

**POLICY ON THE PROTECTION AND GOOD**  
**TREATMENT OF CHILDREN**

**Abril 2022**

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## TERMINOLOGY AND DEFINITIONS

**CHILD AND/OR ADOLESCENT:** Children and adolescents are defined by the United Nations Convention on the Rights of the Child as any person under the age of 18. For The Farrah Foundation any person under the age of 18 is a child or adolescent in all aspects, regardless of local legal considerations about age of majority or age of consent.

**PROTECTION OF CHILDREN AND ADOLESCENTS:** Within the scope of this policy, it is defined as the responsibilities, principles, measures and activities that Farrah undertakes to safeguard children and adolescents from both intentional and unintentional harm.

**GOOD TREATMENT OF CHILDREN AND ADOLESCENTS:** It refers to interactions with children and adolescents that promote their recognition and generate satisfaction, favouring the development of children and adolescents. Good treatment consists of five basic elements: recognition, empathy, effective communication, equal interaction and the ability to resolve conflicts satisfactorily among children and adolescents.

**CRC:** Convention on the Rights of the Child

**MISTREATMENT OF CHILDREN AND ADOLESCENTS:** "The mistreatment or humiliation of minors includes all forms of physical and emotional mistreatment, sexual abuse, carelessness or negligence or commercial exploitation or other type of exploitation, which cause real or potential harm to the health of the child, their survival, development or dignity in the context of a relationship of responsibility, trust or power" (PAHO/WHO, 2003:65).

"Action, omission or negligent treatment, not accidental, that deprives the boy or girl of their rights and their well-being, that threatens or interferes with their orderly physical, mental or social development and whose perpetrators may be people, institutions or society itself".

**VIOLENCE AGAINST CHILDREN AND ADOLESCENTS:** any type of violence, physical or emotional, that adults perform with the intention of correcting undesirable behaviour and/or teaching new behaviours. To cause physical and emotional pain to children and adolescents. The difference with physical or emotional abuse is the

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intensity, frequency and intention.

## INTRODUCTION

The prevention of violence against children and adolescents is a fundamental purpose to be able to exercise their rights and for their development and well-being. For this reason, from **Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible** (hereinafter Fundación Farrah) we consider the CRBA (child rights-based approach) as a priority and transversal in its action.

The code of conduct for children and adolescents, which must be complied with, is an essential element of the Fundación Farrah's child and adolescents protection policy and will be regularly updated. This policy of protection of the rights of children will contain a code of conduct that will include instructions of conduct that will be admitted and/or desirable and unacceptable. This will promote the knowledge and application of the same line of work for every person working with children and adolescents.

The code of conduct for children and adolescents is a protection tool both for children and adolescents, the staff and volunteers of Fundación Farrah and for the organisation itself.

This code of conduct will also incorporate a protocol of action in case of negligence, undesirable conduct or infringement within the framework of this policy. The protocol of action includes the activation of disciplinary sanctions or the intervention of the competent authorities, if necessary.

This protection policy shall be applicable to and will form every person associated with children and adolescents, so that it is carried out in a globalised manner and the actions are unanimous. This tool is fundamental for the good development of the Foundation and guarantees the vision and principles governing the Fundación Canaria Farrah.

## OUR COMMITMENT

### Our values

**Social commitment:** We work for the common good in defence of human dignity, collectively building fair and solidarity-based relationships between individuals, peoples and cultures.

**Equity:** Our action is aimed at promoting the capacities of people with equal opportunities and conditions, considering the gap or discrimination based on sex, ethnicity, nationality, etc.

**Respect:** We defend and recognize the richness of human diversity as an indispensable value for social cohesion, peace and the dignity of individuals.

### Our principles

**Participation:** We promote the right to participation of children and adolescents, as well as families. We also have a participatory culture approach within our organisation.

**Non-discrimination:** We recognize that all children and adolescents should have the opportunity to enjoy their rights, regardless of national, ethnic or social origin, sex, language, religion, political opinion, economic position, etc.

**Transparency:** We base our work on honesty, accountability and maximum access to information on resource management and the impact of our actions for greater social and economic accountability.

**Fundación Canaria Farrah** is committed to working to prevent abuse by building a culture of good treatment, where interactions with children promote their recognition and generate satisfaction, favouring the development of children and adolescents.

**Fundación Canaria Farrah** will fulfil its commitment by carrying out the following actions: to prevent, raise awareness and report on everything related to the rights of children, and respond quickly and effectively to any suspicion of possible mistreatment or conduct that does not promote a climate of good treatment.

## AIM OF THIS POLICY

The purpose of this document is to **protect children and/or adolescents**. For this purpose, a regulation of behaviours will be developed in the following sections for all people linked to Fundación Farrah and achieve the desired purpose.

The penalties or actions designated for the welfare of children and adolescents shall also be carried out.

It is essential for the knowledge and implementation of the code of conduct to be developed in a consensual manner by the entire team to promote understanding and strategies to follow when working with children and adolescents

## RECIPIENTS AND SCOPE

This document applies to all staff associated with the Fundación Canaria Farrah, both paid and unpaid: staff, volunteers, trainees, donors, consultants, collaborators, board of trustees and visitors acting on behalf and representation of the Fundación Canaria Farrah. In short, any person who meets children and adolescents on a continuous or sporadic basis.

All the recipients must accept, read and sign that they have understood and accepted the code of conduct to carry out a relationship with the Fundación Canaria Farrah. In the event of an infringement, they must accept and comply with the procedures established for that situation.

Legal entities that collaborate professionally with the Foundation must sign an acceptance that ensures that they respect and comply with all the rights of the child that are established in the Convention on the Rights of the Child and share the fundamental principles/values which protects and defines the Fundación Farrah.

## HUMAN RESOURCES POLICY AND PROTOCOLS

### **Certificate of criminal record of sexual nature**

All those who wish to be part of the team of Fundación Farrah (employees, collaborators, volunteers...) as well as those who wish to participate in timely activities where they can



come into contact with children and adolescents (workshops, trainers..), must apply for the certificate of criminal record of sexual nature.

### References

They must also provide two references: a personal reference and a professional one. These references will be contacted with questions.

### Self-disclosure form

#### **SELF-DISCLOSURE FORM FOR UNREGULATED ACTIVITIES**

Part 1 (to be completed by Farrah)

Name of candidate / person:

Previous names:

Include the date on which each name was used (months/years):

Postal code address history of the last 5 years:

Include dates from and to (MM / YYYY) for each address.

ADDRESS	PROVINCE	COUNTRY	FROM	UNTIL

Telephone / Mobile:

Date of birth:

ID card:

Gender:

Part 2 (to be completed by the candidate / person named in Part 1):

If the role you are in or have requested involves any contact with children and adolescents or the responsibility of children and adolescents, you will also be required to provide a valid criminal record certificate, which will provide details of criminal convictions and a sexual background certificate.

All information you provide will be treated confidentially and managed in accordance with relevant data protection laws and guidelines. You have the legal right to access any

information Farrah has about you.

Have you ever been identified or investigated by Social Services or the Police as a potential risk or risk for children or adolescents?

YES NO

If yes, please provide more information:

¿Has any organisation or agency investigated you because of concerns about your behaviour toward children or adolescents?

YES NO

If yes, please provide more information:

Have you ever been the subject of disciplinary proceedings or have you been asked to leave a job or voluntary activity because of any inappropriate behavior towards children or adolescents?

YES NO

If yes, please provide more information:

Do you have a trial or sentence pending?

YES NO

If yes, please provide more information:

Confirmation of declaration (tick the box below):

I agree that the information provided herein may be processed in connection with the purposes of hiring or offering volunteering and I understand that an offer of employment or volunteering may be withdrawn or disciplinary action may be taken if information not disclosed by me is discovered by Fundación Farrah.

In accordance with the organisation's procedures I agree to provide a valid criminal record certificate and consent for the organisation to clarify any information with the agencies that provide it.

I agree to inform the organisation within the first 24 hours if I am investigated later by any

agency or organisation regarding concerns about my behaviour towards children or adolescents.

