CISV International
Building global friendship

Safeguarding Policy

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Introduction

The highest priority for CISV is the safety and welfare of everyone in CISV activities. At CISV, we have a duty of care and obligation to ensure that we have measures in place that safeguard children and adults at risk. CISV believes that children and adults at risk have the right to enjoy a safe environment in which they are protected. As part of our obligation, and in line with CISV values, CISV believes that we must raise awareness of and be proactive about preventing abuse and harm in all CISV activities.

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

Safeguarding Policy

Purpose and Scope

This policy and procedures help to ensure that CISV exercises its duty of care to safeguard children and adults at risk in all CISV activities. It provides a framework for individual and organisational practice as we seek to:

- Protect children and adults at risk
- Prevent abuse and harm
- Promote behaviour that demonstrates respect for the dignity, diversity, and rights of all individuals

The following rules apply to all CISV employees, volunteers, and participants whether in chapter, national and/or international settings. It applies to all CISV activities including events, programmes, and meetings on a chapter, national, and/or international level. It is also relevant to children in CISV, for whom we have created a bespoke child-friendly version of this policy (see Appendix 5).

Supporting Documents

This policy and procedures must be considered alongside several other CISV policies and procedures, including the CISV:

- Social Media and Digital Safety Policy
- Positive Behaviour Policy
- Data Protection Policy and Guidelines.

It is essential to align this policy and procedures with pertinent local laws in the country where it is being applied. It should take precedence over local regulations if they are less stringent.

Policy Principles

These principles serve as the cornerstone of our Safeguarding Policy. We believe that:

- **Safety is Paramount:** The safety and wellbeing of everyone is our top priority.
- **Best Interests of the Child:** In matters concerning children, the best interests of the child are paramount and should be the primary consideration.
- **Legal Compliance:** We will strictly adhere to international and local laws and regulations concerning safeguarding. This includes the United Nations Convention on the Rights of the Child (UNCRC), General Data Protection Regulations (GDPR), and relevant local and/or national laws.
- **Diversity and Inclusion:** We will prioritise the safety of every child and adult at risk, irrespective of their age, gender identity, abilities, ethnicity, race, sexual orientation, or socioeconomic background. Every individual has the right to receive equal protection from all forms of abuse and harm.
- **Accountability and Responsibility:** We will ensure that CISV volunteers and employees, and those young people in positions of trust and responsibility, understand that they have a duty to respond to safeguarding concerns transparently, consistently, and fairly.
- **Stringent Data Protection:** We will rigorously adhere to the privacy of persons and their personal information. Data will only be collected and used for its intended purpose and will never be shared without consent unless there is a lawful reason to do so.
- **Cultural Sensitivity and Recognition of Local Contexts:** Our Safeguarding Policy will reflect and respect the diverse cultures, languages, and context in which we operate, ensuring a culturally sensitive and relevant approach. In cases of conflict between local customs and our values, we will prioritise the protections outlined in the Universal Declaration of Human Rights and the UNCRC.
- **Safety Overrides Data Protection:** If there are reasonable concerns for someone's safety, those concerns take precedence over data protection considerations. Information must be shared with relevant parties to ensure the person's safety, while every effort will be made to maintain confidentiality for all involved parties. Information will only be shared with those who need to know to address the concern.

Policy Monitoring and Review

CISV has a global network of Risk Managers and an internal certification system to ensure that they have the training and skills required for the role. Each Chapter and National Association (NA) must have a certified Risk Manager in place. This network of Risk Managers works to support the safeguarding efforts of the organisation and documents all concerns.

CISV International keeps a record of all incidents reported, enquiries made, and actions taken. We also summarize incidents anonymously and keep them in a database of issues. Every year the International Office analyses all reported safeguarding issues for the organisation to identify learnings, development potential, and actions to improve CISV. This informs the review or update of our policies and procedures.

CISV International's Risk Management and Safeguarding Committee will review this policy and its procedures every year, with an in depth review every three years.

Terms and Definitions

Definitions are for the purpose of this policy and procedures. These definitions are based on those used by UNICEF, World Health Organisation, National Society for the Protection of Children (NSPCC), BOND, and safeguarding statutory guidance in England.

- **CISV activity / activities:** encompasses all CISV international programmes, and events and meetings on a chapter, national, or international level. For example, this includes but is not limited to: Local Camps, International Junior Branch events, Global Board meetings, National Board meetings, trainings, workshops.

- **Volunteer:** is someone who gives their time freely to CISV for the benefit of the organisation. For definitions of different CISV volunteer positions, including Staff, Leaders, Host Families, and Kitchen Staff refer to the CISV Programme Basic Rules.

- **Employee:** sometimes referred to as 'staff,' is someone who has been hired into a paid position within CISV.

- **Participant:** includes every person invited to attend any CISV activity who is not a Leader or Staff.

- **Person in a position of trust and responsibility:** is a CISV position which involves having regular direct contact with CISV children, over whom they have some authority and responsibility for their direct supervision and/or care. For example, this includes but is not limited to Staff, Leaders, Host Families, 'Babysitters', Junior Counsellors, and other volunteers who are given this level of responsibility.

- **Person in Charge / Event Coordinator / Camp Director**: is the person on site with lead responsibility for Safeguarding and Child Protection during a CISV activity involving children. This could be the Camp Director, Chapter President, Local Interchange Coordinator, a Staff member, relevant board member, or another official of CISV.

- **Child / Children:** is someone under the age of 18 years old[1].

- **Young person / Young people:** is a child aged 16 or 17 years old. Sometimes it is important to make a distinction between children aged 16 or 17 and younger children, due to differences in competence. The term 'young person' is only used instead of 'child' when specifically referring to a group of 16–17-year-olds.

- **Adult:** is someone aged 18 years old or older.

- **Parent(s) / Guardian(s):** is someone who has parental responsibility for a child.

[1] www.unicef.org.uk/what-we-do/un-convention-child-rights

- **Safeguarding:** refers to all measures to protect the health, safety, well-being, and human rights of children and adults at risk. It means enabling them to live free from harm and abuse.

- **Protection:** is a part of safeguarding (see above) and refers to activity undertaken to protect children or adults at risk who are suffering from or at risk of abuse or harm[2].

- **Best interests of the child:** is a guiding principle that in all actions concerning children, the best interests of the individual child should be the primary consideration[1].

- **Adult at risk:** is someone aged 18 years old or over, who:
  - Has care and support needs (such as mental health, long-term illness, disability); and
  - Is experiencing or is at risk of experiencing abuse or harm; and
  - Is less able to take care of or protect themselves from abuse or harm because of their care and support needs[3].

- **Harm:** is any detrimental effect on someone's physical, psychological, or mental wellbeing. Harm can be caused by abuse, whether intended or unintended.

- **Immediate risk of abuse or harm**: this refers to situations where you think that someone's safety and wellbeing is at immediate risk. Examples include but are not limited to:
  - Someone disclosing ongoing abuse or imminent risk of abuse at a CISV event or program.
  - Someone having a severe physical injury.
  - Someone indicating that they have just tried or plan to attempt suicide very soon.
  - Someone telling you that they are going back to a place where they have experienced abuse or where abuse is likely to happen.

- **Child abuse:** is all forms of maltreatment of a child, which results in actual or potential harm to the child. There are four main categories of child abuse:
  - **Physical abuse:** involves causing any type of bodily or physical harm to a child e.g., hitting, poisoning, burning, and giving children alcohol or drugs.
  - **Emotional abuse:** involves the persistent emotional mistreatment of a child, including but not limited to deliberately isolating, ridiculing, shaming, or threatening a child.
  - **Sexual abuse:** is when a child is forced or tricked to take part in sexual activities. Sexual abuse can happen in person or online and can involve contact and non-contact activities. It can include but is not limited to taking sexual images of children, exposing a child to a sexual act, and sexual communication with a child.
  - **Neglect:** is when the child's basic needs are not met to an extent that is likely to result in serious impact on the child's health or development. Neglect may involve failing to provide a child with clean water, adequate food, shelter, supervision, and access to appropriate medical treatment.

[2] www.gov.uk/government/publications/working-together-to-safeguard-children--2
[3] https://www.scie.org.uk/safeguarding/adults/introduction/what-is

- **Bullying:** is repeated behaviour that is intended or likely to cause a person to feel excluded, afraid, or upset and is a form of abuse.

- **Racial discrimination:** is when someone is treated differently because of their race, ethnicity, nationality, or colour.

- **Grooming:** is a process that involves someone developing a relationship and trust with a child, and sometimes with their family, so that they can abuse them. Grooming can happen in person and online.

- **Self-harm:** is when someone deliberately hurts themselves, for example by means of cutting or burning, in response to difficult feelings, memories, or experiences.

- **Child-on-child abuse:** is when a child is abused, bullied and/or harmed by another child.

- **Problematic or harmful sexual behaviour:** is sexual behaviour in children that is unusual for their age and stage of development, unhealthy, and/or causes harm to themselves or others[4].

