

Safeguarding policy

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2. One Happy Family: Working environment, vision

«One Happy Family» is a community centre on the Greek island of Lesvos. Lesvos, due to its close proximity to Turkey, is an important waypoint for people fleeing from wars and crises in the Middle East and Africa. These people stay on the island for many months, as the EU-Turkey deal hinders the continuation of their journey to the mainland, and onwards to Europe. Because of the severe human rights situation in Turkey, they can also not be sent back in most cases.

Our aim at One Happy Family is to give dignity and self-determination back to the thousands of people who are stuck on Lesvos. In the Centre, we provide recreational services, which have been initiated and run by refugees themselves. We fill gaps which have been created by insufficient humanitarian aid and lack of governmental intervention.

In the statutes of the association (German only) you will find all the details about the purpose and the goals of the association.

a. Basic values and principles:

- Empowerment

- Integration and inclusion
- Resilience and autonomy
- Individualism and identity
- Multiculturalism and diversity

3. Purpose and aim of this Policy

This policy has been designed for the safeguarding of children, young people and adults who attend One Happy Family (further abbreviated as OHF). It will be followed by any member of OHF and promoted by those in leadership positions within the organization. The purpose of this policy is to:

- Ensure that all members working for or on behalf of OHF do not harm children, young people or adults
- Ensure that safety risks and cases of misconduct are identified, reported and addressed in an appropriate and timely manner, without fear of reprisal.

This Safeguarding Policy (and the Whistleblowing Policy) will be sent/given to each person working with One Happy Family before they start working with the Organization. It is also a topic of the obligatory “Orientation meeting” at the beginning of their stay with OHF.

All our staff members and international volunteers are also required to complete an online safeguarding course, which outlines how to identify and notice safeguarding issues and how to report them in a humanitarian context. The course can be accessed at:

<https://kayaconnect.org/course/info.php?id=1424>.

4. Safeguarding Statement

OHF fully recognizes its responsibility for safeguarding and promoting the welfare of children, young people and adults. OHF is committed to be a fully accessible and inclusive organization welcoming and respecting the diversity of all visitors, volunteers, coordinators and board members. OHF believes that children, young people and adults have a fundamental right to be protected from harm. We also believe that all those working on behalf of the organization have a right to personal support and guidance concerning the protection of children, young people and adults.

5. Definitions

TERM	EXPLANATION
Safeguarding	Safeguarding is a term used to describe how we protect adults and children from abuse or neglect. Safeguarding is about protecting certain people who may be in vulnerable circumstances. These people may be at risk of abuse or neglect due to the actions (or lack of action) of another person. In these cases, it is vital that organizations work together to identify people at risk, and put steps in place to help prevent abuse or neglect.
Staff	When we refer to 'staff' throughout this policy, this means permanent, temporary, full time or part time volunteers, whether or not they get any kind of financial support.
Child and young person	A child or young person is defined as anyone under the age of eighteen years, in accordance with Article 1 of the UN Convention on the Rights of the Child, 1989
Abuse/ Exploitation	Refers to any and 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 vulnerable persons health, survival, development or dignity. Abuse towards a person can take place in any setting, public or private. They may be abused by an adult or adults, or another child or children. Abuse can include:
Physical abuse	Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm. Physical harm may also be caused when a parent or caregiver fabricates the symptoms of, or deliberately induces illness in a person.
Emotional abuse	Emotional abuse is the persistent emotional ill treatment of a child/adult such as to cause severe and persistent adverse effects on the child's/adult's emotional development. It may involve conveying to children and adults that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as over protection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill treatment of another. It may involve serious bullying, causing children and adults frequently to feel frightened or in danger, or the exploitation or corruption of people. Some level of emotional abuse is involved in all types of ill treatment of a child and/or adult though it may occur alone.

Sexual Abuse	Sexual abuse involves forcing or enticing a child, young person or adult to take part in sexual activities, whether or not the person is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non penetrative acts. They may include non-contact activities, such as involving children and adults in looking at, or in the production of sexual online images, watching sexual activities, or encouraging children and adults to behave in sexually inappropriate ways.
Sexual Exploitation	Sexual exploitation is any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another.
Neglect	Neglect is the persistent failure to meet a child’s or adult’s basic physical and/or psychological needs, causing serious long-term harm to the person’s health or development. It may also include neglect of a child’s/adult’s basic or emotional needs. Neglect is a lack of appropriate action, emotion, or basic needs.
Harassment	Harassment is unwanted, unwelcome, or uninviting behaviour by another, that annoys, threatens, intimidates, alarms, offends, or puts a person in fear of their safety. Harassing behaviour may include, but is not limited to comments, slurs, or lewd propositions, assault, impeding or blocking movement, offensive touching, or any physical interference with normal work or movement. It can also include stalking in a public place, online, or in any form of communication that can cause annoyance or alarm.

