



H2.2	Child Safeguarding Policy
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War Child Canada

Vision: A world where no child knows war.

War Child Canada's Mission: War Child Canada works with war-affected communities to help children reclaim their childhood through access to education, opportunity and justice. War Child Canada takes an active role in raising public awareness around the impact of war on communities and the shared responsibility to act.

1. Position Statement

In keeping with War Child Canada's **child-centered development approach**, which focuses on the systems of relationships that children experience, we believe that creating **safe and protective environments** for children must extend beyond the individual child and into households, communities and ultimately must be reinforced by national governments and the international community.

War Child Canada believes that it is always unacceptable for a child or young person to experience violence or abuse of any kind and recognizes its duty of care obligations to children associated with a **Do No Harm** approach.

War Child Canada believes that the implementation and practice of child safeguarding policies and procedures should always be in the **best interest of the child** and involve **children's active participation in their own protection**.

War Child Canada embraces its responsibility to provide equal rights and opportunities to all children **without discrimination or unequal treatment** on the grounds of their age, culture, caste, nationality, ethnicity, disability, HIV status, family situation, gender, language, racial origin, socio-economic status, religious belief and/or sexual orientation.

War Child Canada's primary beneficiaries are children and young people whose lives have been impacted by war and armed conflict and much of our programming is in emergency or humanitarian situations where protection systems are weak or non-existent. War Child Canada therefore **actively takes a systems strengthening approach to child safeguarding through its programming, mobilizing communities on safeguarding issues, building capacity of stakeholders and networks through training and mentoring, and designing holistic and complementary programming in order to keep children safe**. War Child Canada also **participates in support and referral networks** for child protection services that incorporate government, non-governmental and civil society actors in cooperation.

War Child Canada uses the definition of a child as set out in The United Nations Convention on the Rights of a Child as any person under the age of 18. War Child Canada is morally and legally obliged to respond to and report child protection concerns for all children with whom it works up to the age of 18. The Child Safeguarding Policy and the actions that follow are therefore focused on under 18's, however, a significant proportion of the young people with whom we work are between the ages of 15-24 (youth as defined in the World Development Report 2007, Development

and the Next Generation) and War Child Canada has a moral obligation to provide help and support to these young people we work with, where we can.

2. Scope

This policy applies to all War Child Canada board directors and members, staff, volunteers, consultants, contractors, partners, community members and children and young people themselves. This policy also applies to other individuals who are visiting the field and/or present themselves to a child because of their relationship with War Child Canada (collectively referred to as "representatives"). This policy also applies to partners, funders and vendors/suppliers working with War Child Canada as part of a partnership agreement.

This policy is meant specifically to protect the children and young people with whom War Child Canada works in any capacity. It covers instances of violence or abuse that occur inside and outside of projects, of project hours and locations, either witnessed or suspected by staff, volunteers or representatives, or as disclosed to staff, volunteers or representatives by a child, young person or adult. This document contains War Child Canada's policy statement and associated procedures, which include behavioural protocols, staff recruitment, education/training, communications, incident reporting protocols and breach of policy.

In order to uphold the commitment to keeping children safe, all board directors and members, staff, volunteers, consultants, contractors, partners, and other representatives (as per previous definition) are required to:

- Adopt and abide by this Child Safeguarding Policy;
- Actively promote and take action on our duty of care obligations to the children and young people with whom we work, and meet minimum standards of safeguarding and protection (as outlined in this Policy) for those children and young people involved in War Child Canada programs;
- Uphold the responsibility to report concerns of violence and abuse of children and young people; and
- Take seriously and respond swiftly and appropriately to all suspicions and allegations of violence or abuse while maintaining confidentiality by reporting to the appropriate Child Safeguarding person in War Child Canada or to the appropriate person in partner organizations.

3. Responsibility & Authority

War Child Canada's Board of Directors will approve and review the organization's Child Safeguarding Policy a minimum of every three years or sooner if deemed necessary by the Board. Recommendations to the Board will include comments from the designated Child Safeguarding Committee and Focal Points. Any significant amendments to the policy require the approval of the Board of Directors.

Staff and management alike are responsible to adhere to this policy.

War Child Canada's management favours open lines of communication, sensitivity and an atmosphere of support in relation to child protection. A Child Safeguarding Committee at War Child Canada headquarters will act as War Child Canada's Child Safeguarding Representatives. Each staff member will receive training in organizational child protection and are responsible for oversight of implementation, monitoring and review of War Child Canada's Child Safeguarding Policy as well as advice, guidance and support for all personnel. Each country program will have a designated Child Safeguarding Focal Point. This person should not be the Country Director or lead of the country program. (See Appendix 2: Child Safeguarding Committee and Child Safeguarding Focal Points Terms of Reference.)

4. Policy Statements

War Child Canada acknowledges its responsibility to ensure the prevention of, response to, and protection from threats of violence and abuse to children involved in War Child Canada programs, and the need for setting standards for the protection of children and young people involved in War Child Canada's operations and programs.

War Child Canada is committed to applying child protection standards and procedures in our management structure and our recruitment and employment processes, within our procedures for dealing with incidents of abuse and violations of policy, as well as through our approach to child protection within our international programming.

War Child Canada will safeguard children by:

- Creating a protective environment within War Child Canada's operations and programs, which provides protection for children from violence, abuse, neglect and exploitation, wherever those threats or actual abuses may come from.
- Empowering staff, volunteers, partners and contractors to meet War Child Canada's responsibility and commitment to 'Do No Harm' through providing guidance on how to define violence, abuse, neglect and exploitation; on how to prevent harm; and on how to respond to actual or perceived instances or reports of violence or abuse. (See Appendix 1: Definitions.)
- Establishing minimum standards for child protection amongst War Child Canada staff and within our programs.
- Supporting the implementation of the UN Convention on the Rights of the Child recognizing that all violence against children including child abuse involves the violation of children's rights.