- **Safeguarding incident:** any incident which involves a safeguarding concern/suspicion, allegation, or disclosure:
  - **Safeguarding concern/suspicion:** a feeling of worry or anxiety that a child or adult may have experienced or be at risk of abuse or harm, which is not confirmed.
  - **Safeguarding allegation:** is a claim that someone has abused or harmed, or is at risk of harm, to a child or adult at risk, the validity of which has not been established.
  - **Disclosure:** is when a child or adult starts to tell someone about their experience of abuse or harm.

- **Fact-Finding enquiry:** is the internal administrative process that the CISV International Office Safeguarding and Risk Management Team and assigned Risk Managers follow to gather information and to establish the facts of a CISV safeguarding incident. It helps them decide on the right actions to take within CISV. It is important to note that an internal fact-finding enquiry is separate from and does not replace an external investigation conducted by legal or government authorities – such external investigations have a higher priority and are conducted independently.

- **Criminal investigation:** is the legal process followed by an external agency, typically law enforcement, to examine evidence and determine whether someone has committed a crime.

[4] www.nspcc.org.uk/keeping-children-safe/sex-relationships/sexual-behaviour-children/

Procedure 1: Safeguarding Responsibilities

Everyone in CISV is responsible for safeguarding. Some CISV employees and volunteers also have specific safeguarding responsibilities relevant to their role. The key safeguarding responsibilities are outlined in this procedure.

1. International Board of Trustees

i. Is accountable for and oversees the implementation of this policy and procedures.
ii. Ensures that this policy and procedures is reviewed annually, with an in-depth review every 3 years.
iii. Monitors the effectiveness of this policy and procedures by working with the International Safeguarding and Risk Management Lead.
iv. Appoints a Safeguarding Trustee who has responsibility for supporting the Senior Management Team by acting as a champion for safeguarding and taking responsibility for keeping up-to-date with the Charity Commission requirements for safeguarding and protecting people.
v. Ensures that serious incidents are reported to the Charity Commission.

2. International Office Senior Leadership Team - *CEO, International Safeguarding and Risk Management Lead*

i. Ensures that this policy and procedures is in place.
ii. Facilitates clear communication and effective implementation of this policy and procedures at chapter, national, and international levels.
iii. Oversees and monitors compliance with this policy and procedures at chapter, national and international levels.
iv. Reviews and develops this policy on an annual basis, with an in-depth review every 3 years.
v. Fosters an organisational culture that prioritises the safety and wellbeing of all children and adults at risk in CISV.
vi. Provides guidance, direction and support to volunteers, employees, and programme participants in safeguarding matters.
vii. Acts as the decision-maker when addressing serious safeguarding concerns and serves as the main point of contact in CISV when involving external legal or government authorities.
viii. Upholds transparency and accountability when dealing with safeguarding issues.
ix. Develops, coordinates, and conducts training on safeguarding in CISV.
x. Ensures all safeguarding concerns are promptly reported, appropriately responded to, and thoroughly investigated.
xi. Ensures accurate records of safeguarding concerns are kept securely.

3. Chapter / National / Regional Risk Managers

i. The Chapter Risk Manager(s) ensures that all their active Chapter members understand the Risk Manager role.
ii. The Chapter Risk Managers are overseen by the National Risk Managers, who are overseen by the Regional Risk Manager(s).
iii. Makes sure that this policy and procedures are easily accessible to their Chapter/National Association members.
iv. Promotes a culture that prioritises safeguarding and fosters open discussions about safeguarding concerns.
v. Supports the Chapter/National Training Coordinators to ensure that training on this policy and procedures, as well as the CISV Adult Code of Behaviour, Positive Behaviour Policy, and Social Media and Digital Safety Policy, is provided to those who require it before any CISV activity.
vi. Offers guidance and support to the Person in Charge / Event Coordinator / Camp Director, or others within their respective Chapter/National Association/Region, to address safeguarding concerns in accordance with this policy and procedures.

4. Person in Charge / Event Coordinator / Camp Director

i. Ensures that everyone attending a CISV activity for which they are in charge knows who you are and what your role involves.
ii. Encourages an environment where open discussion about safeguarding takes place through a briefing session on child safeguarding during the introductory period of the CISV programme.
iii. Supports anyone on the programme who has concerns about a child, to respond appropriately in accordance with Procedure 5: Safeguarding Incidents.
iv. Consults with the relevant Chapter/National Risk Manager about safeguarding concerns, allegations, or disclosures as soon as possible.
v. Ensures that the CISV activity they are allocated to is conducted in adherence to required policies and procedures, with particular focus on safeguarding.

5. Persons in Positions of Trust and Responsibility

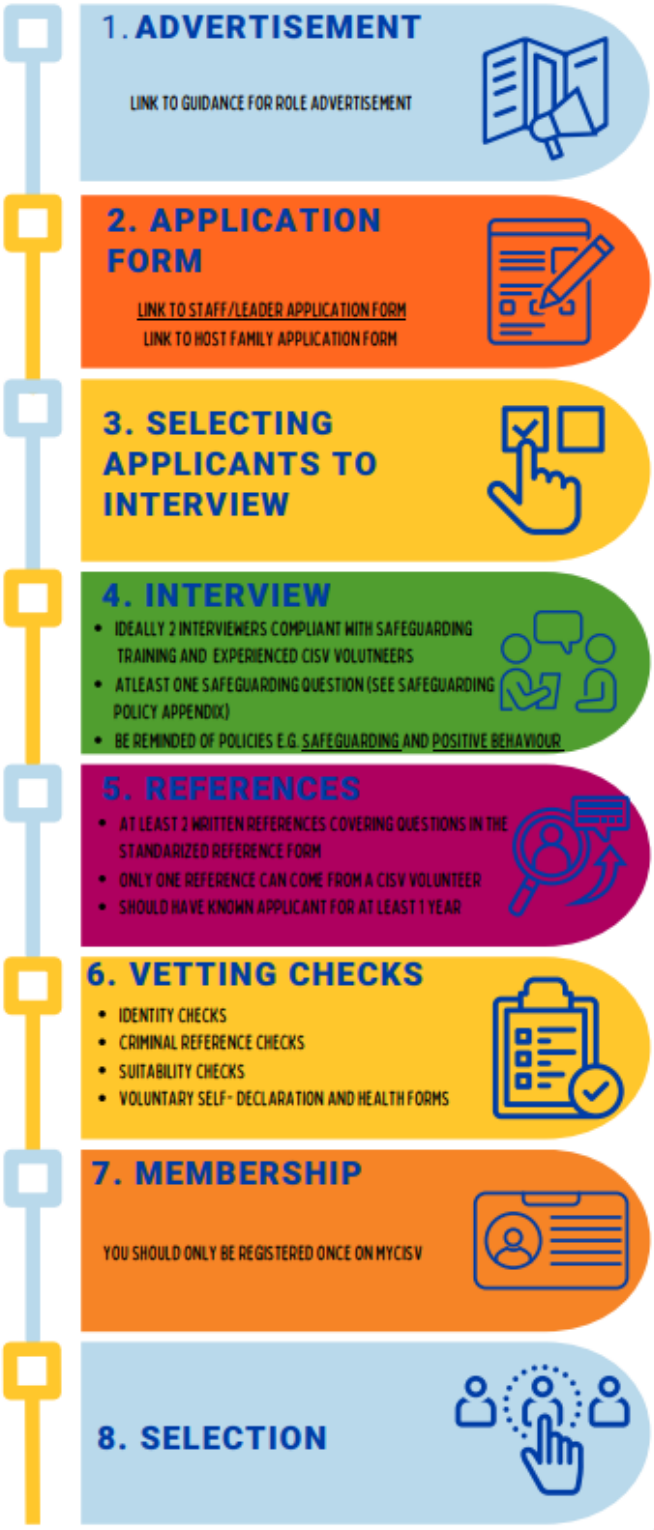
i. Completes and maintains up to date CISV safeguarding online training to a minimum level (refer to Procedure 3: Safeguarding Education and Training for more details).
ii. Applies this policy and procedures, the Adult Code of Behaviour, Positive Behaviour Policy, and Social Media and Digital Safety Policy, in a spirit of respect, sensitivity, and common sense, where the best interest of the child is always the primary consideration.
iii. Ensures that the adult group and participants have discussed and agreed to follow the Adult Code of Behaviour and Child Code of Behaviour, respectively, during the introduction period of the CISV event/programme/training.

6. All CISV Employees and Volunteers

i. Knows where to find and are familiar with this policy and procedures, the CISV Adult Code of Behaviour, Positive Behaviour Policy, and Social Media and Digital Safety Policy.
ii. Demonstrates behaviours that promote a safe culture for everyone in CISV.
iii. Acts appropriately to challenge unacceptable, inappropriate, and forbidden behaviours in others.
iv. Promptly addresses any safeguarding concerns, allegations or disclosures following the procedures outlined in the CISV Safeguarding Policy.

Procedure 2: Safer Recruitment

This procedure outlines the safer recruitment processes and practices to ensure that CISV volunteers are suitable to work with children and adults at risk, and to deter or reject individuals who may be unsuitable. Anyone in CISV who is involved in recruiting CISV volunteers must adhere to these steps.



The recruitment process must be led by an executive or board member. Where this is not possible it can be assigned to others and carried out under the guidance of an executive or board member, who has overall responsibility.

