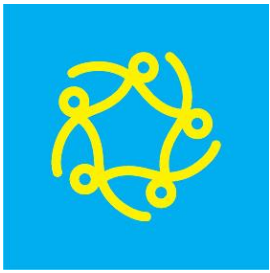# CHILD PROTECTION POLICY (CPP)

I. Introduction

With its mission to serve disadvantaged children, Saigon Children's Charity CIO (SCC) commits to the best interests of the children SCC supports within its capacity. As part of that commitment SCC has developed a Child Protection Policy. The aim of the policy is to:

> 1) Raise awareness of child abuse and child protection among SCC staff, trustees, volunteers and partners
>
> 2) Identify risks and cases of possible abuse of children
>
> 3) Provide guidance on children protection

To meet these commitments and support the implementation of the Child Protection Policy, especially in preventing and reponding to child abuse issues, SCC has developed a 'Code of Conduct' between children and adults in SCC activities. These codes and principles will support SCC staff and stakeholders to understand the SCC CPP and their responsibilities in protecting children as well as the reporting procedure when a case of suspected child abuse happens.

Definitions of some words used in the documents:

- *Child abuse:* can be physical, emotional and/or sexual and can also include neglect.
- Children: includes all children under 18
- *Child rights to be protected*: rights to be protected of every child using the United Nations Convention on the Rights of the Child as the basis.
- *Staff:* people SCC recruits and pays.
- *Trustees:* members of the SCC Trustee Board
- *Volunteers:* people working with or for SCC but who do not receive payment.
- *Partners:* people and organizations that receive SCC's sponsorship or which work with SCC (such as education departments, People's Committee, Women's Union, schools, suppliers, etc.)
- *Programme Managers:* those responsible for managing key SCC programmes such as Schoolbuilding, Scholarships and Vocational Training programmes
- *Project Managers:* those responsible for managing projects under a programme such as Hospitality Project Manager, Hairdressing Project Manager, etc.

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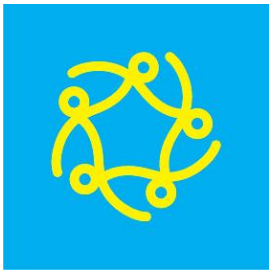
II. What SCC will do:

SCC commits to protecting children using the following methods:

– Awareness:

- The Director is responsible for conducting training for all staff to raise awareness about child rights and child abuse issues, possible risks to children, child protection how-tos and responsibilites of SCC staff in protecting all children – especially those SCC supports within the framework of SCC's activities.

- The Director and programme managers are responsible for informing SCC's new staff, trustees, volunteers, sponsors, partners about SCC CPP.

- The Director and programme managers are responsible for including child protection policy terms when designing SCC projects and activities.

- The Director is responsible for developing and issuing a procedure to respond to violations of SCC CPP.

- The programme managers and staff are responsible for providing information about child abuse and child protection to children and their families.

- The Social Worker is responsible for providing training to help children recognise possible risks and means for minimising and responding to risk.

– Prevention:

- The Director and those responsible for recruiting staff and volunteers must ensure an appropriate attitude and behaviour amongst recruits in working with children, which should include checking background and letters of recommendation, especially of those who will work directly with children.

- The IT manager is responsible for closely managing information technology security. Through issuing IT guides in use of the internet and website as well as digital cameras to ensure that information about and images of children in SCC projects are always secure.

- The Board of Trustees, the Director and programme managers are responsible for producing a mechanism to receive feedback and reports of inappropriate or unacceptable behaviour to children from staff, volunteers, trustees, sponsors, the community or partners.

- All feedback and comments about violations of CPP or any concerns for the safety of children supported by SCC or SCC's way of working with children should be reported to SCC programme managers or to the Director in person if possible or, if not, by email, telephone or in writing.

- The Director is responsible for reviewing and updating SCC CPP every 2 years or when there is new information available regarding the policy.

- The Director and programme managers are responsible for evaluating risk related to child safety when starting a new project.

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- The Director is responsible for supervising staff training about child protection (at least once a year).
- SCC staff are all responsible for monitoring SCC's child protection policy.