I understand that the information contained in this form, the results of criminal background checks and information provided by third parties may be provided by fundación Farrah to other persons or organisations in circumstances where this is deemed necessary to protect children

I confirm my statement.

Signature of a candidate:

Printed name:

Passport o national identity card:

Date:

## **Guidelines for interviews**

During the selection process and especially during interviews, the following aspects should be taken into account:

- Take care of language: this should reflect our culture of protection and good treatment.
- Reflects Farrah's values.

### **Investigate and try to find evidence on the following issues:**

- Professional integrity and ability to set professional boundaries.
- Ability to establish and maintain meaningful and **appropriate** relationships with children and adolescents.
- Initiative to protect children and adolescents.
- Resilience and ability to withstand pressure, stress and complex situations.
- Flexibility.
- A positive look at children and adolescents as agents of change and subjects of rights and never a paternalistic and welfare vision in relation to childhood, adolescence and the families with which we work.

## **Participation of children and adolescents and families in the selection**

As from October 2019, three children and adolescents representing children's projects will be included in the staff selection process (due to the COVID19 pandemic, this procedure is suspended on a precautionary basis).

## **Verification of skills and knowledge related to education and child protection**

Qualifications and knowledge related to children and the workplace must be verified. Interviews should include questions that help verify knowledge and/or belief in positive reinforcement.

## **Mandatory training**

**INITIAL 6-HOUR COURSE ON CHILDREN'S RIGHTS AND FOUNDATION POLICIES AND PROTOCOLS.**

## Trial period

**MINIMUM TRIAL PERIOD OF 3 MONTHS.**

# DESIRABLE AND UNACCEPTABLE BEHAVIOUR

## DESIRABLE BEHAVIOUR

- Treat all children and adolescents with respect without showing preference or deference of any kind, to the detriment of others.
- Equal attention to all children and adolescents
- Take into account the circumstances, idiosyncrasies and personality in the treatment of children and adolescents
- Avoid behaviours or language that could negatively influence children and adolescents or constitute a bad example; they shall refrain from saying bad words, ironic or double-edged expressions that could be misunderstood or misinterpreted by children and adolescents.
- Refrain from smoking, drinking alcoholic beverages and/or consuming any narcotic substance in the area, enclosure or schedule that is shared with children and adolescents.
- Avoid behaviour that is not respectful of the environment and could be a bad example for children and adolescents.
- Avoid being alone with children and adolescents for a long time, except in strictly justified cases.
- Avoid touching children or adolescents or gestures that may be misinterpreted by children or adolescents themselves or by third parties.
- Avoid doing things that they are able to do alone (dressing, loading objects, etc.)
- Ensure that children and adolescents respect each other.
- Report any reasonable suspicion or any act of abuse against any child or adolescents.

## UNACCEPTABLE

- Punish children and adolescents or engage in any form of physical violence.
- Subjecting children and adolescents to any kind of psychological abuse or verbal assault (shouting to say something, threatening, frightening, etc.)
- Behaving or making offensive or discriminatory comments based on ethnicity, nationality, culture, age, sex, religion, disability, sexual orientation, etc.
- Make any kind of sexual insinuation, nor subject the child or adolescents to any kind of sexual abuse, real or simulated.
- Sleep with children and adolescents, in no case and under no circumstances.
- Under no circumstances shall any sexual relations be maintained with the participants.

- Take pictures of children without their consent or their parents' consent, for either individual or public use.
- Pull/grab/push children. Children will be asked to move on their own initiative.
- Access the bathroom (toilet) with children and adolescents, and less alone. In the event that any child relieves him/herself, we will call his father or mother to take the child or clean him/her or we will motivate the child to clean himself/herself. It will never be done by educators.
- Try to remain alone with children and adolescents, except in cases where urgency or necessity is inevitable.
- Supply any type of drug to children and adolescents, except for a prescription medication regimen, always with the prior authorization of the parents/guardians.
- Indoctrinate or influence opinions or comments in a dogmatic manner on any subject or issue, but always encourage reflection with children and adolescents.

#### **EDUCATIONAL GUIDELINES:**

- Always use positive reinforcement.
- When communicating something negative, always try to use the sandwich technique.
- In case of conflict, intervene with the participants involved/as to resolve it in an appropriate way. In these cases, mediation or a formal contract may be used.
- In case of physical aggression, intervene by separating and giving clear guidelines that such conduct is intolerable. Remind them that complying with the rules of coexistence is a prerequisite to continue participating in activities.
- When pointing out or correcting a behaviour, focus on the behaviour we want to achieve, and not on the negative behaviour.

# DOCUMENTS FOR THE IMPLEMENTATION OF THE PROTOCOL

## Code of conduct

### CODE OF CONDUCT FOR WORK WITH CHILDREN AND ADOLESCENTS

The recipients of this document, the undersigned commits to comply with the following guidelines in carrying out their activities with children and adolescents:

#### **SHALL**

- Treat all children and adolescents with respect without showing preference or deference of any kind, to the detriment of others.
- Equal attention to all children and adolescents
- Take into account the circumstances, idiosyncrasies and personality in the treatment of children and adolescents
- Avoid behaviours or language that could negatively influence children and adolescents or constitute a bad example; they shall refrain from saying bad words, ironic or double-edged expressions that could be misunderstood or misinterpreted by children and adolescents.
- Refrain from smoking, drinking alcoholic beverages and/or consuming any narcotic substance in the area, enclosure or schedule that is shared with children and adolescents.
- Avoid behaviour that is not respectful of the environment and could be a bad example for children and adolescents.
- Avoid being alone with children and adolescents for a long time, except in strictly justified cases.
- Avoid touching children or adolescents or gestures that may be misinterpreted by children or adolescents themselves or by third parties.
- Avoid doing things that they are able to do alone (dressing, loading objects, etc.)
- Ensure that children and adolescents respect each other.
- Report any reasonable suspicion or any act of abuse against any child or adolescents.

#### **NEVER**

- Punish children and adolescents or to use any form of physical violence.
- Subjecting children and adolescents to any form of psychological abuse or verbal assault (shouting to say something, threatening, frightening, etc.)
- They will have no offensive or discriminatory behavior or comments based on ethnicity, nationality, culture, age, sex, religion, disability, sexual orientation, etc.
- Make any kind of sexual insinuation or subject the child or adolescents to any kind of sexual abuse, whether real or simulated.
- Sleep with children or adolescents, in no case and under no circumstances.
- They shall be married to a child or adolescent, in no case and under no circumstances shall

they have sexual relations with the/the beneficiaries.

- They will take pictures of children without their consent or their parents', for individual or public use.
- They will take pictures of the children for personal use.
- Pull/grab/push children. Children will be asked to move on their own initiative.
- Access to the bathroom (toilet) with children/ adolescents, and less alone. In the event that any child elieves him/herself, we will call his father or mother to take the child or clean him/her or we will motivate the child to clean himself/herself. It will never be done by educators.
- Try to remain alone with children and adolescents, except in cases where urgency or necessity is inevitable.
- Supply any type of drug to children and adolescents, except for a prescription medication regimen, always with the prior authorization of the parents/guardians.
- Indoctrinate or influence opinions or comments in a dogmatic manner on any subject or issue, but always encourage reflection with children and adolescents.

#### **EDUCATIONAL GUIDELINES:**

- Always use positive reinforcement.
- When communicating something negative, always try to use the sandwich technique.
- In case of conflict, intervene with the participants involved/as to resolve it in an appropriate way. In these cases, mediation or a formal contract may be used.
- In case of physical aggression, intervene by separating the children involved and give clear guidelines that these behaviours are intolerable. Remember that complying with the rules of coexistence is a prerequisite to continue participating in activities.
- When pointing out or correcting a behaviour, focus on the behaviour we want to achieve, and not on the negative behaviour.

I UNDERSTAND, ACCEPT AND UNDERTAKE TO ENSURE COMPLIANCE WITH THIS CODE OF CONDUCT.

