



ORGANIZATION FOR SOCIAL SERVICES, HEALTH AND DEVELOPEMENT (OSSHD)

SAFEGUARDING POLICY & PROCEDURES

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Table of Contents

Acronyms	3
SECTION 1: INTRODUCTION.....	4
1.1. Background	5
1.2. The Purpose of the Policy	5
1.3. Principles of the policy document	6
1.4. Scopes of the policy.....	6
1.5. Compliances of the policy	7
1.6. Definitions and Key Concepts	9
1.7. Responsibility.....	9
1.8. Goal and Objectives	11
SECTION 2: POLICY STANDARDS AND STRATEGIES	11
2.1. Identification and reporting suspected cases.....	11
2.1.1. Signs of abuse.....	11
2.1.2. Possible signs of sexual abuse	11
2.1.3. Possible signs of physical abuse.....	12
2.1.4. Possible signs of emotional abuse.....	12
2.1.5. Possible signs of neglect.....	12
2.2. Staff Awareness, Training, and Support.....	13
2.3. Management Structure.....	14
2.4. Safe guarding standards in human resource policy	17
2.6. Consequences of Staff Misconduct.....	19
SECTION 3: PROCEDURES TO RESPOND TO SAFE GUARDING POLICY VIOLATIONS	19
3.1. Responding to a Child's, young people & adults at risk Disclosure of Abuse	21
3.2. Taking Action on Alleged Abuse.....	24
SECTION 4: MONITORING & EVALUATION OF SAFEGUARDING POLICY.....	24
4.1. Monitoring	24
4.2. The Role of a Safeguarding Officer	27
APPENDIXES.....	27



Acronyms

ACRWC	African Charter on the Rights and Welfare of the Child
CBO	Community Based Organizations
CPO	Child Protection Officer
NGO	Non-governmental Organization
OSSHD	Organization for Social Services, Health and Development



SECTION 1: INTRODUCTION

1.1. Background

OSSHD, since its inception has valuable track records with children, young people and adults at risk and its driven programs. In a nutshell, OSSHD believe that the welfare of children, young people and adults at risk is always the most important consideration. OSSHD, its staffs and partners are committed to providing care and protection and believe in the right of all to be protected from all forms of violence, abuse, neglect and exploitation, as set forth in the Ethiopian Constitution, Article 36(5) and Revised Criminal Code (2005), Articles 561 to 570, and the responsibility to respond appropriately to any allegations, reports or suspicions of child, young person and adult-at-risk abuse.

OSSHD is guided by and the works in the context of the following national and international codes and conventions:

- The United Nations Convention on the Rights of the Child
- The United Nations conventions on human rights, particularly the Convention on the Rights of the Child along with its three Optional Protocols
- Geneva Declaration of the Rights of the Child
- International Labor Organization Convention 182 Concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labor
- The African Charter on the Rights and Welfare of the Child /ACRWC
- Federal Democratic Republic of Ethiopia, National Children Policy (2017)
- Federal Democratic Republic of Ethiopia National Social Protection Policy
- The relevant legislation of Ethiopia

All of OSSHD's projects aim is that:-all children, young people and adults at risk are empowered to lead healthy, productive and fulfilling lives through access to quality, comprehensive support services.



1.2. The Purpose of the Policy

The purpose of this Policy is:

- To provide children, young people and adult at risk with appropriate safety and protection whilst in the care of in its institutions/programs/projects.
- To protect children, young people and adult at risk who receive services from OSSHD;
- To establish a safe and open environment in which children, young people and adult at risk can learn and develop;
- To raise awareness of safeguarding and protecting children, young people and adult at risk issues and equip us, as well as children and young people, with the skills needed to keep them safe;
- To inform us of the overarching principles that guide our approach to safeguarding; and
- To provide parents and/or guardians with details of our approach to safeguarding

Referring to this guiding document, OSSHD program will:

- Work within the legal framework of Ethiopia and contribute to national efforts to protect children, young people and adults at risk
- Collaborate with relevant government agencies/officials at all levels through strengthening systems and enhancing the capacity of key stakeholders to protect children, young people and adults at risk

1.3. Principles of the policy document

OSSHD has developed this policy because it believes that:

- All children, young people and adults-at-risk have equal rights to protection from abuse and exploitation
- Child, young people and adults-at-risk abuse is never acceptable
- We all have a commitment and responsibility to support the care and protection of children, young people and adults-at-risk with whom and for whom we work



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- We listen to and act on the views and opinions of children, young people and adults-at-risk
- We address all reports of actual or alleged abuse based on our policies and procedures, irrespective of the nature of the referral, who the allegations are about or who the referrer is or where s/he is from
- We treat as confidential all information relating to a child protection concern
- All of our actions and decisions will be guided by the best interests of the children; young people and adults-at-risk and the principle of do no harm.