5. Procedures

Child Safeguarding Behavioural Protocols

War Child Canada representatives and others to whom this policy applies should avoid actions or behaviour that could reasonably be expected to adversely affect or give the appearance of adversely affecting the objectives, or public perception of the organization or constitute potentially abusive behaviour. Behavioural protocols will be translated into the official language of each country and posted in the office, with any additional country-specific protocols included.

Employees must never:

- Hit or otherwise physically assault or physically abuse any children;
- Develop physical/sexual relationships with children;
- Develop relationships with children online or otherwise, which could in any way be deemed exploitative or abusive;
- Act in ways that may be abusive or may place a child at risk of abuse;
- Use language, make suggestions or offer advice which is inappropriate, offensive or abusive;
- Behave physically in a manner which is inappropriate or sexually provocative;
- Have a child/children with whom they are working to stay overnight at their home unsupervised, with the exclusion of parent-child situations that may be in the same program;
- Sleep in the same room or bed as a child with whom they are working;
- Act in ways intended to shame, humiliate, belittle or degrade children, or otherwise perpetrate any form of emotional abuse;
- Discriminate against, show differential treatment, or favour particular children to the exclusion of others.
- This is not an exhaustive or exclusive list.

It is important for all employees, representatives and others in contact with children directly or online to:

- Be aware of and manage situations which may present risks;
- Plan and organize the work and the workplace so as to minimize risks;
- As far as possible, be visible in working with children;
- Ensure that a culture of openness exists to enable any issues or concerns to be raised and discussed;
- Ensure that a sense of accountability exists between staff so that poor practice or potentially abusive behaviour does not go unchallenged or undocumented;
- Talk to children about their contact with staff or others and encourage them to raise any concerns;
- Empower children - discuss with them their rights, what is acceptable and unacceptable, and what they can do if there is a problem.

In general it is inappropriate to:

- Spend excessive time alone with children away from others;
- Take children to your home, especially where they will be alone with you.

Personnel Recruitment

War Child Canada wants to ensure that the organization hires the best possible staff to work with children, who are best suited to the specific role they are undertaking.

All employees, contractors, board members, officers, interns and volunteers, whether paid or unpaid, full time or part time, temporary or long-term, having direct or indirect contact with children, should undergo a thorough and standardized recruitment process, as follows:

- All jobs advertised will state that the successful candidate will be vetted in accordance with and expected to comply with War Child Canada's Child Safeguarding Policy. Candidates who are selected for an interview will be provided with a copy of the Child Safeguarding Policy and asked to read it in advance of their interview (in cases of non-English speaking or illiterate candidates, the policy will be provided in their local language or thoroughly explained by the CP Focal Point);
- There will be specific, standardized questions at the interview on child protection based upon those outlined in Appendix 3: Addressing Child Safeguarding and Protection Issues in Interviews;
- The successful candidate will be required to provide proof of identity (passport, driver's license or other locally-recognized form of identification and verification) and to sign a statement of commitment to the policy and a declaration of criminal convictions (see Appendix 4: Declaration of Criminal Convictions);
- New employees who have lived for any length of time in Canada will be required to undergo a Vulnerable Sector Check and/or the equivalent from their country of origin;
- New employees not based in Canada will be expected to obtain, where possible, a police check and/or the equivalent from their country of origin which will be verified by a Child Safeguarding Focal Point;
- All staff will have a probationary period of three months. The end of probation period interview with the individual's line manager will include an assessment of the employee's commitment to following War Child Canada's Child Safeguarding Policy;
- Interns and volunteers at the Headquarters and in the field will be asked to read and sign a statement of commitment to the policy prior to commencement of their placement;
- If it is expected that interns or volunteers will come into contact with children, they will be asked to read and sign the Child Safeguarding Policy and will be required to always be accompanied by War Child Canada staff when in direct contact with children; and
- New board members will be given a child protection briefing by a Child Safeguarding Representative and will be asked to read and sign a statement of commitment to the policy and will undergo a Vulnerable Sector Check and/or the equivalent from their country of origin.

Education and Training

There should be opportunities within the organization to develop and maintain the necessary skills and understanding to safeguard children, and to ensure that all personnel, children's families, communities, other NGOs, partners and governments understand the commitment of War Child Canada to child protection.

To this end, the following holds:

- All new members of staff and board members will receive a comprehensive induction into War Child Canada's Child Safeguarding Policy by either a Child Safeguarding Representative or Child Safeguarding Focal Point;
- Refresher trainings in child protection will be delivered to all staff on a yearly basis by the Child Safeguarding Representatives. Child Safeguarding Focal Points will also play a role in training field-based staff and partners where possible, in organizational child protection;
- Child Safeguarding Representatives must receive refresher training as and when relevant to ensure they are up to date on new developments in child protection best practice;
- Child protection will form part of the agenda of staff meetings if tabled by the Child Safeguarding Representative and/or Focal Point(s);
- Employees and any third parties who are to have direct contact with children either in Canada or as part of an overseas project visit will receive an induction into War Child Canada's Code of Conduct, as well as the relevant country-specific code of conduct, by a Child Safeguarding Representative, the Child Safeguarding Focal Point, or a Country Director;
- Field-based Child Safeguarding Focal Points are responsible for orienting/involving children involved in War Child Canada projects on/in all aspects of War Child Canada's Child Safeguarding Policy and procedures. They must be supported by War Child Canada staff;
- Child Safeguarding Representative(s) will monitor and review the effectiveness of the child protection training on a bi-annual basis. This process should involve the participation of children as and when appropriate.