First name and surname:

Identity card:

Signature:

In Las Palmas de G.C.,date \_\_\_\_\_



## Protocol on prevention of sexual abuse and exploitation.

### CODE OF CONDUCT FOR THE PROTOCOL ON THE PREVENTION OF SEXUAL ABUSE AND EXPLOITATION.

All forms of sexual exploitation and abuse are prohibited, as are all forms of sexual contact with children. A child is any person under the age of 18, as defined in the United Nations Convention on the Rights of the Child. Sexual exploitation and abuse is a form of gender-based violence. Sexual exploitation and abuse can occur in any setting, national, international, family, humanitarian or developmental. However, in situations of extreme poverty, the dependence of affected populations on development agencies for their basic needs creates an additional ethical responsibility and a duty of care on the part of all staff, to protect stakeholders in all situations.

Every person associated with Fundación Farrah, both project visitors, volunteers, employers, workers, service providers, must have signed, in addition to this document, the volunteer agreement, code of conduct and delivered the Certificate of Criminal Record of Sexual Nature.

All people connected with Fundación Farrah, both visitors of projects, volunteers, employers, workers, service providers, etc... shall:

- understand that sexual exploitation and abuse by personnel involved in development and humanitarian work constitutes an act of misconduct and are therefore grounds for termination of employment and denunciation to the authorities.
- never engage in any sexual activity with a child regardless of the age of majority or the age of consent at the local level. Sexual activity with children is prohibited.  
**Personal beliefs about a child's age are not defence in any case.**
- not accept, request or participate in the "purchase" or benefit of sexual services.  
**This applies to staff in and out of working hours.**
- never exploit the vulnerability of any target group in the context of humanitarian

and development work, especially women and children, or allow anyone to put themselves in compromising situations.

- **know that the exchange of money, employment, goods or services by sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour, is prohibited.** This includes the exchange of assistance due to beneficiaries for favours.
- **never abuse the position to retain development or humanitarian assistance, or to give preferential treatment; to solicit sexual favours, gifts, payments of any kind or advantages.**
- given the increased vulnerability of populations in situations of crisis or extreme poverty, **staff are prohibited from having sexual relations with members of populations affected by the crisis, since these relations are based on inherently unequal power dynamics and undermine the credibility and integrity of humanitarian aid work.**
- when working with children, avoid actions or behaviours that may constitute bad practice and never act in a way that could put a child at risk of abuse.
- report any suspicion of abuse or breach of the standards and codes of conduct included in this document by others.
- In countries where Fundación Farrah does long-term development work, it is recommended that an employee who engages in a long-term sexual relationship with a community member who is benefiting from a program and/or with another employee, to inform the focal point on the relationship, to avoid the perception of a conflict of interest.

I UNDERSTAND, ACCEPT AND UNDERTAKE TO ENSURE COMPLIANCE WITH THIS CODE OF CONDUCT

First name and surname:

Identification document of nationality

Signature:

In \_\_\_\_\_, date \_\_\_\_\_

## Protocol of action concerning affective-sexual diversity and gender identities.

### PROTOCOL OF ACTION CONCERNING AFFECTIVE-SEXUAL DIVERSITY AND GENDER IDENTITIES.

Consistent with our commitment to the defense and fulfillment of the Rights of Children, the protection and good treatment of children and adolescents, and taking into account the special vulnerability of LGTBIQ+ children and adolescents, we consider of particular importance the establishment of a specific protocol of action that contributes to the protection and good treatment of LGTBIQ+ children and adolescents, considering as a serious form of abuse the non-acceptance of gender identity, emotional-sexual orientation or gender expression.

This Protocol is governed by the following principles:

- **Best interests of the NNA.** The recognition of their identity and the need to guarantee their equality and non-discrimination, regardless of the conduct or beliefs of other persons in their environment; of european, state, autonomous, island or local legislation; to receive medical treatment or provide medical or psychological diagnosis.
- **Prevention.** An active attitude will be taken to prevent and detect attitudes of harassment and discrimination, as well as to eradicate sexist stereotypes and attitudes. To this end, initial and continuing training on emotional-sexual diversity and gender identities of Farrah professionals, volunteers and trainees will be promoted.
- **Confidentiality and privacy.** The privacy of children and adolescents shall be preserved and respected at all times, with complete discretion over the information available, including the other personnel of the entity, except in cases that are strictly necessary (change of the data in the existing documentation, management of referral to a specialised resource, accompaniment to the family or child by a specialised professional of Farrah, when the child wants everyone to use their felt name...).
- **Inclusion.** Any intervention, individual or group, will be aimed at creating spaces of respect and diversity, free of sexist attitudes, harassment or discrimination, regardless of knowing or not emotional-sexual diversity and existing gender identities.

#### Actions relating to documentation required of participants.

- Documentation completed by mothers, fathers or legal guardians:
  - The request of mothers, fathers, legal guardians to complete all the documentation again

will always be granted with the aim of modifying the name and registration pronoun of the child or adolescent by his or her name and pronoun if they so wish.

- In no case shall it be made a condition of having to make such a modification in official documents (civil registry, Identity card, passport...), nor shall the child or adolescent be required to receive medical treatment or provide a medical or psychological diagnosis in order to accede to such a request.
- If the child or adolescent requests that his or her name and pronoun be used, he or she will be asked if he or she wishes to have his or her mothers, parents or legal guardians fill in the documentation with that name. Their will shall take precedence over any consideration of the personnel of the entity. The manner and timing of such a question will be assessed and established by the persons responsible for the project.
- If there is no previous documentation, when collecting the completed documentation, the name and pronoun indicated will not be questioned if these do not coincide with a normative gender expression.
- Any new documentation asking about gender will include the following options: woman/girl, man/boy, non-binary, I prefer not to respond, both in reference to children and adolescents and their mothers, fathers or legal guardians/mothers.
- Documentation completed by Fundación Farrah staff (assistance's lists, individual follow-ups....)
  - In all the internal documentation of the entity the felt name and pronoun of the child or adolescents shall be used, regardless of whether the documentation completed by the mothers, parents or legal guardians or the official documentation has been modified.
  - In no case shall the child or adolescent be required to receive medical treatment or provide a medical or psychological diagnosis in order to comply with such request.
  - This change will occur from the moment the child or adolescent expresses his or her desire to use the name and pronoun.
  - If there is paper documentation containing the registration name and which must be kept for professional and justified reasons, the following options shall be chosen as appropriate:
    - Make a copy, by hand or by computer, of such document modifying the name and registry pronoun by the felt name and pronoun.
- Documentation completed by children and adolescents (questionnaires, products activities such as murals, drawings... )

- The name and pronoun indicated by the child or adolescents shall not be questioned if they do not coincide with a normative gender expression.
- If it is necessary to provide identifying data, the child or adolescent shall be given full freedom to decide whether to use his or her name and registered pronoun or his or her felt name and pronouns.
- Any newly created documentation asking about gender will include the following options: girl, boy, not binary, I prefer not to respond.
- If there were documents, drawings, murals... which contain the name and/or pronoun of the child or adolescents and are visible to other participants, for example: hanging on the wall, the child or adolescent will be asked if he or she wishes to modify them. If the answer is positive, but the child or adolescents does not indicate how he or she wants it to be carried out, the manner and time of asking such a question shall be assessed and established by the persons responsible for the project, always with reference to the guiding principles of this Protocol.

If, with reference to the preceding point, the express request of the child or adolescents concerned for withdrawal or amendment takes place, it shall be carried out in the manner that the child or adolescents wishes. If the child or adolescents does not indicate how he or she wishes to do so, the manner and time of asking such a question shall be assessed and established by the persons responsible for the project, always with reference to the guiding principles of this protocol.

#### Actions relating to group interventions with children and adolescents.

- Under no circumstances shall the gender identity or affective-sexual orientation of a child or adolescents be communicated to the rest of the group if there is no express request on their part. If there is an express request by the child or adolescent, it shall be made, first, according to the manner in which the child or adolescent wishes and, second, without making value judgements and in a standardised manner.
- The first contact with a child or adolescent or a group shall be made by the children and adolescent themselves, even if the names of the participants have been listed beforehand, to avoid calling a child or adolescent by his or her registered name if this has been indicated in the registration documentation by their mothers, parents or legal guardians.
- All activities and actions will be inclusive and intersectional and adapted to the evolving moment of the participants. If specific activities are designed and implemented on affective-sexual diversity and gender identities, they should offer a broad perspective and not focused on the personal situation of one or several group members.
- Under no circumstances shall situations of harassment and discrimination by other

children and adolescents or by other adults be tolerated, and they must act actively both to prevent them and to eradicate them.