1.4. Scopes of the policy

This policy and accompanying procedures describe and outline OSSHD's commitment to safeguarding. It provides guidance to enable all representatives of OSSHD to make ethical decisions on safeguarding based on internationally agreed legal standards, and outlines the steps that must be taken to meet their commitment to safeguarding in all areas of OSSHD's work. Compliance with this policy and accompanying procedures will be widely promoted and is mandatory for all representatives of OSSHD

Representatives of OSSHD include: staff of OSSHD undertaking work on behalf of OSSHD; members of OSSHD's General Assembly and Board; volunteers of OSSHD including individuals and groups who engage directly with OSSHD's work; and Advisers/consultants engaged by OSSHD, including any personnel from subcontracted organizations. Visitors are enlightened to projects, programs, events and campaigns that are promoted or organized by OSSHD.

1.5. Compliances of the policy

Any member, staff, volunteer or service provider (e.g. Consultant) of OSSHD will be requested to sign a declaration of compliance to this policy and the corresponding code of conduct, with the understanding that any breaches could result in termination of employment or cancellation of service contracts. Incidents will be reported to police authorities.



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1.6. Definitions and Key Concepts

Children and Young people: -For the purposes of this policy, a *child* is defined as any one under 18-years-old, in line with the UN conventions on the rights of the child and the government of Ethiopia.

Adult at Risk: someone over the age of 18 who puts them in a position of vulnerability due to its status might be disability, women at risk and the likes

Safe Guarding Policy:- The safeguarding policy is a statement of intent that demonstrates a commitment to protecting children, young people and adult at risk from harm and makes clear to all what is required in relation to the protection of children, young people and adults at risk. It helps to create a safe and positive environment for them and to show that the organization is taking seriously its duty and responsibility to protect them.

Duty of Care: -The term duty of care identifies the moral and legal responsibility that all organizations working with children, young people and adults at-risk either directly or indirectly, have to protect them within their care from both intentional and unintentional harm. The responsibility to protect them includes preventing abuse from happening by creating safe environments which minimize the risk of abuse, and responding immediately and appropriately where abuse does happen.

Child Abuse:- According to the World Health Organization, *child abuse* constitutes, "all forms of physical and/or emotional ill- treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power." A person may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional (e.g. school) or community setting; by individuals known to them, or more rarely, by a stranger.

There are four main categories of abuse:

1. **Physical abuse:** Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child, including by fabricating the symptoms of, or deliberately causing ill health to a child.



2. **Emotional abuse:** Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and adverse effects on a child's emotional development. It may involve: conveying to children that they are worthless or unloved; inadequate or valued only in so far as they meet the needs of another person; age or developmentally inappropriate expectations being imposed on children; causing children frequently to feel frightened; or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill-treatment of a child, though it may occur alone.
3. **Sexual abuse:** Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (i.e. rape) or non-penetrative acts. They may include non-contact activities, such as involving children in production or viewing of pornographic material or encouraging children to behave in sexually inappropriate ways. Children involved in commercial sex work are victims of sexual abuse, whether they perceive themselves as victims or not.
4. **Neglect:** Neglect is the persistent failure to meet a child's basic physical or emotional needs, likely to result in the serious impairment of the child's health or development, such as failing to provide adequate food, shelter and clothing, or failure to provide affection, nurturance, stimulation and encouragement.

Bullying

Bullying is the inappropriate use of power by an individual or group, with intent to injure either physically or emotionally. It is usually deliberate and repetitive. The bullying may be physical or psychological (verbal and non-verbal).

Physical bullying: includes pushing, hitting, punching, kicking or any other action causing hurt or injury.

Verbal bullying includes insults, taunts, threats and ridicules.

Psychological bullying: - includes physical intimidation and ostracism.

Exposure to Domestic Violence

Domestic violence occurs when children and young people witness or experience the chronic domination, coercion, intimidation and victimization of one person by another by physical, sexual or emotional means within intimate relationships. (Adapted from the Australian Medical Association definition)

Female Genital Mutilation (FGM): genital cutting which is medically unnecessary, extremely painful and has serious physical and mental health consequences both at the time and in later life.



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Harmful Traditional Practices (HTPs): HTPs are forms of violence which have been committed primarily against children particularly girls in certain communities and societies for so long that they are considered, or presented by perpetrators, as part of accepted cultural practice. The most common are female genital mutilation or cutting (FGM), abduction and forced or early marriage.

Partner organizations:- OSSHD works through local partner organizations, CBOs and others. These local NGOs and CBOs are referred to as OSSHD's partner organizations. This policy applies to all employees, Board members, interns, volunteers, and consultants of OSSHD and its Partner.

Staff:- The term "staff" is used broadly and includes employees, trustees, interns, volunteers, and consultants.