For all persons applying for a Staff/Leader role (including Staff, Camp Directors/Programme Directors, Leaders, Junior Counsellors, Junior Staff, Junior Leaders) in any Chapter/National/International camp-based programme of more than three (3) days, steps 1-8 must be followed in full. However, for roles which are for less than 3 days, supervised, and/or during the daytime, only specific steps apply. Refer to our Guidance – Safer Recruitment Steps for Different Volunteer Roles for details of what steps are required for different voluntary roles.

To assist with implementing these procedures and maintaining a record of checks conducted, refer to the CISV Safer Recruitment Checklist in Appendix 1.

When recruiting International Staff, Junior Counsellors, Host Families, volunteer drivers, first aiders or on-call mental health support there are additional steps to consider in section 9. Additional steps.

1. Advertising

To attract suitable volunteers and uphold our commitment to safeguarding, it is recommended that all volunteer positions be advertised rather than relying on word-of-mouth alone. Even when using word of mouth, the role advert could then be forwarded on to ensure that the role description and our commitment to safeguarding is effectively communicated. Staff/Leader roles in any Chapter/National/International camp-based programme of more than three (3) days must be advertised – see Guidance – Safer Recruitment Steps for Different Volunteer Roles. For guidance on what a role advertisement should include click here.

2. Application Forms

i. For all persons applying for a Staff/Leader role in any Chapter/National/International camp-based programmes of more than three (3) days, as well as some other volunteer roles, applicants must complete a standardized CISV application form. A different application form exists for Staff/Leaders/Junior Counsellors and Host Families (*coming soon in 2024*) (refer to section 9. Additional steps, for further information on Host Families). The standardized application forms can be translated and/or made into a digital version, as long as they stay true and correspond with the content and format of the standardized form.

ii. Within the application form, applicants are asked to complete a voluntary self-declaration affirming that they do not have a history of any behaviours that would impede their ability to meet CISV's duty of care to participants.

iii. It is recommended that the applicant submit an up-to-date CV/résumé alongside their application form, as stated in the application form itself.

iv. Completed application forms should be submitted to the individual responsible for recruitment within the applicant's Chapter or National Association.

v. For Host Families, the responsible adult(s) in each Host Family (who will have primary responsibility for the care and supervision of the children) must complete the standardized application form for Host Families (*coming soon in 2024)* (refer to section 9. Additional steps for further information).

vi. For International Staff Positions, the application form must be certified and signed first by the person responsible for recruitment within the applicant's home National Association. Subsequently, it must be forwarded to the relevant member of the Host National Association (refer to section 9. Additional steps for further information).

3. Selecting Applicants to Interview

i. The process of selecting applicants for interview should, ideally, involve two individuals within the Chapter/National Association who are in a leadership position (such as a risk manager or camp director), or a board or executive member. These individuals must not have an existing relationship with the applicant. They must also be compliant with the safeguarding training requirements for their role (refer to Procedure 3: Safeguarding Education and Training for details).

ii. The applicant should be assessed against the role criteria outlined in the role profile. Some general positive attributes to look out for include but are not limited: reliability, teamwork, patience, cultural sensitivity, integrity, creativity, organisation, patience, empathy, communication, sense of humour, leadership, and problem-solving skills.

iii. It is crucial to confirm that the applicant is not presently suspended or barred from volunteering with CISV. CISV International maintains a confidential list of individuals who have demonstrated their unsuitability to volunteer with children in CISV or are currently suspended from volunteering within the organisation. This list is accessible only to National and Regional Risk Managers and the IO Safeguarding and Risk Management Team. To check this list, please contact the relevant Risk Manager. If you are a National or Regional Risk Manager and require guidance, please contact the IO Safeguarding and Risk Management Team. Whenever a name is added to the list, the IO Safeguarding and Risk Management Team will communicate this information to the relevant Chapter and National Risk Managers.

4. Interview

i. All shortlisted applicants for a Staff/Leader role in any Chapter/National/International camp-based programmes of more than three (3) days, as well as some other volunteer roles, should undergo an interview (refer to our Guidance - Safer Recruitment Steps for Different Volunteer Roles for more details). There is an exception for Host Families, who are not required to undergo an interview because they undergo a home visit (refer to section 9. Additional steps for more details).

ii. Ideally two individuals should form the interview panel. At least one of these individuals must be in a leadership position (such as a risk manager or camp director), or a board or executive member within the respective Chapter/National Association. These individuals must be compliant with the safeguarding training requirements (refer to Procedure 3: Safeguarding Education and Training for details).

iii. During the interview, at least one of the questions asked should be related to safeguarding, such as why they want to volunteer with children, whether they have any previous experience with children, and/or

what their understanding is of the responsibilities to children in this role. For sample safeguarding interview questions see Appendix 4. Adjustments should be made for Junior Counsellors (refer to section 9. Additional steps).

iv. During the interview, applicants should also be reminded of the expectations to adhere to the safeguarding training requirements (refer to Procedure 3: Safeguarding Education and Training for details).

5. References

i. Applicants for a Staff/Leader role in any Chapter/National/International camp-based programmes of more than three (3) days and Junior Counsellors (see Guidance Safer Recruitment Steps for Different Roles) are required to obtain at least two written references. These references must be in writing using the CISV standardized Reference Form.

ii. Reference for other roles, such as Host Families, general overnight volunteers, babysitters, kitchen staff, First Aiders and On-Call Mental Health support can either be obtained in writing (see 5. i) or verbally, as long as the questions within the CISV standardized Reference Form have been asked, as a minimum, and a written, dated, and signed record is kept of the questions asked and answers given.

iii. These references should be provided by individuals who are either a current or recent employer, leaders in other voluntary organisations, or a local community representative in positions of trust and responsibility. One of the references but not both can be from a CISV volunteer in a leadership position (such as a risk manager or camp director), or a board or executive member. The referees must have known the applicant for a minimum of 1 year. They must not be family members. Ideally, at least one of the references should demonstrate the applicant's previous experience working or volunteering with children. Exceptions for Junior Counsellors (refer to section 9. Additional steps for further information).

iv. Written references (see 5. i) can either be directly requested by the applicant from the reference using the CISV standardized Reference Form and then submitted directly to the recruiter, or by the recruiter themselves. References in the form of 'to whom it may concern' should not be accepted. The reference must include an answer to the question of whether, to the referee's knowledge, the applicant is suitable to work with children.

v. Upon receiving the written references, the recruiter should contact the referees by phone/conference call to verify the written references and provide additional information, if necessary, particularly when questions are incomplete, unsatisfactory, or unclear. If either reference raises concerns, the recruiter must seek advice and guidance from their Risk Manager and/or the IO Safeguarding and Risk Management Team.

6. Vetting Checks

Vetting checks are conducted for candidates who have successfully passed the interview/application stage(s) and have been offered a conditional position. If there are doubts about the suitability of an applicant, please contact your Chapter, National or Regional Risk Manager for guidance.

i. **Identity Checks:** Recruiters must verify the identity of the successful applicant to confirm that they are who they claim to be. The best practice is to check their name and date of birth against a copy of their driving license or passport, and if already registered, comparing these details to the name and date of birth on MyCISV.

ii. **Criminal Reference Checks**: Recruiters must request a criminal reference check through their country's police (the specific name of this type of check may vary by country). If, due to local laws, criminal reference checks can only be requested by the applicant themselves, the recruiter must verify that the checks provided are official. The level of checks must comply with local laws and statutory guidance**.**

Criminal reference checks are not required for Junior Counsellors who are under 18 years old. For more details about recruiting Junior Counsellors refer to section 9. Additional steps.

If criminal reference checks are not available in your country, refer to section 7. iii Criminal reference checks unavailable for instructions on enhancing other aspects of safer recruitment.

For applicants who are new to a country or have lived there for less than 3 years, the recruiter must also ensure that a criminal reference check is obtained from the country where the applicant previously resided. The process involves working with the National Risk Manager from that country.

While obtaining the same information may not be possible in all countries, it is essential to work with the best available information in accordance with national laws and procedures.

Having a criminal record does not necessarily disqualify someone from volunteering in CISV. It depends on the nature of the criminal record, specifically whether it involves 'serious criminal activity' or other behaviours or attitudes that would render the person unsuitable for volunteering with children. If there are any doubts, consult with your Chapter and/or National Risk Manager, who can further seek guidance from the International Safeguarding and Risk Management Lead. The following individuals are considered unacceptable for a position of trust and responsibility in CISV and must never be selected:

- Persons listed on a National Child Protection Register.
- Persons charged with or convicted of serious criminal activity, which includes but is not limited to murder, sexual offences, offences involving intentional wounding or grievous bodily harm by an adult, indecency offences, kidnapping, offences related to child abuse or neglect.

Any current volunteers must notify their Chapter or National Risk Manager if they acquire any new

convictions, cautions, or become subject to an investigation as soon as possible.

iii. **Renewing Criminal Reference Checks:** Criminal reference checks need to be conducted for:
   - Leaders and Staff - every time they apply, with a maximum validity period of 12-months.
   - Other volunteers - every three years.