Actions relating to the individual accompaniment of children and adolescents and their families.

- When a child or adolescent communicates to us that he or she identifies with a different gender to that assigned to him or her at birth or his affective-sexual orientation, we will have an attitude free of prejudice, creating a warm and safe space, actively listening to him or her, putting their needs at the center and telling them that they can count on us at any time. In no case will he or she be made to feel guilty or embarrassed/ or inquisitorial questions will be asked (how do you know? do you want to operate? what is your birth name?) as well as comments that threaten the recognition of their identity and/or their affective-sexual orientation ("that's a phase", "you're too small to know"...). The accompanying model must be flexible and adapted to the needs of each child and adolescent, since each process is individual and unique, and focused on facilitating well-being and personal and social development. Under no circumstances will the decisions made by the children and adolescents concerned be questioned (whether or not they change their name or pronoun, whether they want to use one or both depending on the situation and the people present, if they want to share it with someone else...).
- In no case shall children and adolescents be forced to share or explain to the rest of the group or any other person their gender identity, their affective-sexual orientation or the way they express their gender.
- If, in reference to the previous point, it is the child or adolescent who declares that he or she wishes to do so, his or her rhythm and wishes as to whom, how and when to do so shall be respected, and our accompaniment shall be offered to him or her before, during and after.
- Children and adolescents may decide to access toilets and changing rooms in accordance with their gender identity.
- Accompaniment to the family shall be based on the same precepts as accompaniment to children and adolescents, and the best interests of the child and the child's well-being shall prevail, whether or not family support exists.

I UNDERSTAND, ACCEPT AND UNDERTAKE TO ENSURE COMPLIANCE WITH THIS PROTOCOL.

Name:

Signature:

In Las Palmas de G.C., date \_\_\_\_\_ 20\_\_

## Code of conduct in the dining space

### CODE OF CONDUCT IN THE DINING SPACE

Consistent with our commitment to the defence and enforcement of the rights of the child, the protection and good treatment of children and adolescents, and taking into account the idiosyncrasy of the dining space for children, in our urban summer camp, we consider the definition of a specific framework that will contribute to strengthening the Fundación Farrah's Policy for the Protection and Good Treatment of Children and adolescents to be particularly relevant.

Thus, anyone with direct contact with children and adolescents in the dining space, regardless of the type of link with the entity (professionals, volunteers, trainees...) **will govern conduct as set forth in this document and in the other documents that make up Fundación Farrah's Protection and Good Treatment Policy.**

The present text was prepared with the participation of children and adolescents, families, the educational team, the management team and the board of trustees, and was last reviewed in June 2021.

Thus, we conceive the dining room as a space:

- **To guarantee the rights of the child.** We understand the dining space from a Child Rights Approach that not only guarantees their right to healthy food, but also the fundamental principles of the Convention on the Rights of the Child (participation, the best interests of children and adolescents, non-discrimination and the right to life and development) are a reality and all their rights are indivisible, universal and inalienable.
- **Socialisation.** We understand this space as a time of encounter in which to share, enjoy and celebrate, which serves as an engine for strengthening the cohesion of the group and positive relations among all members.
- **Sure.** We firmly believe in the establishment of a climate of warmth in which all children and adolescents feel protected and well treated, in which they feel free to be themselves, to be clearly informed of all matters affecting them and to have their voice heard with empathy and respect.
- **Educational.** We advocate a dining space constituted as an individual and collective learning space, in which opportunities are created for each child and adolescent to develop skills and values that stimulate healthy living habits, sustainability and care for the environment, autonomy, positive conflict resolution and coexistence.

In accordance with the foregoing paragraphs, **the recipients of this document, the undersigned, undertake to comply with the following guidelines in the conduct of activities with children and adolescents:**

## **SHALL**

- Promote a warm and relaxed climate that makes the dining space a positive experience for all children and adolescents that enhances the cohesion of the group.
- Take into account the idiosyncrasy and time of development of children and adolescents respecting the rhythms of intake and adjusting the amounts.
- Know and treat respectfully cases that require a specific diet, whether for health reasons or beliefs. They will also encourage the understanding and learning of this subject by the rest of the group, all respecting the privacy and will of children and adolescents with a specific diet.
- Promote the autonomy of children and adolescents in the dining space by stimulating the learning and consolidation of habits and skills.
- Encourage children and adolescents to integrate healthy lifestyles into their development, understanding healthy lifestyles in a comprehensive way: diet, physical exercise, hygiene habits...
- Report any non-compliance with this code of conduct and the entity's general code of conduct.

## **NEVER**

- They shall punish or use any form of violence against children and adolescents. Also understood as violence the restriction of some food or dish (for example, punish with not eating dessert).
- They will punish not eating any food or dish. As a punishment it is understood, also, to force to finish a food or dish to be able to eat the next one.
- They will use blackmail, threats, coercion or comparisons between peers to get a child to eat a food or dish or do it faster.
- They shall have a demeaning behaviour or comment towards a food or dish that may adversely affect children and young persons. To express that this is not to your liking, appropriate language will be used emphasising that it is an opinion, the diversity of tastes and the importance of knowing and trying new foods to make individual decisions about them.
- They shall have no offensive or discriminatory behavior or comment towards the reasons that motivate the specific diet of a child or young person, his or her personal tastes or rhythms of intake.

## **EDUCATIONAL GUIDELINES**

- Always use positive reinforcement.
- Motivate them to try and know new foods in a positive way.
- Base intervention and relationship with children and adolescents on recognition, empathy, active listening, equal interaction and effective and assertive communication.
- When pointing out or correcting a behaviour, focus on the desired behaviour and not



on the negative behaviour.

I UNDERSTAND, ACCEPT AND UNDERTAKE TO ENSURE COMPLIANCE WITH THIS PROTOCOL.

Name:

Signature:

In \_\_\_\_\_ date \_\_\_\_\_

## Confidentiality Agreement

### CONFIDENTIALITY AGREEMENT

I, \_\_\_\_\_ with  
Identity national document

nº \_\_\_\_\_

street

resident \_\_\_\_\_

in my capacity to \_\_\_\_\_ and considering the relationship I have with the **Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible** (hereinafter Fundación Farrah), as well as the access I am given to its information bases, I find that:

I am aware of the importance of my responsibilities not to compromise the integrity, availability and confidentiality of information handled by Fundación Farrah and I commit

Use such information in a confidential manner for tasks assigned by Fundación Farrah.

Do not disclose or communicate the information provided by Fundación Farrah, except with the prior written approval of Fundación Farrah.

Prevent the copying or disclosure of such information to third parties, unless they are approved in writing by Fundación Farrah, and only in terms of such approval.

Do not use the information or fragments of it for purposes other than the performance of tasks intrinsic to the work carried out with Fundación Farrah.

I also undertake to comply with all provisions relating to the policy of Fundación Farrah on the use and disclosure of information, and not to divulge information received throughout my relationship with Fundación Farrah, subject to this duty of secrecy, even after the end of such relationship and whether this information is owned by Fundación Farrah, or belongs to a participant, user/beneficiary/a of Fundación Farrah, or to any other organisation providing us with access to such information, whatever the form of access to such data or information and the medium on which it is recorded, obtaining copies without prior authorization is absolutely prohibited.

Likewise, I assume the obligation to keep professional secrecy on how much information may receive, manage and articulate with regard to personal data and not to communicate them to third parties.

I understand that breach of confidentiality obligations set forth herein, intentionally or through negligence, may involve, where appropriate, the corresponding disciplinary sanctions by Fundación Farrah and the possible claim by the most appropriate legal means, to the compensation of the damages caused.

And in proof of this conformity, it signs in duplicate and to a single effect

In Las Palmas de Gran Canaria, date \_\_\_\_\_.