- *Employee:* A person who works for a salary
- *Board:* the body which involves the members of aboard who have been elected or appointed to direct the management of OSSHD
- *Intern:* A person who works for a specific amount of time as an apprentice or trainee to gain vocational experience
- *Volunteer:* A person who works for no salary
- *Consultant:* An expert who offers their skills and experience for a specific task and during a limited amount of time.

1.7. Responsibility

It is the responsibility of the board and senior management of OSSHD to create an organizational culture that promotes child safety by upholding principles of transparency and accountability on such matters. All representatives of OSSHD are expected to follow the guidelines and procedures of this Safeguarding policy, including the code of conduct and reporting procedures for suspected cases.

1.8. Goal and Objectives

a. Overall Goal

To ensure that all children, young people and adults at risk served by OSSHD are cared for in an environment where they are safe, well protected with the expectations that all of their developmental needs are appropriately addressed.



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b. Objectives

Overall Objective:

Work within the legal environment of Ethiopia and contribute to national efforts to protect children, young people and adults at risk from any kind of abuse, neglect and mistreatment

Specific Objectives:

- Raise awareness of staffs, representatives and partners on safeguarding policy
- Support staffs to undertake care and protection of children, young people and adults at risk and to set a good example to others by ensuring that OSSHD and all of its partners follow these standards and create safe environment
- Ensure good practice and maintain the reputation and credibility of OSSHD and its partner's organization



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SECTION 2: POLICY STANDARDS AND STRATEGIES

These standards and strategies are designed to prevent children, young people and adults at risk by ensuring that OSSHD and all of its partners create safe environments for them with whom they work:

2.1. Identification and reporting suspected cases

This section identifies signs of abuse, how it should manage any disclosure of abuse. It also sets out the responsibility to report any suspected signs of abuse.

2.1.1. Signs of abuse

Before any form of behaviour or act is reported as abuse, it is important that people are familiar with basic signs of abuse. However, it is crucial to note that abuse is not any easy act to identify and care should be taken to put facts together and understand the context as well as talk to them where possible before drawing conclusions at face value. The list below is an inconclusive guide that can however be useful in identifying abuse.

2.1.2. Possible signs of sexual abuse

- Physical indicators on a genital area
- Sexualized behavior inappropriate to their age and willingness
- Sexually transmitted infections
- Pregnancy (depending on their age)

2.1.3. Possible signs of physical abuse

- Bruises, burns, bites, cuts and dislocations
- Excuses given to explain injuries
- Refusal to discuss injuries
- Aggressive behavior towards others
- Withdrawal from physical contact
- Fear of returning home or of having parents contacted
- Self-destructive tendencies



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2.1.4. Possible signs of emotional abuse

- Delayed physical, mental & emotional development
- Increased anxiety
- Low self esteem
- Inappropriate emotional response to painful situations
- Drug or alcohol abuse
- Fear of new situations

2.1.5. Possible signs of neglect

- Poor social relations
- Low self esteem
- Frequent hunger
- Non-attendance at school
- Poor personal hygiene

2.2. Staff Awareness, Training, and Support

- All staff of OSSHD will be made aware of the Safeguarding policy
- All OSSHD's staff will sign a statement of commitment to the policy
- For those who cannot read or write, the policy and statement of commitment will be read to them and endorsed with their thumb print
- The staff member's original signed/marked statement will be filed by their organization's administration team and a copy of it will be given to the individual staff member. New staff will be asked to do this within the first week of starting to work
- All OSSHD and partners offices will have a reference by having a copy of the policy where it can be easily accessed by staff
- All OSSHD and partners offices will display an enlarged copy of the safeguarding Code of Conduct where it is clearly visible to children, adults at risk, young people, visitors, consultants and staff
- OSSHD and partners offices will display an enlarged copy of the *Procedures for Reporting Abuse* where it is clearly visible to staff



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- OSSHD and partners will deliver a briefing on the safeguarding policy to all current OSSHD staff within three months of the policy coming into effect
- OSSHD and partners will deliver a briefing on the policy to at least one senior member of staff from each partner
- All partner organization staff and community volunteers associated with the OSSHD program will sign a statement of commitment to the safeguarding policy
- Staffs who raise concern regarding abuse will be taken seriously and supported by their Organization's safeguarding Officer (SGO) and senior management
- All SGOs will be able to access OSSHD program staff for input, advice and support in the event of a children, young people and adult at risk protection case arising
- Emotional support and where possible, counseling will be available to staff who find the subject of abuse and protection particularly difficult and to those who are directly involved in a specific protection case
- OSSHD and its partners will provide ongoing staff training, learning opportunities and support as appropriate to ensure staffs are able to uphold their commitment to safe guarding policies and procedures
- OSSHD and its partners will incorporate child rights and raise child protection awareness into all program activities, promoting its importance to the community wherever possible.

2.3. Management Structure

- OSSHD will assign an able and qualified person as a Safeguarding Officer (SGO).
- Management at all levels will show support for safeguarding issues and will make time for and encourage communication and feedback in relation to safeguarding.



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- One staff member from each branch, sub branch and project office partners will take on the role of SGO. They will be responsible for training their organization's program staff on safeguarding and for dealing/responding with any concerns of abuse raised by colleagues

2.4. Safe guarding standards in human resource policy

OSSHHD places the utmost value in a human resources policy that contributes to creating a safe environment for children, young people and adult at risk. Its main purpose is to regularly make staff members aware of our Safeguarding and Protecting children, young people and adult at risk Policy and the standards contained therein.

2.4.1 Recruitment advertisements

In our standardized recruitment advertisements, we emphasize the strong relevance of safeguarding and protecting children, young people and adult at risk in our everyday work. We inform potential applicants that we require them to be willing to work according to our safeguarding standards. Moreover, we draw attention to the fact that on taking up employment, an enhanced criminal record check will be required.

2.4.2. Selection procedure

All persons who are invited to a job interview are made aware of our safeguarding standards again at that time. Questions are asked about their general attitude towards institutional child, young people and adult at risk protection as well as on our Safeguarding Policy. We differentiate between positions involving indirect and direct contact with children, young people and adult at risk; for the latter, additional references are obtained.

2.4.3. Staff induction

If offered a job, future members of staff must present an enhanced criminal record check at the time of induction. If the criminal record check contains relevant previous convictions which, with due regard to the aims of the Safeguarding Policy, bar them from taking up the job in question, the offer of employment will be retracted.



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New staff members receive the safeguarding and protecting children, young people and adult at risk on their first day at work. After they have read it, they must submit a written confirmation that they have understood the Policy, including the Codes of Conduct, and will behave in accordance with them. Furthermore, staff members are informed that OSSHD will report every violation constituting a criminal offence to the police. Violations not constituting a criminal offence may lead to disciplinary proceedings and result in further measures being taken under employment law, up to and including dismissal. For the recording of reported incidents, the organization has an internal procedure in place for managing cases of suspected abuse

2.4.4. Staff in service

In the first three months and no later than the completion of the probationary period, all new staff members must have taken part in the introductory course on safeguarding and protecting children, young people and adult at risk policy. Attendance will be reviewed and confirmed by Human Resources Management Division.

2.4.5. Safeguarding standards in Media and communication

We acknowledge that abuse, including exploitation can occur through the use of information technology, such as when children are photographed or filmed in an inappropriate way. Transparency, openness and appropriate professional purpose underpin any OSSHD Personnel's interaction with children, young people and adult at risk including via electronic and digital means.

We:

- obtain informed consent from the children, young people and adult at risk and the parents/guardian before taking a photograph, video or audio recording and ensure that an explanation as to how, where, when and for how long the photo or film will be used is provided;
- take care to assess local traditions or restrictions for reproducing personal image and endeavor to comply with them;



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- ensure that children, young people and adult at risk are presented in a dignified and respectful manner in text, photographs and film and that images are an honest representation of the context and facts;
- ensure that no pictures of children, young people and adult at risk that can be interpreted as sexualized or degrading or shaming in any way shall be published by OSSHD or its personnel;
- ensure that no personal data or sensitive information about any individual children, young people and adult at risk that could compromise their care or protection is disclosed in publications or other materials, including surnames or any specific location details;
- ensure that pictures, materials and personal information regarding children, young people and adult at risk are held in a secure place, whether physical or online and any lost or stolen equipment containing material should be reported immediately to OSSHD's safeguarding and protection officer
- report and record any complaints or concerns about inappropriate or intrusive images as a safeguarding concern.

2.4.6. Safeguarding standards Research with Children

Any research OSSHD conducts with children will ordinarily be undertaken on Project sites/areas will be in place to ensure that adults are always present when children are being interviewed. If for any reason OSSHD receives a mandate to conduct research outside of the Project site/area then additional safeguarding measures will be implemented.

2.5. Safeguarding standards in cooperation with partner organizations

Cooperation with partner organizations is an important component of our work at OSSHD. To ensure that children, young people and adult at risk receive the best possible protection throughout the entire work of our organization, partner organizations must also be made comprehensively aware of safeguarding policy, and risks within the cooperation must be minimized. In the event of violations of these standards, OSSHD reserves the right to terminate the contractual relationship or cooperation immediately.



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2.5.1. Standards with External service providers

External service providers are subject to the provisions of the Safeguarding and Protecting children, young people and adult at risk Policy whenever they come into direct contact with children, young people and adult at risk or their personal data through OSSHD. In this event, they automatically become visitors or reporters and must undertake to adhere to the relevant Code of Conduct. This undertaking is integral to the terms of the cooperation.

2.6. Consequences of Staff Misconduct

- If any member of staff is suspected of violating OSSHD safeguarding policy *in anyway*, they will be suspended from all activities and association with the organization while an independent investigation is carried out. The decision to suspend must be taken in combination by a senior manager and SGO and is not open to challenge.
- If outcomes of the independent investigation determine that someone associated with OSSHD has committed acts in regard to children, young people and adults at risk (within or outside the context of OSSHD's work) which are criminal or contravene the principles and standards contained in this document, OSSHD will take immediate disciplinary action(s). These may include:
 - **Staff:** termination
 - **Board:** first report to the Board which is followed by termination of Board membership
 - **Volunteers and interns:** terminating the relationship with OSSHD project
 - **Consultants/Contractors:** termination of contract
 - **Partners:** withdrawal of funding/support and termination of the relationship
- When investigating the violation concerns or complaints, the process should always be fair and unbiased. Any adverse conclusions will be open to



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challenge through an appeals process. This means that if a staff member, Board, intern, volunteer, consultant or contract or has been accused of violating the Policy and the complaint has been upheld as a result of an investigation, the accused has the right to appeal this decision. An appeal would mean that a second party would re-examine the evidence to accept or reject the decision.



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SECTION 3: PROCEDURES TO RESPOND TO SAFE GUARDING POLICY VIOLATIONS

These guidelines and procedures are designed to ensure that where abused happen, damage to them is minimized and prompt and appropriate action is taken to care for and rehabilitate them. These guidelines and procedures must be followed whenever:

- There is suspicion that a person is being abused: *then* identify emotional, behavioral or physical indicators of abuse
- An allegation is made that a person is being abused: someone else tells that a person is being abused person abuse is witnessed
- A person discloses abuse: the survivor tells that he/she is being abused, it is the duty and responsibility of any person who has concerns about the safety of them to report their concerns as soon as possible (always within 24 hours) so that further investigations can be made.
- The child's, young peoples and adults at risk best interest is the most important actor when safeguarding policy measures are considered. The identity of individuals who report cases of abuse will be temporarily protected, if needed. The safeguarding Officer must make the necessary report in writing to OSSHD senior management and the Safeguarding unit of the police immediately following the initial report.
- The safeguarding Officer must facilitate law enforcement in queries related to alleged violence against a child.

3.1. Responding to a Child's, young people & adults at risk Disclosure of Abuse

Actions to do:

- Stop what everyone are doing and listen to the persons attentively
- Accept what they said
- Keep calm and don't panic
- Do not appear shocked or surprised
- Do not seek help while the survivor is talking to you



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- Look at the person directly
- Assure the person that they are not to blame for the abuse
- Be honest

Let the person know that you will have to tell someone, but reassure them that only those who need to know will be told, and that it is in their best interest

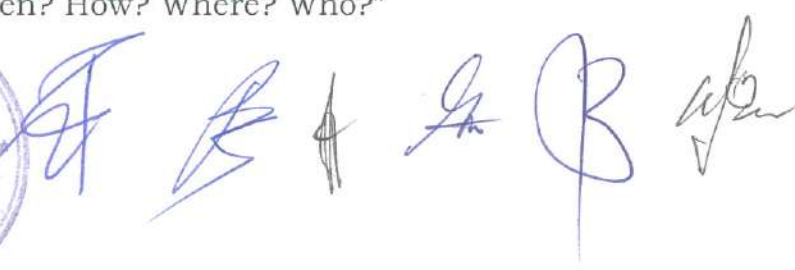
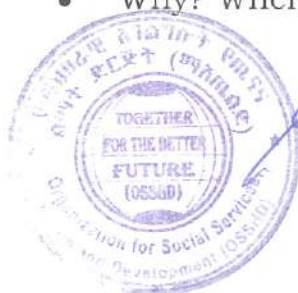
- Try not to repeat the same questions to the children, young peoples and adults at risk
- Never push for information
- Never ask leading questions (questions which encourage them to give one answer over another) Do not fill in words, finish in sentences, or make assumptions
- Be aware that they may have been threatened
- Make certain you distinguish between what they have actually said and the inferences you may have made. Accuracy is very important in this stage of the procedure
- Do not permit personal doubt to prevent you from reporting the allegation to your organization’s SGO

Things to say:

- “I believe you.”
- “I am going to try to help you.” “I am glad that you told me.”
- “It’s not your fault.” They can never be held responsible for being abused by others.

Things not to say:

- “You should have told someone before.” “I can’t believe it! I’m shocked!”
- “No, not him/her, he/she is a friend of mine.” “I won’t tell anyone else.”
- “Why? When? How? Where? Who?”



At the end of the disclosure:

- Reassure the person that it was right to tell you
- Let them know what you are going to do next, for example, that you will speak to the SGO as they will know what to do to help them in the best way
- Immediately seek help first from the designated SGO
- Write down accurately what the young person has told you using the safeguarding reporting form. Sign and date your notes. Keep all notes in a secure and confidential place for an indefinite period.
- Seek help for yourself if you feel you need support

3.2. Taking Action on Alleged Abuse

If you suspect or witness abuse, someone alleges abuse to you, or a child, young people or adults at risk discloses abuse to you, you must:

1. Record your concerns on the Incident Reporting Form (Annex 3) and report your concern directly to your organization's safeguarding Officer as soon as possible (and always within 24 hours).

- You should decide in what order to do these things based on the best interest of them. If he/she is in immediate danger anyone should go to the SGO first and fill in the reporting form later.
- You must report your concerns to your SGO in person or by phone (not by email, fax, text or via another person) so that you can be sure they get the message immediately.
- If the SGO is not available, a concern must be reported to the next most appropriate person (e.g. a senior manager).

2. Discuss your concerns

With the SGO so that they can decide whether action needs to be taken and an investigation carried out. If the SGO decides not to take further action, they will complete the reporting form and file it in a safe, secure and confidential place. If the SGO decides that further action needs to be taken they will continue as in step 3.



3. The SGO will take action to ensure the immediate safety and well-being of the children, young people and adults at risk. For example, the person may need to be moved from where they are staying or given medical treatment.

4. The SGO will investigate the abuse case further by talking to the person, and those who know the child well, (e.g. parents/caregivers, family, friends, teachers, etc.) and decide on an appropriate course of action that works towards the long-term rehabilitation of them. This will be recorded by the SGO on the Post-abuse Care Planning Form (Annex 7).

- As part of the post-abuse care, the SGO will contact other organizations (offering healthcare, police support, legal aid, shelter, counseling etc.) as appropriate and involve them in the rehabilitation process.
- The SGO will refer to his/her contact list for guidance on organizations to contact.

5. The SGO will oversee and monitor the rehabilitation by liaising with the all those involved, including the family and other organizations working with the group, to ensure that action is being taken and the person is making progress.

- The SGO will use the Post-abuse Care Planning Form to monitor the progress
- The SGO will complete and file the Incident Reporting Form and the Post-abuse Care Planning Form in a safe and secure and confidential place.

In order to manage risks, all organizations providing services and support to children must ensure that:

- All child beneficiaries who have allegedly or actually been exposed to violence get prophylactic, remedial, and/or rehabilitative services
- Partner organizations refer any child who has allegedly or actually been exposed to violence to the relevant service unit (including clinic,



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counseling office, etc.) for assessment of harm, prophylactic, remedial, and/or rehabilitative services.

- Partner organizations contact local child protection and welfare agencies that provide information, support, and assistance to survivors if required services aren't available within the organization.



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SECTION 4: MONITORING & EVALUATION OF SAFEGUARDING POLICY

4.1. *Monitoring*

- All main branches, sub branches, project offices and partner organizations will submit up-to-date and accurate information relating to abuse if applicable to OSSHD as part of their quarterly reports.
- OSSHDs SGO will monitor all reports of abuse and subsequent protection cases that occur within its programs.
- OSSHD's monitoring of abuse will be ongoing and will include recording the scale of the problem, recognizing patterns and trends, identifying particular risks to children, young people and adults at risk and most importantly, evaluating the effectiveness of its policy on the protection of the target groups
- If monitoring shows that there is a problem relating to the effective protection of them within OSSHD or any of its partners, SGO at the head office shall call an emergency meeting and a member of the senior management team from the organization in question to discuss the issues and ways to resolve them.
- If anyone other than OSSHD's SGO has any concerns relating to the effective protection of children within OSSHD or any of its partners, they will inform either the OSSHD's SGO or a member of senior management team as soon as possible.

4.2. **The Role of a Safeguarding Officer**

a. It is a SGO's duty to:

- Ensure that OSSHD staff is adhering to the policy; that the preventative standards are in place and the guidelines and procedures for responding to abuse are being followed.
- Deliver trainings to all existing OSSHD and partner staff.
- Brief each new member of staff on the policy within one month of them starting with OSSHD.