– Response:
- The CPP group will provide information and suggestions when there are any concerns about the safety of children in SCC programmes (*Refer to Annex 3 for CPP group members' contact details.*)
- Programme managers are responsible for establishing contacts with related relevant local agencies in child protection (such as the Department of Labour, War Invalids and Social Affairs and Child Right Protection Assosication).
- Programme managers and the CPP group are responsible for keeping records and supervising cases of abused children and noting them down in relevant internal reports.
- Programme managers are responsible for providing information for students and their parents/carers about SCC CPP by leaflet and its effectiveness in protecting children SCC supports regularly and at least once per year.
- For all cases of abuse that have been transferred to other relevant organisations, those programme managers involved should follow and check up on each case.

III. Targets of SCC CPP – and what they will receive

- SCC Board of Trustees   Full SCC CPP
- SCC staff   Full SCC CPP
- SCC volunteers and advisors/consultants (Codes of Conduct)
- SCC partners (Codes of Conduct)
- Those working in the projects operated by SCC such as teachers, supervisors, cleaner, security staff, field staff appointed by SCC, Women Union, Education Departments or others. (Codes of Conduct)
- SCC visitors, sponsors, reporters and supporters (Codes of Conduct)

IV. Principles, Procedures and Codes of Conduct applied for Child Protection in SCC activities:

Code of Conduct between Adults and Children in SCC activities:

1. Show respect in communicating with children. Do not use language, make suggestions or offer advice which is inappropriate, offensive or abusive
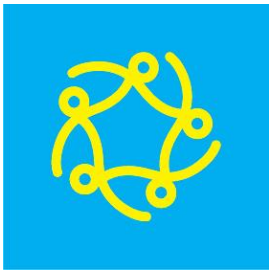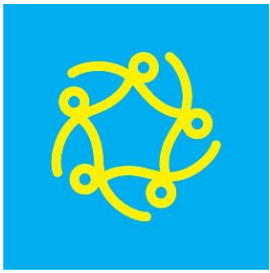
2. Do not discriminate against children. Do not show differential treatment towards children in SCC projects when serving their physical and emotional needs.

3. Do not physically abuse, hit or physically assault any child.

4. Do not abuse children sexually: Do not ever become overly intimate or spend excessive time alone with children away from others or take children to your home, especially where they will be alone with you. Do not develop a physical/sexual relationship with children or behave physically in manner which is inappropriate or sexually provocative. Do not show children books/newspapers/movies with sexual content.

5. Do not condone, or participate in, any behaviour of children which is illegal, unsafe or abusive

6. Take quick action when spotting children's problems and keep information on abused children confidential (Do not share a child's profile or photos with unrelated people).

7. Volunteers and sponsors of and visitors to SCC should not exchange email addresses or telephone numbers directly with children. All communication with children in SCC's programmes need to go through Thang Long school (TLS) or the project staff responsible for the children. All visitors to SCC projects must have SCC's explicit approval and a representative from the local organisation must be present when commnunicating with children.

8. Home visit/survey: the purpose of the visit and use of information provided by families and local partners should be stated clearly (i.e. reporting to sponsors or raising funds for sponsorships). Be sensitive when asking about their home situation and use open-ended questions. Listen to the views and wishes of children.

9. Taking and using photos/images of children: Inform children and their family of the purpose for taking their photos. All photographs of children should show them fully clothed. Project staff need to remove or keep in a safe place child information and photos after entering their data from survey forms into their own database and delete images from the camera memory card after transfering them into the SCC computer system. Only staff or those allowed by programme/project managers can use stored information and images of children. Each child has their own ID, hence, full information of the child should not be disclosed when sending out their profiles to sponsors (by mail or email)

In addition, each programme should include the following when designing a programme or project:

Recruitment of new staff and volunteers (applicable to HR department and volunteer management)

1. HR and programme managers should clearly define the boundary of communications with children when designing the job description for a specific position.

2. HR and programme managers are responsible for attaching SCC CPP in any job description or job advertisement sent for staff or volunteer positions.

3. The Director and HR Manager are responsible for including specific questions in job interviews to find out attitudes and values of candidates on child protection issues (applies also to volunteers where necessary and appropriate).

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4. The Director and HR Manager are responsible for designing a format for letters of recommendation including questions about experience and suitability to work with children of candidates (applies also to volunteers where necessary and appropriate)

5. Checking identity of referees

*Child Development Scholarship Programme*

1. Schedule and location of delivering rice, Tet presents, uniforms, bicycles, etc. must be appropriate, suitable and convenient to students.

2. Assist children in transporting rice and books/notebooks to their home (parents/carers to help children in carrying these things, and partners to help protect scholarship programme's gifts and presents)

3. Only give bicycles for 5th graders and above and there needs to be supervision/support from their families when receiving and riding bicycles to school.

