf of organization such as members, consultants or trainers;
- All those adults accompanying children to events and activities organised by organization;
- All those who participate in organization events and meetings involving children, including journalists, sponsors, donors, policy makers, partners etc.

All the individuals cited above will be expected to read Organization’s Child Protection Policy and sign a commitment to adhere to its principles and procedures (see page 21).

A child-friendly version of Child Protection Policy is recommended to be developed in cooperation with children.

3.1 Awareness

For effective implementation of the Child Protection Policy, it needs to be understood accurately by all those that the policy applies to. Organization must ensure that all its staff, interns, volunteers, consultants, etc. are informed about this policy and act in accordance with all its provisions.

3.2 Risk Assessments and Safe Programme Design

Organization should be committed to design programmes that are safe for children. Risk assessments are therefore conducted when designing our projects and activities and safety strategies developed accordingly.

Risk mitigation strategies should be developed also, which minimize the risks to children.

3.3 Safe recruitment process

The purpose of safe recruitment is to set a range of actions aimed at reducing the employment chances of ‘wrong’ person. As a condition for working with organization, all staff, management, board members, interns and volunteers and all those acting on behalf of organization, such as members, consultants or trainers are required to undergo the following:

1. Both acceptance and commitment to Child Protection Policy and Code of Conduct for working with children by signing a commitment to adhere to the Child Protection Policy principles and procedures.

Thus, in the recruitment process:

- Include a clear statement about the organization’s commitment to protect children in the vacancy announcement.
- Staff, volunteers, interns and consultants are recruited to clear job or role descriptions, including the responsibility to implement child protection policy.
- All recruitment interviews should include a discussion on child safeguarding and protection, the candidate’s understanding for commitment on Child Protection.
- Adherence to Child Protection Policy and Code of Conduct must be part of employment contracts and service agreements.

2. Verify the candidate’s identity, because offenders can provide false information - including false identity - to secure a job.

3. Signing a personal declaration stating any criminal convictions.
4. Certification that the person is not under investigation - must be required by the police or the Judicial Council.
5. Providing the name and contact information of two character references they have known for no less than two years, excluding family members. The identity of the referees should be verified.

3.4 Training and Education

Education and training are essential to implement the Child Protection Policy.

This includes:

- At the beginning of the induction period (within 3 weeks of taking up the position) of staff/volunteers/interns/members must receive an introduction to Child Protection Policy from the Child Protection Focal person.
- Child Safeguarding Training will be given to all staff, volunteers and interns, appropriate to their roles and responsibilities.
- Held trainings should be kept in the organization's files.

3.5 Behaviour protocols

Any staff, employee, volunteer, intern, board member, consultant or adviser will be fully informed of organization's Code of Conduct (attached).

3.6 A Child Protection Focal person (CPF)

The Organization must appoint a responsible person within the organization as the responsible contact point for child protection, who will be responsible for:

- Act as the first point of contact for concerns about child protection incidents and raise those concerns to the management / board.
- Promoting awareness and implementation of the Child Protection Policy throughout the organisation.
- Monitoring implementation of the Policy and reporting on developments at Team meetings and for the Management Board.
- Promoting Child Protection Policy towards children, families and community.
- Monitoring policy implementation and reporting on policy implementation at team, management, or board meetings (depending on the organizational structure).
- Identification, development of child protection training.
- Keeping accurate reports of each incident.
- Maintaining knowledge of best practices and statutory requirements.
- Acting as a source of support and information for staff on safeguarding issues.

The name and contact details of the CPF should clearly be displayed in the organization office and new staff will be made aware of the role.

The disclosure of personal information about children, including legal cases, will be limited to those employees, who need to know. The highest leading organ of organization will have the overall responsibility to oversee and ensure the Policy's implementation.

Specific procedures and checklists are part of the Child Protection Policy and are referred to in chapters 6 and 7, which are dealing with the implementation strategy for the Child Protection Policy, including reporting procedures and monitoring and evaluation processes.

Safeguarding will be included within the development of programs by organization.

Skills and characteristics suggested for the Child Protection Focal person:

- Have knowledge and experience about child protection.
- To have respect and authority within the organization in order his/her opinions to be evaluated.
- Have good communication skills with adults and children.