Communications (Fundraising) Standards

Any depiction of children and young people – in words or images - must protect their identity, preserve their dignity and be accurate, balanced and fair. The following actions must be adhered to:

- Permission of children (or, in the case of particularly young children, the guardian who is responsible for the child) should be obtained before pictures are taken and images used for publicity, fundraising or awareness-raising purposes. If possible, the child/guardian should sign an informed consent form, which should subsequently be filed in a secure location (see Appendix 5: Guidelines on Informed Consent and Guidelines on Case Studies);

- Images that are not accompanied by a signed consent form should never be used in public-facing literature, including promotion, fundraising or awareness-raising materials;
- Children should be encouraged to give their own accounts as much as possible, rather than letting others speak on their behalf;
- Portrayals of children and young people should be accurate and balanced, with emphasis upon their dignity. Children should not be portrayed as passive victims (see Appendix 5: Guidelines on Informed Consent and Guidelines on Case Studies);
- The names of children should always be changed to protect their identity, unless the child has explicitly stated a preference that their genuine name should be used, and security implications are not a factor;
- No personal information (such as location) which could put a child at risk, should be posted on a War Child website or published in public-facing literature;
- Images of children should not be manipulated; children should be appropriately clothed and photos should not be sexually provocative;
- Third parties requesting the use of War Child Canada images or other materials should be required to agree to War Child Canada-stipulated conditions regarding the proper use of the materials. This can be done via email;
- Wherever possible, images should be accompanied by captions;
- Any journalist gaining access to children at War Child Canada projects must be fully briefed by either a Child Safeguarding Representative or Child Safeguarding Focal Point;
- Social media – e.g. blogs, Facebook entries - generated by War Child Canada should be subject to the same child protection guidelines as outlined in this policy.

Reporting Protocols

In reporting and reacting to child protection issues, the best interests and welfare of the child should be paramount and the following procedures are to be followed:

- War Child Canada will provide assistance to any child in order to protect them from further harm where it is within our mandate, capacity and ability to do so. War Child Canada recognizes that assistance may come in the form of referrals to relevant agencies rather than the provision of direct care by War Child Canada.
- It is the responsibility of the Child Safeguarding Focal Point in each country to ensure that children and young people involved in War Child Canada projects are made aware – in an age and language-appropriate way– of what to do if they feel uncomfortable and want to report something.
- In reacting to child protection issues, War Child Canada recognizes that it may not always be best placed to ascertain whether a child has been abused – in which case referral to relevant competent authorities /agencies will take place; and
- War Child Canada staff are not expected to determine if a child has been abused or not – that lies with competent authorities at a local level. Actions in response to a child protection concern should be focused on determining if the concern is valid, who has been involved, and the level of risk to the child or other children.
- The reporting of suspected or actual abuse is a professional and legal obligation. Failure to report information can lead to disciplinary action or dismissal (in Ontario, Canada, this obligation is outlined by the Ministry of Children and Youth Services:
<http://www.children.gov.on.ca/htdocs/English/topics/childrensaid/reportingabuse/abuseandneglect/abuseandneglect.aspx>);
- When there is suspicion of child abuse overseas, the person to whom it has been reported or who has concerns will immediately inform the most senior member of in-country staff (usually the Country Director) and a decision will be made on how best to proceed (see Appendix 6: Incident Reporting Process);
- When there is suspicion of child abuse in Canada, the person to whom it has been reported or who has concerns will immediately inform a Child Safeguarding Representative in the headquarters in Canada;
- The staff member informed of the incident must fill out an Incident Report Form (see Appendix 6: Incident Report Form) **without delay** and submit this to the Country Director or Child Safeguarding Representatives at HQ who will refer the incident through War Child Canada's reporting process (see Appendix 6: Incident Reporting Process);
- The Country Director, the Child Safeguarding Focal Points and the Child Safeguarding Representatives are responsible for filing incident report forms in a secure location and ensuring that the forms are completed by no later than the end of the following business day;
- Unless there are mitigating circumstances, all confidential information relating to child protection incidents must be deleted by the Child Safeguarding Representative every seven years;
- A standardized flowchart on how to report suspected abuse is to be laminated and displayed at every War Child Canada office and project site in both English and the local language (see Appendix 6: Incident Reporting Process);

- Suspicions of abuse involving personnel from War Child Canada's local implementing partners should be reported in the same way.
- The reporting process will be confidential, and information limited only to those who need to know (Child Safeguarding Focal Points, Child Safeguarding Representatives, and Country Directors). All parties involved will be required to keep all information relating to the case confidential and documentation will be securely filed;
- The Incident Report Form will be filled in and a signed copy maintained electronically to ensure legibility, confidentiality and security;
- Adverse determination from the review of an incident should be open to challenge through an appeals process which will follow the right to appeal procedure contained within War Child Canada's Dispute Resolution Policy (during this process, the staff member will continue to be suspended, however no longer with full pay);
- All parties concerned will be notified of War Child Canada's processes and the outcome of the reporting in a timely manner;
- The media will be dealt with by the Director, Communications and Marketing, guided in their response at all times by the Vice President, Fundraising + Marketing.

For local partners:

- If the alleged incident involves a staff member from War Child Canada's local implementing partners, the Child Safeguarding Focal Point must work with the Country Director, or senior field staff person, to report the incident to the organization's senior management and Child Safeguarding Representative, and follow up on the issue.
- Local partners will receive a copy of War Child Canada's Child Safeguarding Policy in the relevant local language where possible;
- It is the responsibility of the in-country War Child Canada Child Safeguarding Focal Point or other staff to induct local partner organizations in War Child Canada's Child Safeguarding Policy;
- Local partners who do not have their own operational (or clarify robust) child protection policies will be required to sign up to War Child Canada's policy as a condition of any partnership arrangement with War Child Canada;
- Where necessary, training in child protection will be offered to local implementing partners in developing their own child protection policies. This training will be delivered by a qualified party, such as War Child Canada's Child Safeguarding Representatives, Child Safeguarding Focal Points, the Country Director, or local Program Manager; and
- Program staff responsible for developing project budgets should make every effort to include budget provisions for child protection trainings for War Child Canada and partner staff in all project budgets.