Signature:

## Voluntary agreement

### VOLUNTARY PARTNERSHIP AGREEMENT

In \_\_\_\_\_ date \_\_\_\_\_ 20\_\_.

*Together*

ON ONE SIDE: Mrs.XXX, with identity national document XXXX, on behalf and representation of the **CANARY FARRAH FOUNDATION FOR COOPERATION AND SUSTAINABLE DEVELOPMENT**, with number tax identification XXXX, located at street García Morato 24-1, postal code 35011 in Las Palmas de Gran Canaria.

FROM THE OTHER SIDE: Mr/Mrs/Miss (VOLUNTARY NAME)  
with identity national document XXX with addressed in \_\_\_\_\_

#### **EXPOSE:**

- I. That the Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible is a non-profit organisation, registered in the Register of Foundations on 30 July 2008, which focuses its work in the field of international cooperation for development, promoting comprehensive action projects and promoting actions in the field of social exclusion.
- II. That the Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible intends to contribute to the sustainable human development of peoples through an integrated approach that includes gender equity and the protection of children, promoting the participation of civil society. For this reason, its lines of action are aimed primarily at accompanying the inhabitants of impoverished countries to collaborate with them in the process of change towards improving their living conditions, promoting the social integration of excluded groups and informing, raising awareness and educating society about the reality of impoverished countries and marginalised groups.
- III. That Mr/Mrs/Miss \_\_\_\_\_ (VOLUNTARY NAME) interested in collaborating as a Volunteer in the different activities included within the projects \_\_\_\_\_ that this organisation carries out. Therefore, it will do so freely, altruistically, in solidarity, without labour ties and without any economic consideration.
- IV. That both parties subscribe to this Agreement subject to the following:

#### **CLAUSES:**

**FIRST.** The **object** of this Agreement shall be cooperation as a Voluntary of Mr/Mrs/Miss. \_\_\_\_\_ (VOLUNTARY NAME) in the projects mentioned above, developed by the Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible for a period of \_\_\_\_\_.

**SECOND.** The **nature** of the collaboration by the volunteer is free, altruistic, solidary and without financial consideration, without prejudice to the possible reimbursement of the

expenses incurred in the performance of the voluntary activity and established, where appropriate, in annex to this agreement. The volunteer has no work relationship with the Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible, due to the strictly humanitarian and free qualification of such collaboration.

### **THIRD. Obligations of the Volunteer.**

- 1.** Volunteer has the obligation to respect the laws of the country where he is working.
- 2.** It shall not use the means, resources and name of the Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible for any particular purpose, nor shall it represent the Foundation unless expressly authorised to do so.
- 3.** It shall conform in the rules of conduct and actions of the collaborative task to the Code of Ethics of its profession or activity to be developed.
- 4.** It shall respect the organisational aspects stated by Fundación Farrah.
- 5.** It will carry out the training process that the Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible deems necessary and proposes for the correct development of the mandated activities.
- 6.** It shall attend the various meetings to be held in its Work Program, at intervals indicated therein.
- 7.** It shall submit a report on the activities carried out during its cooperation and provide the information required of it
- 8.** If these obligations are not fulfilled, except for justified reasons, the relationship between Fundación Farrah would be automatically extinguished and Mr/Mrs/Miss \_\_\_\_\_ (VOLUNTARY NAME), to this end, the Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible will inform the volunteer of the termination of this agreement, indicating the reasons for the decision.
- 9.** If, once this Agreement has been entered into, because of a change in the personal circumstances of the volunteer, the volunteer cannot comply with the terms set out above, undertakes to notify Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible of such circumstances as far in advance as possible, never less than seven days, so that the Foundation can make up for its absence appropriately.
- 10.** In carrying out the mandated activities, the volunteer must follow the appropriate instructions in accordance with the purposes that are given.
- 11.** It must carry out the activity to which it has committed itself with the same diligence and in accordance with the requirements of the principle of good faith, in accordance with the terms of the undertaking accepted and the indications which it may receive for

compliance with it in its cooperation with the organisation.

12. It is very important that the volunteer maintains the proper confidentiality of the information received and known during the activity.
13. He/she will show respect for the beneficiaries' rights of the voluntary activity and will cooperate in the spirit of solidarity and understanding with all members of Fundación Farrah.
14. He/she shall diligently take care of the resources made available to it by Fundación Farrah and shall refuse any material consideration during the activities.
15. He/she shall observe and comply with the safety and health measures generally adapted by the relevant legislation in force, as well as those indicated by Fundación Farrah.
16. Volunteer \_\_\_\_\_  
Mr/Mrs/Miss (VOLUNTARY NAME) undertakes to ensure and protect the rights of children during their activity, signing the Child Protection Policy and the Code of Conduct of Fundación Farrah.
17. Volunteer, \_\_\_\_\_  
Mr/Mrs/Miss (VOLUNTARY NAME), undertakes not to contract, solicit, promote, accept or participate in the "purchase" or benefit of sexual services. This applies to staff in and out of working hours.

#### **FOURTH. Obligations of Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible.**

1. *Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible* must provide the volunteer with all the information and guidance he/she needs for the exercise of the established collaboration. Thus, it will be responsible for establishing the contents of the volunteer's collaboration with the Project, as well as for designing the necessary training itinerary for it, if necessary.
2. *Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible* will ensure the safety of the volunteer in the exercise of its cooperation. To this end, it will arrange for insurance to assist the volunteer during the development of the voluntary activities, unless it is provided by another responsible organisation through scholarships or university programs.
3. *Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible* reserves the right to terminate this commitment if, in the opinion of the direction, the volunteer's work is carried out incorrectly, incompletely or, in general, detrimental to the activity carried out or to the purposes of the organisation.
4. *Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible* will fulfil the commitments made to the volunteer in the agreement of incorporation to the

organisation.

5. *Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible* will cover the costs of providing the service as stipulated and agreed in advance and provide the volunteer with the appropriate means to carry out his duties.
6. *Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible* shall ensure that the volunteer carries out his or her activities under the appropriate conditions of safety and health, depending on the nature and characteristics of those activities.
7. *Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible* will provide the volunteer with an accreditation that enables and identifies him for the development of his activity.
8. *Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible* issue to the volunteer a certificate accrediting the volunteering services provided.
9. *Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible* will keep a register of discharges and departures of volunteer personal.

#### **FOR VOLUNTEERS IN INTERNATIONAL COOPERATION**

1. *Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible* will inform volunteers of the objectives of action, the framework in which it occurs, their contractual and legal rights and duties abroad, their right to timely accreditation, as well as their obligation to respect the laws of the country of destination.
  2. *Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible* will provide volunteers with a non-employment contract providing at least:
    - a) The resources needed to meet their basic needs in the destination country if these basic needs are not covered by other responsible organisations through other programs or scholarships that the volunteer has accessed.
    - b) An assistance insurance for the volunteer who in any case covers the risks of sickness and accident during the period of his stay abroad and distribution expenses. Except when provided by another organisation responsible through scholarships or university programs.
    - c) A sufficient training period for the correct development of the programmed activities.
  1. *Fundación Canaria Farrah para la Cooperación y el desarrollo Sostenible* shall respect the rights of the cooperation volunteer such as the rights to tax exemptions, immunities and privileges established in international agreements on the subject, subscribed by Spain.
- FIFTH.** For the purposes of all other aspects not covered by this Agreement, Law 6/1996 of 15 January on Social Volunteering, Law 4/1998 of 15 May on Volunteering in the Canary Law 23/1998 of 7 July on International Development Cooperation, and other applicable provisions.

**SIXTH.** The parties, expressly renouncing the jurisdiction that may correspond to them, submit to the Courts and Tribunals of Las Palmas.

**SEVENTH.** And in evidence in accordance with the foregoing, both parties sign this Partnership Agreement in duplicate and to one effect at the place and date of the heading.