If the period of renewal is more stringent on a local/national-level, as defined in local legislation/guidance, then local/national legislation/guidance should be followed.

iv. **Criminal Reference Checks Unavailable:** In some countries, obtaining criminal reference checks may not be feasible. In such exceptional cases, follow the safer recruitment steps and enhance the following:

   - Request and obtain a minimum of three written references instead of two and follow up on all written references over the phone/conference call to verify and gather additional information.
   - If the candidate has previous experience volunteering/working with children, obtain a reference from their most recent role in which they worked/volunteered with children.
   - Explicitly ask all referees whether they have any reservations as to the candidate's suitability to work with children. If there are concerns, request details.

v. **Suitability Checks:** Certain conditions or tendencies could make someone unsuitable for a volunteer role with CISV. Recruiters must not select individuals with a history of any of the following, unless there is clear evidence of long-standing recovery or reform, supported by sufficient evidence obtained through interview, references, and other areas of vetting:

   - Alcohol/ drug abuse
   - Dishonesty
   - Prejudice or intolerance
   - Violence

vi. **Voluntary Self-Declaration:** If not already submitted as part of their application form (for those roles where an application is not required), successful applicants should be requested to sign the CISV voluntary Self-Declaration Form affirming that they do not have a history of any behaviours that would impede their ability to meet CISV's duty of care to participants. The Self-Declaration Form can be translated and adapted in accordance with local legislation.

vii. **Health Forms:** In CISV activities where it is applicable (e.g., international camp-based programmes), inform successful applicants that they will be required to complete a health form at least 6 weeks prior to participating. If the application form or health form reveals that the applicant has a health condition for which they may require additional support to meet the role's requirements, further assessment should be conducted using the CISV Health Form Risk Assessment (*coming soon in 2024*). This helps to ensure that individuals can participate safely.

7. Membership

i. All volunteers participating in CISV activities must be a registered member of CISV and have a single profile on MyCISV. If the applicant is already a member of CISV, try to verify that they are registered only once on MyCISV with one unique email address. If you need assistance with MyCISV registration click here, or contact the International Office IT Support Officer at myCISV@Support.cisv.org.

8. Selection

When recruiting individuals the selection must be based on the outcome of the safer recruitment steps.

9. Additional Steps / Considerations

When recruiting Junior Counsellors, International Staff, Host Families, On-call Mental Health support, First Aiders, and volunteer Drivers:

i. **International Staff**: All International Staff positions are advertised on the International Programme Staff Opportunities area of the CISV website. For specific information about applications from International Staff go to 2. iii in this procedure. Camp directors cannot be International Staff and no more than 50% of the Staff should be International Staff in any CISV activity. For age requirements see Programme Basic Rules.

ii. **Junior Counsellors**: Junior Counsellors are young people, typically aged 16-17 (for age requirements see Programme Basic Rules). They may have different levels of experience and understanding compared to adult volunteers. The recruitment process should be tailored to individuals in this age group, including the following considerations:

- No criminal reference checks.
- Both references can be from professionals at educational institutions, such as schools or colleges; and/or leaders of apprenticeships and/or personal development programmes which the Junior Counsellor is currently attending or has recently attended.

- During the interview stage, at least one safeguarding question appropriate for their age and level of understanding should be asked. See Appendix 4 for some sample safeguarding interview questions.

- During the interview stage, specific attention should be given to identifying any specific training or support needs for the applicant.
- Junior Counsellors should not complete CISV online safeguarding training until they are at least 16 years old (refer to Procedure 3 Safeguarding Training and Education for more details).

iii. **Host Families**: The responsible adult(s) in each Host Family (who will have primary responsibility for the care and supervision of the children) must complete the standardized application form for Host Families (*coming soon in 2024)*.

Vetting must be undertaken on the Responsible Adult(s) and any other adults staying at the home at the same time as CISV children. The Responsible Adult and at least one other adult must be at the home overnight.

They must undergo a home visit in person or virtually, which waives the requirement for an interview. The home visit should be undertaken by a risk manager or by another CISV volunteer under the guidance of the risk manager, using the Host Family Checklist (*coming soon in 2024)*. Host families that have previously applied and been approved should confirm whether there are any changes to their answers on the Host Family Application Form (*coming soon in 2024)* each time they host (see Host Family Checklist for more details). They are required to re-apply and undergo a home visit every three years.

In the unlikely event that you need to identify a host family at short notice in an emergency, the Risk Manager could combine completion of the application form and home visit and conduct references verbally by telephone.

iv. **On-call Mental Health Support:** Individuals recruited to provide therapy, counselling, advice and/or guidance on emotional wellbeing and/or mental health must be qualified professionals such as nurses, social workers, psychologists, psychotherapists, or therapists. They must provide evidence that they possess the appropriate and valid training, qualifications, and registrations required for the role in the country in which they are volunteering. For further details see CISV Mental Health Guidance (*coming soon in 2024*).

v. **First Aiders**: All first aiders must be qualified for the role and provide evidence that they possess the appropriate training, qualifications, and compliance with any relevant regulations.

vi. **Volunteer Drivers *(not registered taxi firms)***: All drivers must possess a valid driving license. They must be an adult (at least aged 18 years old or above). They must also have a road-worthy vehicle (government certified where required) and adequate insurance. If transporting a delegation without their Leader, the driver should ideally have another adult volunteer with them.

10. Recruitment at Short Notice

Occasionally, and sometimes with little advance notice, Leaders or Staff may be unable to fulfil their roles either just before or during an international event/programme. In such cases:

i. Replacements must be qualified, selected according to the same standards as outlined in this procedure and the CISV Programme Guides, and compliant with safeguarding training requirements (refer to Procedure 3: Safeguarding Education and Training for details).

ii. Host Chapters should try to prepare for such situations by, where possible, recruiting an additional Staff member who can assist as needed and has the necessary experience and training to step in.

iii. The sending Chapter remains responsible for ensuring that there is a plan in place to transport the delegates to/from the programme with appropriate supervision, as outlined in CISV Programme Guides.

11. Data Protection

i. All recruitment information should be kept in a secure, encrypted, central location that is password protected, in accordance with GDPR and local laws. Access to this information must be strictly controlled and limited to individuals who require it.

ii. Information obtained from criminal reference checks should not be retained for longer than 6 months and should be securely destroyed after this period. However, a record must be maintained of the checks conducted, who by, and when. You can use the Safer Recruitment Checklist to record this.

iii. Other recruitment-related data can be securely stored for a maximum of 5 years. The storage of such data must comply with the law of the country where the recruitment process is taking place.

Procedure 3: Safeguarding Education and Training

It is essential that all employees and volunteers involved in CISV activities involving children have the necessary knowledge and understanding to help keep children and adults at risk safe. Everyone involved in CISV including employees, volunteers, and participants must have read and understood the relevant policies and procedures. Certain employees and volunteers must also complete the CISV safeguarding online training. This procedure outlines the training requirements.

1. Policies, Procedures, and Guidance

i. Individuals in the below roles (see table below) must know where to find and be familiar with the respective policies and procedures. They must have confirmed this when completing the online safeguarding training. If they are not required to complete the online safeguarding training, they should confirm in writing to their respective Risk Manager. This must happen as soon as possible and at a minimum, prior to them having any contact with CISV children in their CISV role.

ii. When these policies and procedures are updated periodically, any changes will be communicated to all CISV members and must be understood.

Role	Policies, Procedures, Guidance
International Board of Trustees	· Charity Commission · See below.
CEO	· Safeguarding Policy · Adult Code of Behaviour · Positive Behaviour Policy · Social Media and Digital Safety Policy
International Office Employees/Volunteers	
National Association and Chapter Board Members	
Risk Managers (Chapter/National/Regional)	
Leader – *including Junior Leaders*	
Staff – *including Camp/Programme Directors, Junior Staff*	
'Babysitters', Kitchen Staff, On-Call Mental Health Support, First Aiders	
Official CISV Social Media Administrator/Moderator *(aged 18+)* – *if under 18, the requirements for Junior Counsellors/Other Young People (see below) applies. Refer to Social Media and Digital Safety Policy for more details.*	
Adult participants	
Host Families	
Junior Counsellors / Other young people (aged 16 or 17) in positions of trust and responsibility and/or leadership roles	· Child-friendly Safeguarding Policy · Adult Code of Behaviour
Child participants	· Child-friendly Safeguarding Policy · Child Code of Behaviour
Other volunteer roles (not above) *who are temporary/occasional (less than 3 days), during the day, and/or do not have responsibility for supervising/caring for children.*	· At the discretion of the Chapter / National Association.

2. Safeguarding Online Training

i. Some employees and volunteers are required to complete the CISV safeguarding online training (see table below). There are different levels (basic or advanced) depending on the level of safeguarding responsibility in the role. Bespoke[5] training will be provided for specific roles (*coming soon in 2024*).
ii. This training should be completed as soon as possible and at a minimum, prior to them having any contact with CISV children in their CISV role.
iii. The training must be completed at least every two years. It is the responsibility of the individual to ensure that their training is up to date.
iv. CISV will undertake a review of the training every two years.