6. Violation/Breach of Policy

Violation of this policy is a fundamental breach of the employment relationship and is subject to progressive disciplinary action possibly leading to termination of employment or in some cases, direct and immediate termination of employment.

Action taken may include:

- Employees – disciplinary action or dismissal. (International staff will be repatriated to their country of origin and police reports may be filed.)
- Volunteers, board members, interns – ending the relationship with War Child Canada.
- Local partner organizations – withdrawal of funding/support and ending the relationship with War Child Canada.
- Consultants/contractors – termination of contract.
- Legal action and/or criminal prosecution – In any of the above situations, a report will be made to authorities in cases where violations involve a criminal offense or where there is a requirement by law to report incidents of suspected or actual child abuse.

Statement of Commitment to the War Child Canada Child Safeguarding Policy

I, _____, have read and understood the standards and guidelines outlined in this Child Safeguarding Policy. I agree with the principles contained therein and accept the importance of implementing child protection policies and practice while associated with War Child Canada.

I further understand that adherence to the War Child Canada Child Safeguarding Policy will involve the following: undergoing a criminal record check and disclosure; signing a personal declaration stating any criminal convictions; declaring any previous investigations or allegations made against me with respect to child protection issues.

Note: This policy should be translated into all local official languages of operation in War Child Canada country offices. In the case of staff with limited literacy skills or where a translation is not available, it is the responsibility of the Child Safeguarding Focal Point to explain in full the principles and obligations contained in the Child Safeguarding Policy. In this case, the staff member's signature indicates his or her full understanding of and compliance with the policy. The witness' signature serves as confirmation of this process taking place.

(Print name)

(Job title/role)

(Signature)

Date

Witness

Date

APPENDIX 1: DEFINITIONS

Abuse - A deliberate act of ill treatment that can harm or is likely to cause harm to a child's safety, well-being, dignity and development. Abuse includes all forms of physical, sexual, psychological or emotional ill treatment. *Examples include:*

- Physical abuse involves the use of violent physical force so as to cause actual or likely physical injury or suffering (e.g. hitting, shaking, burning, female genital mutilation, torture).
- Emotional or psychological abuse includes humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation.
- Sexual abuse includes all forms of sexual violence including incest, early and forced marriage, rape, involvement in pornography, and sexual slavery. Child sexual abuse may also include indecent touching or exposure, using sexually explicit language towards a child and showing children pornographic material.

Child - In accordance with the UN Convention on the Rights of the Child, which has been signed and ratified by all countries where War Child Canada currently operates, a child is defined as any person under the age of 18 years.

Childhood - The term childhood is non-specific and can imply a varying range of years in human development. Developmentally, it refers to the period between infancy and adulthood. In common terms, childhood is considered to start from birth. Some consider that childhood, as a concept of play and innocence, ends at adolescence. In many countries, there is an age of majority when childhood officially ends and a person legally becomes an adult. The age ranges anywhere from 13 to 21, with 18 being the most common.

Child Protection - A broad term to describe philosophies, policies, standards, guidelines and procedures to protect children from both intentional and unintentional harm. It refers to the specific measures and structures to prevent and respond to abuse, neglect, exploitation and violence affecting children in emergencies and other situations.

Child Protection in Emergencies - The prevention of and response to abuse, neglect, exploitation of and violence against children in emergencies. An emergency is defined as 'a situation where lives, physical and mental wellbeing, or development opportunities for children are threatened as a result of armed conflict, disaster, or the breakdown of social or legal order, and where local capacity to cope is exceeded or inadequate'.

Child Safeguarding – Safeguarding is a concept that has taken precedence over child protection, as it has wider impact and reach, and prevents the impairment of the health and development children through a focus on earlier intervention. Safeguarding prevents the maltreatment of children at all levels, ensuring children are within a safe environment to grow and develop, and reflects a broader approach to child welfare to ensure the safety of children. Child protection is part of a safeguarding approach.

Child Safeguarding Policy – War Child Canada's internal organizational duty of care responsibilities including protocols and procedures, which aim to ensure that every child with whom we and our partners work, is safe while they are in our care.

Child Safeguarding Mainstreaming – Child safeguarding mainstreaming is an approach used to ensure that development practitioners whose focus is not specifically child protection are using a child safeguarding lens to better understand possible risks associated with the work that they are doing and to better equip them to create and promote protective environments within and beyond their programs.

Child Soldiers – War Child Canada defines the use of Child Soldiers as "A child associated with an armed force or armed group refers to any person below 18 years of age who is, or who has been, recruited or used by an armed force or armed group in any capacity, including but not limited to children, boys and girls, used as fighters, cooks, porters, spies or for sexual purposes" (Paris Principles on the Involvement of Children in Armed Conflict 2007)

Child Trafficking - War Child Canada defines the use of Child Trafficking as "A child has been trafficked if he or she has been moved within a country, or across borders, whether by force or not, with the purpose of exploiting the child". (ILO 2007)

Direct contact with children - Being in the physical presence of a child or children in the context of War Child Canada's work, whether contact is occasional or regular, short or long-term. In Canada this could involve delivering talks to schools and youth groups. Overseas this could involve project/site visits and attending conferences at which

children are also present. [N.B. this list of examples is not exhaustive].