- Being able to keep calm when a concern arises, especially if a child needs protection.
- Being able to work with others to ensure policy implementation and to react where the incident occurred.
- Have commitment to child custody and respect for their rights - along with the ability to advocate.
- Have training and presentation skills.
- Being able to keep confidential information.

4. CHILD PROTECTION CODE OF CONDUCT OF ORGANIZATION

Organization is committed to protecting children from abuse and exploitation. It will take all necessary actions to prevent and/or respond to children in such situations. Organization must respond to all reports of actual or alleged abused based on its Child Protection Policy, irrespective of the nature of the referral, allegations or referrers.

This Code of Conduct includes guidance on ethical and proper standards of behaviour of adults towards children, and also of children towards other children. It has been developed with the best interests of the child as the primary consideration.

REPORT any suspicious observations or alleged abuse, any breach of code of conduct or child protection policy, as well as any circumstances or situations, which may be subject to misinterpretation to the Child Protection Focal Person.

Sections 6.1 and 6.2 describe the consequences for breaching the code of conduct or the child protection policy.

Personnel should always:

- Be aware what constitutes child abuse and exploitation (included in the Child Protection Policy) and understand its provisions.
- Know signs of abuse and reporting any suspicious observations immediately to the Child Protection Focal Person.
- Ensure that you know who the Child Protection Focal Person at organization is.
- Respect lines of authority and reporting procedures.
- Treat all children equally: be inclusive and involve all children without discrimination
- Be concerned about the way in which your language, actions, and relationships with children could be perceived.
- Provide an enabling environment for children's personal, physical, social, emotional, moral and intellectual development.
- Encourage and respect children's voices and views.
- Strengthen children in order to protect themselves better.
- Be aware of high-risk peer situations (e.g. unsupervised mixing of older and younger children and possibilities of discrimination against minors)
- Be aware of potential for peer abuse (e.g. bullying of children)
- Develop special measures/supervision to protect younger and especially vulnerable children from peer and adult abuse
- Respect the basic rights of others by facing fairly, honestly, and tactfully, and by treating people with dignity and respect.
- Work actively to ensure the highest levels of respect towards each other.
- Maintain high standards of personal and professional conduct both personally and in others.
- Protect the health, safety and well-being of children, yourself and others.
- Limit access to and/or not expose children to any inappropriate electronic material.
- At all times respect the confidentiality of children's personal information.
- Obtain written consent from the child and parent/ carer when photographing, filming or requesting personal information for activities (see section 7).
- Ensure that there is a minimum of two members of staff present at meetings with children (to allow someone to come up to deal with the immediate needs of children).
- Ensure that when children with disabilities attend, all buildings are fully accessible to them.
- Provide accurate information on the specific devices used by children with disabilities before events to provide access to all buildings, meetings, and facilities.

- Ensure that accompanying adults do not have to be younger than 21 years of age.
- When participants are invited to stay overnight, arrangements for sharing in the rooms must be agreed in advance with the consent of parents / guardians and children.
- Do not be alone with a child in any circumstances that might be questioned by others.
- Do not allow children to engage in sexually provocative games with each other.
- Do not kiss, hug, fondle, rub, or touch a child in an inappropriate or culturally insensitive way (e.g. do not initiate physical contact, such as holding hands, unless initiated by the child).

DON'T:

- Engage in any form of sexual activity with children.
- Avoid any action or behaviour that could be construed as poor practice or potentially abusive. For example, never behave in an inappropriate or sexually provocative manner.
- Never have a child stay overnight in the adult's room or sleep in the same room with adult.
- Do not perform activities for children that they can do themselves, including dressing, bathing and grooming.
- Do not discriminate, shame, humiliate, be little, or degrade children. This includes anything that may be considered emotional abuse (e.g. use language that will emotionally abuse a child or tell a story/show pictures that will emotionally abuse a child).
- Do not hit or otherwise physically assault participants.
- Do not act in any way that may be abusive or place others at risk of abuse.
- Avoid alcohol or other substances while you are working with children.
- Do not suggest inappropriate behaviour or relations of any kind or encourage any crushes by a child.
- Do not take photos, film or request personal information if not required for organization's activities.
- Do not use inappropriately contact details of children.
- Do not condone violations of this code by others – staff, interns, consultants, etc.
- Never close your eyes, ignore or don't report any concern, suspected violation, or child rights violations that are in conflict with the Code of Conduct or the Child Protection Policy.