Role	Level of Safeguarding online training
International Board of Trustees	Bespoke package *(coming soon 2024)*
CEO	Bespoke package *(coming soon 2024)*
Host Families	Host Families Toolkit *(coming soon 2024)*
Risk Managers (Chapter/National/Regional)	Advanced
Leaders – *including Junior Leaders*	Advanced
Staff – *including Camp/Programme Directors, Junior Staff*	Advanced
National and Chapter Board Members	Bespoke package *(coming soon 2024)*
International Office Employees/Volunteers	Basic/Advanced - *depending on role*
'Babysitters', Kitchen Staff, on-call mental health support, first aiders	Basic
Official CISV social media account administrator/moderator - *refer to Social Media and Digital Safety Policy for more details.*	Bespoke package *(coming soon)*
Junior Counsellors / Other young people (aged 16 or 17) in positions of trust and responsibility and/or leadership roles	Basic – *should not undertake training until at least 16 years old.*
IJRs, NJRs, IJB Team, Regional JB Teams, and JB Content Facilitators	Advanced – *should not undertake training until at least 16 years old.*
Other volunteer roles (not above) *who are temporary/occasional (less than 3 days), during the day, and/or do not have responsibility for supervising/caring for children.*	At the discretion of the Chapter/National Association.

3. Incomplete Training

If someone has not completed the required safeguarding training before participating in a CISV activity with children, then the following steps must be taken:

i. Training must be prioritised and completed immediately.
ii. The individual should step aside until they have completed the training. If that is not possible, they should be supervised by another trained adult until they have completed it.
iii. If the training is not completed promptly, the individual must be removed from their post.

4. Risk Managers SharePoint

Risk Managers can access educational resources on the Risk Management and Safeguarding SharePoint.

[5] '*Specially made for a particular person*' (https://dictionary.cambridge.org/dictionary/english/bespoke)

Procedure 4: Safe Boundaries, Contact, and Communication

All CISV volunteers and employees are in a special role of influence, trust, and responsibility when it comes to children in CISV. This procedure offers explicit instruction for CISV adult employees and volunteers, and persons in positions of trust and responsibility (including young people), on how to maintain safe boundaries, contact, and communication when interacting with children in CISV activities. This procedure must be read alongside the CISV Positive Behaviour Policy, which outlines forbidden and inappropriate behaviours and their consequences; as well as the CISV Social Media and Digital Safety Policy, which provides clearer guidance on appropriate handling of online communication.

1. Safe Boundaries

Safe boundaries for CISV volunteers and employees working with children refer to clear and well-defined limits and guidelines that ensure the safety and wellbeing of children under their care. These boundaries serve as a protective framework to create a secure environment for both the children and the volunteers and employees themselves. Here are some ways to maintain safe boundaries:

i. There should always be at least two adults present during CISV activities involving children. In some cases, it may be appropriate or necessary for only one adult to be present. In all such cases, it is best practice to ensure that this takes place in view of other adults and that another CISV adult is notified:
   - Leaders transporting a group of delegates to/from a CISV programme.
   - Leaders with their delegation during 'delegation time' when there is no available communal area.
   - A Responsible Adult in a Host Family during the day (different requirements at night – see 2. Safer Recruitment Section 9.).
   - A group of children being transported by a volunteer driver.
   - An adult in a position of trust and responsibility supporting a child with health/wellbeing concerns.
   - An adult in a position of trust and responsibility meeting one-to-one with a young person holding a specific CISV role, such a formal Junior Branch role, to discuss their role.

ii. Treat all children fairly and avoid showing any favoritism, bias, or discrimination.

iii. Do not give individual children gifts that could be perceived as showing favoritism and without informing other adult volunteers.

2. Forbidden Contact

Prohibited contact, particularly in the context of working with children, refers to a range of behaviors that are unacceptable and pose a significant risk to the well-being and safety of children:

i. Never have any sexual relationships or activities with a child.

ii. Never encourage, permit, or facilitate intimate or sexual relationships between a CISV adult volunteer or employee, or person in position of trust and responsibility (including young people), and a child.

iii. Never encourage or facilitate a sexual relationship or activity between children of similar ages.

iv. Do not engage in communication with a child that is sexually suggestive or provocative. This includes but is not limited to verbal comments, letters, or notes. For clearer guidance on appropriate handling of online communication, please refer to our Social Media and Digital Safety Policy.

v. Never make any sexual comments to, or sexual remarks about, a child. However, comments or remarks of this nature might be appropriate in the context of exploring the subject matter about sexual orientation with a child, if initiated by the child.

vi. Never discuss your own sexual relationships or activities with children or in their presence.

3. Physical Contact

Physical contact can play a vital role in establishing positive relationships with children in CISV. However, it is crucial to approach this with sensitivity, taking into consideration cultural differences, attire, and environment. Here are key considerations to ensure that physical contact is appropriate, consensual, and focused on the wellbeing and needs of the child. By adhering to these guidelines, we aim to create a safe and respectful environment for both the children and volunteers and employees themselves:

i. **Consent:** Always obtain consent from the child before initiating any form of physical contact. Consent must be clear and voluntary. (Unless it is not practicable or possible to do so such as in an emergency).

ii. **Child-centered approach:** Physical contact should always prioritize the welfare and needs of the child. Physical contact should never be for the gratification of the adult.

iii. **Multiple adults present**: Best practice involves there being more than one adult present during any physical contact with a child, unless necessary for the child's safety. If this is not possible, inform another CISV adult about the interaction.

iv. **Public setting:** Physical contact should take place in an open or public environment and not in secret or out of sight of others.

v. **Appropriate circumstances:** Examples of appropriate physical contact include:
   - Providing first aid.
   - Ensuring a child's safety.
   - Offering emotional support, such as placing an arm around their shoulder.
   - Congratulating or praising a child's achievements by, for example, giving them a high-five.
   - Reciprocating appropriate physical contact initiated by a child.

- Providing guidance or demonstrating during group activities.

vi. **Child initiates physical contact:** Assess the appropriateness of physical contact initiated by a child based on their demeanour and the situation. If deemed inappropriate, withdraw discreetly, and suggest alternative, suitable forms of contact.

vii. **'Safe hugs':** Consider using 'safe hugs' by standing to the side of the child and placing the hand on the upper arm or back. This reduces the potential for the child to turn into the adult and physical proximity.

viii. **Inappropriate touch:** Explicitly prohibit inappropriate touches such as to private parts of the body; a child sitting on an adult's lap, massaging, tickling, or kissing on the lips.

ix. **Sensitivity:** Recognize that not all children may feel comfortable with physical contact, and cultural backgrounds may influence perceptions. Engage in sensitive conversations with parents/guardians to better understand individual needs, especially for children with a history of abuse.

4. Language and Communication

i. Where practicably possible, ensure that there are at least two adults present during all in-person communications with children.

ii. Keep all communication with children open, honest, and respectful.

iii. Never share a child's personal information with anyone who does not need to know.

iv. Some CISV employees and volunteers will have access to information about health/wellbeing needs for children, for example from their health form or when assisting with an incident. It is important only to discuss these sensitive details with those adults required to assist the child with that specific need.

v. During CISV activities involving children, be mindful of your conversations with other adults, in person or over the phone, as children may overhear.

vi. If you are a Leader working with your delegation for pre-programme preparation, always inform both the parent(s)/guardian(s) and your Risk Manager before starting communication with them, whether online or in person. For specific guidance on online communication, please refer to our Social Media and Digital Safety Policy.

vii. In-person communication with groups of CISV children should finish after the CISV activity has ended and all the children have returned home, or soon thereafter. If you need to continue any in-person contact in an official CISV capacity with groups of CISV children for legitimate interests (e.g., debrief and closure-type activities, reunions, collecting feedback, promoting activities/opportunities) you must communicate the purpose and timeframe of this ongoing contact with your Risk Manager or Chapter Board, and the parent(s)/guardian(s).

Procedure 5: Safeguarding Incidents

All CISV employees and volunteers in CISV activities must be familiar with the 5 Rs – a simple framework can help with understanding and remembering the steps to take when addressing a safeguarding incident.

5 Rs of Safeguarding

1. Recognising

Be alert to the potential signs of abuse or harm. This includes but is not limited to forms of physical abuse, emotional abuse, sexual abuse, and/or neglect, self-harm, bullying, racism, or other forms of discrimination.

2. Responding

In an emergency, if you suspect that someone is at immediate risk of abuse or harm, act immediately to protect them. This could include referring to appropriate emergency services. If someone has made a disclosure, follow this guidance.

3. Reporting

If you become aware of a safeguarding incident, you must report on it at the earliest opportunity to the Person in Charge and/or the host Risk Manager, who must escalate the concerns in accordance with these procedures. They can offer you support and advice on next steps.

4. Recording

Make a detailed and accurate record of what you have seen, heard, and/or been told on an IRF and submit it to the IO, hosting and sending Chapter Risk Managers within the required timeframe.

5. Referring

Some cases require referring to relevant external authorities. Further instruction can be provided on such cases by a Risk Manager or the IO Safeguarding and Risk Management Team.

Recognising, Responding, Reporting, Recording, Referring

1. Recognising

All CISV employees and volunteers in CISV activities must be able to recognise potential signs of abuse or harm. It is not always easy to know if a child is being abused or harmed. However, it is not your responsibility to be certain whether abuse or harm has or could occur. Instead, your responsibility is to respond to any concerns or suspicions by following the 5 Rs. Therefore, if you observe, hear, or are informed about something that seems concerning, and you suspect that abuse or harm has or could occur - trust your instinct and follow the 5 Rs.