Do No Harm – War Child Canada under its duty of care, as identified in the UNCRC, has an obligation to the children and young people it works with to do no harm and actively prevent violence, abuse or exploitation from occurring in its projects.

Exploitation - Child exploitation refers to the use of children for someone else's advantage, gratification or profit, often resulting in unjust, cruel and harmful treatment of the child. These activities are to the detriment of the child's physical or mental health, education, moral or social-emotional development. There are two main forms of child exploitation that are recognized:

1. **Sexual exploitation:** the abuse of a position of vulnerability, differential power, or trust for sexual purposes; this includes profiting monetarily, socially or politically from the exploitation of another as well as personal sexual gratification. *Examples include:* child prostitution, trafficking of children for sexual abuse and exploitation, child pornography, sexual slavery.
2. **Economic exploitation of a child:** the use of the child in work or other activities for the benefit of others. This includes, but is not limited to, child labour. Economic exploitation implies the idea of a certain gain or profit through the production, distribution and consumption of goods and services. This material interest has an impact on the economy of a certain unit, be it the State, the community or the family. *Examples include:* child domestic work, child soldiers and the recruitment and involvement of children in armed conflict, child bondage, the use of children for criminal activities including the sale and distribution of narcotics, the involvement of children in any harmful or hazardous work.

Harm - Is the result of the exploitation, violence, abuse and neglect of children and can take many forms, including impacts on children's physical, emotional and behavioural development, their general health, their family and social relationships, their self-esteem, their educational attainment and their aspirations.

Indirect contact with children - Having access to information on children in the context of War Child Canada's work, such as children's names, locations (addresses of individuals or projects), photographs and case studies.

Neglect - Deliberately, or through carelessness or negligence, failing to provide for, or secure for a child, their rights to physical safety and development. Neglect is sometimes considered a 'passive' form of abuse in that it relates to the failure to carry out some key aspect of the care and protection of children which results in significant impairment of the child's health or development including a failure to thrive emotionally and socially.

Examples include:

- Abandonment;
- The failure to properly supervise and protect children from harm as much as is feasible;
- The deliberate failure to carry out important aspects of care which results or is likely to result in harm to the child;
- The deliberate failure to provide medical care or carelessly exposing a child to harm.

Partner - An overseas organization or agency involved in project work with War Child Canada, whether the project relationship is short or long-term, a one-off or regular/ongoing arrangement, and regardless of whether or not any funding is involved.

Violence - The UN Study on Violence Against Children's (2006) definition of violence draws on Article 19 of the Convention on the Rights of the Child: "all forms of physical or mental violence, injury and abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse"; as well as the definition used by WHO in the World Report on Violence and Health (2002): "the intentional use of physical force or power, threatened or actual, against a child, by an individual or group, that either results in or has a high likelihood of resulting in actual or potential harm to the child's health, survival, development or dignity."

Violence can be committed by individuals or by the State as well as by groups and organizations through their members and their policies. It results not only in fear of/ or actual injury but also in fundamental interference with personal freedom.

Youth/Young People - The word "youth" has different meanings depending on the context. The term youth, or young people, is used as a statistical artefact to refer specifically to those aged 15-24 years. However, this designation is

often too narrow when young people and their circumstances are considered on an individual country basis.

Another meaning, used in discussion of the policy responses of governments to the particular problems faced by young people, is based on a sociological definition of youth as a transition stage between childhood and adulthood. More precisely, it comprises a series of transitions from adolescence to adulthood, from dependence to independence, and from being recipients of society's services to becoming contributors to national economic, political, and cultural life.

A note of caution is required as different languages and different professional fields can use different terminology to refer to all the issues above.

In some contexts, the term child maltreatment is used to refer to all forms of abuse, neglect and exploitation carried out by a parent or carer. In other context, the term child abuse is used as the generic term that includes physical, sexual and psychological abuse as well as neglect and exploitation. For some people, violence is the generic term that covers all these forms of harm.

APPENDIX 2: CHILD SAFEGUARDING COMMITTEE REPRESENTATIVES AND CHILD SAFEGUARDING FOCAL POINT TERMS OF REFERENCE

War Child Canada should appoint and maintain a Child Safeguarding Committee based at Headquarters level to manage the implementation of the Child Safeguarding Policy. The Child Protection Committee will be comprised of representatives from the International Programs, Communications, Human Resources and Fundraising teams to provide ongoing supervision, monitoring and support for all personnel in relation to organizational child protection. The Child Protection Committee will meet at least quarterly and manage the portfolio. The specific tasks associated with these roles include:

- Devise; deliver/oversee a schedule of ongoing training for all Canada based staff. Work closely with country-based Child Safeguarding Focal points to ensure training needs of field based staff in organizational child protection are met, and where possible, offer training to local implementing partners;
- Induct staff/volunteers and board directors in War Child Canada's Child Safeguarding Policy;
- Ensure that child protection is kept on the agenda at staff meetings;
- Ensure that they are up to date on, and receive training in, the latest developments in organizational child protection best practice. Best practice should be shared with Child Safeguarding Focal Points and other staff members on a regular basis;
- Induction of individuals who will be visiting a War Child Canada project into the Child Safeguarding Policy and Code of Conduct;
- Oversee the briefing of third parties who will come into contact with children at a War Child Canada project;
- Provide support and/or signpost to relevant agencies for staff who experience an emotional reaction to a child protection issue;
- Monitor child protection issues on a bi-annual basis, analyze child protection issues on an annual basis, working closely with Child Safeguarding Focal Points;
- Review the effectiveness of, and compliance with, the policy on an annual basis;
- Securely file away all documentation relating to child protection incidents and maintain confidentiality;
- Act as the central contact point for the reporting of child protection issues which occur in the field or in Canada;
- Ensure all staff are aware of their responsibility to report all suspicions of suspected abuse and/or violations of the Child Safeguarding Policy;
- Ensure that child protection is mainstreamed into recruitment procedures overseas;
- Co-ordinate/carry out investigations into allegations of abuse which occur in the field and in Canada; and
- Provide regular mentorship and support to Child Safeguarding Focal Points.