Mrs. **JOSEFA ISABEL FARRAY CUEVAS**

Mr/Mrs/Miss (**VOLUNTARY NAME**)

President of Fundación Canaria Farrah

Volunteer of Fundación Canaria Farrah

# PROTOCOL FOR ACTION IN THE EVENT OF ABUSE

## Concern for the safety and well-being of a child

In the event that any person has concerns about the welfare or safety of a child or adolescent, it is vital that all details about the case be recorded. This should be done regardless of whether they are going to notify Social Services or the police.

**Everyone with a concern for the safety and well-being of a child/adolescent MUST LEAVE**

### **AN ACCURATE RECORD OF:**

- *The date and time of the incident / disclosure.*
- *The date and time of the report.*
- *The name and role of the person to whom the concern originally referred.*
- *Informed people and their contact details.*
- *The name and role of the person making the previous report and their contact details.*
- *The names of all parties involved in the incident, including any witnesses to the incident.*
- *What was said or done and by whom.*
- *Any action taken to investigate the matter.*
- *Any other action taken (such as a reference to another service).*
- *The reasons why the organisation alerts the authorities (if applicable).*

**THE REPORT MUST INCLUDE FACTS ONLY. AVOIDING ANY INTERPRETATION OR INFERENCE DRAWN FROM THE OBSERVED.** The record must always be signed by the person making the report.

## Guidelines for listening in cases of disclosure of child abuse

### **GUIDELINES TO FOLLOW**

- Accept what the child says.
- Keep calm
- Don't be scared.
- Don't seek help while the child is talking to you.
- Be honest
- Look directly at the child.
- Don't look surprised.
- Don't look shocked.
- Don't put on a face of disbelief.



- Don't look disgusted.
- Don't laugh.
- Let him/her know that you need to inform someone else safely for the child or adolescent. If the child or adolescents asks you, explain why you cannot keep this secret or promise confidentiality
- Assure him/her that he/she is neither responsible nor guilty of the abuse.
- Never ask suggestive questions.
- Try not to repeat the same questions to the child.
- Never press for information.
- Don't finish his/her sentences or make assumptions. Let the child use his or her own words and speak at his or her own pace.
- Keep in mind that the child or adolescent may have been threatened.
- Take appropriate measures to ensure the physical safety and psychological well-being of children and adolescents. This may include seeking medical or psychological treatment.
- Make sure you distinguish between what he/she said and the deductions you've made. Precision is essential at this stage of the procedure.
- Do not let personal doubts prevent you from reporting the complaint to the Child Protection Focal Point (Claudia Bonny).
- Reassure the child that he or she has done well by sharing their concerns. Explain to the child or adolescent what you will do next, the measures you will take and keep him/her informed about what it is happening.

#### **THINGS YOU CAN SAY**

- Repeat the last words the child has said in an interrogative manner.
- "I believe you"
- "I'll try to help you."
- "You can count on me"
- "I'll help you"

- "You are in a safe environment"
- "I'm glad you told me this"
- "It's not your fault"

#### **THINGS NOT TO SAY**

- "You should have talked to someone before"
- "I can't believe it! I'm in shock!"
- "Are you sure?"
- "Don't talk nonsense."
- "That sounds like an exaggeration."
- "I'm sure it was an accident..."
- "Oh this explains many things about you"
- "No no no... he's a friend of mine."
- "I won't tell anyone."
- "Why? How? When? Where? Who?"

#### **AT THE END OF THE DISCLOSURE**

1. Reassure the boy or girl he/she was right to tell.
2. Explain what you will do next.
3. Seek immediate help starting with the Farrah Child Protection Focal Point (Claudia Bonny 0034 620817871).
4. Write down exactly what the child told you. Sign and date your notes. Keep all notes in a safe place for an indefinite period. The notes are essential to help Farrah / social services / police decide what is best for the child or adolescent and could serve as evidence in an investigation.
5. Get help for yourself if you think you need support.

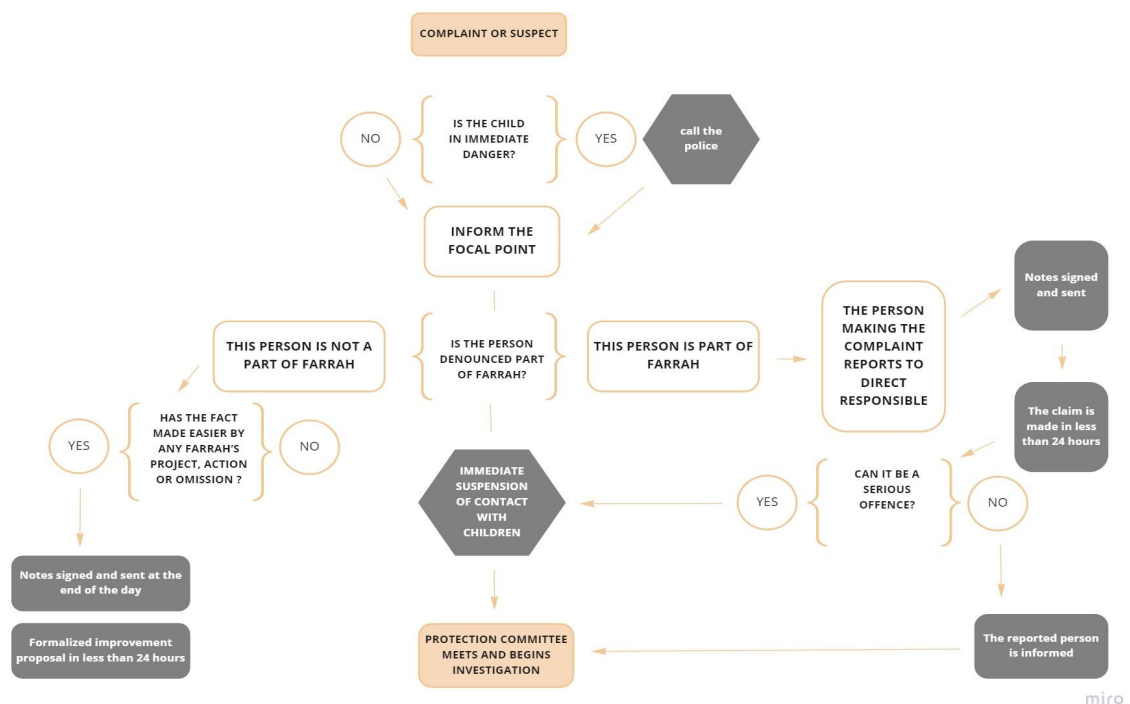
#### **SUMMARY**

##### ● 5 STEPS TO FOLLOW:

1. Listen: do not interrupt; give space and time to tell the story at the child's own pace with his/her own words; be patient, listen actively; pay attention to his/her body language; listen to the facts.

2. Take it seriously.
3. Give him/her security/tranquillity: "You are very brave", "You did well to tell me"; "Well done".
4. Support and accompaniment for children and adolescents: physical / medical; psychosocial; do not make promises that you cannot keep; do not promise silence
5. Report.

### Complaint protocol



## GUIDELINES FOR THE PREVENTION OF CHILD LABOUR

Every person who has an employment relationship with Farrah either directly or through third parties (e.g. contractor, subcontractors, partners...) must present an official photo ID proving the age of majority.

The contract shall be terminated by any person, worker, contractor, subcontractor or self-employed person who assists in the performance of work accompanied by a child or adolescent.

## ETHICAL CONSIDERATIONS REGARDING THE PARTICIPATION OF CHILDREN IN RESEARCH

Each of the questions set out below must be answered satisfactorily, at the beginning, during and at the end of an investigation involving children and adolescents.

### **Negotiation of initial consent.**

1. Have all legal guardians of children and adolescents been informed?
2. Have investigators informed all guardians and children and adolescents unequivocally that they are NOT required to participate in the investigation?
3. Have all participants been assured that there will be no negative consequences if they choose not to participate?
4. Have participants been given both formal and informal opportunities over an extended period of time to refuse or agree to participate in research, for example, through informal discussions and written or opt-out agreements?
5. Have participants been given the opportunity to ask questions to the research team?
6. Have participants had the opportunity to see, manipulate and understand the recording equipment before the start of data collection?
7. Have the guardians spoken privately with the children under their care?
8. Have all participants been given Foundation's contact details to ask or withdraw consent, for example, phone number and address?
9. Have all previous negotiations been conducted in the participants' first language or through an interpreter if necessary?