1.1. Children at increased risk of harm or abuse:

Evidence suggests that some diverse groups of children could be at increased risk of being targeted for abuse or harm than others – for example, LGBTQI+ children, children from ethnic minoritized communities, and children with disabilities. It is important to be aware of this when thinking about what risks could be involved, whilst not making assumptions.

Risk Managers can access further guidance and a wide range of educational resources related to this on the Risk Management and Safeguarding SharePoint. This includes a Pilot FAQs for Supporting LGBTQI+ Youth in Programmes.

1.2. Potential signs of abuse:

The list below is not exhaustive. The presence of one of these signs on its own does not necessarily mean that abuse has taken place - there could be other things happening in a child's life that are affecting their behaviour, and every child is different. Nevertheless, when you identify potential signs of abuse, even if you are not sure, you must still follow the 5 Rs by first, reporting the situation to the Person in Charge and/or the hosting Chapter Risk Manager. If you are unsure, you could also keep a record of your concerns and observations to help you keep track of what is happening.

Physical Abuse:

- Hitting, slapping, punching, kicking, hair-pulling, biting, or forcefully pushing
- Unexplained bruises, burns, and/or injuries that do not fit with the explanation.
- An adult giving alcohol or drugs to a child.
- An adult giving a cigarette to a child.
- An adult preventing a child from eating, sleeping, or taking their medication.
- A child wearing clothes in a way to cover up injuries and bruises.

Sexual Abuse:

- Bruising, particularly to the thighs, buttocks, neck, and upper arms
- A child complaining of bleeding, pain, or soreness in the genital area.
- Sexually transmitted diseases or infections
- Pregnancy

- A child using sexually explicit language or displaying sexual behaviour which seems strange for their age and social context.
- Having nightmares or bed wetting
- Self-harming behaviour
- Changes in mood, feeling irritable, and/or angry.
- Sudden changes in behaviour
- Seeming withdrawn, upset, and/or angry.
- Sharing that they have received messages which made them feel uncomfortable or confused.
- Being secretive about who they are talking to and what they are doing online.

Emotional Abuse:

- A child struggling to control their emotions.
- Lack of self-confidence or self-esteem
- Self-harm or eating disorders.
- Difficulty in maintaining friendships.
- An adult yelling at a child
- An adult is excluding or singling out a child during activities without good reason.
- An adult is making fun and mocking a child.
- An adult threatening a child.
- A child who appears isolated.
- A child who has extreme outbursts.

Neglect:

- A child having inadequate or insufficient clothing.
- Poor personal or dental hygiene
- A child being withdrawn and/or anxious.
- Self-harm
- A child saying that at home they are left on their own beyond what is normal or safe.
- Adults not providing the right sort of food for the children or respecting allergies, diets, etc.
- Not ensuring good supervision and a child is harmed as a result.
- Failing to bring a sick child to an appropriate medical professional.

If you are a Risk Manager, you can access more information about different forms and potential indicators of neglect on the Risk Management SharePoint.

2. Responding

2.1. Responding to safeguarding incidents:

Every safeguarding incident will be different. For guidance on what steps to consider when responding to safeguarding incidents, which do not involve an immediate risk of abuse or harm, refer to the CISV Incident Response Checklist (*coming soon in 2024*).

2.2. Responding to immediate risk of abuse or harm:

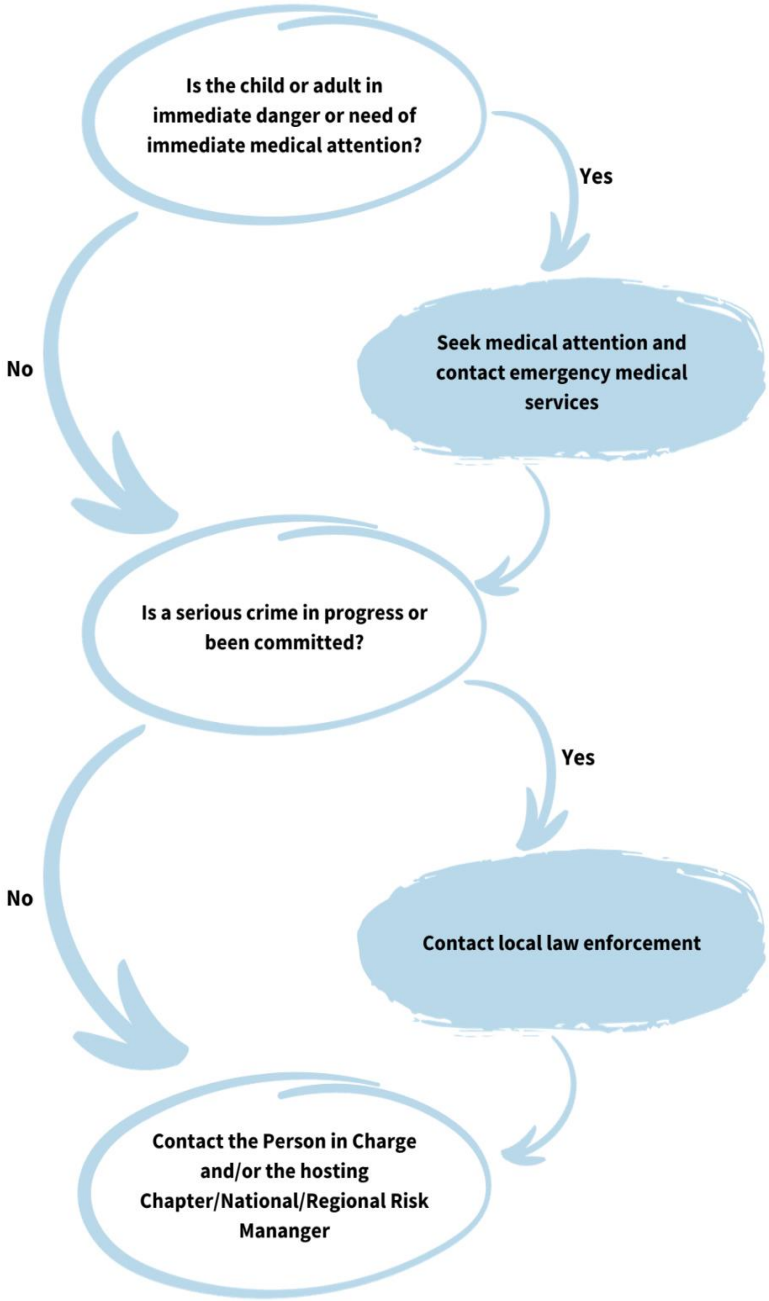
In situations where you think that someone's safety and wellbeing is at immediate risk, your priority must their safety. Examples include but are not limited to:

- Someone disclosing ongoing abuse during a CISV programme.
- Someone indicating that they plan to attempt suicide very soon.
- Someone informing that abuse is likely to happen when they return home.

In some cases, it may be necessary to talk to a hosting Risk Manager before deciding what to do. However, if someone's safety is at stake, you may be required to contact emergency services first – see 5.1 for more information about determining the need for a referral.

The flow diagram on the right shows some of the key steps to consider in an emergency. Other steps may include:

- Offering immediate support to any CISV children and adults who witnessed and/or are involved in the incident (refer to section 6. Supporting those involved in safeguarding incidents).



- Contacting the emergency contact of the individuals involved if it is safe to do so.
- Maintaining strict confidentiality regarding the incident and sharing information only on a need-to-know basis (refer to section 3. Reporting, for more details on confidentiality).
- Reporting to the local government child welfare/protection authority in accordance with local legal requirements if child abuse is suspected.
- Considering the immediate suspension or removal of the alleged/suspected perpetrator from CISV activities.
- If possible and without compromising the safety and wellbeing of a child, try to preserve any evidence related to the incident, as this may be important to an internal fact-finding enquiry or investigation.
- Even if you have already reported an incident involving immediate risk of abuse or harm, you should still complete the 5 Rs by reporting the incident using an Incident Report Form (IRF) within 12 hours.

2.3. Responding to safeguarding incidents involving adults at risk:

For the definition of an adults at risk refer to the Terms and Definitions.

CISV has the same duty of care to adults at risk as children. Therefore, we must approach such incidents in accordance with these procedures and with the same level of seriousness as we would with children.

2.4. Responding to a disclosure:

A disclosure is when a child or adult starts to share their experience of abuse with someone. For any CISV employee or volunteer who interacts with CISV children, whether in-person or online, there is always a possibility that a child may disclose to them. In camp-based programmes, where there is daily interaction and trusted relationships with CISV children, the likelihood of a child disclosing is greater. Therefore, all CISV employees and volunteers need to know how to recognise when a child is disclosing and how to respond in the right way.

Disclosures are often not clear, direct, or comprehensive, and they can take various forms, including:

- A child directionally and intentionally tells you.
- A child communicates non-verbally through drawing or writing.
- A child tells you something but not the complete story.
- A child accidently mentions something without intending to disclose.
- A child receives assistance from someone else, such as a peer, to tell you.

Upon receiving a disclosure, if you think that someone's safety and wellbeing is at immediate risk you must take immediate protective action by following section 2.2 Responding to immediate risk of abuse or harm.