The primary contact point for the Child Safeguarding Committee is safeguarding@warchild.ca

War Child Canada will appoint one **Child Safeguarding Focal Point** in each country of operation. The individual will not be the Country Director (or Country Lead) of any given country program. The specific tasks associated with this role include:

- Provide support to the Child Safeguarding Committee to implement the Child Safeguarding Policy at a local level;
- Assist the Child Safeguarding Committee to meet the training needs of field-based staff and local partners in organizational child protection;
- Work with relevant field staff to incorporate child protection knowledge into all War Child Canada educational and outreach materials and programming in a cultural and age-appropriate manner;
- Represent War Child Canada in local, regional and national technical working groups, steering committees and events concerning the child protection sector;
- Maintain current mapping of local referral networks and ensure staff and beneficiaries are aware of appropriate referral processes; compile a list of local agencies that deal with issues relating to child protection and to whom children can be referred (e.g., social services, emergency medical help, psychologist, pediatrician, etc.). This list of agencies should be appended to each country program plan;
- Raise awareness among field staff of their responsibility to report all suspicions of abuse/violations of the Child Safeguarding Policy;
- Resolve and respond to CP allegations of abuse and violations in accordance with the process laid out by the CP Policy;
- Ensure the Child Safeguarding Committee are informed of allegations of abuse/violations of the policy in a timely, standardized manner;

- Support the Child Safeguarding Committee to monitor effectiveness and compliance with the policy on a regular basis; and
- Make recommendations for enhancing prevention and response strategies in relation to the policy.

APPENDIX 3: ADDRESSING CHILD PROTECTION AND PROTECTION ISSUES IN INTERVIEWS

Prior to interview

The Child Safeguarding Policy (without any Annexes attached) should be given to all shortlisted candidates who will be asked to read it prior to interview. In some countries, provision of the full policy prior to interview may be viewed as a security risk, in which case, candidates should still be asked the suggested questions for candidates outlined below.

During the interview

Suggested interview questions for candidates:

- Have you ever worked anywhere where a colleague abused a child? What happened and how was it handled? What did you think of the way it was handled? Would you have handled it differently yourself?
- Why is a child safeguarding policy important and how do you think it relates to the position you are applying for?
- When might it be appropriate and inappropriate to be alone with a child?
- How and when might it be appropriate to comfort a child?
- What sort of things might make a photograph of a child unfit for publication?

Warning signs:

- Candidate hesitates or seems reluctant to answer the above questions;
- Strange/inappropriate questions/statements about children;
- Seems interested in spending time alone with children/working with children of a particular age or gender;
- Excessive interest in child photography.

APPENDIX 4: CONFIDENTIAL DECLARATION OF CRIMINAL CONVICTIONS

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

If yes, please provide details of all criminal convictions. The designated Child Safeguarding Representative at War Child Canada will assess whether they pose any risk or not in relation to child protection, and will keep these confidential.

Signed _____

Date _____

If YES – provide details

APPENDIX 5: COMMUNICATIONS GUIDELINES

War Child Canada has a duty of care to the children with whom it comes into contact and at all times must put their interests first. As such, War Child Canada is committed to ensuring that all communications about children are undertaken with sensitivity in order to safeguard each child's right to dignity, privacy and confidentiality. In all forms of communication, children are treated and portrayed with respect and never as passive victims.

Prior informed consent from a child and/or their parent or guardian must always be obtained before using their story as a case study in public-facing literature.

Names of children should *always* be changed and remain consistent with each story, unless the child has explicitly stated a preference that their genuine name should be used, and security implications are not a factor. We should always make clear that names have been changed to protect the identities of the children.

Children have a right to participate and be heard. They have a right to an opinion and for that opinion to be taken seriously. If at all possible, first hand testimony should be sought and we should never speak for children or put words in their mouths. We should never coerce children into saying anything they did not conceive themselves. This includes having children hold messages that they themselves did not compose.

We believe that children have agency and are inherently resilient. They have hope and aspirations. We must therefore avoid ever portraying them as helpless victims.

Children have a right not to be hurt or treated badly. This includes the way we portray them in stories and images. Therefore we must avoid language that is victimizing, shaming, degrading or sexually explicit. We should ensure that we are staying true to the child's story without sensationalizing or exaggerating their lived experiences.

In images, we must avoid photographs that objectify children. They should be pictures in context and portraits should be avoided. We should never use photographs that present them in a sexual way or in a way that implies victimhood or stigmatizes them. We should instead seek out photographs that illustrate the child's story in a way that portrays the child in a positive and hopeful light.

When collecting stories and images, we must ensure that the articulation of a child's story will not traumatize them further. In other words, do not put the child in a position where they have to re-live traumatic and hurtful experiences.

Before publishing a story consider the following questions:

Are we safeguarding the child's right to dignity, privacy and confidentiality?

Does the story avoid objectifying or victimising the child?

Are we starting true to the child's own words?

If you were the child, would you be OK for the story and/or image to be presented in this way?

If this was your child, would you be happy for the story and/or image to be presented in this way?

If the answer to any of those questions is 'no', do not publish.

The Director, Communications will be the final arbiter in decisions on the use of images and/or stories.

