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President of the
International Charitable Foundation

“Caritas Ukraine”

† Stavynychy

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(date)

POLICY AND PROCEDURES FOR THE PROTECTION OF CHILDREN AND VULNERABLE ADULTS IN THE CARITAS UKRAINE NETWORK

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Section 1. General provisions

1. Purpose, goals and principles

- 1.1. The International Charitable Foundation “Caritas Ukraine” (hereinafter - **Caritas Ukraine**), which in its structure unites national offices in Kyiv city and Lviv city and a network of regional (diocesan) organizations located in different regions of Ukraine (hereinafter - **Member Organizations of the Caritas Ukraine Network**), recognizes the special needs of children and vulnerable adults, is guided by their best interests and undertakes to create and maintain a safe environment for such people.
- 1.2. The Policy and Procedures for the Protection of Children and Vulnerable Adults in the Caritas Ukraine Network (hereinafter - **Policy**) are designed to implement a comprehensive system and culture of protection of children and vulnerable adults in the Caritas Ukraine network, which includes two main components:
- 1) safeguarding-children and vulnerable adults from any potential harm that may be caused in the course of charitable activities by employees of the Member Organizations of the Caritas Ukraine Network, including all persons working in the Member Organizations of the Caritas Ukraine Network under a regular employment contract, members of the Board, volunteers, interns, students undergoing internships (hereinafter referred to as **Personnel**), as well as partner organizations and their personnel, project donors, consultants, contractors and/or any third parties that may be involved in the implementation of programs and activities of the Member Organizations of the Caritas Ukraine Network (hereinafter referred to as **Affiliates**);
 - 2) protecting children and vulnerable adults from violations of their rights and freedoms, including all forms of violence, by third parties.
- 1.3. Caritas Ukraine defines the following objectives of the Policy:
- 1) Ensuring the safety and well-being of children and vulnerable adults:
 - Ensuring that children and vulnerable adults in the Caritas Ukraine network have a safe environment to live, learn and develop.
 - Protecting children and vulnerable adults from all forms of violence, exploitation and abuse.
 - 2) Protecting the rights of children and vulnerable adults:
 - Ensuring that the rights of children and vulnerable adults enshrined in international conventions and national legislation are respected.
 - Supporting equal access to education, healthcare and social services.
 - 3) Raising awareness and competence:
 - Training and awareness raising among the Personnel of the Caritas Ukraine network.
 - Training of the Personnel working with children and vulnerable adults to effectively identify and respond to violations.
 - 4) Preventing violence and abuse
 - Implementation of preventive measures to prevent violence and abuse.
 - Supporting families to reduce risk factors and strengthen their protective capacities.
 - 5) Support and rehabilitation of affected children and vulnerable adults
 - Aid in providing timely and effective assistance to children and vulnerable adults who are victims of violence or abuse.
 - Providing rehabilitation and psychological support for recovery.
 - 6) Monitoring and improvement of policies and practices
 - Continuous analysis and monitoring of the Policy's effectiveness.
 - Improving procedures and approaches based on new data and research.
- 1.4. To ensure the effectiveness of the implemented system of protection of children and vulnerable adults, Caritas Ukraine strives to take all necessary measures at each of the following levels:

- **Precaution/prevention:** provides for preventive measures to prevent any cases of violation of the rights and freedoms of children and vulnerable adults or violence against them.
- **Recognizing/disclosing:** includes mechanisms for identifying and reporting violations against children and vulnerable adults.
- **Response:** clearly defined procedures for handling, investigating, and responding to allegations of violations against children and vulnerable adults.
- **Training and development of the Personnel:** ensuring that all those working with children and vulnerable adults are properly trained and have the necessary knowledge and skills, including in relation to protection issues.
- **Monitoring and evaluation:** includes ongoing monitoring of the effectiveness of policies and procedures for the protection of children and vulnerable adults, and their regular evaluation and improvement.

2. Regulatory basis

The Child Protection Policy has been developed in accordance with the Statute of Caritas Ukraine, policies and procedures of the Safeguarding system in the Caritas Ukraine network, other internal documents, as well as in accordance with: the norms and principles of the current legislation of Ukraine¹; international standards² and principles (including the Minimum Standards for the Protection of Children and Humanitarian Principles); the teachings of the Catholic Church and the norms of the particular law of the UGCC³.

3. Definition of terms

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| 3.1. Safety of children | A set of measures aimed at preventing and responding to risks that threaten the physical, emotional or psychological health of children. |
| 3.2. Risk identification | The process of identification and analysis of factors that may threaten the safety and well-being of a child and vulnerable adult. |
| 3.3. Vulnerable adults | Persons over 18 years of age who, due to age, gender, disability, functional impairment, illness, poverty, their circumstances, or as a result of social and other inequalities, displacement or crisis, are or may be unable to take care of themselves or protect themselves from abuse or exploitation. |

¹ The Constitution of Ukraine, the Family Code of Ukraine, the Labor Code of Ukraine, the Law of Ukraine “On Protection of Childhood”, the Law of Ukraine “On Prevention and Combating Domestic Violence”, the Law of Ukraine “On Education”, the Law of Ukraine “On the Fundamentals of Social Protection of Persons with Disabilities in Ukraine”, the Law of Ukraine “On Social Services”, the Law of Ukraine “On Principles of Prevention and Combating Discrimination in Ukraine” and other legal acts on the rights of the child and the rights of persons with disabilities.

² The UN Convention on the Rights of the Child (ratified on 27.02.1991), the Optional Protocol to the Convention on the Rights of the Child on the sale of children; child prostitution and child pornography (ratified on 03.04.2003), the ILO Convention concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labor No. 182 (ratified on 05.10.2000), the Council of Europe Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse (ratified on 02.06.2012); Recommendation CM/Res (2009) 10 on the Elimination of All Forms of Violence against Children, etc.

³ “Norms and Principles of Protection of Children and Youth in the UGCC” and ‘Basic Provisions for the Interpretation of Cases of Sexual Abuse of Minors by Clergy’ approved by the Synod of Bishops of the Kyiv-Halych Major Archbishopric of the UGCC

3.4. Discrimination	Unreasonable or unfair treatment of a child or vulnerable adult based on age, gender, ethnicity, social status, or other characteristics.
3.5. Child	For the purposes of this policy, this is any person under the age of 18.
3.6. Child's labor	Refers to any economic activity carried out by a person under the age of 16.
3.7. Ill-treatment	Any action or inaction that harms the physical, emotional or mental health of a person.
3.8. Protection	Responsibility and taking measures to prevent and respond to abuse, harassment, discrimination and exploitation.
3.9. Protection of children's rights	A set of measures aimed at ensuring and protecting the fundamental rights of children established by international and national standards.
3.10. Abuse	Any act or omission that causes harm to another person. This can include physical abuse, emotional abuse, sexual abuse and neglect. It also includes abuse online and/or through mobile technology.
3.11. Confidential information	Information, access to which is restricted to an individual or legal entity, except for public authorities, as well as information recognized as such by law. Confidential information may be disseminated at the request (consent) of the relevant person in accordance with the procedure determined by him/her in accordance with the conditions provided for by him/her, unless otherwise provided by law
3.12. Monitoring	An ongoing process of monitoring and evaluating the effectiveness of policies and procedures.
3.13. Best interests of the child	A basic principle that involves making decisions and taking actions based on the optimal conditions for the child's development and well-being.
3.14. Violence against children and vulnerable adults	Any form of physical, psychological or sexual abuse of children and vulnerable adults, including neglect.
3.15. Neglect	Lack of proper care and attention to the needs of a child and a vulnerable adult, which leads to a deterioration in their physical or mental health.
3.16. Support for families	A set of measures aimed at helping families solve problems that may threaten the well-being of a child or vulnerable adult.
3.17. Raising awareness	Actions aimed at informing the public about the risks and problems related to child protection and providing knowledge about how to address them.
3.18. Support for	Provision of various types of assistance and services aimed at ensuring the

children	health, education and social well-being of the child.
3.19. Preventive measures	Actions aimed at preventing problems or risks that may adversely affect children and vulnerable adults.
3.20. Principle of non-discrimination	Basic principle that ensures equal rights and opportunities for all people, regardless of their characteristics.
3.21. Forced labor	Situations in which people are forced to work through the use of violence or intimidation, or by more disguised means, such as accumulated debt, retention of identity cards, or threats of disclosure to immigration authorities.
3.22. Psychological support	Providing assistance to children, vulnerable adults and their families to overcome emotional or mental difficulties caused by violence or other problems.
3.23. Early intervention	Rapid response to problems of children and vulnerable adults to minimize negative consequences.
3.24. Rehabilitation	The process of providing assistance to children and vulnerable adults who have been victims of violence or abuse in order to restore them and integrate them into society.
3.25. Sexualized behavior in photos and videos	This includes any image in which a child or vulnerable adult is presented in a way that could be interpreted as sexually explicit or indecent.
3.26. Sexual violence	Any actual or threatened sexual act of violence committed against a child or adult, whether by force or in an unequal or coercive environment. Examples of sexual violence include rape, forcible sexual contact such as unwanted touching and non-contact sexual violence such as sextexting (sending SMS of sexual nature) and verbal or behavioral sexual harassment.
3.27. Human trafficking	The recruitment, harboring, transportation, provision or receipt of a person for labor or services through the use of force, fraud, coercion, abduction, deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.
3.28. Safeguarding trainings	Training programs aimed at raising awareness and preparing employees for effective child protection.
3.29. Safeguarding	Responsibility of all Caritas Ukraine member organizations to ensure that their personnel, programs and activities respect the dignity and rights of all people, and do not harm or put children or adults at risk of abuse.