4. Help connect children with existing local resources such as registering for health insurance to benefit from the national policy.

School Building and Learning Environment Programme

1. Ensure school design is friendly to children, especially those who have a disability.

2. Advise school management to take proper notice of child safety when installing equipment for classrooms, such as fire extinguishers, basic health facilities, light, water filter, fresh water, waste water processing, playground, sufficient soap and toilet papers

3. Ensure sanitation system meets the government's standards and provide safety, privacy and high standard of hygiene for boys and girls

4. Checking background of volunteers, experts and advisors who may work with children.

Getting Ready For Work Programme

1. Have inclusive plans to enhance staff and parents' understanding of child rights, child protection annually. Provide life-skills training to students so that they can protect themselves.

2. Be aware of child safety on long trips (transportation, eating and sleeping, accidents, and medicine for necessary situations). Provide adequate adult supervision at as low a ration as possible (ideally 1 adult per 5 children) and insurance for trips-out. Have approval from the child's family for trips-out in which they take part.

3. Make sure materials/supplies used for vocational training (hairdressing class and others) meet safety standards.

4. Provide health insurance for those students in difficult situations when necesary.

5. Help students to choose a vocational training skill suitable to their health, age and ability.

6. Choose responsible vocational trainers who do not use abusive words or physically abuse children. Supervise and support students who also work whilst studying.
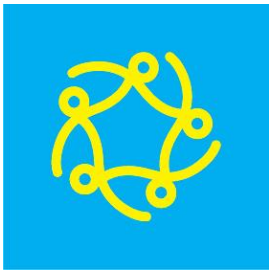
7. Supervise and manage IT carefully. Information from staff and volunteers has to go through TLS Headmistress and Vocational Training Manager before being distributed to students. When using children's work (photos, paintings, etc.), it is important to communicate the purpose to authors and receive their approval prior to use.

Fund Raising activities

1. Ensure child safety in fund raising events involving the participation of children.
2. Ensure volunteer recruitment meets SCC's recruitment policy
3. Photos of children used for fundraising purposes – the family and child should be informed of the project which will use them and the use to which they will be put.
4. Do not share SCC's sponsor or child database with any organisation or person outside of SCC.

Special Needs Education Programme

1. Project Manager makes sure to evaluate partners' experience in working with children and child protection in choosing partners (kitchen safety, toilet designed for the disable, etc.)
2. Include child safety and protection issues in contracts with partners.

V. Handling violations of CPP

All feedback on any CPP violations, child abuse by SCC staff, volunteers or partners or SCC's work with children need to be sent, in the first instance, directly to:

- SCC Director

The Director will meet with the CPP group to discuss and agree actions including:

- notification to the authorities

- notification to the trustees

This information will always be shared with the SCC Board of Trustees and with specific SCC programme managers *(Refer to Annex 2)*

SCC's principle is to keep as confidential as possible all feedback received or concerns raised of actual or likely abuse of children and collect all necessary information in order to arrive at a fair evaluation of the facts.

For violations by SCC staff, Director will:

− Depending on the nature of the abuse, arrange for the instant dismissal of the staff member concerned. In addition the Director can give a final written warning to the abuser if this is felt more appropiate in the circumstances.

For violations by all other stakeholders other than SCC staff *(Refer to III: Targets of CPP)*

− SCC partners: give a written warning or terminate the contract depending on the level and nature of the violation.
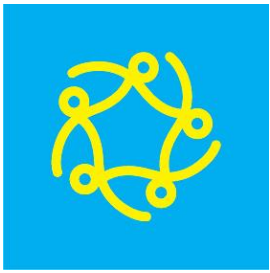
- SCC Programme Managers are responsible for passing the cases of abuse on to the relevant organizations. The process should go from the local level upwards; key contact is the district Child Protection Division of the Department of Labour, War Invalids and Social Affairs and Women's Union.

- For all cases of proven significant abuse: inform and engage police.