Informed Consent

War Child Canada should always obtain the informed consent of the child and their parent or guardian in order to use a child's story or image for publicity, fundraising, awareness raising, lobbying or other purposes.

Informed consent is when a child gives their consent for their story/picture to be taken only after they have been briefed to have a full appreciation and understanding of what this actually means (e.g., being used on our website to illustrate War Child Canada's work). Informed consent puts children at the centre of decisions that are made about their representation.

In order for informed consent to be obtained, a child must be in possession of the relevant facts and of their reasoning facilities. If a child is unable to give informed consent because they are, for example, mentally impaired, do not understand the language of consultation or the choice that they are offered, their story or image will not be used.

If a child is unable to give informed consent because, for example, they are very young, mentally impaired, do not understand the language of consultation or the choice that they are offered consent can be obtained from their primary care giver. This will be at the discretion of the person obtaining the case study/image and will need to be checked and signed off by the relevant field staff representative (this may be a representative of the local implementing partner). The same rules apply when approaching the parent or carer in terms of ensuring their understanding of what the information and photos will be used for.

The purpose for which the image/story is taken should always be made clear to the child first. Children should be assured that personal or physical information that could be used to identify them will not be published and will be stored in a secure place.

Informed consent would be in the form of a photo/case study release form signed by the relevant parties. Where this is not possible – for example if the beneficiary is illiterate - oral consent must be obtained. People coming into contact with children at War Child Canada's projects will have already signed up to the statement of commitment (which affirms their commitment to representing children accurately and with respect) and been fully briefed by War Child Canada's staff.

Guiding Principles in Obtaining Informed Consent

- Consent should always be obtained in the child's preferred language;
- Children should be given examples to illustrate how their story or image might be used;
- Be clear in describing to the child the things their story or image might be used for;
- Ensure a sensitive approach at all times;
- Reassure children that it is ok to say "no";
- Reassure children that they do not have to answer any questions they do not want to and can change their mind with regards to their participation at any time;
- Emphasize confidentiality and that the child's identity will be protected; and
- Ensure you are attuned to a child's body language (consent may be expressed but not internally given by the child).

APPENDIX 6: INCIDENT REPORTING PROCESS

Reporting of alleged or suspected cases of child abuse – all personnel, associates and representatives of War Child Canada must report any concerns they have for the safety or wellbeing of a child. Reports will be handled professionally, confidentially and as quickly as possible and will meet country, state or provincial specific legislative requirements. Any person who intentionally makes a false allegation or malicious allegation will face disciplinary action.

A. Child Safeguarding Internal Reporting Process

This Process should be followed for reports concerning an alleged breach of the Child Safeguarding Policy and/or Code of Conduct, allegations or suspicions of child abuse having been committed, or concerns/information about the actions or behaviour of War Child Canada personnel, associates or representatives.

B. Child Safeguarding External Reporting Process

This Process should be followed for reports concerning the safety or wellbeing of a child or young person involved in War Child Canada programs or in the community.

Child Safeguarding Internal Reporting Process

Who can	Child or young person	Parents / care givers / community members	Staff/ Volunteer	Representatives/ Partners
What to report?	<ul style="list-style-type: none"> • Suspected, witnessed, or disclosed violence or abuse of a child committed by representative, employee, or associate of War Child Canada or implementing partner • Concerns about the action or behaviour of representative, employee or implementing partner that has put or has potential of putting a child at risk of harm • Suspected or confirmed breach of child safeguarding policy and/or code of conduct by representative, employee or implementing partner • Reported criminal proceeding being undertaken in regards to child exploitation and abuse against representative, employee or implementing partner 			
When to report?	<ul style="list-style-type: none"> • Immediately or as soon as possible 			
Who to report to?	<ul style="list-style-type: none"> • Children have the option of speaking to a person of their choice (representative, employee or implementing partner) • War Child Canada program parents/care givers or community members can report the incident to any trusted representative, employee or implementing partner • Representative/ team member or implementing partner receiving a complaint or witnessing or suspecting violence or abuse of a child will report the incident to their immediate War Child Canada Country Director using the Child Safeguarding Reporting Form. • If you are not comfortable reporting the suspected incident of abuse to the above mentioned persons field facilitator, manger or director you should report the incident through a secure, anonymous process: www.warchild.ca/securereporting 			
What will happen?	<ul style="list-style-type: none"> • The Child Safeguarding Reporting form will be submitted to the Child Safeguarding Focal Point • The Focal Point will outline the investigative action based on directions from the Country Director • Safeguarding Report to be shared with the Safeguarding Committee Toronto via safeguarding@warchild.ca 			

Possible outcomes

The outcome of the investigation will vary depending on who the alleged perpetrator is and the nature of violence and abuse suspected, reported, or observed.

Representative or employee of War Child Canada

- Meeting with the team or trusted colleagues to discuss the reported concerns and develop clear protective strategies for children
- Identify specific behavioural performance management goals
- Further education/ training on Child Safeguarding policy and code of conduct
- Formal warning and monitoring of behaviour
- Suspension of staff member
- Initiation of criminal investigation
- Report to relevant local authorities and/or police
- Dismissal of staff or disciplinary action to ending relationship with ambassadors or Board members.
- Contractors may have their contract terminated

Representative or employee of Implementing Partner

- Funding freeze for implementing partner pending investigation
- Termination of contract with implementing partner

Follow up

- Where relevant inform the donor agency of the Child Safeguarding Report and action taken
- Where possible provide feedback to those directly involved or affected, while protecting confidentially and privacy
- Create appropriate linkages with partner organizations to provide need based support services for those directly involved or affected.