If a child makes a disclosure to you:

Do

- ✓ Give your full attention.
- ✓ Keep calm.
- ✓ Keep your body language relaxed and open, including having eye contact and an open posture.
- ✓ Listen carefully and patiently.
- ✓ Reflect things back that they have said, using their own words, to check that you have understood and to show that you have listened.
- ✓ Reassure the child that they have done the right thing to tell you, and you take what they have said seriously.
- ✓ Reassure the child that they are not to blame.
- ✓ Acknowledge how difficult it can be to talk and tell the child that they have been brave.
- ✓ Advise the child that you will need to tell some people, but only those who need to know to keep them safe (refer to section 3.2 Confidentiality for more details).
- ✓ Explain what you must do next.
- ✓ Afterwards, make a record of what was said, using the child's exact words where practicable (refer to section 3 Reporting).

Do Not

- ✗ Start making a record whilst the child is speaking.
- ✗ Get distracted and focus on something else.
- ✗ Ask the child to stop or pause.
- ✗ Appear panicked, shocked, or angry.
- ✗ Have closed body language e.g., crossed arms and legs, and avoid eye contact.
- ✗ Interrupt the child when they are speaking.
- ✗ Be quick to fill pauses/silences.
- ✗ React with judgment or disbelief.
- ✗ Make assumptions based on what the child is telling you.
- ✗ Give your opinion.
- ✗ Ask leading questions.
- ✗ Promise confidentiality or tell them that you will keep what they have told you a secret.
- ✗ Ask the child to repeat what they have told you to another CISV employee or volunteer.

✓ Things you could say:

✘ Things not to say:

3. Reporting

All CISV employees and volunteers must promptly report any safeguarding incidents directly to the Person in Charge and/or the hosting Chapter Risk Manager – they can provide support and guidance.

3.1. Who to report to:

i. If the safeguarding concern or suspicion is about the Person in Charge or hosting Chapter Risk Manager, you must report the matter to the person above them. For instance, if it concerns the Chapter Risk Manager, you should escalate it to the National Risk Manager. If it involves the national Risk Manager, report it to Regional Risk Manager and/or the IO International Safeguarding and Risk Management Lead. If the concern relates to someone who works for the International Office, report it to the Secretary General.

ii. A Leader or Risk Manager should speak to the child's parent(s)/guardian(s) about the concerns unless doing so could endanger the child. If that is the case, or the allegation is about the child's parent(s)/guardian(s), you should not share the information with them.

iii. When filling out an Incident Report Form (IRF), it is essential to document to whom you have reported the incident. If you choose not to report to the Person in Charge, the hosting Chapter Risk Manager, or the child's parent(s)/guardian(s), it is recommended that you provide a clear explanation for this decision within the IRF.

3.2. Confidentiality:

i. If you have child safeguarding or protection concerns, these concerns take precedence over data protection considerations, and the relevant information must be reported.

ii. However, every effort must still be made to maintain confidentiality for all parties involved.

3.3. Explaining confidentiality to a child:

i. When discussing confidentiality with a child, be mindful of and prioritize their emotional well-being.

ii. Use age-appropriate language.

iii. Provide reassurance that information is being shared to ensure their safety and wellbeing and will only be shared with those who need-to-know.

iv. Encourage them to express any feelings and concerns about this, and document these when you record what has happened in the IRF (refer to section 4. Recording).

4. Recording

All CISV employees and volunteers are responsible for recording safeguarding incidents using the CISV Incident Report Form (IRF). You can find the IRF in the resources section of www.cisv.org.

You can fill it out the IRF electronically or by hand and then submit it electronically to: incident.report.form@cisv.org.

Please complete all IRFs in English.

4.1. Completing an IRF:

i. Ideally, any additional evidence including but not limited to written disclosures and medical reports should be submitted with the IRF. If this additional information is not available within the required timescales (see 4.2.), submit the IRF within the required timescale and then, submit the additional information when it becomes available.

ii. IRFs should be sent securely, marking the email as confidential, and only sending it via your unique CISV email address, where possible.

iii. When completing an IRF:

Do

- ✓ Focus on the 5 'Ws':
  - who?
  - what?
  - when?
  - where?
  - why?
- ✓ Record the words used by relevant persons in quotation marks.
- ✓ Record statements and observable things - stick to the facts.
- ✓ Use clear, succinct language.

Do Not

- ✘ Use jargon unless you are recording the words spoken by someone else.
- ✘ Give opinion.
- ✘ Record gossip.
- ✘ Try to guess what happened.
- ✘ Try to diagnose an injury.
- ✘ Make assumptions.
- ✘ Exaggerate.
- ✘ Oversimplify.

4.2. Timescales:

i. The IRF must be submitted as soon as possible, and at a minimum, within the following timeframes:

All serious incidents, including but not limited to safeguarding and child protection concerns, forbidden behaviours, serious physical incidents, serious mental health incidents (e.g., suicidal ideation or self-harm), involvement of external legal/government authorities.

All other incidents, including inappropriate behaviours and minor physical incidents, missing paperwork (legal form, health form, and behaviour code or any other required), property damage, events leading to change of plans etc.

4.3. Recipients:

i. The completed IRF(s) should be submitted confidentially and only to the following recipients:
   - IO Safeguarding and Risk Management Team via incident.report.form@cisv.org
   - Hosting Chapter Risk Manager (who can forward to their National Risk Manager)
   - Sending Chapter Risk Manager (see ii.)

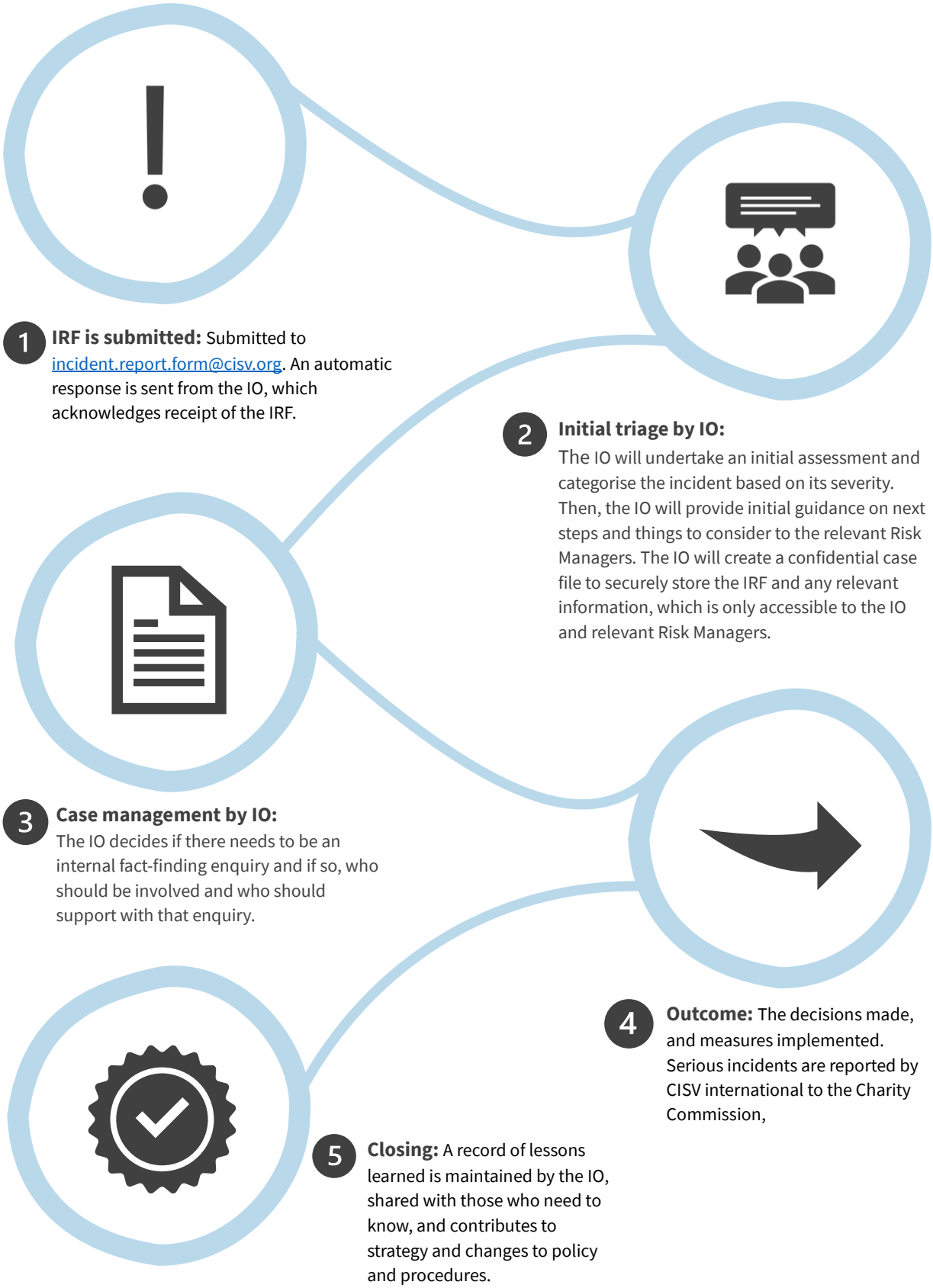
ii. If the IRF is not sent to the sending Chapter Risk Manager the IO may forward the IRF, in whole or in part, to the relevant sending Risk Manager(s) after initial triage.

iii. If you do not feel comfortable sending the IRF to the hosting Chapter Risk Manager, you can cc' in your own Chapter or National Risk Manager instead and explain in the email why you have done this.

iv. If the concern relates to someone who works at the International Office, the IRF can instead be submitted directly to the Secretary General.