4. Scope of application

4.1. The policy applies directly to:

- All Caritas Ukraine Personnel (all employees, management, board members, interns, volunteers, students on internship);
 - Affiliates that are in any way involved in the implementation of programs and activities of the Member Organizations of the Caritas Ukraine Network (partner organizations and their personnel, project donors, consultants, contractors and/or any other third parties, including foreign ones).
 - Beneficiaries (individuals, groups or organizations that receive charitable assistance, including the corresponding benefit, directly or indirectly, within the framework of projects, programs or activities of the Member Organizations of the Caritas Ukraine Network).
- 4.2. The Policy applies anywhere and at any time, including working hours and non-working hours (including vacations), at the workplace and outside the workplace (including in the home environment), in Ukraine and abroad.
- 4.3. Caritas Ukraine cooperates with the Personnel and Affiliates who similarly respect the safety, dignity and rights of children and vulnerable adults, and who duly prevent any violations of this Policy, in accordance with the procedure provided for. Any persons with whom Caritas Ukraine enters into labor and/or contractual relations are obliged to comply with this Policy.
- 4.4. The Member Organizations of the Caritas Ukraine Network shall approve their own policies and procedures for the protection of children and vulnerable adults, which shall be consistent with this Policy. In the absence of their own policies and procedures for the protection of children and vulnerable adults, when implementing programs and projects jointly with Caritas Ukraine, the Member Organizations of the Caritas Ukraine Network undertake and guarantee to comply with this Policy.
- 4.5. If the agreement with the donor organization provides for higher standards for the protection of children and vulnerable adults, the Personnel involved in the implementation of such a project/program must comply with the conditions specified in the relevant agreement.

5. Principles of protection of children and vulnerable adults

The policy is based on fundamental principles and approaches that ensure comprehensive and effective protection of children and vulnerable adults in different life situations:

- 1) **Prioritizing the interests of the child and vulnerable adults.** All decisions and actions affecting children or vulnerable adults must be made with their best interests in mind.
- 2) **Respect for the rights of the child and vulnerable adults.** Recognizing and ensuring the rights of children and vulnerable adults without discrimination of any kind, regardless of age, gender, race, ethnicity, social status or other characteristics.
- 3) **Equality, non-discrimination and inclusiveness.** Ensuring equal access to protection and support for all children and vulnerable adults, without discrimination on any grounds.
- 4) **Zero tolerance** for any form or manifestation of violence against children and vulnerable adults, neglect and exploitation of children and vulnerable adults.
- 5) **Participation of children and vulnerable adults in decision-making.** Ensuring the right and

opportunity for children and vulnerable adults to participate in decision-making that directly affects their interests.

- 6) **Respect for privacy and confidentiality.** Protecting the privacy of children, vulnerable adults and their families; ensuring the confidentiality of information about cases of violence or abuse.
- 7) **Integrated approach.** Integration of efforts of different sectors and organizations to ensure comprehensive protection of children and vulnerable adults; cooperation with governmental and non-governmental organizations, health, education, law enforcement and social protection services.
- 8) **Professional ethics and competence.** Adherence to ethical norms and standards in working with children and vulnerable adults; ensuring proper training and professional development of the personnel.
- 9) **Do no harm.** Any actions aimed at protecting children and vulnerable adults from abuse and neglect must not cause harm or expose them to danger or suffering (e.g. through re-victimization or re-traumatization).
- 10) **Prevention and early intervention.** Prioritizing preventive measures and early intervention to prevent violence and abuse; implementing programs aimed at supporting the well-being of children and vulnerable adults, strengthening families.
- 11) **Victim-centered approach.** When working with children and vulnerable adults who have suffered harm, the rights and needs of the victim/survivor are prioritized in decision-making. Victims/survivors have the right to be listened to, believed, supported and treated with respect for their needs and experiences.
- 12) **Adaptation and flexibility of policies.** Taking into account the special needs and conditions of children and vulnerable adults of different age groups and social categories; flexibility of policies and procedures to effectively adapt to changing circumstances and new challenges.

Section II. Standards for safeguarding and protection of children and vulnerable adults in the Caritas Ukraine network

6. Caritas Ukraine's commitment to Safeguarding

Caritas Ukraine undertakes to carry out charitable activities, including the implementation of programs and projects, in a manner that is safe for children and vulnerable adults. The Personnel and Affiliates shall create and actively maintain a safe environment that does not allow encroachments on the dignity and rights of children and vulnerable adults, prevent and reduce the risks of exploitation, violence, and harassment of such people.

7. Caritas Ukraine's protection obligations

Caritas Ukraine reaffirms its responsibility to implement measures to protect the rights of children and vulnerable adults, as well as to prevent and respond to all cases of violence and abuse against them.

8. Responsibilities of the Personnel and Affiliates

For the purpose of Safeguarding and protection children and vulnerable adults, the Personnel and Affiliates shall:

- 1) create and maintain a positive and safe environment that prevents abuse, discrimination,

violence, exploitation and any other violations against children and vulnerable adults;

- 2) treat all children and vulnerable adults equally at all times with dignity and respect without discrimination;
- 3) listen to the views and opinions of children and vulnerable adults, and to encourage and ensure their participation in decisions that affect them;
- 4) establish mutual respect and open dialogue with children and vulnerable adults, their families, as well as colleagues, and avoid raising their voice/shouting and derogatory comments;
- 5) allow the child and vulnerable adult to perform tasks that they can perform independently, if this does not contradict the law and does not pose a threat to them;
- 6) obtain the consent of the relevant persons (parents, guardians, etc.) for all actions concerning children and vulnerable adults;
- 7) maintain a safe and appropriate distance, avoid physical contact that, despite good intentions, may be misinterpreted⁴;
- 8) ensure the confidentiality of all information about children, vulnerable adults and their families, except when disclosure is critically necessary for their protection, the consent of the relevant persons (parents, guardians, etc.) has been given, or such disclosure is required by law or competent public authorities;
- 9) ensure compliance with this Policy and the procedures established by it, including the Appendices;
- 10) immediately and in good faith report any concerns, suspicions or allegations of violence or violation/non-compliance with the Policy.

9. **Prohibition of sexual acts against children**

Caritas Ukraine categorically prohibits sexual acts against children, regardless of their age, the extent of their legal capacity (including in the case of full civil capacity) or the age of sexual consent as defined by law, and despite the consent of the children themselves or their parents/guardians or other persons representing the interests of the child in accordance with the law. A mistaken belief about the age of a child shall not be considered a justification for such a violation.

10. **Prohibition of abuse, violence and exploitation**

10.1. Caritas Ukraine condemns and prohibits all forms of violence and abuse, which can take various forms, including physical violence, sexual violence, psychological/emotional and economic violence, neglect, abandonment of a child/vulnerable adult, exploitation and trafficking in human beings, etc.

10.2. In the work of the Caritas Ukraine network, it is strictly forbidden to:

- cause physical or emotional harm to children and vulnerable adults;
- use money, goods or services to engage in sexual activities, including sexual services;
- all forms of humiliation, disrespect or exploitation of children and vulnerable adults;
- the use of any form of physical (corporal) punishment, inappropriate language, psychological

⁴ exceptions may be cases of working with tools and equipment, when such contacts are provided for in the instructions for working with tools and equipment for their proper and safe use.

- manipulation, sexual exploitation or any other form of violence against children;
- engaging in any form of intimidation, discrimination, physical or verbal abuse, humiliation, prejudice or sexual relations with children and vulnerable adults;
- abuse their powers and/or duties to adversely affect the lives or welfare of children and vulnerable adults;
- require children and vulnerable adults to perform any services or actions for personal or organizational benefit in exchange for protection or assistance;
- support and participate in any form of illegal, exploitative or abusive activities involving children and vulnerable adults, including labor of children and vulnerable adults in violation of applicable laws, as well as human trafficking;
- invite unaccompanied children and/or vulnerable adults to private homes unless they are at immediate risk of injury or physical danger; not to be alone with a child without an urgent professional need;
- use children and vulnerable adults for domestic or other work that is not appropriate for their age and development, interferes with their education, exposes them to the risk of any physical or psychological injury, or the performance of which violates the law;
- performing any act or omission that is prohibited by law or that requires consent and such consent has not been given.