Child Safeguarding External Reporting Process

Who can Report?	Child or young person	Parents/ care givers/ community members	War Child Canada staff, volunteers	Representative / Partners
What to report?	Allegation, disclosure, suspicion, or observation of violence or abuse of a child or concern of safety or wellbeing of child or young person.			
When to report?	Within 24 hours or as soon as possible – if after hours and a child is at serious risk of harm immediately report to appropriate local child protection statutory authority or police.			
Who to report to?	War Child Canada Child Safeguarding Focal Point			
What will happen?	Where required by local law immediately report to relevant local authorities (Police/Child Protection Authorities)			
Possible outcomes	<ul style="list-style-type: none"> • Report made to child protection statutory authority/government department • Report made to community-based child protection committee or similar • Report made to police • Referral made to local support/counselling organizations or service • All parties safety needs must be assessed and responded to – child/young person/family members/person against whom the report is made 			
Follow up outcomes	<ul style="list-style-type: none"> • Where relevant inform the donor agency of the Child Safeguarding Report and action taken • Where possible provide feedback to those directly involved or affected, while protecting confidentially and privacy • Create appropriate linkages with partner organizations to provision need based support services for those directly involved or affected. 			

CHILD SAFEGUARDING INCIDENT REPORT FORM

This form must be completed *without delay* and according to the incident reporting process outlined in Appendix 6 of War Child Canada’s Child Safeguarding Policy

STEP 1: Incident Report (to be filled in immediately and given to the Country Director)	
Your name and electronic signature:	_____
Your position:	_____ Date: _____
Your knowledge of and relationship to the child/young person:	
Child's/young person's name: _____	
Child's/young person's address: _____	
Child's/young person's age and sex: _____	
Date(s), time(s) and location(s) of incident(s): _____	
Nature of the concern/incident(s): _____	
Observations made by you or to you (e.g. description of visible bruising, other injuries, child's or young person's emotional state etc.): <i>NB Make a clear distinction between what is fact, opinion or hearsay</i>	
Exactly what the child/young person said and what you said (Remember, do not lead the child or young person – record actual details. Continue on a separate sheet if necessary.):	
STEP 2: Actions Taken (e.g.: handed over to Country Director, suspension of staff):	

STEP 3: Assessment (to be completed by the Country Director or Focal Point) <i>Note: War Child Canada staff are not expected to determine if a child has been abused or not – that lies with competent authorities at a local level. Actions in response to a child Safeguarding concern should be focused on determining if the concern is valid, who has been involved, the level of risk to the child or other children. (See Assessment Guidelines.)</i>
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Is this concern valid? Outline specific violations of rights and of the War Child Canada Child Safeguarding Policy. Explain who was consulted during the assessment process (the victim, War Child Canada staff, etc.):

STEP 4: Proposed Actions(to be completed by the Country Director or Focal Point)

Outline proposed actions to be taken (which may include support from War Child Canada programs, referrals to other agencies or organizations, reporting to the local police, etc.):

Your name and electronic signature: _____

Your position: _____

Date: _____

Your knowledge of and relationship to the child/young person:

APPENDIX 7: CHILD SAFEGUARDING PROGRAMMING IN EMERGENCY/HUMANITARIAN SITUATIONS

The institutions and actors that typically protect children from abuse, neglect, violence and exploitation form systems of relationships around children that begin at home with their family, and move out towards their neighbourhood and communities, their national governments and eventually to the wider global community. In emergency and humanitarian situations – whether caused by conflict or natural disaster – these systems are weakened, often to the point of breaking down entirely. The UNCRC places the main responsibility for the protection of children on the state, however when that capacity is weakened by conflict, poverty, and displacement, international agencies and organizations often step in to provide support.

Whether internally displaced or a refugee, whether as a result of war, civil unrest or natural disaster, whether in an urban, rural or semi-rural setting, a child's vulnerability to abuse during a crisis is very high. Families suffer multiple and severe disruptions: losing their homes and livelihoods, and often also losing their autonomy and dignity when trying to obtain humanitarian relief and protection. With an uncertain future, repeated emotional stress and only minimal access to education, children are at risk of sexual abuse and exploitation, physical harm, separation from their families, psychosocial distress, gender-based violence, economic exploitation, recruitment into armed groups, and other forms of harm.¹

There are two levels on which organizations or agencies can engage in child protection activities in emergency and humanitarian situations. The first is directly through *child protection programming*, where the stated outcomes and impacts of the intervention are specifically designed for the protection of children from abuse, neglect, violence and exploitation. Specific child protection programming activities can include family tracing and reunification; psychosocial support and community protection; release and reintegration of children associated with armed groups; care and psychosocial support for sexual violence survivors; landmine risk education; monitoring and reporting of child rights violations.² This kind of 'stand-alone' child protection programming constitutes a discreet 'sector' of international humanitarian and development work.

The second level of engagement in child protection activities, and the one on which War Child Canada primary operates, is through the mainstreaming of child safeguarding –also described as the application of a '*child safeguarding lens*' to all programming and operations. This approach means that regardless of the intervention – education, livelihoods or access to justice – War Child Canada will make all possible efforts to ensure the safety and protection of children associated with and impacted by our programs. It also means that in addition to ensuring that child safeguarding measures are mainstreamed through the design and implementation of international programs, placing emphasis on integrated programming to strengthen a safe environment for the child. Creating a safe environment for children may include safe learning environments in which children can play and learn in safety, or reducing a culture of impunity by providing access to justice and legal resource to families affected by violence. War Child Canada applies a child safeguarding lens to all of its operational policies and practices – from staff recruitment and evaluations to its fundraising and communications.

¹ *Child Protection in Emergencies: Priorities, Principles and Practices* http://www.essex.ac.uk/armedcon/story_id/000721.pdf

² *UNICEF Child Protection in Emergencies Overview* http://www.unicef.org/wcaro/overview_6446.html