6. Who might be an abuser?

Children and adults can be abused by a wide range of people – anyone, in fact, who is in contact with them. This includes family members, professional staff, volunteers, other service users, neighbours, friends and associates, people who deliberately take advantage of other people, strangers and people who see an opportunity to abuse.

7. What to do if children or adults talk to you about abuse or neglect

It is recognised that a child or adult may seek you out to share information about abuse or neglect. This can happen spontaneously, one- on- one, or in a group setting. In these situations, YOU MUST:

- Listen carefully to the child or adult, DO NOT directly question them.
- Give the child or adult time and attention.
- Allow the child or adult to give a spontaneous account; do not stop a child or adult who is freely recalling significant events.
- Make an accurate record of the information you have been given, taking care to record the timing, setting and people present, the child's or adult's presentation as well as what was said. Do not throw this away as it may later be needed as evidence.
- Use the child's/adult's own words where possible, and be objective in your recording.
- Do not offer false confidentiality. Explain that you cannot promise not to speak to others about the information they might share or have shared. Explain you will need to do it discreetly, on a need to know basis, and the reason why you have to share the information with the appropriate people.
- Reassure them that they have done the right thing in telling you and that they have not done anything wrong.
- Tell them what you are going to do next and explain that you will need to get help to keep him/her safe.
- Report the event immediately according to the procedure of the whistle blowing policy.
- DO NOT make promises that you can't guarantee.
- DO NOT ask the child or adult to repeat his or her account of events to anyone.
- Through observation or information received, you may become concerned about a child or adult who has not spoken to you. It is good practice to ask a child or adult why they are upset or how a cut or bruise was caused, or respond to a child or adult wanting to talk to you. This practice can help clarify vague concerns and result in appropriate action.

8. Reporting of Allegations

b. Allegations against staff

Abuse is always wrong, but it's especially worrying when carried out by someone in a position of power or authority over other(s).

If you have information about a possible abuse from an adult linked to OHF who works with children or adults it needs to be reported immediately. Possible abuse can be, if an adult linked to OHF has:

- Behaved in a way that has harmed or may have harmed a child or adult
- Possibly committed a criminal offence against, or related to, a child or adult
- Behaved towards a child/children or adult/s in a way that indicated s/he is unfit to work at OHF
- Violated the basic values and principles of OHF
- Any concern should be reported without delay. An allegation of abuse of a child or adult should be taken seriously at all times. It is not for individual OHF-members to decide whether or not abuse or exploitation has taken place. But it's in their responsibility to raise concerns and/or pass on any concerns which have been raised to them. This can be done verbally or in writing. The need to report arises in the following instances:
 - Observation or suspicion of abuse
 - Receiving an allegation of abuse
 - Disclosure of an abuse

It is essential that all parties maintain confidentiality and therefore sharing of information, which could identify a victim or an alleged perpetrator should be purely on a 'need to know' basis. Unless abuse has actually been proven to have occurred one must always refer to 'alleged abuse'. Names and identities are not to be disclosed outside the group designated as 'need to know'. It should be noted that information regarding a safeguarding issue might be shared by external consultants, if the situation requires their expertise, always respecting the confidentiality rule. Additionally, OHF may be under a legal obligation to report anonymised incidents to certain authorities.

Reports should be made immediately following our reporting procedures outlined in the **Whistleblowing Policy** which accompanies this document.

The contact person for reporting any incident are OHF's Safeguarding Officers:

	Name	Phone	E-Mail
Officer on the ground	Selin Maria Lazari	+30 6977187717	selin@ohf-lesvos.org
Officer on the ground	Fifie Sifiso Khomalo	+30 6948264002	fifie@ohf-lesvos.org
Officer on the ground	Paolo Vanni	+39 331 358 0193	paolo@ohf-lesvos.org
Officer 1	Ivan Rivera	+34 686 05 18 38	ivanrivera@ohf-lesvos.org
Officer 2	Carlotta Passerini	+39 349 460 2473	carlotta@ohf-lesvos.org

c. Allegations against beneficiaries

Since OHF is an open community centre for everyone, it might occur that you observe an act of abuse or exploitation from one of the beneficiaries or receive an allegation of abuse against one of the beneficiaries. Even though this person may not be officially connected to OHF and not obliged to follow the Code of Conduct and OHF-Safeguarding Policy, it is important to report and react to ensure the safety and wellbeing of everyone at OHF.