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- Be available to answer questions and support staff with any matters related to the policy.
- Ensure that the organization and the partner keep an up-to-date list of other organizations to contact (offering healthcare, police support, legal aid, shelter, counseling, etc.) in the event of a person being abused and needing post-abuse care.
- Respond to all concerns of abuse immediately and take action to ensure the immediate safety and well-being of the children, young people and adults at risk.
- Investigate the case further and decide on an appropriate course of action that works towards the long-term rehabilitation of the survivors.
- Involve other organizations (offering healthcare, police support, legal aid, shelter, counseling, etc.) as appropriate and in the rehabilitation process.
- Record the course of action on the *Post-abuse Care Planning Form* and oversee and monitor the rehabilitation.
- Ensure completion and filing of the *Incident Reporting Forms* and the *Post-abuse Care*

b. Further monitoring duties for SGOs:

- Support main branches, sub branches, project offices and partner organizations in submitting up-to-date and accurate information relating to abuse to OSSHD as part of program reporting.
- Report any concerns relating to the effective protection of children, young people and adults at risk within OSSHD or its main branches, sub branches, project offices and partner organizations to senior management as soon as possible.
- Monitor all reports of abuse and subsequent protection cases that occur within OSSHD.
- Ensure that monitoring is ongoing and includes recording the scale of the problem, recognizing patterns and trends, identifying particular risks to



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them, and most importantly, evaluating the effectiveness of OSSHD's policy on protection.

- Recognize and acknowledge any problems relating to the effective protection of children within OSSHD or its main branches, sub branches, project offices and partner organization.
- Respond to incidents by calling an emergency meeting with the senior management team to discuss the issues and find ways to resolve them.



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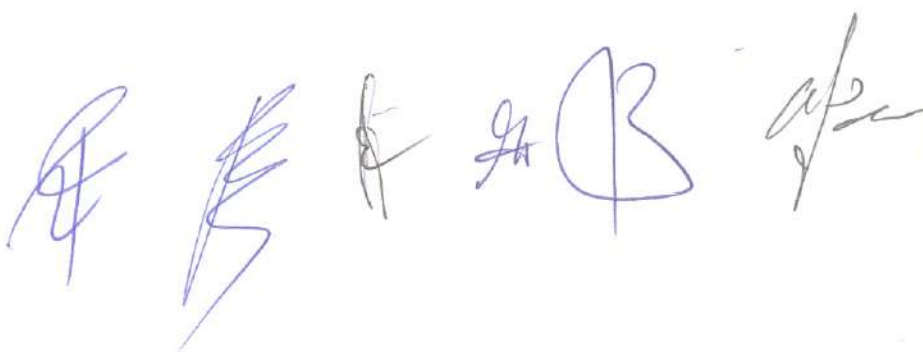

APPENDIXES

Annex 1: Statement of commitment to Safeguarding policy

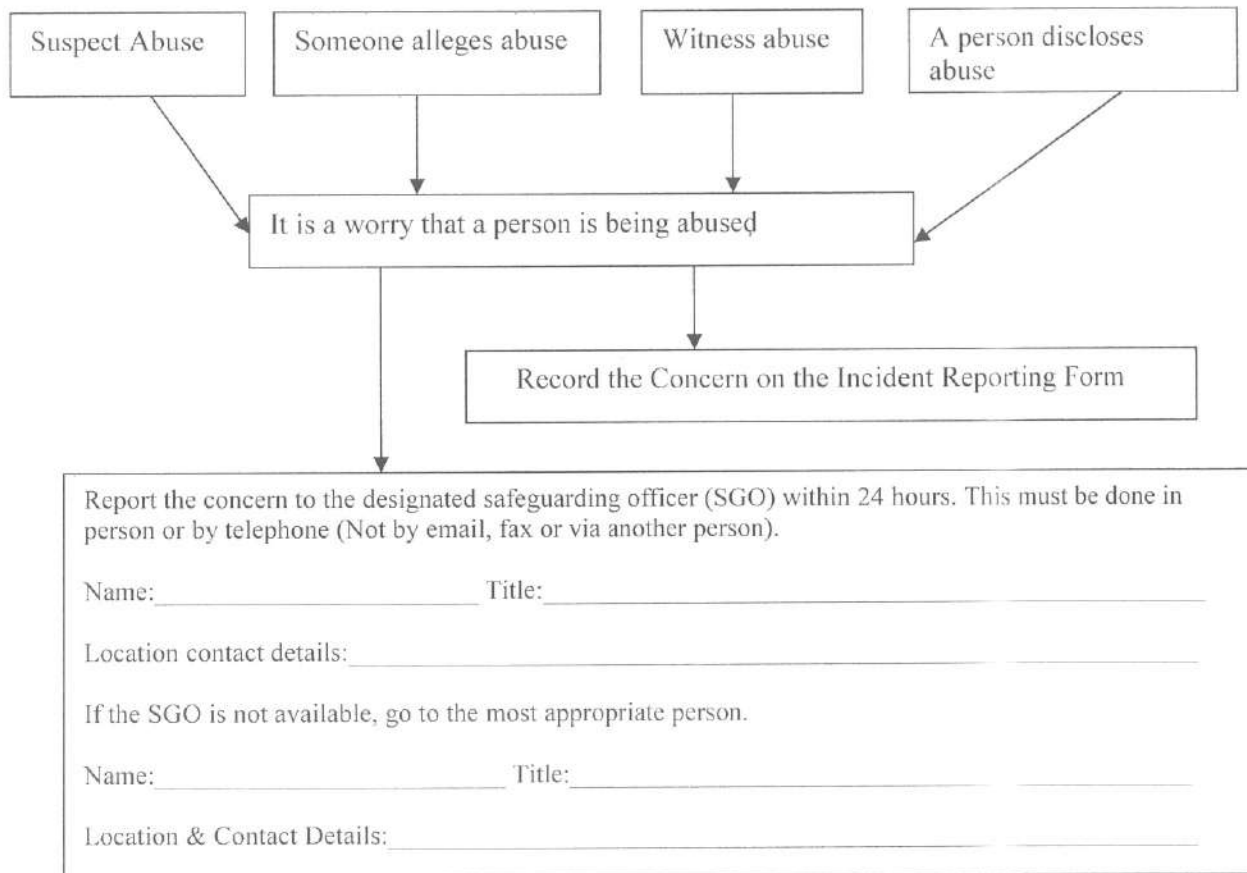
I have read and understood OSSHD's safeguarding policy, including the code of conduct. I agree to abide by the policy and principles therein, and understand that I must raise any concerns I may have about the policy whilst working for or with OSSHD with my branch/HQ manager (or other responsible person) in a confidential manner.

Name:..... Position:

Signature:Date:.....

Annex 2: Procedure for Report Abuse



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TOGETHER FOR THE BETTER FUTURE (OSSAD)
Organization for Social Services
Health and Development

Annex 3: Incident Reporting Form

Please complete this form if you believe that a person’s safety is in danger. All protection concerns should be reported directly to SGO immediately. The form may be filled in before or after contacting the SGO. The information in this form should be kept strictly confidential.

A: Personal information

Name: Job Title:.....
Place of work: Relationship to person:
Contact details:

B: Person information

Name of the person: Gender:
Address:

C: Safeguarding concern

Is concern based on observation or suspicion?
If concern is based on secondary source, give name of information source
.....

Did the person report incident to you?

Give the nature of alleged abuse:
.....
.....

Date of alleged incident: Time:

Place of incident:

Name of alleged perpetrator:

Job title:

Describe your personal observations (factually):
.....
.....
.....

Give the actual record of what the person or source said to you:
.....

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.....
.....

Provide names of witnesses if applicable:

.....



Any other comments:

.....
.....
.....

Action taken:

.....
.....

Signed: Date:

Annex 4: OSSHD Consent Form

I consent for OSSHD to use case studies/ photos/ film/ audio taken on (date)at (place).....for educational, promotional and fundraising purposes, through all media including printed documents and OSSHD websites (this consent will apply throughout the world) for the following children:

- (full name).....age.....
- (full name).....age.....
- (full name).....age.....

OSSHD will only use the images in accordance with its charitable objects and will only keep the images whilst they are relevant to the OSSHD's work.

Name Relationship to person
Signature Date.....
Address.....
.....


Taken by (name) (Position) on behalf of OSSHD

Further information / restrictions:

.....
.....
.....

Annex 6: Registration of Action taken by the SGO

Outline the immediate action taken (e.g. parents or caregivers informed of the abuse, the person was moved from their home, given medical treatment, etc.). If further action was not taken, that must be stated why. _____

Care Plan: List the actions you will take or oversee to support the person:

Action: Key person: Date

- 1: _____
- 2: _____
- 3: _____
- 4: _____

Signatures of children, young people, adults at risk, SGO and person's parent/caregiver as appropriate :(Sign and print name)

Persons: _____ Date: _____ Signature: _____

SGO: _____ Date: _____ Signature: _____

Parent/caregiver: _____ Date: _____ Signature: _____

Signatures of others involved in the person's care and rehabilitation as appropriate:

Name: _____ Signature: _____ Date: _____

Relationship to person: _____



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Annex8: Visitor's Statement of Commitment to the safeguarding Policy

I have read and understand this Policy. I respect OSSHD's values and beliefs in relation to the protection. While visiting OSSHD programs and activities, I agree to:

- Behave in accordance with the Code of Conduct when around children, young people and adults at risk.
- Abide by the standards in relation to communications (imagery and text) around children, young people and adults at risk
- Respect the confidentiality of the children, young people and adults at risk I meet by not photographing them without permission or discussing them or anything about their situation with anyone outside of the organization. Further investigations can take place within the organization's guidelines and procedures.

Name: _____ Job Title & Organization: _____

Purpose of the visit: _____

Signature: _____ Date: _____



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