REACTION AND PROTECTION

5. REPORTING PROCEDURES

All staff, management, volunteers and interns should be alert to signs that may suggest a child is in need of help (see annex 1). Deciding whether to report can be a very difficult responsibility. The reporting procedure is made widely available to ensure that everyone is clear what steps to take regarding the safety of children and other witnesses.

All witnessed, suspected or alleged violations of organization's Child Protection Policy must be immediately reported to the Child Protection Focal Person – using the safeguarding reporting form (annex 2). The **guiding principle** here is that the safety of the child is always the most important consideration. These records will be stored securely with access limited to the Child Protection Focal Person or the management or board (depending on the organizational structure of the organization).

At meetings and activities where children are directly involved, children will be informed about organization's safeguarding policy, code of conduct, the existence of the child protection focal person and complaints mechanism in a child-friendly manner.

The first stage is to decide whether the concerns are internal to the organisation or relate to an external situation.

When a child protection/safeguarding concern is brought to your attention – ACT on your concerns. If in doubt, speak out.

Child-centred. The protection of children is the most important consideration.

Time counts. Ensure timely, effective, confidential and appropriate responses to child safeguarding issues.

If the concern is internal – regarding the behavior of staff, management, volunteers, interns, member or board members, you have to consider whether you need to report to the local/national authorities. If not, the internal safeguarding procedure needs to be applied. If yes, you have to report to the mandated authorities and follow-up on action taken by the authorities and decide on further response, record case and action taken.

If the concern is external - meaning that there is concern regarding abuse outside the organisation. You must report to local or national authorities. After this the same procedure as for internal concerns is applied.

The Child Protection Focal Person will act on the concerns or allegations in a confidential manner in accordance with the standardized process developed by organization in the best interests of the child, irrespective of the nature of the referral, who the allegations are about or who the referrer is. The Child Protection Focal Person will take appropriate action to protect the child/children in question from further harm and during and following an incident or allegation. An assessment of the specific kind of support and assistance that is needed by the child (ren) affected by the incident will be immediately be offered. The relevant contact details for child protection services, local services department, policy, emergency medical help and help lines will also be readily available and easily accessible (see annex 4 with key contacts information). The Child Protection Focal Person will be responsible to contact the child's family (or guardian) and inform them of the incident and assistance provided. A safeguarding report (annex 2) must be compiled to document details of the incident. The "best interests of the child" must be considered throughout the process.

⁷ Burimi: Plani Ndërkombëtar, Raportimi i Politikave të Mbrojtjes së Fëmijëve dhe Reagimi ndaj Çështjeve të Mbrojtjes së Fëmijëve në Plan

5.1 The internal safeguarding procedure

Organization will immediately suspend any employee, volunteer, intern, board member, consultant, adviser who is alleged to have violated the Child Protection Policy, depending on the outcome of the investigation.

Organization reserves the right to take any disciplinary action against any of the above who have been proven guilty in an investigation, which may include reporting the incident to the police.

Criminal offenses must be reported immediately to the police and may result in investigation and punishment.

The assessment completed by organization will be submitted to the Management, Board members (depending on the structure of organization) who will come to a decision about action to be taken. Decisions from any assessment will be confirmed in writing to the individual concerned.

When investigating concerns or complaints, for violation of the child protection policy, the process should be always be fair and, where complaints are upheld, the individual will have the right to appeal the decision. The complaint should be examined by a higher organ within the hierarchy of the organization.

MEDIA AND COMMUNICATION

6. COMMUNICATION AND MEDIA GUIDELINES

This chapter of the Child Protection Policy sets out the principles that organization pursues for external communication. It contains general principles for ensuring children are kept safe at all times, as well as specific guidelines which must be followed by organization staff as well as photographers, film crews and journalists who accompany or visit the events and activities of the organization.

All child protection measures in the Child Protection Policy are equally applicable in media and communication activities including the use of social media.

In order to make sure that all children are protected in all situations it is important to obtain written consent of the parent/carer or legal guardian of children that clearly states if they agree that photos or statements of children can be publicly used or not. (*Annex 3 includes a specific media consent form*).

5.1 Principles

The rights and dignity of the child must be respected at all times and the best interests of the child maintained as the paramount concern of our communications. Organization will never use discriminatory or degrading language. This section is providing guidelines on the use of images, films and stories of children for media and communication purposes to ensure data protection and to protect children themselves. Abusers have sometimes targeted children whose pictures they have seen in media and communication material.

In organization communications about children, the following principles will apply:

Dignity: The child's dignity must be preserved at all times. Languages must not degrade, victimize or shame the child. In images, children should always be

dressed appropriately and should never be depicted in any poses that could be interpreted as sexually provocative. Do not make or disclose photographs of children who are completely naked or dressed inappropriately. Do not present your children as a victim (weak, desperate, etc.). Images should present strength, hope in children, and present them in a 'positive' way.

Accuracy: The portrayal of children must not be manipulated or sensationalized in any way. Images and stories should provide a balanced depiction of the child's life and circumstances, showing the progress that children are making. Communications should avoid making generalisations, which do not accurately reflect the nature of the situation and pictures should not be taken and used out of context.

Privacy: Any information that could be used to identify a child or put them at risk will not be used. Organization must ensure that:

- Only use first names of children: be careful not to reveal details about the place where they live, their school and other information that would lead to their place of residence. If needed for child safeguarding, the names and the image of children must be changed.
- Information about a child/children's life and photographs of children (including information stored on the computer) will be kept in secure files. Access to these should be limited to those that need to use them during the course of their work.
- The recorded images should focus on an activity and, where possible, feature groups of children rather than individuals.
- Organization is committed to represent a broad range of children – boys and girls, of various ages, abilities and ethnic groups in its publications, videos. Organization will ensure diversity of children to be presented in its communication material.

Complaints procedure: Any complaints or concerns about inappropriate or intrusive images must be reported and recorded like any other child protection concern (see chapter 6).

6.2 Informed Consent

Informed consent must always be sought before taking any photos, videos, or requesting personal information about children's lives that may then be used in organization materials. Informed consent means that children are told how organization may use the information or image/film. Children are free to refuse to publish images and materials around them. They should also be re-assured that locations and other identifying information that might to the location of residence of children will be changed. They will need to be asked whether they give consent that their first name is shared with the information or image/film.

Consent must be obtained by completing and signing the media consent form (included in the consent forms in annex 3).

Consent is also required from the child's parent/carer or guardian, who must countersign the form. If this is not possible, then it should be request from the organisation working with children. The organisations working with the children should lead on asking for consent of children and families, as they may feel more comfortable to refuse consent when asked by someone they already know and trust.

The media consent forms and other consent forms will be kept on the child's file by organization.

Obtaining prior written consent, does not mean that there is no requirement to obtain verbal consent at the time of taking photographs/video/interviews.

5.3 Interviewing Children

Interviewing children requires skills and certain basic principles should be followed to ensure their dignity and their rights are respected.

- **Informed Consent:** In relation to interviews, informed consent includes explaining what subjects are likely to be covered in the interview and clarifying the child's right to withdraw their consent at any point. The interviewer should review the child's understanding of consent at the start of the interview.
- **Provision of support:** There should be someone else present during the interview, who the child is familiar with. Wherever possible, the child should be given a choice regarding who supports him/her during the interview.
- **Respecting the right to say No:** Be clear before you start the interview that the child only has to talk if they are comfortable doing so, and they can stop and withdraw their consent at any point.
- **Gender:** Consider the different needs of boys and girls and whether they would be more comfortable to talk to a man or a woman. Gender must be considered when deciding what topics may be discussed.
- **Respecting the right to information:** If you are going to take notes, or record the interview in another way, you must explain this to the child and verbally ask their permission to do so.

6.4 Visits by Photographers, Films Crews, Journalists and Others

Special care must be taken when organizing visits for external photographers, filming crews, journalists or visitors within the scope of organization projects, activities and publications:

- Journalists, photographers/film crews must be fully briefed about organization's child protection policy before they meet the children, who will be interviewed, photographed or filmed. They should sign their commitment to adhere to this policy.

- Make sure that photographers and filmmakers are not allowed to spend time with or have access to children without supervision. They have to be accompanied by organization staff at all times.
- Children, parents and guardians must be informed about how the film, photograph or story will be used and consent for this obtained. This is distinct to the consent they have given for use of materials by organization they are involved in.
- Copies of images, film and story should be sent to parents, and children.
- In order to protect the confidentiality and privacy of the children, organization must be notified as to how the photographer or film maker intends to use the images or stories. Organization reserves the right to refuse use of photographs, film, stories if it is felt that, in doing so organization is not acting in accordance with child protection policy and media and communication principles.
- If an image or any material is to be used by another organisation, the right to use should be obtained by marking the copyright of the © organization as well as the name of the photographer with an appropriate caption.

MONITORING AND ACCOUNTABILITY

7. ACCOUNTABILITY: MONITORING AND EVALUATION OF THE CHILD PROTECTION POLICY

The aim of monitoring and evaluating the Child Protection Policy is to learn from practical case experiences, which will contribute to inform policy reviews and changes to the Child Protection Policy.

Organization will regularly monitor the implementation of its Child Protection Policy and procedures. Progress, performance and lessons learned are reported every year by the Child Protection Focal Person to the management or board annually and included in organization's annual reports. Monitoring and evaluation will be done by checking whether the standards from the Child Protection Policy are implemented and whether safeguards are working. This will be done by carrying out a survey among organization staff, interns and volunteers on how the standards from the Child Protection Policy are being met, how effective they are and what needs improving.

Next to the overall monitoring and evaluation of the Child Protection Policy, reactive monitoring will take place, after incidences have occurred, which will contribute to a learning process for organization and if necessary changes to the Child Protection Policy or reporting procedures.

Every three years an internal review of the policy will be carried out and its results will be approved by the highest management organ. In addition, it is recommended an external evaluator to review the policy and practices. This could be done by Keeping Children Safe.

8. STATEMENT OF COMMITMENT TO ORGANIZATION CHILD PROTECTION POLICY

I, _____, have read and understood the standards and guidelines outlined in this Child Protection Policy. I agree with the principles contained there in and accept the importance of implementing and promoting the child protection policies, procedures and practices contained within this document while working or associated with organization.

I further understand that adherence to Organization's Child Protection Policy will involve the following: undergoing a check for criminal convictions related to working with children; signing a personal declaration stating any criminal convictions, including those considered 'spent'; declaring any previous investigations or allegations made against me with respect to child protection issues; and providing two character references.

(Name)

(Job title/role)

(Signature)

(Date)

9. CHARACTER REFERENCES:

Please provide the name, address and contact details of two character references you have known for no less than 2 years, excluding family members:

Name:	Name:
Address:	Address:
Contact Number:	Contact Number:
E-mail:	E-mail:

Declaration of Criminal Convictions

Have you ever been convicted of a crime? **Yes** ____ **No** ____

If yes, please provide details of all criminal convictions, including those considered 'spent', and declare any previous investigations or allegations made against you. These will be kept confidential by the designated Child Protection Focal Person in organization, who will assess whether they pose any risk or are not in conformity with Organization's Child Protection Policy.

ANNEXES

Annex 1: Recognising Signs of Abuse

Recognising indications of potential abuse is complex and there is no simple checklist, which allows easy recognition. There are potential warning signs that you can be alert to but they should be assessed with care. It should not be automatically assumed that abuse is occurring. Equally, however, it is important not to dismiss your concerns or ignore any signs of abuse – these should be discussed with the CPF as soon as possible to help decide the most appropriate course of action.

Possible signs of physical abuse:

- Bruises, burns, sprains, dislocations, bites, cuts
- Improbable excuses given to explain injuries
- Refusal to discuss injuries
- Withdrawal from physical contact
- Arms and legs kept covered in hot weather
- Unwillingness to participate in physical activities that may involve undressing, e.g. sports
- Fear of returning home or parents being contacted
- Self-destructive tendencies
- Showing wariness or distrust of adults
- Being aggressive towards others
- Being very passive and compliant
- Chronic running away

Possible signs of emotional abuse:

- Physical, cognitive or emotional development is delayed
- Highly anxious
- Showing delayed speech or sudden speech disorder
- Bed wetting or soiling
- Fear of new situations
- Low self-esteem
- Inappropriate emotional responses to situations
- Extreme passivity or aggression
- Drug or alcohol abuse
- Chronic running away
- Compulsive stealing

Possible signs of neglect:

- Frequent hunger
- Taking scraps of food from bins or plates, or stealing food
- Poor personal hygiene
- Constant tiredness
- Inappropriate clothing, e.g. summer clothes in winter
- Frequent lateness or non-attendance at school
- Untreated medical problems
- Low self-esteem
- Poor social relationships
- Compulsive stealing
- Drug or alcohol abuse

Possible signs of sexual abuse:

- Age inappropriate sexualised behaviour or highly sexualised language
- Anal or genital soreness
- Sleep problems
- Bed wetting or soiling
- Fear of being with adults
- Extreme risk taking in adolescents

Possible signs of concern regarding adult behaviour:

- A person in whose presence the behaviour of a child significantly changes such as becoming withdrawn, fearful, distressed or agitated
- Asking a child to lie or keep secrets
- Breaches of the organisation's Code of Conduct/behaviour protocols
- Initiating private contact with a child, in person or by e-mail or phone

Annex 2: Safeguarding Report Form

If you have knowledge that a child might be at risk of harm, please complete this form to the best of your knowledge. Please note that child protection concerns must be reported (*orally or in writing*) directly to the Child Protection Focal Person at organization (preferably within the same working day) – depending on the urgency, you may wish to complete this form before contacting the CPF or you may wish to complete the report afterwards.

Also use this form to report an accident or incident. An accident is an unplanned event that results in an injury or could have resulted in an injury or results in damage to equipment or property OR harm to the environment. An incident is an unpleasant or unusual event.

The report should be written and signed only by you to guarantee confidentiality. It should be sent only to the CPF, who will hold it in a safe and secure place and treat it with the strictest confidentiality.

1. About you

Your name: _____

Your job title: _____

Organisation you work for: _____

Nature of your contact with the child: _____

Contact details: Tel: _____

E-mail: _____

2. About the child

Child's name: _____

Child's gender: _____

Child's age: _____

Child's address: _____

Child's parents/guardians: _____

Has any treatment been given to the child? _____

Treatment given by: _____

Taken to hospital YES_____; NO_____;

If yes, which hospital and how taken _____

3. About your concern; Details of incident

Was the incident:

Observed by you

Suspected

Disclosed by someone else

If the concern was shared by someone else, please state who and their relationship to the child:

What happened? Give cause (how and why) if known - If you include personal observations please make a distinction between what is a fact and what is opinion or hearsay (e.g. *child's emotional state, visible injuries, etc.*):

Did the child/young person or another source say anything to you [if relevant] and how did you respond to him or her: [Do not lead the child. Record actual details]

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Date of the alleged incident: _____

Time of the alleged incident: _____

Location of the alleged incident: _____

Name of the alleged perpetrator (if applicable): _____

Were there any other children/people involved in the alleged incident?

Are any other children at risk of harm? _____

Signature: _____

Date: _____

For completion by the Child Protection Focal person:

Incident/Accident investigated: Yes No

Written investigation report necessary: Yes No

Written investigation report necessary: Yes No

In order to determine the cause of the incident or accident, it may be appropriate to interview parties who were involved. Witness detail, statements, etc. can be added here.

Annex 3: Consent Forms

PERSONAL INFORMATION AND INFORMATION IN CASES OF EMERGENCY

Your name and age:	
Your address:	
Your phone number:	
Your mobile number (if available):	
Your email address:	

Are you happy to take part in (e.g. meeting/event/etc)?

Please tick Yes or No:

Yes

No

WE WANT TO MAKE SURE YOU FEEL WELCOME AND COMFORTABLE TO TAKE PART

Do you have any allergies we should know about?

- Yes
- No

Details: _____

Do you have any additional support needs you'd like us to know about (physical or learning disability, mental health issues, low confidence, difficulties with communication, things you find it hard to talk about)?

- Yes
- No

Details: _____

Is there anything extra we can do to make sure that you can come along and participate fully?

- Yes
- No

Details: _____

Are you taking any medication we should know about?

- Yes
- No

Details: _____

Do you have any dietary requirements?

- Yes
- No

Details: _____

If you practice a religion, please tell us if there's anything connected to taking part in the event that we should know about?

Details: _____

IN THE EVENT OF EMERGENCY

Contact persons in case of EMERGENCY. It is very important you fill in this section fully.

Name 1:	Name 2:
Relationship to you:	Relationship to you:
Phone number:	Phone number:
Mobile:	Mobile:
In the event of emergency, do you agree that you can receive hospital or dental treatment, including an anaesthetic?	Details:
<input type="checkbox"/> Yes <input type="checkbox"/> No	

<p>My Consent</p> <p>Signature:</p> <p>Location (where you live): Today's date:</p>	<p>Parent/Legal Guardian Consent (if under 18)</p> <p>This child/young person under 18:</p> <ul style="list-style-type: none"> • is allowed to participate in(event). • is allowed to take part in media activities at (event). • has been informed about the (event) goals, the voluntary nature of participation and anonymity in an age- appropriate way. • has been informed that they can refuse to participate at any time with no consequences. • is allowed to receive appropriate medical attention from a registered practitioner if at any time my child requires urgent medical attention. <p>Full name:</p> <p>Relationship to child/young person:</p> <p>Location:</p> <p>Date:</p>
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MEDIA CONSENT FORM

WE WANT TO MAKE SURE YOU FEEL COMFORTABLE TO TAKE PART IN MEDIA ACTIVITIES

Organization and its Communications Team are actively promoting (e.g. activities/ events/etc). **We publish photos and or statements of participants.** In this way we inform the public and decision makers about (event)

If you or your parents/carers are interested in following the social media, you can do this by following the Facebook page and the website.

- Is it okay for you participate in visual documentation during the organization..... (event)?
If you say it is ok, we might share photos, film, audio, writing on our website or social media; in our reports or leaflets; at our events; and/or in the promotion work we do to promote children's rights and support children.

Please tick Yes or No:

- Yes
 No

- Is it ok for us to capture your voice in film, photos, audio, writing and/or art and to share this content in the ways listed above?

Please tick Yes or No:

- Yes
 No

- Is it ok if we tell people your first name when we share this content? (you can still take part in (event) even if you don't want us to tell people your name).

Please tick Yes or No:

- Yes you can share my first name
 No you cannot share my first name

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- Is it ok for you to talk to the press during(event) (including photos, television/video/camera coverage)? *All media interviews will be conducted in consultation with and in the presence of your accompanying adult and a Organization staff member. You have a right not to respond to any questions that you do not want to answer.*

Please tick Yes or No:

- Yes
 No

KEY CONTACT INFORMATION

INTERNAL CONTACTS

Child Protection Focal person
Name and surname:
Address:
Tel:
E-mail:
Management
Name and surname:
Address:
Tel:
E-mail:
Board
Name and surname:
Address:
Tel:
E-mail:

EXTERNAL CONTACTS

Kosovo Police
Address:
Tel:
E-mail:
Center for Social Work
Address:
Tel
E-mail:
Victims Advocate Office
Address:
Tel:
E-mail:
Emergency medical help
Address:
Tel:
E- mail:

Note: The Criminal Code of the Republic of Kosovo, Article 254, sets out the legal obligation to report as well as the consequences and penalties in case of failure to report abuse cases.

Article 254

Failure to report child abuse

1. Notwithstanding other provisions of law, whoever has reason to suspect that a child has suffered an incident of child abuse, mistreatment, abandonment or neglect, and fails to immediately report the abuse or neglect shall be punished by a fine or imprisonment of up to three (3) years.
2. When the offense provided for in paragraph 1 of this Article is committed by a parent, an adoptive parent or guardian shall be punished by imprisonment of six (6) months to three (3) years.
3. Whoever while engaged in a professional capacity related to the child, has reason to suspect that a child has suffered an incident of child abuse, mistreatment, abandonment or neglect or has been subjected to violence or a threat of violence and fails to immediately report it, shall be punished a fine or imprisonment of three (3) months to three (3) years.
4. When the offense provided for in paragraphs 1, 2, or 3 of this Article results in the death of the child or serious impairment to his or her health, the perpetrator shall be punished by imprisonment of one (1) to eight (8) years.

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