4.4. When an IRF is received by the IO Safeguarding and Risk Management Team:

Anyone who reports a safeguarding incident to the IO Safeguarding and Risk Management Team will be treated with respect and will be dealt with fairly and consistently using the following procedures:



1 **IRF is submitted:** Submitted to incident.report.form@cisv.org. An automatic response is sent from the IO, which acknowledges receipt of the IRF.

2 **Initial triage by IO:** The IO will undertake an initial assessment and categorise the incident based on its severity. Then, the IO will provide initial guidance on next steps and things to consider to the relevant Risk Managers. The IO will create a confidential case file to securely store the IRF and any relevant information, which is only accessible to the IO and relevant Risk Managers.

3 **Case management by IO:** The IO decides if there needs to be an internal fact-finding enquiry and if so, who should be involved and who should support with that enquiry.

4 **Outcome:** The decisions made, and measures implemented. Serious incidents are reported by CISV international to the Charity Commission,

5 **Closing:** A record of lessons learned is maintained by the IO, shared with those who need to know, and contributes to strategy and changes to policy and procedures.

5. Referring

If you come across a situation where you think that someone's safety and wellbeing is at immediate risk (refer to section 2. Responding), or you think that there is a chance of harm happening in the future, you must consider getting help from relevant external authorities, although this is not necessary in all instances (see 5.1 for more details). This includes law enforcement and local government child welfare/protection authorities. They can investigate the situation and make sure that the appropriate safeguards are in place. If you are not sure what to do, contact your risk manager or the IO Safeguarding and Risk Management Team, who can provide support and guidance.

Note that, in many countries, you do not need to know for certain whether abuse has occurred or could occur before making a referral to local government child welfare/protection authorities. It is the responsibility of the authorities to make this assessment and determine what actions should be taken, if any. Your primary role is to report your concerns or suspicions, and they will take it from there.

5.1. Determining the need for a referral:

Not every safeguarding incident requires a referral to external legal or government authorities. The decision to make a referral must be made based on the following criteria. If you need support contact your Risk Manager or, if further consultation is required, the IO Safeguarding and Risk Management Team:

i. **Severity:** If the concern or suspicion involves a serious threat to an individual's safety or wellbeing, making a referral is mandatory.
ii. **Legal Requirement:** Follow your local duty to report. If the law mandates reporting specific types of abuse or neglect, a referral is mandatory.
iii. **Risk Assessment:** Consider how much risk is involved for the individual(s) affected.
iv. **Consultation:** Seek advice from your Risk Manager and/or the IO Safeguarding and Risk Management Team. In some countries, you can also contact the local government child welfare/protection authorities for confidential guidance on whether a referral should be made.

5.2. Making a referral:

If you decide to make a referral you should do so promptly, following these guidelines:

i. **Gather information:** Collect all relevant details including names, dates, locations, and specifics of the safeguarding concern, along with any evidence.
ii. **Referral procedure:** Find out how to make a confidential referral, whether through an online form or over the phone, and ensure that information is shared securely. Adhere to any guidance given by the authorities regarding the referral process.
iii. **Maintain Confidentiality**: Respect the confidentiality of all parties involved and share information only with the necessary authorities and individuals responsible for managing the case within CISV.
iv. **Record keeping**: Keep a record of the referral made and point of contact to be saved onto the CISV case file.

5.3. Speaking to parent(s)/guardian(s) about a referral:

i. **Be transparent:** If you decide to make a referral to external legal or government authorities, you should try to speak to the parent(s)/guardian(s) about this first, whilst prioritising safety (see 5.3. ii). It is typically better to try to work together to ensure the child's safety and wellbeing.
ii. **Prioritise safety:** However, if the referral relates to concerns about the parent(s)/guardian(s) and/or you think that telling them about it may endanger the child, do not speak to the parent(s)/guardian(s) first. The priority is the safety of the child.
iii. **Communicate:** Nevertheless, it is important that we continue to treat families with respect and understanding and continue to communicate with parent(s)/guardian(s) about next steps.

6. Supporting those involved in safeguarding incidents

i. Whenever a safeguarding incident happens, consider whether the individuals directly involved or impacted need or want any support by speaking to them about this. These individuals may include but are not limited to:
   - Someone who has been asked to leave a CISV activity under the R-15.
   - Someone who is subject to an internal fact-finding enquiry.
   - A child you are concerned about.
   - A child who has made a disclosure.
   - Individuals who have witnessed a safeguarding incident.

ii. Support should be offered as quickly as possible. It can take different forms, depending on the incident, cultural context, and the expressed wishes and needs of those impacted. Some ways CISV might be able to offer support include:
   - Providing access to on-call mental health support, if available either within your Chapter/National Association or from external services. Appropriate consent must be obtained.
   - Identifying trusted adults in positions of trust and responsibility who can listen and offer emotional support.
   - Assisting a child in informing their parent(s)/guardian(s) about what has happened, with appropriate consent.
   - Researching and signposting to local relevant support services that can help.

iii. It is important to take into consideration whether the person(s) impacted has any specific identity characteristics, requiring specific support services.

iv. When it's appropriate, CISV may also make referrals to relevant external legal or government authorities, in consultation with parent(s)/guardian(s) (if it is safe), to ensure that children who have experienced or are at risk of abuse or harm receive the right support and protection (refer to section 5. Referring, for more details).

v. Remember to record any support that is provided and received either in an IRF or email to safety@cisv.org for information to be saved onto the case file.

APPENDIX 1: CISV Safer Recruitment Checklist

This checklist is designed to support recruiters to follow the Safer Recruitment procedures when recruiting volunteers to chapter, national, and international CISV activities. This checklist can also be kept as a record of the steps that were taken, when and by whom.

Name of applicant:

Applicant's Chapter:

Position applied for:

Step *(in accordance with CISV Safeguarding Policy Procedure 5 Safer Recruitment)*		**Required** *(Y/N)*	**Completed by** *(full name, role in CISV)*	**Date** *(DD/MM/YY)*	**Outcome**
1.	Role advertised				
2. 3.	Application form received and reviewed				
3.	Checks on Excluded Individuals List undertaken				
4.	Interview undertaken				
5.	References obtained and verified				
6.	Vetting checks undertaken:				
	Identity checks				
	Criminal reference checks				
	Suitability checks				
	Voluntary self-declaration signed and received				
7.	Checks on CISV membership and profile on MyCISV				
9.	Additional steps:				
	Host Family Checklist (*coming soon in 2024)*.				
	Checks on First Aider training and qualifications				
	Checks on on-Call Mental Health Support qualifications and registration				
	Checks on volunteer driver driving license and vehicle				

APPENDIX 2: Guidance on Safer Recruitment Steps for Different Volunteer Roles

Click here for CISV Guidance on Safer Recruitment Steps for Different Volunteer Roles.

APPENDIX 3: Safer Recruitment Flowchart

Click here for the Safer Recruitment Flowchart.

APPENDIX 4: Sample Safeguarding Interview Questions

These sample safeguarding interview questions are suggestions. They are designed to complement other interview questions regarding, for example, experience, skills, and behaviours. They can be adapted and translated. Questions marked with a *are suitable for young people. When interviewing Junior Counsellors refer to section 9. ii of the Safeguarding Policy.

- **Can you tell us about any previous experience you have working or volunteering with children?**
- ***Is there anything we should know that could affect your suitability to work with children?**
- ***What do you want to gain from volunteering with children in CISV?**
- **What is your understanding of safeguarding/child protection?**

  This question could help you to assess the candidates' understanding of what safeguarding/child protection means in general and specifically, their understanding of safeguarding/child protection in CISV.

- ***Why do you want to volunteer with children in CISV?**

  This question could help you to assess the candidates' motivation for volunteering in CISV. It can help you to confirm that this is for a legitimate reason and give insight into whether the candidate has any previous experience of working/volunteering with children.

- **What do you see are the main responsibilities in this role regarding safeguarding/child protection/ keeping CISV children safe?**

  This will depend on the role in question. This could help you to assess the candidate's understanding of the role profile, particularly the specific details about whether it is a position of trust and responsibility and frequency/level of contact with children. This could also help you to assess how the candidate would keep children safe.

- Give an example of a safeguarding incident and ask the candidate what they would do, for example:

  - **If a child told you that they were having thoughts of self-harm, what would you do?**
  - **If a child told you that they were being abused at home, how would you respond?**

The applicant would be expected to say something along the lines of they would listen, keep open body language, remain calm, be non-judgmental, advise the child about confidentiality and the need to share information with those who need to know to keep them safe.

APPENDIX 5: Child-Friendly Version of Safeguarding Policy

Click here to access the child-friendly version of the Safeguarding Policy.