11. Work and volunteering of children and vulnerable adults

- 11.1. Caritas Ukraine categorically condemns any form of forced labor and human trafficking. The employment of children and vulnerable adults is allowed only under the conditions of compliance with the requirements of the current legislation, in particular, their involvement in any form of harmful, heavy or overtime work is strictly prohibited.
- 11.2. Caritas Ukraine duly supports, ensures and organizes the safety of volunteer activities of children and vulnerable adults in the organization's programs and projects. Children can volunteer for the Member Organizations of the Caritas Ukraine Network if they are at least 14 years old, have signed a contract and obtained the consent of their parents (adoptive parents), foster parents, guardians or caregivers.
- 11.3. Vulnerable adults can volunteer for the Member Organizations of the Caritas Ukraine Network, provided that they have legal capacity and have signed a relevant agreement. Vulnerable adults whose civil capacity is limited must additionally obtain the consent of their guardian.
- 11.4. Principles of participation of children and vulnerable adults in the activities of the Member Organizations of Caritas Ukraine Network:
- 1) Voluntariness - the participation of children and vulnerable adults must be entirely voluntary. Coercion by the Personnel, Affiliates, parents, guardians or third parties is not permitted.
 - 2) Safety - activities involving children and vulnerable adults must be safe and supervised by trained professionals.
 - 3) Benefit - participation in the activity should be beneficial for the child and/or vulnerable adult, contribute to their development and socialization.
 - 4) Age and ability appropriate - tasks performed by children and vulnerable adults should be appropriate to their age and physical and psychological capacities.
 - 5) Informing and consent of parents/guardians - all aspects of the involvement of children and vulnerable adults must be communicated to parents/guardians or other persons who represent the interests of the child or vulnerable adult in accordance with the law, who provide written consent on their part.

12. Protecting children and vulnerable adults in time of war

Children growing up in wars, as well as vulnerable adults, are protected by international humanitarian law as part of the civilian population. In its activities, Caritas Ukraine recognizes and takes into account the special risks to children and vulnerable adults caused by war and takes the necessary measures to promote the physical and psychological recovery and social integration of children and vulnerable adults who are victims of war.

13. Use of information and communication technologies

Caritas Ukraine uses modern information and communication technologies in its work, which play a significant role in the life and development of society, while taking into account the threats and risks that children and vulnerable adults may face in the digital environment. Caritas Ukraine implements measures to prevent challenges related to information and communication technologies.

14. Photo and video shooting and materials

14.1. When photographing or filming children and vulnerable adults, or using their images for official purposes, it is necessary to:

1. Obtain the written consent of the child (from the age of 14), vulnerable adult being photographed or filmed, and in all cases at least one of the parents, guardian or other person representing the interests of the child or vulnerable adult in accordance with the law, before photographing or filming (an example of permission to use a photograph of a child beneficiary is in Appendix 1).
2. Provide an explanation of how the photo or video will be used.
3. Ensure that photographs, presentations, films and videos represent children and vulnerable adults in a dignified and respectful manner.
4. Ensure that children and vulnerable adults on photos are appropriately dressed, in appropriate poses that could not be construed as sexual innuendo and that would not be a cause for harassment.
5. Ensure that images are fair to the context and facts.
6. Ensure fair and non-stereotypical visibility of girls, boys, women and men from different groups in a way that not only reflects their equal representation, but also does not support stereotypes and allows boys and girls, men and women to be represented equally and in their diverse roles.
7. Ensure that file labels, metadata and textual descriptions do not reveal the personal data of a child or vulnerable adult (first and last names, mobile phone numbers, addresses, etc.) when sending images electronically or publishing images or other files in any form.

14.2. Recommendations for taking photos and videos of children in Caritas Ukraine projects are available in Appendix 2 to this Policy.

14.3. All materials, including those in video format (e.g., videos, cartoons and films) used in work with children and vulnerable adults, as well as those created in projects and programs of the Member Organizations of the Caritas Ukraine Network, have to:

- be appropriate to the age and physical and psychological capabilities of children and vulnerable adults;
- be safe, not include violent, scary scenes, etc;
- not contain elements of a sexualized nature or sexualized behavior.

15. Video surveillance

If technical capabilities or technical equipment are available, the Member Organizations of the Caritas Ukraine Network are recommended to install video surveillance in appropriate common areas, such as reception, corridors, dining rooms, and other areas where beneficiaries from different projects and programs may be present at the same time. At the same time, video surveillance cameras and warning signs about video surveillance must be visible. It is forbidden to install video surveillance equipment in places that imply privacy, such as toilets, showers, living rooms, etc.

Section III. Preventing violations against children and vulnerable adults in the network

16. Measures to prevent violations

Caritas Ukraine applies comprehensive measures to prevent violations against children and vulnerable adults in the network and create a safe environment for them, including:

- implementation of appropriate policies and procedures, including the adoption of the principle of zero tolerance for any form of abuse, violence and exploitation of children and vulnerable adults;
- application of response and reporting procedures;
- mandatory annual training for all the Personnel and additional training for new employees/volunteers on the protection of children and vulnerable adults, recognition of signs of abuse, disclosure and response procedures, including advanced training and experience sharing;
- providing quality services and training to children and vulnerable adults using appropriate programs and activities, with the participation of professional and highly qualified personnel;
- work with parents, guardians, and caregivers to improve parenting skills, care and custody, and build positive, trusting relationships with children and vulnerable adults;
- arranging physical premises that meet safety standards and the norms of the State Building Code, where children and vulnerable adults are kept.
- information campaigns to raise public awareness of child and vulnerable adult protection issues;
- involvement of volunteers, representatives of state authorities and relevant services, as well as the public sector in educational activities on the protection of children and vulnerable adults;
- monitoring and evaluation of the network's activities in terms of safety and protection of children and vulnerable adults;
- regular internal audit and review of the organization's experience in protecting children and vulnerable adults in terms of effectiveness and compliance with national and international standards.

17. Secure recruitment

Caritas Ukraine adheres to the best practices of safe recruitment, adaptation and training of the Personnel, in accordance with the “Provisions for Search and Recruitment of Personnel”, the Safeguarding Policy, the “Policy and procedures for checking for cooperation with terrorist organizations of the International Charitable Foundation “Caritas Ukraine””, which provides for the involvement of only qualified, responsible and ethical persons capable of working with children and vulnerable adults.

18. Components of human resource management

18.1. In order to protect children and vulnerable adults, as well as prevent violations against children and vulnerable adults, Caritas Ukraine takes into account the following components of human resource management:

1. Qualifications and competencies (education and experience):
 - employees should have appropriate education in fields related to the protection of the rights of children and vulnerable adults, social work, psychology, law or pedagogy;
 - experience of working with children and vulnerable adults or in organizations that protect such persons.
2. Training and development:
 - mandatory induction (familiarization with existing policies and procedures, Safeguarding training);
 - mandatory annual Safeguarding training;
 - regular trainings on detection and prevention of violence, psychological support for children and vulnerable adults, as well as legal aspects of protection;
 - support for ongoing professional development through participation in conferences, seminars and training courses.
3. Ethics and values:
 - the Code of Ethics was introduced into the network's work;
 - constant value orientation of the personnel, in particular, the priority of protecting the rights and welfare of children and vulnerable adults.
4. Psychological support for the Personnel:
 - regular supervision is encouraged to discuss difficult cases and receive professional support;
 - providing access to psychological counseling for employees facing emotionally difficult situations.

18.2. Caritas Ukraine encourages all the Member Organizations of the Caritas Ukraine Network to include the position of a child and vulnerable adult protection specialist in all projects/programs working with children and vulnerable adults, where possible. Applicants for the position of child and vulnerable adult protection specialist should have appropriate certification and/or education, as well as relevant experience in the field of child and vulnerable adult protection. The tasks of this specialist should include ensuring compliance with the highest standards of protection of children and vulnerable adults, implementing preventive measures and responding effectively in the event of risk situations for children and vulnerable adults.

18.3. In all cases where the Personnel of the Member Organizations of the Caritas Ukraine Network has questions about the Safeguarding and protection of children and vulnerable adults, it is necessary to seek clarification from the immediate supervisor / person responsible for the implementation of the Safeguarding System or a specialist competent in the protection of children and vulnerable adults.

19. Affiliates

19.1. All Affiliates who participate or may participate in the procurement of works, goods and services for Caritas Ukraine are obliged to familiarize themselves with and comply with this Policy. Caritas Ukraine has the right to take all necessary actions to eliminate the influence/involvement of Affiliates in case of violation of this Policy. This may include termination of existing agreements, refusal of further cooperation and notification of the relevant authorities of violations.

19.2. All contracts and agreements concluded between the Member Organizations of Caritas Ukraine Network and Affiliates shall include provisions on familiarization with and compliance with the policies and procedures of the Safeguarding System.

20. Projects, programs and activities involving children

20.1. In all projects, programs and activities coordinated and implemented by the Member Organizations of the Caritas Ukraine Network, the beneficiaries of which are children and/or vulnerable adults, or in

any other way involve children or vulnerable adults, the principle of “Do No Harm” should be applied throughout the entire cycle of the project, program or activity. Particular attention should be paid to vulnerable groups (e.g., persons with disabilities; children living in poverty; persons affected by war, etc.)

- 20.2. When involving children and/or vulnerable adults in a project, program or event, it is necessary to inform them about its purpose, tell them about the planned activities, and how the information received from children/vulnerable adults will be used. For all activities related to children/vulnerable adults, it is mandatory to obtain informed consent and written consent of parents or legal representatives (an example of an application for a child to participate in a project, program, event is in Appendix 3, an example of a consent form for the processing of personal data is in Appendix 4).
 - 20.3. Participation of children and vulnerable adults in projects, programs and activities coordinated and implemented by the Member Organizations of the Caritas Ukraine Network should be inclusive, without discrimination on any grounds.
 - 20.4. The environment and methods of working with children and vulnerable adults should be adapted to their age and capacities. In all cases of working with children and vulnerable adults, it is important to ensure that children and vulnerable adults are prepared for the project or event program and have the opportunity to express their views freely.
- 21. Raising awareness**
- 21.1. Caritas Ukraine makes this Policy available to children, youth and adults (including all the Personnel and Affiliates) in an age-appropriate and accessible format. In order to promote familiarization and awareness of all interested parties, the Policy is posted in open public access on the website of Caritas Ukraine.
 - 21.2. All the Personnel and Affiliates who come into contact with children and vulnerable adults, as well as children, vulnerable adults, their parents, guardians and caregivers who participate in projects, programs and activities of the Member Organizations of Caritas Ukraine Network, must undergo safety briefings and training on the Policy and Procedures for the Protection of Children and Vulnerable Adults, as well as recognition of signs of abuse.
 - 21.3. In order to raise public awareness of the protection and safety of children and vulnerable adults, proper maintenance and a safe environment, as well as signs of violations and response mechanisms, the Member Organizations of the Caritas Ukraine Network may conduct appropriate educational, awareness-raising, and informational activities.
 - 21.4. All children and vulnerable adults should have access to information (presented in plain language in booklets, brochures, posters, or posted on stands) on protection from abuse, exploitation, and maltreatment, as well as an algorithm for action in case of violations. Project managers of relevant projects that involve children and vulnerable adults should develop a clear plan for informing children and vulnerable adults, conducting group and individual activities.

Section IV. Recognizing and responding to violations against children and vulnerable adults

22. Signs of violence

All the Personnel shall pay attention to the physical, psychological (emotional) state of children and vulnerable adults with whom they come into contact, as well as their appearance and behavior. In order to identify signs of violence, the list provided in Appendix No. 5 (“Types and Signs of

Violence”) to this Policy should be used.

23. **Detection of violations**

Violence and abuse against a child or vulnerable adult can take many forms and in many different circumstances, manifesting itself in a variety of ways, including through:

1. Direct observation of the child/vulnerable adult and identification of signs of abuse (assessment of appearance, physical and psychological condition, behavioral patterns, behavior of other family members or persons interacting with the child or vulnerable adult, etc.)
2. Conducting psychodiagnostics by a psychologist.
3. Personal notification, notification from a parent, relative, friend or other person with whom the child or vulnerable adult is in contact (hereinafter - **Notification**).
4. Communication, interviewing parents, guardians, caregivers, educators, teachers, relatives, neighbors, friends or other persons with whom the child or vulnerable adult has contact.
5. Working with documents in the personal file of a child or vulnerable adult, or other documents, including educational or medical records.
6. Direct presence during the commission of violence, etc.

24. **Notification**

24.1. Children and vulnerable adults have the right and should be able to report cases of violence, abuse or any other violation of their rights and safety freely and without hindrance. Caritas Ukraine is committed to creating a safe culture of reporting.

24.2. Children, vulnerable adults, their parents/guardians/guardians with whom the Personnel and Affiliates of the Member Organizations of the Caritas Ukraine Network interact should be aware of the feedback channels through which they can report a violation. In addition to the feedback channels specified in clause 27.2. of this Policy, a child or vulnerable adult, as well as their parents/guardians/trustees, may report (make a notification) a violation to any trusted adult among the Personnel.

25. **Acceptance of notification**

Key requirements that must be met in order to accept the Notification:

- 1) Trust and openness - creating a trusting environment in which everyone, especially children and vulnerable adults, can speak up freely and be confident that their words will be taken into account and treated with respect.
- 2) Confidentiality - information received as a disclosure will be kept in strict and undisclosed confidence, except where the use of this information is necessary to protect a child or vulnerable adult.
- 3) Urgency - rapid reaction and immediate response to disclosures to protect the child/vulnerable adult from potential dangers and take necessary measures for safety.
- 4) Transparency - clearly explaining the process for handling notifications and ensuring that they are informed at all stages of the investigation. Children, their parents/guardians and vulnerable adults should be given an understanding of how their notifications will be investigated and what action will be taken.
- 5) Passive listening and providing the opportunity to speak freely, without interference, without

mindfulness -

interrupting, without haste and without judgment; attentiveness to non-verbal signals.

- 6) Support and protection - ensuring that children/vulnerable adults are supported and protected after making a notification, including the opportunity to receive professional help and psychological support. The child and vulnerable adult should have confidence that their safety and well-being is a priority.

26. Algorithm for responding to notification

Notification is an important signal that requires immediate response and support. In cases of receiving a notification about violation of the rights and legitimate interests of children and vulnerable adults, the following algorithm should be followed:

ALGORITHM FOR RESPONDING TO NOTIFICATION	
Events	Description
Step 1. Acceptance and registration of Notification	<p>It is necessary to accept the notification in accordance with the requirements specified in clause 25 of this Policy, as well as to fill out the appropriate registration form (Appendix No. 6) or briefly record the main details and facts (if it is not possible to fill out the form immediately).</p> <p>In case there is an external threat to the life or health of a child or vulnerable adult, it is necessary to immediately move the person to a safe place.</p>
Step 2. Determining the level of threat	<p>It is necessary to determine the level of threat to the child or vulnerable adult according to the categories below:</p> <ol style="list-style-type: none">1. Immediate threat – the child/vulnerable adult is in immediate danger, where life or health is seriously endangered. Examples:<ul style="list-style-type: none">• physical violence that is ongoing or has just occurred;• ongoing or recent sexual violence;• a child/vulnerable adult left unattended in unsafe conditions (outside wearing clothes inappropriate for the season; indoors without electricity or heat; without the care of parents/guardians/caregivers etc.).2. Potential threat – the child/vulnerable adult is in a situation that could lead to serious consequences for their health or safety if not intervened. Examples:<ul style="list-style-type: none">• regular physical or emotional abuse by parents/guardians/caregivers;• neglect of the basic needs of the child/vulnerable adult (nutrition, medical care, education);• signs of sexual/physical abuse in the past that may recur.3. Moderate threat – there are conditions that adversely affect the emotional or physical condition of the child/vulnerable adult, but do not pose an immediate or potential threat to the life, health and safety of the child/vulnerable adult. Examples:<ul style="list-style-type: none">• partial neglect of the basic needs of a child/vulnerable adult

	<p>(clothes are dirty or inappropriate for the season; the skin has rashes, cuts, burns, bruises; hunger; does not attend educational institutions or often misses classes without valid reasons; self-care skills are not appropriate for age, etc.);</p> <ul style="list-style-type: none"> • psychological pressure, emotional abuse, bullying (in environments outside the family), which is manifested in changes in the emotional state (anxiety, fear, excessive excitement, aggression, isolation, etc.); • conflicts in the family that do not escalate into physical violence but create a stressful situation for the child/vulnerable adult (parents/guardians in a state of divorce; negative relationships with one or both parents/guardians; conflicts with siblings, etc.); • the child's parents/guardians or the child/vulnerable adult has bad habits (alcohol or drug use; gambling addiction; vagrancy; running away from home, etc.) <p>4. Low threat – there are isolated incidents or conditions that may adversely affect the welfare of the child/vulnerable adult, but do not pose a significant threat. Examples:</p> <ul style="list-style-type: none"> • individual cases of negligence or unacceptable behavior (not typical behavior of parents/guardians); • cases of minor violations in the care of a child/vulnerable adult (neglected clothes; lack of friends; insufficient self-care skills, etc.). <p>5. Absence of threat - after the assessment, no factors have been identified that pose a threat to the life, health or safety of the child/vulnerable adult. Examples:</p> <ul style="list-style-type: none"> • misunderstandings or incorrect information. • cases where the child/vulnerable adult is not subjected to any kind of abuse or neglect.
<p>Step 3. Identifying the need</p>	<p>Identify what immediate protection and assistance measures the child/vulnerable adult needs. Examples:</p> <ul style="list-style-type: none"> – transfer to a safe place; – medical care; – psychological assistance; – water, food, clothing, etc.
<p>Step 4. Identification of the offender (abuser)</p>	<p>It is necessary to establish who is being complained about:</p> <ul style="list-style-type: none"> • parents/guardians/trustees; • relatives; • Personnel of the Member Organization of the Caritas Ukraine Network; • Affiliated person of the Member Organization of the Caritas Ukraine Network; • third party (teacher, classmate, stranger, etc.).

<p>Step 5. Informing</p>	<ol style="list-style-type: none"> 1. Inform your immediate supervisor and the head of your organization about the situation of violence or the threat of violence. 2. Inform the parents/guardians/caregivers if the offender (abuser) is someone other than the parents/guardians/caregivers and the threat level is determined to be immediate, potential or moderate - about the threat, the location of the child/vulnerable adult at the time of communication and further steps. <p>Attention! If the offender (abuser) of a child/vulnerable adult is a parent/guardian/caregiver, they do not need to be informed of the notification.</p> <p>In the event of an <u>immediate/potential threat to a child/vulnerable adult</u> (see Step 2), the National Police of Ukraine should be contacted:</p> <ul style="list-style-type: none"> • Call 103 and report that there is a threat to the child's life or health (if medical assistance is needed). • Call 102 and report that you have become aware of a threatening situation for a child or vulnerable adult. • Write a statement to the police that you have witnessed or received information about a crime (make a copy/photo of the statement). • If necessary, contact: (1) the juvenile service, (2) the children's service, or (3) Center for Social Services (for vulnerable adults); (4) specialized medical professionals. <p>After completing the above steps, if necessary, you should contact the Commissioner's hotline and report the incident.</p> <p>In case of a <u>moderate threat to the child</u> (see Step 2) from <u>parents/guardians/ trustees or other family members</u>, you should contact the Children's Service (if the incident relates to a child) or Center for Social Services (if the incident relates to a vulnerable adult):</p> <ul style="list-style-type: none"> • Contact your local children's service or center for social services. Contacts can be found on the official websites of local administrations. • Inform the service of all the information you have received. Your appeal should be recorded, and the service will take further action on its own. <p>In the case of a <u>moderate threat to a child from third parties</u> (teacher, classmate, stranger, etc.), only parents/guardians/trustees need to be informed of the threat. There is no need to contact state authorities.</p> <p>In the case of a <u>low or absent threat</u> (see Step 2), there is no need to contact state/local authorities.</p>
<p>Step 6. Submitting a sensitive appeal</p>	<p>In the event of an immediate, potential, moderate or low threat from the Personnel or Affiliates of the Member Organization of the Caritas Ukraine Network, a sensitive appeal should be submitted through the designated feedback channels (see clause 27.2 of the Policy).</p>

Step 7. Providing assistance	If necessary, it is necessary to ensure that the child or vulnerable adult receives additional medical care and consultations with a psychologist.
Step 8. Documentation and reporting	It is necessary to properly document the fact of the violation, as well as all actions taken and results. The Personnel of the Member Organization of the Caritas Ukraine Network should prepare a written report to the head of the organization about the incident.
Step 9. Long-term measures	<ol style="list-style-type: none"> 1. After notifying the relevant authorities, if the situation requires it, contact should be maintained with the police, juvenile police, children's services, and the human rights/child ombudsman to follow up on the case, provide additional information, and assist in the investigation. 2. If necessary, a plan for long-term support for the child, vulnerable adult, or family can be developed to overcome the crisis and ensure safety in the future. 3. If necessary, work with other civil society organizations and government agencies and institutions to provide comprehensive assistance to the child, vulnerable adult, and family.

27. Safeguarding system breach and handling procedure

27.1. Personnel and Affiliates are obliged to immediately report through the feedback channels any suspicions and/or facts of violations of the Safeguarding system in relation to children and vulnerable adults by the Personnel or Affiliates as soon as they become aware of them.

27.2. Any person who witnesses a Safeguarding system breach, any person who has been informed of such a breach, and any person who has been a victim of a breach, shall report it as soon as possible through the established feedback channels:

✓by e-mail: feedback@caritas.ua;

✓via the online form on the website: <https://caritas.ua/sos/>

✓by calling the hotline;

✓in person to the Person Responsible for Implementation of the Safeguarding System (PRISS).

27.3. Reports of violations of the Safeguarding system in relation to children and vulnerable adults submitted through the feedback channels specified in clause 27.2 of this Policy will be considered in accordance with Procedure for handling sensitive appeals and providing feedback in the Caritas Ukraine network and the Procedure for Investigating Violations of the Safeguarding system.

28. Protection of whistleblowers

Caritas Ukraine prohibits reprisals against any person who has reported facts or suspicions of violence or other violations involving children and vulnerable adults. Discrimination, harassment or retaliation against a person who has reported a violation under this Policy is strictly prohibited. Any person who has reported a violation against children and vulnerable adults and has been subjected to negative measures, discrimination, harassment or persecution should report a violation of the Safeguarding system through the feedback channels in accordance with clause 27.2 of this Policy.

Section V. Monitoring and evaluation of policy effectiveness

29. Monitoring and evaluation of policy effectiveness

29.1. Caritas Ukraine controls, monitors and evaluates the process of implementation and compliance with

this Policy. In order to monitor the relevance of the policy, it is carried out using the “Self-Assessment Tool” (Appendix No. 7) every 2 years. The monitoring is carried out on the basis of an order of the organization (date and duration), by the person appointed responsible for monitoring by the order of the organization.

29.2. Principles of effective monitoring and evaluation:

- 1) Ensuring transparency, openness and involvement of all stakeholders, including children, vulnerable adults, their parents and guardians.
- 2) Regularity of monitoring and evaluation.
- 3) Objectivity and impartiality, exclusion of bias and conflict of interest.
- 4) Involvement of external experts or independent audit organizations, if necessary.
- 5) A comprehensive approach, taking into account all aspects of the policy, including legal, organizational, technical and social factors.
- 6) Use of modern technologies for data collection and analysis.

29.3. It is important for Caritas Ukraine to have clear statistical data on the detection of violations in the network in order to respond effectively and take measures to ensure the protection of children and vulnerable adults. An auxiliary tool for assessing the success of the Policy implementation is the performance indicators, an indicative list of which is provided in Appendix 8.

29.4. When monitoring and evaluating the effectiveness of the system of protection of children and vulnerable adults implemented in the Caritas Ukraine network, it is necessary to take into account:

- (1) results of systematic surveys (questionnaires) conducted by the Network Member Organizations among children, vulnerable adults, parents, guardians, as well as the Personnel working directly with children and vulnerable adults;
- (2) analysis of impersonal information on cases of violation of the Policy, as well as on incidents of violence against children and vulnerable adults that have been identified;
- (3) feedback and recommendations from children, vulnerable adults, parents, guardians, the Personnel and Affiliates on how to improve the protection system.

Section VI. Responsibility

30. Responsibility for compliance with the Policy

Personnel and Affiliates shall be responsible for compliance with the provisions of this Policy in accordance with their job descriptions, orders, contracts and agreements, in particular in terms of:

- awareness and implementation of the Policy;
- conducting and passing education and trainings;
- monitoring and evaluating the effectiveness of the Policy;
- providing support;
- taking measures in case of violation of the Policy.

31. Responsibility in case of violations

31.1 In case of violations of the requirements of this Policy, the Personnel shall be liable in accordance with the Charter, policies and procedures of the Safeguarding system, internal (local) documents of the Member Organizations of the Caritas Ukraine Network and the current legislation of Ukraine. Proven intentional violation of the provisions of this Policy by the Personnel shall be grounds for disciplinary action (including dismissal).

31.2 Violation of the provisions of the Policy by Affiliates shall be grounds for termination of contractual

and/or partnership relations.

- 31.3 Personnel, Affiliates, Beneficiaries and any other persons may be held civilly, administratively, criminally liable for committing an offense against children or vulnerable adults.

Section VII. Data protection and confidentiality

32. Requirements for the protection and confidentiality of information

Personnel and Affiliates are obliged to ensure the protection and confidentiality of all information about children and vulnerable adults, as well as their families, in accordance with the requirements of the current legislation of Ukraine, the "Privacy and Personal Data Protection Policy" and the Safeguarding Policy.

33. Disclosure of information

Information about children and vulnerable adults may not be disclosed or published without the consent of the child's or vulnerable adult's legal representative, except in cases clearly provided for by the current legislation of Ukraine, taking into account the principle of "minimum necessary information".

Section VIII. Final provisions

34. This Policy is an updated version of the Child Protection Policy and Procedures in the Caritas Ukraine network, approved on 25.10.2018 and shall be applied after the entry into force of clause 40 of this Policy.
35. This Policy shall be reviewed and updated at least once every two years.
36. All amendments and additions to this Policy shall be made by setting it out in a new version. Upon approval of the new version of the Policy, the previous one shall cease to be valid.
37. Upon approval, this Policy shall be made available for review by all persons who are members of the Personnel as of the date of approval.
38. The Policy is inextricably linked to other policies of Caritas Ukraine, in particular the Policies and Procedures of the Caritas Ukraine Safeguarding System.
39. All Appendices are an integral part of this Policy.
40. This Policy shall come into force on the first day of the month following the month in which it was approved.

Appendix No.1

to the Policy and Procedures for the Protection of Children and Vulnerable Adults in the Caritas Ukraine Network

Permission to use the photo of the child beneficiary

I _____
(last name, first name, patronymic of the child ⁵)
give my consent to the Charitable Foundation “Caritas - _____”, to take a photo/video of me,
(name)

I _____, being
(last name, first name, patronymic)

(father/mother/guardian, other person who represents the interests of the child in accordance with the law)

(child's full name in the genitive case)

give my consent to take photos and videos of the child

(last name, first name, patronymic)

as a beneficiary of the Charitable Foundation “Caritas - _____”, and the use of obtained in this way
(name)

photo, video, audio recordings in public printed and electronic information materials of Caritas and partner organizations, which will be aimed exclusively at covering the statutory activities of Caritas, partner organizations and the effectiveness of charitable/humanitarian assistance programs. Permission to use my child's personal information:

- I authorize the use of my child's last name and first name
- I authorize the use of my child's first name only
- I prohibit the use of my child's last name and first name

This permit is valid regardless of the country of the world and is not limited in time.

Signature _____ Date “__” _____ 202__.

Contact information

Telephone number: _____

City: [indicate city]

⁵ To be filled in personally by a child aged 14 or older. Children under 14 do not fill in this part of the form

Appendix No.2

to the Policy and Procedures for the Protection of Children and Vulnerable Adults in the Caritas Ukraine Network

Recommendations for taking photos and videos of children in Caritas Ukraine projects

BEFORE BEGINNING, it is important to announce to the entire audience that a shooting is going to take place and if someone does not want to be filmed at all or filmed from close up, they can ask the cameraman.

When shooting a class, there **MUST** be in the frame:

- The atmosphere, authenticity and safety of Caritas spaces are conveyed (signs “Shelter”, schedule, safety rules of the space).
- The equipment of the child-friendly spaces is shown (furniture, toys and developmental accessories, stationery, etc.).
- Focused or happy faces of children (in no case do we take pictures of children who are crying or turning away).
- Children's hands performing tasks or helping each other.
- Adults - social educators, workers, psychologists and other Caritas employees (e.g., communication between children and adults during the lesson; adult hands helping children to complete tasks).
- Accompanying adults when performing dangerous work or tasks (handling a knife or scissors, candlelight, rehabilitation exercises on simulators, going down to a shelter, etc.)
- Children cleaning up after themselves stationery and other equipment of Caritas premises (not brooming or mopping the floor - this is what the cleaner should do, but wiping the table or washing dishes after a cooking class can be removed).
- Visibility on employees' clothing - children are not required to wear branded T-shirts (possible exception: camps).
- Project banners (preferably in the background).

During the shooting of motion activities, there **MUST NOT** be in the frame:

- Underwear, swimwear.
- Children's naked bodies (for example, in the pool, during sports, dancing or other entertainment).

General recommendations for shooting:

- Ask if the local organization has permission to take photos and videos of children.
- Do not take pictures against the light; do not cut off legs and heads.
- Do not focus on children's religious attributes (crosses, incense, pendants, etc.; we can be visited by children of different faiths).
- Do not take pictures of tattoos (real or temporary).
- No sexualization of children's bodies.
- Carefully look at what is on the children's T-shirts (brand logos, ambiguous inscriptions, shots from movies or cartoons should not be in the lens).
- When photographing a child with a disability, we do not focus on their vulnerability.

Appendix No.3

to the Policy and Procedures for the Protection of Children and Vulnerable Adults in the Caritas Ukraine Network

To the director of a charitable organization

“Charitable Foundation “Caritas _____”

(Full name of the applicant who brings/delivers the child to the “Space” and is his/her legal representative)

(contact phone number)

(number of the applicant's identity document, passport, taxpayer registration number)

STATEMENT

I ask to admit my child (children) (please provide full name, year of birth)

to the Child Friendly Space.

<i>I give permission to process, accumulate, store, adapt, change, update, use and disseminate (distribute, sell, transfer), depersonalize personal data, including confidential information about my address, date and place of birth and my child's address, date and place of birth and other personal data.</i>	
<i>I give permission for my child (children) to visit “Space” and return home on their own, unaccompanied by adults. I am fully responsible for my child's life and health while traveling to “Space” and returning home.</i>	
<i>In case of emergency medical care for my child, please inform me by the phone number provided. If I cannot be reached, I authorize a Caritas representative to call an ambulance and accompany me to a medical facility. I also give permission for medical intervention (manipulation) by a doctor, nurse, paramedic.</i>	
<i>I confirm that I understand and am fully aware of all possible risks to the life and health of my child(ren) during martial law, and agree to all conditions of the Child Friendly Space during martial law. I confirm that I have been familiarized with the availability of shelters, their location, contact details of the Child Friendly Space employees responsible for the evacuation of children and give permission for my child (children) to stay in such shelters for the period of air raid alerts on the territory of the Child Friendly Space.</i>	
<i>I am familiar with the rules of my child's stay in “Space”.</i>	
<i>I give permission to photograph and use photos, videos of my child(ren), monitoring data and interviews of my child(ren) for the purpose of reporting, informing the public about the project activities, as well as for internal use.</i>	
<i>I give my permission for sessions with a psychologist and diagnostics with my child(ren) in the Child Friendly Space.</i>	
<i>In the event of any refusals in the future, I will provide a written statement, which I have been informed of and understand.</i>	

« _____ » 2024

(signature)



Appendix No.4

to the Policy and Procedures for the
Protection of Children and
Vulnerable Adults in the Caritas
Ukraine Network

To the director of a charitable organization

«Charitable Foundation “CARITAS _____»

(Name of the beneficiary)

(name, number, series of the beneficiary's identity document)

(date of issue and issuing authority)

(date of birth)

Registration number of the taxpayer's account card

(contact phone number)

CONSENT for the processing of personal data

By signing this Consent to the processing of personal data (hereinafter - the Consent),
I, _____,

in accordance with the Law of Ukraine “On Protection of Personal Data” dated 01 June 2010 No. 2297-VI (as amended), I give my consent to the charitable organization “ Charitable Foundation ‘Caritas [name]’ (hereinafter referred to as ‘CARITAS [name]’) to process personal data (including using information (automated) systems), which includes the implementation of any actions or a set of actions, such as accumulation, storage, adaptation, modification, updating, use and distribution (distribution, sale transfer), depersonalization, destruction of personal data, including confidential information about my address, date and place of birth, data of identity documents, telephone numbers, as well as other personal data, personal data of my children (child), family members and any other data provided by me in the process of questionnaires, provision of charitable assistance, residence in places of temporary residence of internally displaced persons, monitoring the quality of services, **for the purpose of** maintaining a database of personal data of beneficiaries, a database (list) of persons receiving charitable assistance, reporting and accounting of CARITAS [name] activities, preparation (in accordance with the requirements of partner organizations, donors or other persons, as well as in accordance with the requirements of the law) of various information, notifications, reports, etc. on the activities of CARITAS [name] and implementation of charitable programs and projects, and conducting the statutory activities of CARITAS [name].

By signing this Consent, I also agree to a possible survey to monitor the quality of the services provided.

By signing this Consent, I agree that the above information may be provided to third parties, including, but not limited to, public authorities, local governments, enterprises, institutions, organizations, establishments,

regardless of ownership and subordination, involved in the processing of this data, as well as in other cases provided for by law. I confirm that I have been informed of the persons to whom, in order to fulfill the purpose specified in this Consent, personal data is provided or may be provided, the consent to the processing of which I have provided in this Consent.

I confirm that I have been informed about the personal data controller, the composition and content of the personal data collected, the inclusion of my personal data in personal databases, and the purpose of personal data processing.

I confirm that I have been informed that in accordance with Article 8 of the Law of Ukraine "On Personal Data Protection", I, as a personal data subject, have the right to:

- be aware of the sources of collection, location of their personal data, the purpose of their processing, location or place of residence (stay) of the owner or manager of personal data or give an appropriate order to obtain this information to persons authorized by him/her, except in cases established by law;
- receive information about the conditions for granting access to personal data, including information about third parties to whom his or her personal data is transferred;
- access to own personal data;
- receive, no later than thirty calendar days from the date of receipt of the request, except in cases provided for by law, a response on whether his or her personal data is processed, as well as to receive the content of such personal data;
- submit a reasoned request to the personal data controller with an objection to the processing of their personal data;
- submit a reasoned request to change or destroy their personal data by any owner and administrator of personal data, if this data is processed illegally or is unreliable;
- protect own personal data from unlawful processing and accidental loss, destruction, damage due to intentional concealment, failure to provide or untimely provision, as well as to protect against the provision of information that is inaccurate or discrediting the honor, dignity and business reputation of an individual;
- file complaints against the processing of their personal data to the Commissioner or to the court;
- apply legal remedies in case of violation of the legislation on personal data protection;
- make reservations regarding the restriction of the right to process their personal data when providing consent;
- withdraw consent to the processing of personal data;
- understand the mechanism of automatic processing of personal data;
- be protected against an automated decision that has legal consequences for him/her.

When changing my personal data, I undertake to provide the responsible person with updated information as soon as possible and submit the originals of the relevant documents for entering my new personal data into the relevant personal data bases.

This document is drawn up in two copies, one of which was received by me.

« _____ » _____ 2024

signature

last name and initials

Appendix No.5

to the Policy and Procedures for the Protection of Children and Vulnerable Adults in the Caritas Ukraine Network

Types and signs of violence

1. Physical violence	
<p>Physical violence includes any action that causes physical pain or injury.</p> <p>This can include blows, beatings, burns, broken bones and other forms of physical injury. The main characteristics of physical violence:</p> <ul style="list-style-type: none">- Hitting with hands, feet or objects.- Banging your head against a wall or floor.- Using hot or sharp objects to cause pain.- Denial of access to medical care after the injury.	<p><u>Signs of physical violence:</u></p> <p>1) Permanent or unusual injuries:</p> <ul style="list-style-type: none">• The child's story that parents or other family members use physical violence against him or her or another child, threaten to expel him or her from the house, move him or her to another place of residence (to a boarding school, hospital, other relatives' place, etc.), or that there is danger from animals kept at home.• The child's attempts to conceal injuries and the circumstances of their occurrence (refusal to take off clothes for medical examination or change clothes in the presence of other children, etc.)• The child wears clothes that are not appropriate for the season to hide bruises and injuries (traces of violence).• Bruises/burns that do not correspond to the circumstances.• Dislocated joints (dislocations), bone fractures, bruises, scratches.• Bruises on the cheeks, eyes, lips, ears, forearms, thighs, fingertips - places where the child cannot inflict them on himself.• Lacerations and fractures in the face, traumatic loss of teeth.• Eye injuries (hemorrhages, retinal detachment, etc.)• Bruises on the body, head or buttocks that have distinct contours of an object (e.g., belt buckles, rods)• Complaints of headache, abdominal pain, external inflammation of the urinary and genital systems.• Wounds and bruises in different stages of healing on different parts of the body (for example, on the back and chest at the same time).• Bite marks, burns and other physical injuries (visible and invisible) unusual for the child's age, etc. <p>2) Behavioral characteristics</p> <ul style="list-style-type: none">• Fear of adults: the child shows fear of adults or peers, avoids physical contact.• Unexplained behavioral changes: a sudden change in the child's behavior, including aggression or depression.
2. Sexual violence	
<p>Sexual violence includes any act of a sexual nature committed against a child.</p>	<p><u>Signs of sexual violence:</u></p> <p>1) Physical symptoms:</p>

<p>This type of violence includes:</p> <ul style="list-style-type: none"> - Coercion to sexual intercourse or other sexual activities. - Touching the genitals of a child. - Using a child in pornographic materials. - Verbal sexual abuse, such as sexual harassment. - Demonstrating genitals to a child. - Showing erotic and pornographic materials to a child. 	<ul style="list-style-type: none"> • Focuses too much on clothing to hide their body, for example, wearing many layers of clothing • Has physical signs of abuse: bruises, blood, swelling, or other damage to the genitals • Pain in the abdomen, in the genital area • Genital tract infections: the presence of sexually transmitted infections without appropriate explanation. • Underage pregnancy. <p>2) Behavioral signs (a combination of signs may indicate violence and a single sign serves as a marker):</p> <ul style="list-style-type: none"> • Demonstrates and sexualizes behaviors that are atypical for his/her age • Has knowledge of sexual behavior that is not typical for his/her age • Behaves like a younger child • Has excessive curiosity, knowledge, and vocabulary about sexual behavior that is not typical for his/her age • Cannot stop playing with his/her genitals when asked to do so • Is afraid to be alone with a particular person • Is afraid of people of a certain type of appearance • Is afraid of being touched • Changes in academic performance • Self-harming behavior • Sexual play with friends, toys, animals • Drawings with a sexual context • Eats more or less than usual • Has trouble sleeping, walking, or sitting, or urinates at night • Has frequent nightmares • Withdrawal, depressed behavior, unexplained aggression • The child shows up with unexplained gifts, expensive things, is friends with people involved in sexual abuse/exploitation
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<p>3. Psychological (emotional) violence</p>	
<p>Psychological violence includes actions that harm the child's emotional state, humiliate the child's dignity, cause fear or a sense of helplessness.</p> <p>Examples of psychological violence:</p> <ul style="list-style-type: none"> - Threats, intimidation or insults. - Isolation from friends and social environment. - Constant criticism or humiliation. - Ignoring the emotional needs of the child. 	<p><u>Signs of psychological (emotional) violence:</u></p> <p>1) Emotional instability:</p> <ul style="list-style-type: none"> • Speech, sleep and eating disorders • Withdrawal, anxiety, fear, or vice versa, demonstration of complete lack of fear, risky, defiant behavior • Unbalanced behavior • Aggressiveness, fits of rage, a tendency to destroy, destroy, violence • Sudden change in the child's usual behavior to a contrasting one • Slow speech, learning disabilities, lack of age-appropriate knowledge (e.g., inability to read, write, count) • "Little adult" syndrome (excessive maturity and

	<p>responsibility), fear of doing something wrong</p> <ul style="list-style-type: none"> • Fatigue, reduced ability to concentrate • Demonstration of fear of parents' appearance and/or the need to go home, unwillingness to go home • Tendency to “wander”, vagrancy • Depressive disorders • Suicide attempts • Alcohol and drug use • Presence of stress-related mental disorders, psychosomatic diseases • Manifestations of violence or cruelty towards animals or other living beings • Other manifestations of behavior or emotional reactions that do not meet age-related standards <p>2) Social isolation:</p> <ul style="list-style-type: none"> • Avoidance of peers, desire to socialize and play with much younger children • Low self-esteem, feelings of guilt <p>3) Relations with parents/guardians:</p> <ul style="list-style-type: none"> • Lack of contact/ warmth between parents/guardians and child • Parents/guardians do not pay attention to the child • Parents/guardians blame the child for their problems • Parents/guardians humiliate the child, call him/her names, make negative comparisons.
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4. Economic violence, neglect (negligence)

<p>Economic violence involves actions aimed at restricting a child's access to necessary resources or using his or her labor without proper compensation.</p> <p>Examples of economic violence:</p> <ul style="list-style-type: none"> – Use of children for heavy work. – Use of child labor without payment. – Improper use of social and other benefits that are directed to the child. – Denying access to financial resources or basic needs such as food or clothing. – Using a child for begging or forcing them to engage in criminal activities in order to obtain money. <p>Neglect includes situations where parents or guardians do not provide a child with basic needs such as food,</p>	<p><u>Signs of economic violence:</u></p> <p>1) Neglect of basic needs:</p> <ul style="list-style-type: none"> • The child is hungry or dirty • A child's weight that is significantly underweight for his or her age (as determined by a health care professional) • Frequent lateness, school absences, dirty clothes, dressing for the weather; tired and sickly appearance • General neglect • Lack of necessary medical treatment (the child is not taken to the doctor), missing important medical procedures or lack of access to medicines • Parents leaving their child under the supervision of strangers (including those who are under the influence of alcohol or drugs) • Leaving a preschool child unattended for long periods of time, either indoors or outdoors, or with strangers • Lack of toys, books, entertainment, etc. • Unsanitary living conditions, lack of bed linen (or torn and dirty bed linen), hygiene products • A child's lagging behind in physical, emotional, fine motor, cognitive, social and interpersonal skills due to pedagogical neglect, etc.
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<p>clothing, medical care, and education. The main manifestations of neglect:</p> <ul style="list-style-type: none"> - Failure to provide the child with the necessary food, clothing or medical care. - Neglecting the child's educational needs. - Ignoring the child in case of illness or the need for psychological support. - Failure to ensure the child's safety, leaving him or her unattended. 	<ul style="list-style-type: none"> • The child is often angry, aggressive, self-harming <p>2) Forced labor:</p> <ul style="list-style-type: none"> • Involvement of a child in labor activities (in violation of current legislation) • The child is begging, running away from home • Involving a child in heavy physical labor or forcing them to work instead of attending school. • The child is constantly tired, sleepy during classes / daily activities • The child has unexplained money and/or gifts • The child hides information about his/her free time, shows signs of low self-esteem, self-harm.
<p>5. Cyber violence</p>	
<p>Cyber bullying involves the use of electronic means of communication to harm a child.</p> <p>Examples of cyber violence:</p> <ul style="list-style-type: none"> - Intimidation or threats through social media. - Using a child's personal information to humiliate or blackmail them. - Sharing photos or videos without the child's consent. - Constant insults or humiliation via email or messengers. 	<p><u>Signs of cyber violence:</u></p> <p>Intimidation on the Internet:</p> <ul style="list-style-type: none"> • Abusive messages: a child's constant receipt of abusive messages or threats in social networks or messengers. • Dissemination of personal information: unlawful dissemination of private information, photos or videos of the child. <p>Psychological pressure:</p> <ul style="list-style-type: none"> • Psychological bullying: intimidation or pressure on a child via the Internet to manipulate their behavior.

Appendix No.6
to the Policy and Procedures for the
Protection of Children and
Vulnerable Adults in the Caritas
Ukraine Network

Registration form for violations against a child / vulnerable adult

1. Name and last name of the employee who accepted the notification:

2. Job Title and Organization:

3. Contact phone number:

1. Name and last name of the child/vulnerable adult in respect of whom the notification about the violation is made:

2. Date of birth:

3. Contact phone number (if any):

4. Address of residence:

5. Type of violence (select all that apply):

1. Physical
2. Emotional
3. Psychological
4. Economic
5. Sexual

6. Description of the incident (please describe in detail what happened):

7. Date and time of the incident:

8. Do you have any evidence (photos, videos, witnesses, etc.)?

1. Yes
2. No
3. If you answered "yes", please describe:

9. Names and contact details of witnesses (if any):

10. Was the police notified?

1. Yes

2. No

11. Was the medical care provided?

1. Yes

2. No

3. If you answered "yes", please describe:

12. Other details or comments:

Emergency contact information:

1. Name of the contact person:

2. Relationship with the child:

3. Phone number:

4. E-mail :

Date of filling out the form:

Signature:

Appendix No.7

to the Policy and Procedures for the Protection of Children and Vulnerable Adults in the Caritas Ukraine Network

Self-assessment tool

The Self-Assessment Tool is used to assess the extent to which the Child and Vulnerable Adult Protection Policy and Procedures, practices and activities are integrated into the organization's work, processes and systems.

No.	Questions for self-assessment of existing policies for the protection of children and vulnerable adults	Yes	No
1	Are the purpose and goals of your organization consistent with the established principles of protection of children and vulnerable adults?	<input type="checkbox"/>	<input type="checkbox"/>
2	Is the regulatory framework regularly reviewed for compliance with new legal requirements?	<input type="checkbox"/>	<input type="checkbox"/>
3	Does your organization use definitions of terms that meet the standards of the policy for the protection of children and vulnerable adults?	<input type="checkbox"/>	<input type="checkbox"/>
4	Does your child and vulnerable adult protection policy cover all aspects of your organization's work with people under 18 and vulnerable adults?	<input type="checkbox"/>	<input type="checkbox"/>
5	Are there mechanisms in place to monitor the implementation of commitments to protect children and vulnerable adults?	<input type="checkbox"/>	<input type="checkbox"/>
6	Is there a provision in your child and vulnerable adult protection policy that Affiliates must also act in accordance with the child and vulnerable adult protection policy in their activities?	<input type="checkbox"/>	<input type="checkbox"/>
7	Is there a provision in your child and vulnerable adult protection policy prohibiting abuse and sexual misconduct against children and vulnerable adults?	<input type="checkbox"/>	<input type="checkbox"/>
8	Does your child and vulnerable adult protection policy have a mechanism for reporting cases of abuse and sexual misconduct against children and vulnerable adults?	<input type="checkbox"/>	<input type="checkbox"/>
9	Does your organization adhere to the principles of protection of children and vulnerable adults when engaging them in work or volunteering?	<input type="checkbox"/>	<input type="checkbox"/>
10	Does your policy on the protection of children and vulnerable adults include special measures for the protection of children and vulnerable adults in times of war?	<input type="checkbox"/>	<input type="checkbox"/>
11	Does your policy on the protection of children and vulnerable adults include a provision on the use of information and communication technologies?	<input type="checkbox"/>	<input type="checkbox"/>
12	Does your child and vulnerable adult protection policy have a provision for taking photos and videos of children and vulnerable adults and using this material?	<input type="checkbox"/>	<input type="checkbox"/>
13	Is there a provision in your child and vulnerable adult protection policy for a safe recruitment procedure?	<input type="checkbox"/>	<input type="checkbox"/>
14	Is there a provision in your child and vulnerable adult protection policy for measures to raise awareness of child and vulnerable adult protection among the Personnel, Affiliates and direct beneficiaries?	<input type="checkbox"/>	<input type="checkbox"/>
15	Is there a provision in your child and vulnerable adult protection policy on measures to prevent abuse of children and vulnerable adults?	<input type="checkbox"/>	<input type="checkbox"/>
16	Is there a provision in your child and vulnerable adult protection policy to recognize violence against children and vulnerable adults?	<input type="checkbox"/>	<input type="checkbox"/>
17	Does your child and vulnerable adult protection policy have a provision on how to detect violations against children and vulnerable adults?	<input type="checkbox"/>	<input type="checkbox"/>
18	Does your child and vulnerable adult protection policy have a provision about the mechanism for notification about the violence?	<input type="checkbox"/>	<input type="checkbox"/>
19	Does your child and vulnerable adult protection policy include a provision on the algorithm for responding to a child or vulnerable adult's disclosure of abuse?	<input type="checkbox"/>	<input type="checkbox"/>
20	Is there a provision in your child and vulnerable adult protection policy for reporting	<input type="checkbox"/>	<input type="checkbox"/>

Safeguarding breaches?			
21	Does your child and vulnerable adult protection policy have a provision for whistleblower protection in your organization?	<input type="checkbox"/>	<input type="checkbox"/>
22	Does your policy for the protection of children and vulnerable adults have a provision for the protection and confidentiality of information?	<input type="checkbox"/>	<input type="checkbox"/>
23	Does your organization's child and vulnerable adult protection policy define accountability in case of violations?	<input type="checkbox"/>	<input type="checkbox"/>

Appendix No.8

to the Policy and Procedures for the Protection of Children and Vulnerable Adults in the Caritas Ukraine Network

Indicators of the effectiveness of the Policy implementation

1. Number of recorded cases of violations:	<ul style="list-style-type: none"> Total number of cases: How many cases of child/vulnerable adult security policy violations were detected in a given period (month, quarter, year). <i>Formula: Number of recorded cases of violations</i> Breakdown by type of violation: What types of abuse were most common (physical abuse, psychological abuse, exploitation, neglect, etc.). <i>Formula: Number of cases of each type of violation</i>
2. Response time to violations:	<ul style="list-style-type: none"> Average response time: How long does it take from the moment a breach is detected to the time it takes to take action. <i>Formula: Average response time (in days or hours)</i> Time to complete the investigation: How long does it take to complete the investigation and make a decision on each case. <i>Formula: Average time to complete an investigation</i>
3. Level of satisfaction with the assistance received:	<ul style="list-style-type: none"> Surveys of victims: Percentage of children/vulnerable adults and their families who received assistance and expressed their opinion on the quality of services provided. <i>Formula: Percentage of satisfied individuals</i> Employee satisfaction: Employee surveys on how effective the response and support processes are. <i>Formula: Percentage of satisfied employees</i>
4. Education and training:	<ul style="list-style-type: none"> Number of trainings conducted: How many trainings and training events have been conducted for employees on the Policy. <i>Formula: Number of trainings</i> Percentage of participants in trainings: What proportion of employees and volunteers have received training in child and vulnerable adult protection. <i>Formula: Percentage of training participants</i>
5. Reporting and documentation:	<ul style="list-style-type: none"> Number of documented cases: How many cases of violations were documented and analyzed. <i>Formula: Number of documented cases</i> Quality of documentation: Evaluation of the quality and completeness of documentation for each case of violation <i>Formula: Percentage of complete documentation</i>
6. Incidents of repeated violations:	<ul style="list-style-type: none"> Number of repeat cases: How many cases of repeat violations were detected after the action was taken. <i>Formula: Number of repeat cases</i> Reasons for recurrence: Analyzing the reasons for the recurrence (insufficient support, wrong response, etc.). <i>Formula: Percentage of repeat cases for certain reasons</i>
7. Reaction to feedback:	<ul style="list-style-type: none"> Percentage of problems solved: What proportion of the issues or recommendations identified in the feedback were resolved. <i>Formula: Percentage of problems solved</i> Time to resolution: How long it takes to resolve issues or make changes based on feedback. <i>Formula: Average time to resolution</i>

Бюро перекладів Mova Club,
Україна, м. Київ, вул. Межигірська, 24-б оф 14
Тел.: +38 (098) 232-25-55
www.mova-club.kiev.ua e-mail mova.club@gmail.com

Translation Agency Mova Club
24-B Mezhyhirska Str., office 14, Kyiv 04071 Ukraine
Tel.: +38 (098) 232-25-55
www.mova-club.kiev.ua e-mail mova.club@gmail.com

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