- For all cases of proven serious abuse: SCC will refer the case to the appropriate authorities if there is sufficient evidence/proof including Women's Union and Child Protection Division of the Department of Labour, War Invalids and Social Affairs.
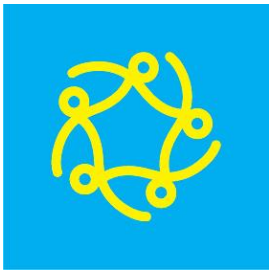
Contact of the Child Protection Division of the HCMC Department of Labour, War Invalids and Social Affairs and Women's Union:

- Contact person:
  Ms. Nguyễn Thành Phụng
  Head of Child Protection sub-department
  Tel: 028 – 38 20 29 65
  Email: ntphung.sldtbxh@tphcm.gov.vn

- Office: 028-38 20 29 65
  Email: bvcste.sldtbxh@tphcm.gov.vn
  Address: 156 Pasteur- Ward 6 District 3 -TP.HCM

Appendix 1: Signs of abuse

Child abuse can be physical, emotional and/or sexual and can also include neglect. The table below summarises each form of abuse and the possible signs that a child may show if he/she has been abused. Should a child exhibit these indicators, it should not automatically be assumed that abuse is occurring; however, any concerning behaviours and/or signs should be reported to the Director as per SCC reporting procedures (below).

Physical Abuse occurs when a person purposely injures or threatens to injure a child.	**Emotional Abuse** involves chronic attacks on a child's self-esteem and may involve name-calling, threatening, ridiculing, intimidating or isolating the child.
Possible signs of physical abuse: • Bruises, burns, sprains, dislocations, bites, cuts • Improbable excuses given to explain injuries • Refusal to discuss injuries • Withdrawal from physical contact • Arms and legs kept covered in hot weather • Fear of returning home or of parents being contacted • Showing wariness or distrust of adults • Self-harming tendencies • Aggression towards others • Being very passive and compliant • Chronic running away	*Possible signs of emotional abuse:* • Physical, mental and emotional development is delayed • Highly anxious • Showing delayed speech or sudden speech disorder • Fear of new situations • Low self-esteem • Inappropriate emotional responses to painful situations • Extremes of passivity or aggression • Drug or alcohol abuse • Chronic running away • Compulsive stealing
Sexual Abuse occurs when a child is used by an older person for his/her own sexual stimulation or gratification. Sexual abuse may be contact or non-contact.	**Neglect** is the failure to provide a child with basic necessities, such as food, clothing, shelter and supervision, to the extent that the child's health and development are placed at risk. Children participating in SCC programmes may demonstrate physical signs of neglect due to their families' socio-economic conditions.
Possible signs of sexual abuse: Physical indicators: • Bruises, scratches or other injuries to breasts, buttocks, lower abdomen or genital areas • Painful or frequent urination • Difficulty walking or sitting	*Possible signs of neglect:* • Frequent hunger • Poor personal hygiene • Constant tiredness

• Unexplained pain, itching, discharge or bleeding in genital or anal areas	• Inappropriate clothing
Behavioural indicators (to be interpreted with regard to the child's development stage)	• Frequent lateness or non-attendance at school
• Over attention to adults of a particular sex	• Untreated medical problems
• Open displays of sexuality and unusual interest in the genitals of others	• Low self-esteem
• Precocious knowledge of sexual matters	• Poor social relationships
• Sudden changes in mood or behaviour	• Compulsive stealing
• Difficulty sleeping and nightmares	• Drug or alcohol abuse
• Regressed behaviour, such as bed wetting, separation anxiety, insecurity	
• Change in eating patterns	
• Lack of trust in familiar adults, fear of strangers, fear of men	
• Acting-out behaviour (aggression, lying, running away, suicide attempts)	
• Withdrawn behaviour	
• Learning problems at school, loss of concentration	
• Excessive bathing	

(Source: School for Children of Cambodia Child Protection Policy)

Appendix 2: Contacts of SCC Director and CPP Group

Director of SCC: Damien Roberts Saigon Children's Charity 59 Tran Quoc Thao, Dist 3, HCMC Tel: 3930 3502. Ext: 106 damien@saigonchildren.com	**Triệu Thị Ánh Nguyệt** Thang Long English & Vocational Training School 129F/63A Nguyen Huu Hao, Ward 9, Dist 4 Tel: 3826 2713 Mobile: +84 90 310 54 69 nguyet@saigonchildren.com
Vương Ngọc Vy Vân Saigon Children's Charity 59 Tran Quoc Thao, Dist 3, HCMC Tel: 3930 3502. Ext: 107 Mobile: +84 90 289 53 53 van@saigonchildren.com	**Nguyễn Hoàng Phương** Saigon Children's Charity 59 Tran Quoc Thao, Dist 3, HCMC Tel: 3930 3502. Ext: 117 Mobile: +84 90 825 04 81 phuong@saigonchildren.com

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