Any concern should be reported without delay. An allegation of abuse of a child or adult should be taken seriously at all times. It is not for individual OHF-members to decide whether or not abuse or exploitation has taken place. But it's in their responsibility to raise concerns and/or pass on any concerns which have been raised with them. This can be done verbally or in writing. The need to report arises in the following instances:

- Observation or suspicion of abuse
- Receiving an allegation of abuse
- Disclosure of an abuse

It is essential that all parties maintain confidentiality and therefore sharing of information, which could identify a victim or an alleged perpetrator should be purely on a 'need to know' basis. Unless abuse has actually been proven to have occurred one must always refer to it as 'alleged abuse'. Names and identities are not to be disclosed outside the group designated as 'need to know'. OHF may be under a legal obligation to report incidents to certain authorities. In all instances, we will strive to maintain anonymity.

Reports should be made immediately towards a member of the OHF Coordination Team or to one of the Safeguarding Officers. They will take all necessary steps to ensure the safety and well-being of everyone at OHF.

9. Recruitment

OHF is committed to ensuring that its staff (trustees, employees and volunteers):

1. Is fit to work with vulnerable people
2. Is informed of their responsibility to abide by and uphold the Safeguarding Policy
3. Has read and signed the Code of Conduct

For candidates who will be in direct contact with children, young people or vulnerable adults, OHF is committed to the following vetting prior to a placement offer:

1. Criminal background checks, working with vulnerable people check, or other available means to be conducted
2. Candidates to provide minimum one reference (Preferably former supervisors, and non family members. The referee must have knowledge of the candidate's work with vulnerable people. The referee must have known the candidate for more than one year.)
3. Interviewing

10. Rules regarding photographs and videos

OHF has established the following rules, in accordance with our Social Media Policy, regarding photographs and videos of children, young people and adults:

- Always act with discretion; regardless of consent given, recognise when you don't have to take a photo and when the most humane thing to do is to put the camera away. Photography is always an imposition - especially in a humanitarian context.
- All staff, volunteers and trustees must obtain verbal consent from beneficiaries or guardians before taking any photographs or videos of beneficiaries.
- It is not allowed to take pictures of children where they are fully recognizable. It is also not allowed to share any pictures of children online; even if their parents or legal guardian might give consent to do so. The responsible for social media and public relations of OHF might allow an exception to this rule in rare circumstances, but also in that case full written consent must be given.
- The quality of consent obtained is what is important here. For instance, if a subject is concerned about the impact of being photographed, then do not take their photo. Likewise, if there is a real or perceived imbalance of power between photographer and subject, gaining true consent may not be possible.
- Consent must be fully informed. Possible uses of the photo and where it may appear must be explained.

11. Responsibilities

d. Coordination team and board of OHF

- To ensure staff and volunteers are aware of a every person's need for protection
- To notify the appropriate agencies if abuse is identified or suspected
- To support and where possible secure the safety of individuals and ensure that all referrals to services have full information in relation to identified risk and vulnerability
- To ensure all legal requirements are met to accept volunteers

e. All Staff and/or Volunteers of OHF

To be familiar with the Safeguarding Policy and the Whistleblowing Policy

- To complete the Safeguarding Essentials course and any relevant trainings suggested by OHF
- To take appropriate action in line with this policy
- To declare any existing or subsequent convictions

f. Rights of children, young persons and vulnerable adults

The child, young person and adult has the right:






- To be made aware of this policy
- To have alleged incidents recognised and taken seriously
- To receive fair and respectful treatment throughout
- To be involved in any process as appropriate
- To receive information about the outcome

12. Relationships with External Agencies/Partners

Positive relationships must be maintained with agencies that can support OHF in safeguarding and child protection related matters. There is an external referral pathway designed and presented at the Child Protection working group. The working group is hosted bi-weekly at UNHCR offices at Navmachias Ellis, Mytilini 81100.

Any incidences where staff, volunteers or trustees breach the Safeguarding Policy will be reviewed with potential discipline or dismissal. Please refer to our separate code of conduct, which is reviewed every three months.

We are also committed to reviewing our policy annually.

Name:	Date:	Signature:
Selin Maria Lazari (safeguarding officer on the ground)	11.2.21	
Fifie Sifiso Khumalo (safeguarding officer on the ground)	11.2.21	
Paolo Vanni (safeguarding officer on the ground)	4.7.21	
Ivan Rivera	15.11.20	
Carlotta Passerini	15.11.20	

Adopted on: August 2019

Last review date: November 2020

13. Annexes

- OHF Whistleblowing Policy
- OHF Code of Conduct
- OHF Data Protection Policy (to be established)
- Report of Incident (to be established)