### **Negotiation of consent for an ongoing investigation.**

1. Is the investigation being conducted within a negotiated and broadly delineated framework?
2. Does research continue to meet participants' expectations?
3. Have staff and parents been encouraged to report concerns or adverse effects of research on specific children and adolescents?
4. Have situations in which children and adolescents report feeling uncomfortable during the investigation been effectively resolved?
5. Is there a relationship of sensitivity, mutual trust and collaboration between the

research team and the participants?

### **Anonymity, confidentiality and visual data.**

1. Have participants previously been asked for permission to use visual images for specific purposes, for example for research reports, presentations and educational purposes?
2. Are the visual data obtained relevant, adequate and not excessive for the purpose for which they are collected? (for example, would fuzzy faces / drawn or similar images be enough to convey the information?)
3. Have all selected visual data extracts been displayed to all participants visible in the final publications?
4. Did all participating children and adolescents give their written consent to the use of audiovisual documentation?

### **Consultation of participants and research results.**

1. Have participants had the opportunity to see and comment on data from their experiences to take their perspectives into account?
2. Have participants been informed of the possible results and dissemination of the study, including online formats (if applicable)?
3. Have the participants been provided with copies of their own data and a brief report on the final findings of the research.

## **MEASURES IN CASE OF INAPPROPRIATE BEHAVIOUR**

The following measures may be applied to any member/staff of Fundación Canaria Farrah, associate staff and collaborators who have violated the code of conduct established above:

- Provide further training on the Child Protection Policy.
- Capacity building.
- Assessment by the team of the performance of the person involved in this circumstance.
- Assessment of the team on the violation of the code of conduct and opportunity of the person involved to give their version.
- Internal investigation of the case.
- Admonition and follow-up.
- Transfer to another position or responsibility.
- Suspensions of employment and/or salary.
- Police report.
- Termination of employment/ dismissal.

## DISCIPLINARY SYSTEM

Below are the **measures and sanctions** (actions to be implemented) that will be faced by the person who does not comply with the regulations broken down in the Code of Conduct, as well as the Meaning of Risk that this action has and the mitigation strategies to prevent this behavior:

### **1. To punish or use any form of physical violence against children and adolescent**

1.1. Meaning of risk: High risk, low probability between volunteers and people who know the policy and the project.

1.2. Mitigation strategies are as follows:

- Families: Training or talking before an activity with parents. Remembering the rules of action.
- Volunteering: Previous training of the volunteer, reminder, questionnaire of initial assumptions or practical cases for the volunteer/ace. Set up meetings.

1.5. Actions to be implemented: Investigation, if violence is found, dismissal and suspension of employment and salary.

### **2. Subject children and young persons to some form of psychological abuse and/or verbal assault (shouting, insulting, threatening, frightening, etc.)**

2.1 Meaning of risk: High, low probability. Depending on intent or target.

2.2 Mitigation strategies are as follows:

- Family Training or talk before an activity with parents. Remembering the rules of action.
- Volunteering: Previous training of the volunteer, reminder, questionnaire of initial assumptions or practical cases for the volunteer. (Set meetings). Good treatment among the work team.

2.2 Actions to be implemented: Investigation, if violence is found, dismissal and suspension of employment and salary.

### **3. Have offensive or discriminatory behavior or comment based on ethnicity, nationality, culture, age, sex, religion, disability, sexual orientation, etc.**

3.1. Meaning of risk: High impact, if clear intention.

3.2. Mitigation strategies: Training and monitoring. Repeating the rules, at the beginning of the activities. Dynamics of empathy,

3.3. Actions to be implemented: Dismissal, investigation of the event.

### **4. To make any kind of sexual insinuation, or to subject the child or adolescent to some kind of sexual abuse, real or simulated.**

4.1. Meaning of risk: Unlikely, high impact.

4.2. Mitigation strategies: Isolation, talking to families, interviewing the children/ adolescent asking for criminal records, references (calling a personal and professional

reference), etc

4.3. Actions to be implemented: Dismissal, investigation.

## **5. To marry a child or young person, or to have sexual relations with the beneficiaries/s.**

5.1. Meaning of risk: High impact, unlikely.

5.2. Mitigation strategies: Inform about the policy, monitor, ask for criminal records, references (call a personal and professional reference), make double copy of code of conduct, etc.

5.3. Actions to be implemented: Dismissal.

## **6. Maintain a loving relationship with some children/adolescent**

6.1. Meaning of risk: High impact, unlikely.

6.2. Mitigation strategies: Report on policy, monitor, ask for criminal records, references (call a personal and professional reference), double-copy code of conduct, etc.

6.4. Actions to be implemented: Dismissal. In addition, if it is established that the relationship took place while the responsible person was a worker, the dismissal will be assessed retroactively.

## **7. To take pictures of children and adolescents without their consent or that of their parents, for individual or public use.**

7.1. Meaning of risk: Medium risk, high probability.

7.2. Mitigation strategies: Report that activities cannot be recorded, make adult registration form, surveillance, inform each other/as.

7.3. Actions to be implemented: Capacity building. Changing the role of the/the professional. An investigation will be conducted and if the photos or images are shown to be sexual, immediate dismissal will be made.

## **8. Pulling/grabbing/pushing children.**

8.1. Meaning of risk: High probability, low impact.

8.2. Mitigation strategies: Do not have physical contact unless necessary, surveillance, communicate with peers.

8.3. Actions to be implemented: Training, capacity building (push: dismissal).

## **9. Access to the bathroom (WC) with the children/adolescents alone**

9.1. Meaning of risk: Medium impact, medium-high probability.

9.2. Mitigation strategies: Notify parents to take a change of clothes. Report the policy.

9.3. Actions to be implemented: Investigation, if violence is found, dismissal and

suspension of employment and salary.

**10. To try to remain alone with children and young persons, except in cases where urgency or necessity is unavoidable.**

10.1. Meaning of risk: Low probability, high impact.

10.2. Mitigation strategies: Monitoring, training and sufficient staff or volunteers.

10.3. Actions to be implemented: Investigation by the team, change of role or change of project, if dismissal is demonstrated.

**11. Failure to comply with any other section of the code of conduct or fundamental principles of the policy, either by negligence or on a voluntary basis.**

11.1. Meaning of risk: High probability, variable impact.

11.2. Mitigation strategies: Surveillance, ongoing training.

11.3. Actions to be implemented: Investigation by the team, change of role or change of project, dismissal.

## DIAGNOSIS OF PROTECTION SYSTEMS

*Because our work is done in various countries with different cultures, beliefs and customs, it is necessary to adapt this policy and make a diagnosis of the situation of children and the protection systems available in each of the communities in which we work. This analysis will be developed by the person responsible for the programme/project.*

### **Mapping of local child protection systems**

#### **1. Summary**

1.1. Summary and brief analysis of the main protection risks and problems faced by children at the local level, including details of common / culturally accepted practices that may be harmful.

1.2. Local attitudes towards child abuse (for example, the possibility of retaliation towards the victim, the perpetrator, the reporter and witnesses, and the forms they might take, etc.).

#### **2. Statutory protection of children: government ministries, etc.**

2.1 Details of government agencies with statutory authority for the protection of children: include names and contact details of Senior Officers

2.2. Brief evaluation of the effectiveness of protection remedies.

2.3. Summary of legislation governing the welfare/protection of children.



2.4. Brief analysis of implementation / enforcement of legislation as far as known.

### **3. Criminal Investigation / Prosecution - Police and Judiciary**

3.1. Local police position on the investigation of a criminal assault against children and the likelihood of prosecution of such offences.

3.2. Legal age of consent in the country and legislation covering it.

3.3. Name and contact details of Senior Police Officer spoken with respect to the above

### **4. Other agencies: health services, NGOs, inter-institutional forums**

4.1. Health details and other services that can be accessed as part of the victim's response.

4.2. Names and contact details of NGOs, other agencies, other relevant bodies and professional networks, including joint local agreements to address child protection issues.

