

CHILD SAFEGUARDING POLICY AND PROCEDURES

**For Digital Promise &
Digital Promise Global**

I. Introduction

Authorized by Congress in 2008 and launched in 2011, Digital Promise is an independent, bipartisan 501(c)(3) nonprofit organization authorized by Congress to spur innovation in education. Through its work with educators, technologists, researchers, and leading thinkers, Digital Promise supports comprehensive research and development to improve all levels of education and provide Americans with the knowledge and skills needed to compete in the global economy. In 2014 Digital Promise Global was incorporated alongside Digital Promise to expand the mission to include education innovation around the globe.

Our work is informed by our core tenets including our belief in the power of:

- **Networks** to connect with people and ideas
- **Stories** to inspire ideas and incite action
- **Research** to inform, ground and support decision making
- **Engagement** to motivate learning for life

Throughout our work, we realize technology and innovation's promise for amplifying human capacity. And, we are committed to being an action-oriented, results focused organization that is nimble, adaptive and continuously improving.

Digital Promise and Digital Promise Global's work brings us in direct contact with educational institutions and NGOs, educators and children around the world. As part of our commitment to spurring innovation in education and addressing issues of inequity across our system we believe that it is imperative to have policies and procedures in place to safeguard children. Digital Promise and Digital Promise Global have adopted this policy to ensure that our staff and organization are always working with that at the forefront of their mind.

A. Principles

This Child Protection Policy is based on Keeping Children Safe Child Safeguarding Standards; the UN Convention on the Rights of the Child, 1989 (and its optional protocols); the UN Statement for the Elimination of Sexual Abuse and Exploitation and all child-related UN conventions; the national child protection legislation of the United States and international good practice.

The principles being upheld by our child safeguarding policy are:

- All children have equal rights to protection from harm.
- Everybody has a responsibility to support the protection of children.
- Organizations have a duty of care to children with whom they work, are in contact with, or who are affected by their work and operations.

- If organizations work with partners they have a responsibility to help partners meet the minimum requirements on protection.
- All actions on child safeguarding are taken in the best interests of the child, which are paramount.

B. Definitions and Terms

What is child safeguarding?

Child safeguarding is the responsibility that Digital Promise and Digital Promise Global have to make sure our staff, operations, and programmes *do no harm* to children, that is that they do not expose children to the risk of harm and abuse, and that any concerns the organisation has about children's safety within the communities in which they work, are reported to the appropriate authorities.

'Do no harm' refers to organizations' responsibility to 'do no harm' or minimize the harm they may be doing inadvertently as a result of inappropriate programming.

Harm. Harm is broadly defined for the purposes of this agreement and includes physical abuse, sexual abuse, child sexual exploitation, neglect and negligible treatment, emotional abuse and commercial exploitation. Each of these terms are defined below.

Physical abuse: actual or potential physical harm perpetrated by another person, adult or child. it may involve hitting, shaking, poisoning, drowning and burning. Physical harm may also be caused when a parent or carer fabricates the symptoms of or deliberately induces illness in a child.

Sexual abuse: forcing or enticing a child to take part in sexual activities that he or she does not fully understand and has little choice in consenting to. This may include, but is not limited to, rape, oral sex, penetration, or non-penetrative acts such as masturbation, kissing, rubbing and touching. It may also include involving children in looking at, or producing sexual images, watching sexual activities and encouraging children to behave in sexually inappropriate ways.

Child sexual exploitation: a form of sexual abuse that involves children being engaged in any sexual activity in exchange for money, gifts, food, accommodation, affection, status, or anything else that they or their family needs. It usually involves a child being manipulated or coerced, which may involve befriending children, gaining their trust, and subjecting them to drugs and alcohol. The abusive relationship between victim and perpetrator involves an imbalance of power where the victim's options are limited. It is a form of abuse that can be misunderstood by children and adults as consensual.

Child sexual exploitation manifests in different ways. It can involve an older perpetrator exercising financial, emotional or physical control over a young person. It can involve peers manipulating or forcing victims into sexual activity, sometimes within gangs and in gang-affected neighbourhoods. It may also involve opportunistic or organised networks of perpetrators who profit financially from

trafficking young victims between different locations to engage in sexual activity with multiple men.

Neglect and negligent treatment: allowing for context, resources and circumstances, neglect and negligent treatment refers to a persistent failure to meet a child's basic physical and /or psychological needs, which is likely to result in serious impairment of a child's healthy physical, spiritual, moral and mental development. It includes the failure to properly supervise and protect children from harm and provide for nutrition, shelter and safe living/working conditions. It may also involve maternal neglect during pregnancy as a result of drug or alcohol misuse and the neglect and ill treatment of a disabled child.

Emotional abuse: persistent emotional maltreatment that impacts on a child's emotional development. Emotionally abusive acts include restriction of movement, degrading, humiliating, bullying (including cyber bullying), and threatening, scaring, discriminating, ridiculing or other non-physical forms of hostile or rejecting treatment.

Commercial exploitation: exploiting a child in work or other activities for the benefit of others and to the detriment of the child's physical or mental health, education, moral or social-emotional development. It includes, but is not limited to, child labour.

A ***child*** is any person under the age of 18 years.

C. Scope

This policy applies to all staff and associates.

Staff includes:

- all staff, national and international
- all volunteers and interns

Associates includes:

- all contractors, e.g., consultants
- all Board Members

II. Prevention

Protection of children from abuse and protection the rights of children will be addressed through the following steps:

A. Risk assessment/risk mitigation

Digital Promise and Digital Promise Global will assess risk to children from the different organizational functions and will develop strategies to minimize those risks.

A risk assessment of all Digital Promise and Digital Promise Global programs and project activities will be undertaken and where appropriate risk management strategies will be developed.

B. Safe recruitment

Digital Promise and Digital Promise Global are committed to safe recruitment practices.

For staff, consultants and volunteers that will have direct, unsupervised access to children:

- clear job or role descriptions that include a statement on the position or role's responsibilities to meet the requirements of the organization's child safeguarding policy.
- All interviews will include a discussion on child safeguarding, the candidate's understanding of this and the organization's commitment.

Digital Promise and Digital Promise Global are currently working to develop a robust data privacy policy to ensure that all children's information is carefully safeguarded in compliance with federal, state and local laws in the United States and in other countries in which we work.

Contract offers for those whose work will bring them directly into contact with children, or gain them access to children's information, will be dependent on suitable references.

Criminal record checks will be (where available) for all new employees, and contractors who will be having interactions with students.

Digital Promise/Digital Promise Global will comply with all criminal and background record requirements of educational institutions or other organizations that we work with.

Digital Promise and Digital Promise Global will ensure that we apply the highest standards in its recruitment and vetting policies across the organization. Candidates are checked for their suitability for working with children and their understanding of child safeguarding.

Checking evidence of identity and the authenticity of qualifications and a minimum requirement of at least two references are carried out in all cases.

Suggested Guidance for Recruitment and Selection

1. When you are designing the job description, analyse the role and think about the issues of child safeguarding and risk in that job:
What contact with children will the job involve?
Will the employee have unsupervised access to children, or hold a position of trust?
What other sort of contact may the person have with children (e.g., via email, telephone, letter, internet)?

2. Develop clear job descriptions, terms of reference/role briefs for all posts including where short-term contracts, consultants are being recruited.
3. Make sure that the selection-criteria outlines the relevant experience needed if the post involves direct work with children.
4. Make sure that the commitment to keeping children safe is included in a prospective and new employee's orientation.
5. Develop application forms that ask for consent to gain information on a person's past convictions/pending disciplinary proceedings.
6. Ask for documentation to confirm identity and proof of relevant qualifications.
7. Make sure you have a well-planned interview process and ensure the interviewers have the relevant experience of and knowledge about child safeguarding and best practice.
8. Include some specific questions in the interview that draw out people's attitudes and values in relation to the protection of children. Can they give examples of where they have acted to protect a child, what they learnt from this, what impact it has had their current practice?
9. Take up to three references including some from previous employees or others who have knowledge of the candidate's experience and suitability to work with children Adapted from Nolan, P (2004) <i>The role of HR in Child Protection, People in Aid</i>
10. Verify the identity of references.
11. Conduct appropriate background checks..

C. Behaviour protocols/code of conduct

Digital Promise and Digital Promise Global have adopted a code of conduct. Each staff person will be asked to review and sign the code of conduct upon their hiring. Additionally, associates (as defined above) working directly with children will be asked to review and sign the code of conduct.

Appendix A provides our Code of Conduct.

D. Education/training

It is essential that all those employed or engaged by Digital Promise and Digital Promise Global have access to training on child safeguarding that is appropriate for their role and responsibilities, beginning at the induction/orientation stage.

Information on child safeguarding is available in the appropriate format and language to be accessible by all staff and contractors working directly with children for Digital Promise and Digital Promise Global.

Annually all staff will receive a child safeguarding briefing to help them understand why it is necessary to safeguard and protect children and to be fully aware of the procedure for reporting concerns.

All staff are aware of the designated Child Safeguarding Officer (CSO) or Child Safeguarding Focal Point who is responsible for receiving reports of concerns and advising on assessing and mitigating risk in line with Digital Promise and Digital Promise Global's policy and procedures.

E. Safe program design

Digital Promise and Digital Promise Global are committed to designing and delivering programs which are safe for children. Programs and projects will be risk assessed for safety and safety strategies developed as deemed necessary.

F. Communications and Social Media– use of images and children's information

Digital Promise and Digital Promise Global are committed to undertaking all communications and Social Media in a safe manner.

In our use of information and visual images, both photographic stills and video, and social media our overriding principle is to maintain respect and dignity in our portrayal of children, families and communities.

No Digital Promise Global or Digital Promise staff or associate may use social media to contact children they have met through their work at either organization through social media after hours, for non-work purposes.

We are working to develop communications and social media policy and guidelines that detail our procedures, a sample can currently be found in Appendices B and C.

G. Responsibilities

The policy has been approved by Digital Promise's President & CEO and approved by our Board of Directors.

III. Partners

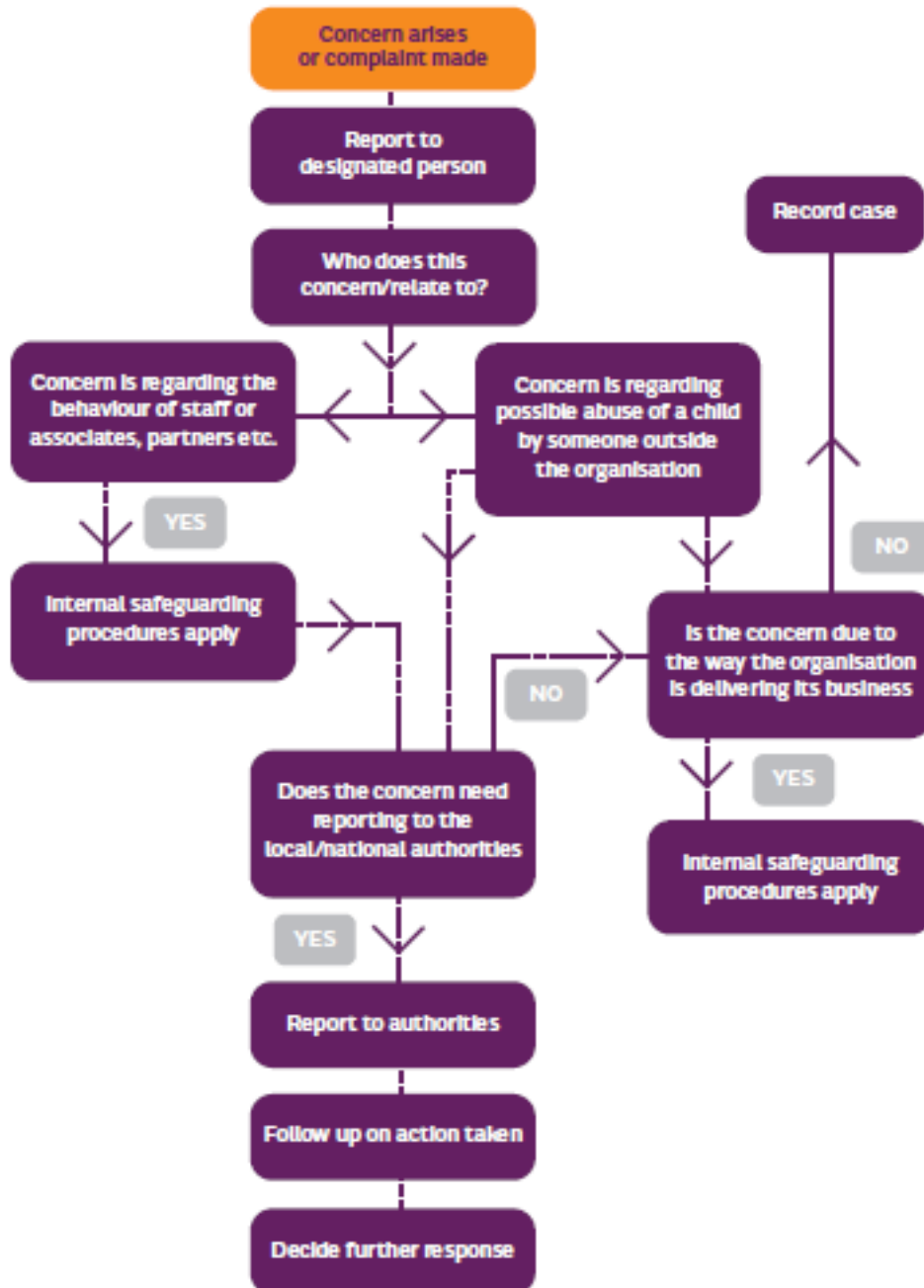
Digital Promise and Digital Promise Global will provide a copy of this policy to all partners who are working directly with children as part of our partnership.

IV. Reporting/responding to concerns

The flow chart below provides our reporting procedure. In the flow chart below the "designated person" is the relevant Initiative Director. Should the concern involve that individual, or should that individual not act upon a concern, the concern should be reported to the COO and then to the CEO if necessary.

And in all instances, if the concern surrounds interactions with a child in an educational institution or organization, that organization’s policies and procedures must also be followed.

The following is an example of a reporting procedure that can be adapted for organisations.



Digital Promise and Digital Promise Global will receive disclosures from children with sensitivity and will strive not to re-traumatise children in their handling of complaints. If a child or young person tells you they are being, or have been, abused:

- Listen to and accept what the child or young person says but do not press for information.
- Let the child or young person know what you are going to do next and that you will let them know what happens.
- Do not investigate and do not inform, question or confront the alleged abuser.
- Take the alleged abuse seriously.
- Record carefully what you have heard on the reporting form.

Any report will be treated seriously and with confidentiality. The priority will always be the safety and best interests of the child.

Identifying information about children will be shared on a 'need to know' basis only. Any staff who raise concerns of serious malpractice will be protected as far as possible from victimization or any other detrimental treatment if they come forward with serious concerns, provided that concerns are raised in good faith. Deliberate false allegations are a serious disciplinary offence and will be investigated.

The subject of the complaint (alleged perpetrator) and all witnesses must cooperate fully and openly with internal and statutory investigations and hearings. Their confidentiality will be protected and information which could identify them will be shared on a 'need to know' basis only.

When a child safeguarding concern is brought to your attention – ACT
Act on your concerns. If in doubt, speak out!
Child-centred. The protection of children is the most important consideration.
Time counts. Ensure timely, effective, confidential and appropriate responses to child safeguarding issues.

From Plan International, Child Protection Policy "Reporting and Responding to Child Protection Issues in Plan".

A prompt and appropriate response will ensure that the situation is not perpetuated and that all individuals involved are clear on issues and actions to be taken.

Allegations against a staff member would normally result in suspending the staff member from their employment immediately subject to investigation of the issue. If the allegation is a criminal issue, this should be reported to the formal authorities before taking action or informing the alleged perpetrator.

Internal investigations should be conducted by person(s) with the skills to do so. The investigation should involve interviews of all parties involved including witnesses to gather all relevant details of the allegation.

Appropriate disciplinary measures should be taken in the event that the allegation is found to be true. If the allegation is found to be without base, appropriate steps should be taken to minimise damage to the reputation of the individual accused.

Internal investigations related to allegations of criminal behaviour should be discussed with the formal authorities prior to embarking on this course of action to ensure that the organisation does not compromise the formal investigation.

Resources for support and counselling should be made available for those involved in the report and response.

V. Monitoring and review

Regular monitoring of risks, risk mitigation and the effectiveness of the child safeguarding measures will occur as part of Digital Promise and Digital Promise Global's annual planning process. Additionally, it will be assessed through the year as new initiatives, engagements and/or program sites are launched.

This policy will be reviewed at minimum of every 3 years or when it is shown necessary that additional issues need to be identified and addressed through this policy.

Appendix A

Code of Conduct –

I, [insert name], acknowledge that I have read and understand Digital Promise and Digital Promise Global's Child Protection Policy, and agree that in the course of my association with this organization, I must:

- treat children with respect regardless of race, color, gender, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status
- not use language or behavior towards children that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate
- not engage children under the age of 18 in any form of sexual intercourse or sexual activity, including paying for sexual services or acts
- wherever possible, ensure that another adult is present when working in the proximity of children
- not invite unaccompanied children into my home, unless they are at immediate risk of injury or in physical danger
- not sleep close to unsupervised children unless absolutely necessary, in which case I must obtain my supervisor's permission, and ensure that another adult is present if possible
- use any computers, mobile phones, video cameras, cameras or social media appropriately, and never to exploit or harass children or access child exploitation material through any medium
- not use physical punishment on children
- not hire children for domestic or other labor which is inappropriate given their age or developmental stage, which interferes with their time available for education and recreational activities, or which places them at significant risk of injury
- comply with all relevant United States and local legislation, including labor laws in relation to child labor
- immediately report concerns or allegations of child exploitation and abuse and policy non-compliance in accordance with appropriate procedures
- immediately disclose all charges, convictions and other outcomes of an offence, which occurred before or occurs during my association with Digital Promise and Digital Promise Global that relate to child exploitation and abuse.

When photographing or filming a child or using children's images for work-related purposes, I must:

- assess and endeavor to comply with local traditions or restrictions for reproducing personal images before photographing or filming a child
- obtain informed consent from the institution or organization through which I am working stating that they institution has obtained informed consent from the and parent or guardian of the child before photographing or filming a child.
- As part of this I must ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive
- ensure images are honest representations of the context and the facts
- ensure file labels, meta data or text descriptions do not reveal identifying information about a child when sending images electronically or publishing images in any form.

I understand that the onus is on me, as a person associated with Digital Promise and Digital Promise Global to use common sense and avoid actions or behaviors that could be construed as child exploitation and abuse.

Signed:

Date:

Appendix B

Communications policy/guidelines – sample guidelines to assist in the development of Digital Promise and Digital Promise Global’s guidelines for communications

Principles

1. We will respect the dignity of the subject.

We will always seek permission when taking photographs or video footage of individuals. Consent for taking and using photographs and case studies in schools or other educational institutions will be sought through an institutional release. The institution will be responsible for seeking permission from parents and those with parental responsibility, or from the children directly when they are of sufficient age and understanding.

When taking and using photographs outside of institutions, we will be responsible for always seeking permission from parents and those with parental responsibility, or from the children directly when they are of sufficient age and understanding.

Special consideration will be given to photographs depicting children with disabilities, refugees and those in situations of conflict and disasters, to accurately portray context and maintain dignity.

Wherever possible, we will explain to the subject the likely use of the images.

We will never take pictures of people who say they don’t want to be photographed.

2. We will not exploit the subject.

We will not manipulate the subject in a way which distorts the reality of the situation (e.g. we will not ask them to cry for the camera).

If necessary to protect confidentiality, the names of children and families will be changed. Never will a child’s full name or contact details be published.

3. We aim to provide a balanced portrayal of reality in the developing world.

We will avoid stereotypes (e.g. Western aid worker tends helpless victim). We aim to show people helping and working for themselves, not as victims.

4. We will use images truthfully.

Case histories/descriptions will not be fabricated, although they may be adapted or edited to preserve the dignity and confidentiality of the subject.

Where possible, we will use a balance of images (e.g. positive and negative) to reflect the reality of a situation.

We will not use an image in a way which deliberately misinterprets the true situation.

If an image represents an exceptional situation, we will not use it in a way which suggests it is generally true.

We aim to be confident that, to the best of our knowledge, the subject would regard the

image and its use as truthful if s/he saw it.

5. We will maintain standards of taste and decency consistent with our values and those of our supporters.

We will not use images which are erotic, pornographic or obscene.

Images of dead or naked bodies will only be used in exceptional circumstances.

We will not make gratuitous use of images of extreme suffering.

6. We will respect the views of our overseas staff and partner organizations.

We will be sensitive to the concerns and advice of our overseas staff and partner organizations in our gathering and use of visual material.

7. In disaster situations, we will treat in a positive manner the people whom we are helping.

In any publicity material dealing with disasters, we will follow the policy in the Code of Conduct of the International Committee of the Red Cross information: "In our information, publicity and advertising activities, we shall recognize disaster victims as dignified humans, not hopeless objects". In doing this, we shall portray an objective image of disasters, in which the capacities and aspirations of those affected are highlighted, not just their vulnerabilities and fears

We will not lose respect for those affected, but treat them as equal partners in action.

We will co-operate with the media in order to enhance public response, but we will not allow external or internal demands for publicity to take precedence.

8. We will maintain high technical standards.

We aim to use only high-quality images.

We may use digital manipulation of images for creative or iconic effect, but not in a way which deliberately and misleadingly distorts the reality of the situation depicted.

We will not crop an image in a way which misleadingly distorts the reality of the situation.

In video editing, we will not misleadingly distort the reality of the situation.

9. We will maintain a suitable photo library.

Images will be current and appropriate.

All images will be kept centrally and fully documented.

Old images will be archived.

Guidelines for obtaining communication materials.

Discuss the use of communication materials at the beginning of a program or project – do not wait until the material is needed.

Obtain general consent from the appropriate institution for the gathering of communication materials at the beginning of a program or project, and agree on the general messages and

types of images that would be appropriate.

Obtain images and any other private information for publication purposes in a safe and confidential manner.

Children should be prepared for specific interviews prior to being interviewed. Pictures of children should always be decent and respectful.

All children must be appropriately dressed according to their country of origin. In countries where children wear few items of clothing be particularly careful about the images you choose.

Recorded images should focus on an activity, and where possible feature groups of children rather than individuals

Make sure that photographers and film-makers are not allowed to spend time with or have access to children without supervision.

Permission for the taking of photographs should be sought prior to events. Children that do not have permission for photographs to be taken should not be included in individual or group photographs. Where possible, event photographs should be taken in group settings at prearranged times.

Any complaints or concerns about inappropriate or intrusive images should be reported and recorded, as with any other child safeguarding concern.

Guidelines for publishing information

Only use the first names of children. Be careful not to reveal too many details about where they live, their school, hobbies etc.

Ask for children's permission to use their photographs.

Get their parent/guardian's consent, either directly or through an institutional release; the release should explain how and where the images will be used. (See Appendix 3; Example Consent Form.)

Where the risk of harm and stigma is high, take mitigating steps; for example, by concealing faces, using pseudonyms and vague geographical locations, and by non-disclosure of personal information (e.g. HIV status).

Try to take images that represent a broad range of children – boys and girls of various ages, abilities and ethnic groups.

On websites, make sure any images you use are not tagged with the location of the child.

Individuals or organizations requesting the use of resources depicting children, such as personal information, videos or photographs, should sign an agreement concerning the proper use of such materials. Failure to adhere to the terms could result in the termination of permission and the return of information.

Pictures, materials and personal information regarding children should be held in a secure area where practicable, and every caution should be exercised to ensure its security.

Access to these must be by way of permission only.

Appendix C

Example of an organization's policy on communications - to assist in the development of Digital Promise and Digital Promise Global's policy on communications.

(adapted from EveryChild)

General

In our use of visual images, both photographic stills and video, our overriding principle is to maintain respect and dignity in our portrayal of children, families and communities.

Background

Digital Promise and Digital Promise Global strongly supports the United Nations Convention on the Rights of the Child, which makes the best interests of the child a primary consideration (Art. 3), and states that every child has the right to privacy (Art. 16) and protection from all forms of exploitation (Art. 36). Whilst we acknowledge that images are an essential element in portraying our work to the general public and other constituencies, and for raising funds, we strive to maintain the dignity of everyone with whom we work and will not use images that are disrespectful or demeaning.

Aim

This document sets out the principles Digital Promise and Digital Promise Global employs to regulate our use of images of children and their families. The guidelines that follow will be of particular use to staff in the field in contact with children and families.

Policy

In our use of visual images we adhere to the following principles:

1. We will respect the dignity of the subject.

We will always seek permission when taking photographs or video footage of individuals. Consent for taking and using photographs and case studies will be sought from the institutions with which we work, who will be responsible from obtaining permission from parents and those with parental responsibility. When we are not taking photographs or video footage at or through an institution we will be directly responsible for obtaining permissions from parents and those with parental responsibility, or from the children directly when they are of sufficient age and understanding.

Special consideration will be given to photographs depicting children with disabilities, refugees and those in situations of conflict and disasters, to accurately portray context and maintain dignity.

Wherever possible, we will explain to the subject the likely use of the images.

We will never take pictures of people who say they don't want to be photographed.

2. We will not exploit the subject.

We will not manipulate the subject in a way which distorts the reality of the situation (e.g. we will not ask them to cry for the camera).

If necessary to protect confidentiality, the names of children and families will be changed.

Never will a child's full name or contact details be published.

3. We aim to provide a balanced portrayal of reality in the developing world.

We will avoid stereotypes (e.g. Western aid worker tends helpless victim).

We aim to show people helping and working for themselves, not as victims.

4. We will use images truthfully.

Case histories/descriptions will not be fabricated, although they may be adapted or edited to preserve the dignity and confidentiality of the subject.

We will not use an image of one thing and describe it as, or imply it is, an image of another.

Where possible, we will use a balance of images (e.g. positive and negative) to reflect the reality of a situation.

We will not use an image in a way which deliberately misinterprets the true situation.

If an image represents an exceptional situation, we will not use it in a way which suggests it is generally true.

We aim to be confident that, to the best of our knowledge, the subject would regard the image and its use as truthful if s/he saw it.

5. We will maintain standards of taste and decency consistent with our values and those of our supporters.

We will not use images which are erotic, pornographic or obscene.

Images of dead or naked bodies will only be used in exceptional circumstances.

We will not make gratuitous use of images of extreme suffering.

6. We will respect the views of our partner organizations.

We will be sensitive to the concerns and advice of our partner organizations in our gathering and use of visual material.

7. In disaster situations, we will treat in a positive manner the people whom we are helping.

In any publicity material dealing with disasters, we will follow the policy in the Code of Conduct of the International Committee of the Red Cross information: "In our information, publicity and advertising activities, we shall recognize disaster victims as dignified humans, not hopeless objects".

In doing this, we shall portray an objective image of disasters, in which the capacities and aspirations of those affected are highlighted, not just their vulnerabilities and fears.

We will not lose respect for those affected, but treat them as equal partners in action.

We will co-operate with the media in order to enhance public response, but we will not allow external or internal demands for publicity to take precedence.

8. We will maintain high technical standards.

We aim to use only high-quality images.

We may use digital manipulation of images for creative or iconic effect, but not in a way which deliberately and misleadingly distorts the reality of the situation depicted.

We will not crop an image in a way which misleadingly distorts the reality of the situation.

In video editing, we will not misleadingly distort the reality of the situation.

9. We will maintain a suitable photo library.

Images will be current and appropriate.

All images will be kept centrally and fully documented.

Old images will be archived.

Appendix D

Social media policy – sample to assist in the development of Digital Promise and Digital Promise Global's social media policy

Policy statement: this describes what the policy covers, outlines standards for use of social media and cross-refers to other relevant policies, such as acceptable use of technology.

Who the policy covers: this section defines those covered by the policy, whether staff, volunteers, parents and children.

The scope of the policy: this states the need for staff to comply with the policy and outlines the consequences if they fail to do so. It cross-refers to policies relating to disciplinary procedure.

Who is responsible for implementing the policy: this section describes which people are responsible for overseeing, monitoring and updating the policy; contacts for questions about the policy; and emphasizes that all staff and stakeholders should take responsibility for complying with the policy.

Using social media sites: this section states which people in the organisation are authorised to post and share material on social media sites using the organisation's name.

Organisational requirements: this section highlights guidance around specific areas, such as online communication between donors and sponsor children; use of images of children; use of personal information; promotion of the organisation; and rules regarding the use of social media.

Use of work related social media: this defines the social media that members of the organisation are allowed to use, such as Twitter. It also clarifies what staff and volunteers have to do before using social media, such as reading the policy, undergoing training, approval from managers and so on.

Personal use of social media: this section states whether the organisation allows personal use of social media where there are references to the organisation. If this allowed, this section must spell out conditions of use, such as adherence to child safeguarding policies; disciplinary procedures; and disclaimers.

Rules for the personal use of social media for staff and volunteers:

- Always write in the first person and use the disclaimer
- Never upload or post any defamatory, obscene, abusive or harmful content

- Inform the relevant member of staff if you observe another staff member uploading this type of content
- Do not share any sensitive information – name or location of a child or commercially sensitive information
- Always comply with the site/services terms of use
- You are personally responsible for the content that you share so always think about what you are posting and sharing
- Avoid posting personal information that identifies you
- Social media sites will be monitored and if staff are found in breach of the rules they are subject to disciplinary procedures as outlined in the disciplinary policy
- Misuse could have serious implications and could break the law especially in the case of child abuse images, defamation, harassment and bullying

Children and young people using the organisation’s services: this section spells out rules for the use of social media by children and young people, especially where they are being given access through an ICT project or encouraged to use social media.

A significant number of social media sites require children to be over the age of 13 so the organisation should follow this requirement. Allowing children younger than 13 to use these sites would be a breach of terms and conditions.

This section may emphasise particular points, for instance the need to ensure that young people are not identifiable, that they do not share their location; do not arrange to meet anyone they have encountered via social media, and that they always report suspicious contacts.

Monitoring and reviewing the policy: this final section should state how the policy will be reviewed, how often this will take place, and who is responsible for leading the review.

Appendix E

Referral form - sample

Child's name:	Case no:
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Referral details:		
Time:	Date:	
Place:		
Referrer's details:		
Name:		
Address:		
Contact telephone no:		
Occupation:		
Relationship to child		
Child's details (where available):		
Name:		
Age:	Date of birth:	Gender:
Address:		
Household structure:		
School:	Class:	Teacher:
Ethnicity/Tribe:	Language spoken:	
Religion:	Any Disability:	
Identity no:	Status/whose legal responsibility:	

Details of concern: what, who, where, when (including child's words if possible):
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Alleged Perpetrator's details (if known):

Name:

Address:

Age: Date of birth:

Employment details: Nature of job:

Identify if Mercy Corps or partner agency is the employer:

Relationship, if any, to child:

Current location of alleged perpetrator:

Current safety of child including location:

Has emergency medical attention been required?

Provided by:

Who else knows? Include contact details.

Agencies:

Family members or other individuals:

Actions taken to date e.g. Referral to police, children's services, social welfare, other. Give contact details and date and time of action.

Referral taken by (where possible, line manager):

Name:

Position and Location:

Date:	Signature (on hard copy):
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<u>Action to be taken</u>	
Decision made by Director for immediate action as agreed in Child Safeguarding Policy? (Please specify who is to do what and when and give names and contact details of people to be contacted.)	
Referral to police (if not, why not?)	Yes/No
Referral to Local Authority for child protection /welfare	Yes/No
Other action required to ensure child not at further risk from alleged perpetrator:	
Referral for medical treatment/ to meet health needs	Yes/No
Signature of person arranging above action:	