### **5. Community**

5.1. Details of informal / community-based justice and protection mechanisms and how they work.

**Practical exercise: local practices that may cause harm to children and adolescents (to be carried out with the entire project team)**

*Most cultural practices, traditions and faith protect children and help keep them safe.  
- Faith cannot be separated from cultural beliefs and traditions. Faith influences many aspects of community life.*

*Some cultural practices are harmful and abusive to children. They continue because of individual beliefs and prejudices continue to sustain the development of policies and procedures.*

What types of abuse/behaviour are seen locally that cause harm to children and adolescents?	Who causes the damage?	Are there common practices or traditions that could harm children and adolescents?	How does it affect children and adolescents?	Are there laws protecting children and adolescents?

**Practical exercise: Which of these situations are acceptable to you? (to be performed with the entire project team)**

*Score the following situations on a scale of 1 to 5, where 1 represents a behaviour that in your opinion is completely acceptable and 5 represents a behaviour that in your opinion is totally unacceptable*

<b>RANKING 1-5</b>	
1. A 16-year-old boy has consensual sex with his 15-year-old girlfriends.	
2. A family with children and adolescents, 13 and 9-year-olds and an 11-year-old girl, swim naked together in the local river.	
3. A 14-year-old girl from a village has been married. Her new husband is 30 years old, has a stable work and can provide for it.	
4. A mother beats her 8-year-old son in the ass for stealing some money. It leaves no physical marks.	
5. A male monitor working on a project for children with learning difficulties takes a teenager to the bathroom.	
6. A family gives their 12-year-old daughter condoms.	
7. A male member of staff who runs a children's club often showers with children after football.	
8. A father kisses his 13-year-old daughter in the mouth while sleeping together in bed.	
9. A 14-year-old girl gets up at 5 am every day to do housework before going to school.	

10. Parents allow their 16-year-old daughter to smoke	
11. Parents send their children to school in proper clothes but in poor condition. They are not particularly poor.	
12. Parents often compare their children unfavourably to a younger brother	
13. Children in a family are used to work on jewellery: their little fingers help to create more delicate and valuable items.	
14. Parents send their 8-year-old son to a school where he will have to stay away from the family until he turns 12.	
15. A father massages his daughter's back while other family members watch.	
16. Parents refuse to immunise and vaccinate their children against childhood diseases for religious reasons.	
17. A child has forgotten to do his homework. As a result, the teacher beats him.	
18. 11-year-old brother and 8-year-old sister share a bedroom.	
19. A 9-year-old girl is left alone for 8 hours while her mother goes out to work.	
20. Parents allow their 12- and 10-year-old children to drink alcohol at a family party.	
21. A female staff member who runs a children's club often showers with the children after football.	
22. A 10-year-old girl does housework (cleaning, scrubbing, making beds, collect, clean the toilets... ) for all his family (her mother and his 6 male brothers)	
23. Parents send their 4-year-old to a school where he will have to stay away from the family until he turns 15.	
24. A 13-year-old brother and a 5-year-old sister share a bedroom.	
25. A 4-year-old boy and a 6-year-old girl come and go alone from home to catechesis, which is 10 minutes away walking in an urban environment.	
26. A 12-year-old child caring 4 hours a day for his 5-year-old brother who has a serious illness.	

## POLICY ON THE PROTECTION AND STORAGE OF CHILDREN AND ADOLESCENTS' PERSONAL DATA

In accordance with data protection principles, records containing personal information should be adequate, relevant and not excessive for the purposes for which they are carried out, accurate and up-to-date and should only be kept during the time necessary for their function. Therefore, for the collection of personal data on children and adolescents, it should be specified:

- the reason why you keep this information about children and/or adults (for example, when they are due to child protection concerns).
- evaluate how long you need to keep records.
- have a plan for how and when records will be destroyed.

To keep personal information secure we must:

- compile and tag files carefully.
- keep files that contain confidential or confidential data secure and with restricted access.
- keep a record to see who has accessed the confidential files, when they have been accessed and the titles of the files they have used.

If the records are not about child welfare concerns but about children and/ or adults who participate in our activities, families and children and young people should be informed about the information collected, why you need to keep them and with whom your information could be shared (for example, as part of a multi-agency child protection team).

If the information is recorded for child protection reasons, it is not necessary to obtain the consent of the guardians and/or children involved (consultation with the Protection Focal Point).

#### **STORAGE OF CHILD PROTECTION RECORDS.**

- Information on child protection concerns and references should be kept in a separate child protection file for each child, and not in a register shared by several children and adolescents. The child protection file should start as soon as you become aware of any concerns.
- It is a good practice to keep child protection files separate from the General Registers. A separate child protection file shall be reported in the general file.

#### **RECORDING CONCERNS ABOUT ADULT BEHAVIOUR**

- Sometimes, concerns may be raised about an adult who works or volunteers with children and adolescents. This could be because he/she has behaved in a manner that has damaged or may have harmed a child or adolescent, committed a criminal offence against, or related to, a child or adolescent, behaved in a manner that indicated that they are not suitable for working with children or adolescents.
- Clear and complete records must be kept of all complaints against adults working or volunteering with children and adolescents, including: what the allegations were, how the complaints were developed, how the incident was resolved, any action taken and decisions taken on the suitability of the person to work with children.
- Keeping these records allows you to provide accurate information if we are ever asked for future reference requests or if complaints resurface after a period.

## **NOTIFICATION SHEET OF NON-COMPLIANCE WITH THE POLICY ON PROTECTION OF GOOD TREATMENT**

## AND/OR CODE OF CONDUCT

The notification should be sent by e-mail to both the focal point and a second person of the institution; this second person being part of the project coordination team in which the non-compliance occurs as long as he is not involved in the reason for the notification, in this case another coordinator/a from any of the areas of the institution shall be notified, being the administrative area ([administracion@fundacionfarrah.org](mailto:administracion@fundacionfarrah.org)).

The second person receiving the notification shall forward the notification to the focal point and inform the notifying person of the receipt of the notification by email.

The focal point shall confirm receipt of the notification by email to both the notifying person and the second person receiving the notification.

The shaded cells shall be filled in by the person receiving the notification.

Person who notifies	
Date of default.	
Persons who are notified.	
Date on which it is notified.	
Date of receipt of notification (focal point).	
Date of receipt of notification (no focal point)	
Date of notification to the focal point.	

Place	
Person who fails to comply with the Protection Policy good treatment and/or Code of Conduct.	

People present (adults/children and adolescents)	
Description	

## LETTER OF COMMITMENT TO THE POLICY OF PROTECTION AND GOOD TREATMENT.

I \_\_\_\_\_, with national identity document \_\_\_\_\_, I confirm that I have received, read, understood and adhere to the Fundación Farrah's Policy on Protection and Good Treatment of Children and adolescents, including the Code of Conduct and the notification procedure.

I **declare** that I agree with the Child and Adolescent Protection and Good Treatment Policy, the Code of Conduct and the notification procedure.

I **assume the breach** of policy of protection and good treatment, the Code of Conduct or the notification procedure may give rise to various sanctions, including termination of my employment, contractual, voluntary or formative relationship with Fundación Farrah. I also understand that non-compliance with the Policy or the Code of Conduct may result in criminal prosecution.

I **understand** and assume that it is my responsibility, given my relationship with Fundación Farrah, to avoid actions that involve abuse or violence for children and adolescents, or that can be interpreted as such.

Likewise, I undertake to communicate through the channels defined for this purpose any breach by third parties of the principles, standards and rules contained in the Protection and Good Treatment Policy, in the Code of Conduct and other documents that form part of Fundación Farrah's internal protection system.

I **authorize** Fundación Farrah to conduct all necessary investigations, including reference checks and sexual background checks, as part of the selection process or the assignment of new responsibilities, and I declare my willingness to provide you with all necessary information in selection processes or investigations regarding child abuse or maltreatment.

I **declare my willingness and interest to participate** in the training sessions on the protection and good treatment of children and adolescents organised by Fundación Farrah.

And for the record, I sign this in the \_\_\_\_\_ of 20

Name and surname:

Signature: