



## Child Protection

2022-2023

## Reclaim Childhood Child Protection Policy

### **Purpose of Reclaim Childhood's Child Protection Policies and Procedures:**

Reclaim Childhood believes that a child or young person<sup>1</sup> should never experience abuse of any kind be they physical, emotional/psychological, sexual or any other form of abuse that affects the physical or emotional wellbeing of the individual. We have a responsibility to promote the welfare of all children and young people and to keep them safe. We are committed to practice in a way that protects them without discrimination based on ethnicity, gender, age, religion, sexual orientation, disability, social or political background.

### **1. Personnel Recruitment**

*Purpose:* To ensure that Reclaim Childhood hires and works with the best possible staff to work with kids, all employees, contractors, trustees, officers, interns and volunteers, whether paid or unpaid, full time or part time, temporary or long-term, having direct or indirect contact with children will undergo a thorough and standardized recruitment process.<sup>2</sup>

1.1 Prospective employees, contractors, trustees, officers, interns and volunteers are informed and are required to affirm their awareness of Reclaim Childhood's Child Protection Policy and Procedures at the start of any recruiting process. Policies and standards are reviewed during orientation and are presented, in hard copy, to individuals who do not attend official orientations (bus drivers, field owners, etc.).

1.2 Basic screening of applicants for employment, volunteers, interns or any other individual who has contact with beneficiaries at Reclaim Childhood will undergo a written application, personal interview and reference check. For staff positions, references cannot include family members and must have more than a two year relationship with the candidate.<sup>3</sup> During the interview process, applicants should be asked about previous work with children.<sup>4</sup>

1.3 The recruitment process must involve one member of Reclaim Childhood who has undergone training or is familiar with issues of child protection in general and as well as the specific protection concerns associated with working in vulnerable communities, with vulnerable children and populations and the unequal adult-child power relations that can ensue.

1.4 Where possible and permissible by local law and circumstances, applicants for positions as a Reclaim Childhood staff member, board/advisory council member or volunteer/intern are requested to give permission for a criminal record or police background check for any conviction related to abuse of children. Permission can be obtained through a standard Waiver and Consent Form. If such checks are instituted, candidates will be informed at the time of interview that hiring will be contingent on a record check.<sup>5</sup>

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<sup>1</sup> Reclaim Childhood defines " child or young person" as any individual under the age of 18; however, this sentiment applies to individuals of all ages, nationalities, religions and genders.

<sup>2</sup> UNICEF: Stage 3: Developing a Child Protection Policy and Procedures.

<https://www.unicef.org/violencestudy/pdf/CP%20Manual%20-%20Stage%203.pdf> (55)

<sup>3</sup> UNICEF (58)

<sup>4</sup> World Vision (2000): Child Protection Standards (2)

<sup>5</sup> World Vision

1.5 The same requirement for background checks, where possible and permissible by local law, also applies to existing Reclaim Childhood staff members, board members and volunteers/interns.

1.6 Individuals who are hired as independent contractors (such as bus drivers and field managers) are notified of Reclaim Childhood's Policy and Required Standards for Child Protection and are made aware that they are expected to follow behavior protocols set out below. Additionally, all prospective and current private contractors will be provided a Code of Conduct to sign before working with Reclaim Childhood.

1.7 In the best interests of children, Reclaim Childhood should not hire anyone with a prior conviction for child abuse, pedophilia or related offenses. In the event that law prohibits this broad hiring rule, no person with a conviction for child abuse, pedophilia or related offences may be hired into any position which includes direct access to children, or information about sponsored children, including picture folders. Reclaim Childhood reserves the right not to hire an applicant if the background check reveals that the person is not suitable to work with children.<sup>6</sup>

1.8 If a member of personnel undergoes criminal investigation for misconduct related to child protection issues, Reclaim Childhood reserves the right to remove them from any contact with children associated with Reclaim Childhood programming. Reclaim Childhood reserves the right to terminate employment, internships, board contracts or volunteer contracts upon the confirmation of misconduct.

## **2. Education and Training**

*Purpose:* To ensure that all personnel and children themselves understand the importance and logistics of child protection and are able to uphold high standards, all personnel are provided with the training opportunities that outline best practices and child protection concerns. Additionally, training will be provided for beneficiaries to know how to best protect themselves and make use of policies and procedures in place (i.e. reporting mechanisms).

2.1 All personnel affiliated with Reclaim Childhood, be it staff, board/advisory members, interns/volunteers as well as private contractors are aware of and have read Reclaim Childhood's Child Protection Policies and Procedures and have read and signed Reclaim Childhood's Code of Conduct, presented to them in their native language for best understanding. Child Protection training includes a review of policies and procedures, learning about, recognizing and responding to child abuse and are provided with follow-up educational opportunities to ask questions and gain further advice or support.<sup>7</sup>

2.2 All training for personnel outlines a clear reporting mechanisms that is accessible and anonymous (need be) in the case of an incident.

2.3 Reclaim Childhood management and organizational structures encourages conversations around child protection issues and facilitates learning opportunities for all personnel associated with Reclaim Childhood, be it online materials or informing about upcoming training opportunities.<sup>8</sup>

2.4 Individuals that work directly with Reclaim Childhood beneficiaries are provided the forum to discuss child protection issues as it relates to their work directly. This forum will include, but is not limited to,

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<sup>6</sup> World Vision (55)

<sup>7</sup> UNICEF (59)

<sup>8</sup> UNICEF (59)

topics around best practices, challenges regarding child protection at Reclaim Childhood, reporting mechanisms and referral processes.

2.5 All Reclaim Childhood beneficiaries, at the start of each season, are provided a brief training on Reclaim Childhood's Child Protection Policies and Procedures. They will be informed of the proper conduct of Reclaim Childhood personnel, including coach, staff, interns, volunteers and outside visitors, and are informed of different reporting mechanisms including, but not limited to, using the anonymous feedback box, sending an email to the Reclaim Childhood help email address, by calling the Reclaim Childhood helpline or reporting directly to the Child Protection officer or the country director. The Child Protection officer will be identified for the beneficiaries at the beginning of every season.

2.6 New personnel associated with the organization are provided proper training on Reclaim Childhood's Child Protection Policies and Procedures *before* having contact with any beneficiaries. Such training sessions will be held when hiring new personnel and at the beginning of every sports season as a refresher course for current members of staff, board/advisors, interns/volunteers and privately contracted individuals.

2.7 Upon each revision of the Reclaim Childhood's Child Protection Policies and Procedures, all existing personnel at Reclaim Childhood will be provided with training *before* engaging with beneficiaries, or within the span of 2 months, whatever date occurs first.

2.8 Training on Child Protection and Reclaim Childhood's Policies and Procedures will be flexible and accessible to personnel who work on different time schedules.<sup>9</sup>

2.9 Training will consist of best practices, general Child Protection principles, Reclaim Childhood's Code of Conduct, reporting mechanisms, as well as acceptable and unacceptable sharing of information on Reclaim Childhood beneficiaries.<sup>10</sup>

2.10 In the age of social media, all personnel will be informed of Reclaim Childhood's strict policy forbidding any contact with beneficiaries under the age of 18 outside of Reclaim Childhood facilitated spaces. Personnel will be provided with reporting mechanisms to alert of any unsolicited connections from beneficiaries, and management will help facilitate conversations with beneficiaries to help them understand Reclaim Childhood Policies and Procedures.

2.11 Reclaim Childhood will provide support and referrals for personnel and children to cope with possible emotional effects of discussing issues around child protection, as such discussions may raise painful issues related to their personal past.<sup>11</sup>

2.12 Child Protection training will be provided at the beginning of every season and every time a new member joins the broad Reclaim Childhood team. Training will be conducted in the individual's native language and will be facilitated by a member of staff or outside contractor trained in protection training and concerns as they relate to the general concept and Reclaim Childhood's specific context.

2.13 Reclaim Childhood's Child Protection Policies and Procedures will be reviewed and updated at the end of each calendar year or at the Board's discretion. Each review process will incorporate the feedback

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<sup>9</sup> UNICEF (59)

<sup>10</sup> UNICEF (59)

<sup>11</sup> UNICEF (59)

of personnel and beneficiaries to best ensure the quality, effectiveness and impact of Reclaim Childhood's Child Protection Policies and Procedures, training and educational opportunities.<sup>12</sup>

### **3. Management Structure**

*Purpose:* Without effective, well-trained management, Reclaim Childhood staff and broader personnel may be unaware of the importance of and responsibilities under Reclaim Childhood's Child Protection Policies and Procedures, resulting in policies and procedures not being implemented to the highest standard. A management process and personnel should be adopted to best facilitate the implementation of Reclaim Childhood's Child Protection Policies and Procedures to ensure the safety of child beneficiaries and representatives of Reclaim Childhood.<sup>13</sup>

3.1 Management will create a "child-safe" organization by facilitating an environment that allows for discussions around child protection in general and the implementation of Reclaim Childhood's Child Protection Policies and Procedures. Consequently, management will facilitate open-lines of communication, anonymous feedback, an atmosphere of support and encouragement for reporting and a feedback-oriented environment.<sup>14</sup>

3.2 Reclaim Childhood will designate the implementation and awareness of the Child Protection Policies and Procedures to one position, as stated in the job description.<sup>15</sup>

3.3 Reclaim Childhood's Focal Point for Reclaim Childhood's Child Protection Policies and Procedures will have her or his role and responsibilities clearly outlined. The Focal Point will make child protection a priority in their work by carrying out all procedures related to child protection including, but not limited to, the following: regularly implementing feedback opportunities, checking the anonymous feedback box, staying up-to-date on latest training opportunities, attending UNHCR's Child Protection Working Group, keeping up-to-date with national policies, conducting proper incident reporting, ensuring the presence of child protection training at the start of each season and with each new hire, monitoring the quality of child protection training, suggesting amendments to child protection training, and ensuring the presence of the Code of Conduct at each Reclaim Childhood activity.

3.4 In mid-season and postseason assessments conducted with each member of Reclaim Childhood personnel who have contact with beneficiaries, Reclaim Childhood's Child Protection Policies and Procedures will be raised as a point of discussion. This assessment process will include, but is not limited to, reviewing the individual's work and adherence to policies and procedures, assessing the knowledge of Reclaim Childhood's Child Protection Policies and Procedures and addressing areas for required further training and providing the opportunity for two-way feedback in terms of implementing new structures and overall monitoring of Reclaim Childhood's Child Protection Policies and Procedures.<sup>16</sup>

3.5 Management should uphold a professional approach and demonstrate a constant vigilance for abuse and child protection concerns at all levels of their work.

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<sup>12</sup> UNICEF (59)

<sup>13</sup> UNICEF (55)

<sup>14</sup> UNICEF (60)

<sup>15</sup> UNICEF (60)

<sup>16</sup> UNICEF (60)

3.6 Information on beneficiaries and personnel will be limited to a need-to-know basis. All information containing identifiers of beneficiaries will be encrypted and stored in a secure location, in both electronic and hard copy. This strict adherence to protecting data on beneficiaries is to ensure the child's right to privacy and confidentiality.<sup>17</sup>

3.7 The Board of Directors of Reclaim Childhood, in addition to the Child Protection Focal Person, must have oversight and awareness of the continued implementation of Reclaim Childhood's Child Protection Policies and Procedures so that the ultimate responsibility of child protection issues does not solely rest on one individual.<sup>18</sup>

3.8 Reclaim Childhood will establish and incorporate Reclaim Childhood's Child Protection Policies and Procedures into regular internal and external program and organization evaluations. This will ensure the completion of deliverables as well as the maintenance of organizational transparency.<sup>19</sup>

#### **4. Behavior Protocols**

*Purpose:* Clear behavior protocol is required to clarify what constitutes appropriate and inappropriate behavior towards children. Written guidelines are intended for all personnel associated with Reclaim Childhood, adults and children alike, to ensure that Reclaim Childhood upholds a "child-safe environment" that respects the physical and mental integrity, space and privacy of each child associated with Reclaim Childhood.

4.1 A Code of Conduct is developed that is appropriate for Reclaim Childhood's specific protection concerns, needs and situations.<sup>20</sup> The Code of Conduct must contain the following:

4.1.1 An introductory statement outlining that the purpose of a Code of Conduct is to increase the efficacy and transparency of policies and procedures as they uphold the best interest of the child beneficiaries.

4.1.2 Clarification on what constitutes appropriate and inappropriate behavior towards children

4.1.3 An assurance that all personnel understand what behaviors create a "child-safe environment" that respects the physical and mental safety of the child - including but not limited to the integrity, space and privacy of all children involved with Reclaim Childhood.

4.2 The Code of Conduct will be developed in collaboration with children involved in Reclaim Childhood to best ensure their understanding of expected behavior from personnel associated with Reclaim Childhood and to know the difference between appropriate and inappropriate behavior.<sup>21</sup> Children will also be informed of reporting mechanisms (as outlined below) in the case of any incident of misconduct or inappropriate behavior.

4.3 The Code of Conduct will be provided to each parent or guardian upon the enrollment of their child or their ward. At the bottom of the Code of Conduct, the number of the Focal Point as well as the hotline will be listed for parent/guardian input or for reporting mechanisms.

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<sup>17</sup> UNICEF (60)

<sup>18</sup> UNICEF (60)

<sup>19</sup> UNICEF (60)

<sup>20</sup> UNICEF (61)

<sup>21</sup> UNICEF (61)

4.4 The Code of Conduct will be displayed prominently in all areas where Reclaim Childhood works (fields, office spaces, training centers). The Code of Conduct will be displayed in both English and Arabic. The displayed Code of Conduct will act as a constant reminder and point of reference for Reclaim Childhood personnel and beneficiaries.<sup>22</sup>

4.5 The Code of Conduct will be present at all events in which Reclaim Childhood beneficiaries have contact with adults.<sup>23</sup> This includes, but not limited to, standard trainings, outside workshops and visitors from donor organizations and other NGOs. All outside visitors, *before* their arrival at a Reclaim Childhood with children beneficiaries, will be sent the RC Code of Conduct for review.

4.6 Inappropriate behavior toward children, including failure to follow a strict adherence to Reclaim Childhood's Code of Conduct and Behavior Protocols or sexual abuse of a child is grounds for discipline, up to and including dismissal from employment, volunteer/internship or board/advisory council membership.<sup>24</sup>

## **5. Communication Guidelines**

*Purpose:* Proper communication guidelines must be established to ensure that Reclaim Childhood, at all times, upholds the dignity and privacy of child beneficiaries.

5.1 Reclaim Childhood will acquire the permission of the child, guardian, or responsible party of the beneficiary to use images and videos of said beneficiary for publicity, fundraising and awareness events, as often as possible.

5.1.1 This includes images and videos used for, but not limited to, all social media accounts including Facebook, Twitter, Instagram and LinkedIn.

5.2 All materials, images and videos used for Reclaim Childhood's general communication and outreach strategy must be stripped of any identifying information of beneficiaries including, but not limited to, their name and their location. If consent is granted by beneficiary, parent or guardian, photos and videos may be used, without names and locations, for organizational purposes.

5.3 All personnel associated with Reclaim Childhood, regardless of their association with the Reclaim Childhood's communication team, must be aware of the policies regarding identity protection of beneficiaries.

5.4 All communications must uphold the dignity of the individual portrayed and the dignity of Reclaim Childhood. All communication materials and strategic plans must avoid language that degrades, victimizes or shames beneficiaries or personnel associated with Reclaim Childhood. This includes inaccurate generalizations and any form of discrimination. All communication strategies must have a balanced portrayal of children, with an emphasis on dignity and appropriate contextualization with regards to social, cultural and economic environment.<sup>25</sup>

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<sup>22</sup> UNICEF (61)

<sup>23</sup> UNICEF (61)

<sup>24</sup> World Vision (3)

<sup>25</sup> UNICEF (61)

5.5 All children portrayed in any Reclaim Childhood communication material must be adequately clothed and should avoid poses that could be interpreted as sexually suggestive.<sup>26</sup>

## 6. Reporting and Reaction Protocols

*Purpose:* Reclaim Childhood should uphold clear processes for reporting and reacting to witnessed, suspected or alleged child abuse and/or violations of Reclaim Childhood's Child Protection Policies and Procedures. All reporting and reacting structures must be clearly outlined and understood by all employees, contractors, trustees, interns, volunteers and children so that, in the case of an incident, involved parties can remain calm, act appropriately and feel supported by senior staff. Finally, all personnel associated with Reclaim Childhood should be aware of and uphold confidentiality guidelines.<sup>27</sup>

6.1 Development of effective reporting and response plans for any allegation or suspected allegation to enhance the efforts to protect children from any form of abuse. Reporting and reaction protocols must remain child-focused and child-centered at all times, above and beyond the demands of bureaucracy. A reporting plan is not limited to but must include the following<sup>28,29</sup>

6.1.1 Clearly identified procedures for reporting any knowledge or suspicion of child abuse.

6.1.2 Procedures for reporting with regards to locally mandated law.

6.1.3 A plan for conducting an in-house investigation that remains focused on the protection and integrity of the child in question. In the case that an in-house investigation is neither appropriate nor feasible, steps are taken to involve outside investigators.

6.1.4 A plan for responding to the results of an investigation that prioritizes the long-term mental and physical safety of the child in question.

6.1.5 A media plan to deal with any inquiries into the investigation and a designated spokesperson for the organization.

6.2 All cases of suspected abuse, misconduct or violation of Reclaim Childhood's Child Protection Policies and Procedures as established by mandated law and Reclaim Childhood should be reported to Reclaim Childhood's Child Protection Focal Point. In the case that the Focal Point is the perpetrator/violator in question, cases should be reported to Reclaim Childhood's Executive Director. In the case that the Executive Director is the perpetrator, the case will be carried out by the Focal Point in coordination with the Board. Failure to report suspected cases of misconduct may result in consequences for the bystander.

6.3 In response to findings and the conclusion of any investigation, Reclaim Childhood must abide by the following policies and procedures:

6.3.1 In order to maintain the welfare of the child, every effort must be made to assist the child in coping with any trauma or guilt the child may be experiencing. This may include, though is not

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<sup>26</sup> World Vision (7)

<sup>27</sup> UNICEF (56)

<sup>28</sup> UNICEF (62)

<sup>29</sup> World Vision (4)



limited to, providing access and referrals to psychological counseling or other forms of assistance deemed necessary.<sup>30</sup>

6.3.2 The investigation must involve a thorough review of the facts to determine what actually happened in order to best inform action steps with regards to the perpetrator in question. If the decision is to terminate employment, the perpetrator will have the findings of the investigation shared with them.<sup>31</sup>

6.3.3 In the case of suspected misconduct, the accused perpetrator will be temporarily suspended during the course of the investigation. Throughout the process of internal investigation, the suspected perpetrator is encouraged to provide information and witnesses. At the conclusion of the investigation, the accused should be informed of the results of the investigation and what corrective action, if any, will be taken.<sup>32</sup>

6.3.4 Information on the incident and investigation must all be documented in writing.

6.3.5 If an incident is proven to be untrue, appropriate steps are taken to follow up with and protect the accused, the accuser and the person who did the reporting.

6.4 When hearing a disclosure, individuals involved in an incident must do their best to uphold the dignity and the confidentiality of the victim by doing the following:

6.4.1 Do not promise secrecy

6.4.2 Try to listen carefully and calmly

6.4.3 Taking steps to ensure the safety during and after the reporting - both mentally and physically

6.4.4 Carefully documenting all that was said after the disclosure takes place in order to best inform the investigation

## **7. Ramifications of Misconduct**

*Purpose:* The purpose of clearly outlined ramifications of misconduct is to underline the severity with which Reclaim Childhood approaches situations that violate Reclaim Childhood's Child Protection Policies and Procedures. This should serve as both an act of transparency and accountability.

7.1 As noted in 6.3.3: In the case of suspected misconduct, the accused perpetrator will be temporarily suspended during the course of the investigation. Throughout the process of internal investigation, the suspected perpetrator is encouraged to provide information and witnesses. At the conclusion of the investigation, the accused should be informed of the results of the investigation and what corrective action, if any, will be taken.<sup>33</sup>

7.2 All cases determined to be true will typically result in an immediate dismissal of the perpetrator, pending the review of an outside investigator if necessary.

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<sup>30</sup> World Vision (4)

<sup>31</sup> World Vision (4)

<sup>32</sup> World Vision (5)

<sup>33</sup> World Vision (5)

7.3 If outside intervention is deemed necessary, each case will undergo a comprehensive review process to determine the most appropriate entity, including local authorities, local child protection agencies, and/or specialized organizations outside the NGO. Priority will be given to ensuring the safety of the victim.

## **Reclaim Childhood (RC) Code of Conduct**

The Reclaim Childhood (RC) Code of Conduct is intended for all its staff members, volunteers, interns and board members.

The purpose of the Code of Conduct is to increase the efficacy and transparency of RC's policies and procedures to best protect RC's beneficiaries, staff members, volunteers, interns and board members from misconduct or abuse, and to acknowledge that the potential for misconduct or abuse exists wherever there is difference in power between people, be that physical or emotional power. This power dynamic can occur between staff and beneficiaries, between staff where one person has a supervisory or management relationship to another, between men and women, and adults and children. RC has adopted this Code of Conduct to ensure that all those working with RC understand and meet the highest standards of integrity and professionalism.

All RC staff members, volunteers, interns, outside contractors and board members (henceforth personnel) are required to read the Code of Conduct and sign the attached form, indicating they have read, understood and agree to adhere to each of the principles described below, and understand their responsibility to report any misconduct or abuse that they witness or know about. Any questions or concerns about the points below should be discussed with the Executive Director, the Director of Jordan Programs and/or the President of the Board of Directors prior to signing this document.

### **1. GENERAL:**

RC's seeks to provide safe spaces for women and girls in Jordan in acting out our mission of *"empowering refugee and Jordanian girls, as well as local women, through sport and play."* In striving to uphold our mission, the following general points are applicable at all times:

1.1 Personnel shall treat all persons with courtesy, respect and compassion at all times.

1.2 Personnel shall care for and treat all persons fairly and equally regardless of gender, race, national origin, age, religion, sect, culture, disability, or socioeconomic status. Personnel shall not participate in or condone practices that discriminate against any person by denying benefits, giving special advantages, or excluding individuals from RC activities on the basis of their race, national origin, legal status, language, faith, medical condition, disability, or other affiliations.

1.3 Personnel shall not abuse any person under any circumstances. Abuse includes, but is not limited to: physical injury (strike, spank, shake, slap); verbal abuse (yell, humiliate, degrade, threaten); sexual abuse (inappropriate touching or verbal exchange); unjustifiable punishment (shaming, cruelty); neglect

(withholding food, water, basic care, etc.). Any kind of abuse will be considered as grounds for disciplinary action, including immediate dismissal.

1.4 Personnel shall avoid having solitary and isolated contact with vulnerable beneficiaries, unless specifically authorized by an immediate superior or in circumstances where the safety of the beneficiary is at risk and except for compelling professional reasons

1.5 Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment is prohibited at all times during programming hours.

1.6 Personnel shall refrain from making comments, initiating or participating in discussions around politics, sectarianism, or any other topic which may be reasonably perceived as controversial in nature, or which may suggest that RC provides assistance based on any criteria other than need during RC program hours, except for compelling professional reasons. If conversations on these matters are to occur in a controlled setting such as the Teen Leadership Program, they must be prefaced by explicitly stating all statements reflect personal opinions, not the opinions of the organization.

## **2. RESPONSIBILITIES TO BENEFICIARIES**

### **2.1 Commitment to Beneficiaries**

RC's primary responsibility is to promote the well-being of its beneficiaries and to serve our mission. In general, beneficiaries' interests are primary. However, RC's responsibility to the larger society or specific legal obligations may, on limited occasions, supersede the loyalty owed to beneficiaries, and beneficiaries should be so advised.

### **2.2 Self-Determination**

RC should respect and promote the right of beneficiaries to self-determination and assists beneficiaries in their efforts to identify and clarify their personal goals. RC may limit beneficiaries' right to self-determination when, in RC's judgment, beneficiaries' actions or potential actions pose a serious, foreseeable, and imminent risk to themselves or others.

### **2.3 Informed Consent**

2.3.a RC should provide services to beneficiaries only in the context of a professional relationship based on informed consent. RC should use clear and understandable language to inform beneficiaries of the purpose of the programming and risks related to the programming. RC should provide beneficiaries with the opportunity to ask questions related to the programming.

2.3.b In instances when beneficiaries are not literate or have difficulty understanding the primary language used in the practice setting, RC should take steps to ensure beneficiaries' comprehension. This may include providing beneficiaries with a detailed verbal explanation or arranging for a qualified interpreter or translator, whenever possible.

2.3.c In instances when beneficiaries lack the capacity to provide informed consent (primarily due to age), RC should protect beneficiaries' interests by seeking permission from an appropriate

third party (usually a parent or guardian). When third party permission cannot be obtained, RC will act in a manner that puts beneficiaries needs and desires first to the best of its abilities.

2.3.d RC should obtain beneficiaries' consent, when possible, before audiotaping or videotaping beneficiaries or permitting observation of programming.

## 2.4 Competence

2.4.a All RC personnel should provide services and represent themselves as competent only within the boundaries of their education, training, license, certification, consultation received, supervised experience, or other relevant professional experience.

2.4.b All RC personnel should only provide services in substantive areas and use intervention techniques after engaging in appropriate study, training, consultation, and supervision from people who are competent in those interventions or techniques.

## 2.5 Cultural Awareness and Social Diversity

2.5.a All RC personnel should understand culture and its function in human behavior and society, recognizing the strengths that exist in all cultures.

2.5.b All RC personnel should have a knowledge base of their beneficiaries' cultures and be able to demonstrate competence in the provision of programming that is sensitive to beneficiaries' cultures and differences.

2.5.c All RC personnel should obtain education about and seek to understand the nature of social diversity and oppression with respect to race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, and mental or physical disability.

## 2.6 Privacy and Confidentiality

2.6.a RC personnel should respect beneficiaries' right to privacy. RC personnel should not solicit private information from beneficiaries unless it is essential to providing services or conducting social work evaluation or research. Once private information is shared, standards of confidentiality apply.

2.6.b RC personnel may disclose confidential information when appropriate with valid consent from a beneficiary or a person legally authorized to consent on behalf of a beneficiary.

2.6.c RC personnel should protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons. The general expectation that RC personnel will keep information confidential does not apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to a beneficiary or other identifiable person. In all instances, RC personnel should disclose the least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made should be revealed.

2.6.d RC personnel should inform beneficiaries, when feasible, about the disclosure of confidential information and the potential consequences, before the disclosure is made. This applies whether RC personnel disclose confidential information on the basis of a legal requirement or beneficiary consent.

2.6.e RC personnel should be willing to discuss with beneficiaries and other interested parties the nature of confidentiality and limitations of beneficiaries' right to confidentiality. RC personnel should be willing to review with beneficiaries circumstances where confidential information may be requested and where disclosure of confidential information may be legally required. This discussion should occur as soon as possible in the relationship and as needed throughout the course of the relationship.

2.6.f RC personnel should not disclose identifying information when discussing beneficiaries with consultants unless the beneficiary has consented to disclosure of confidential information or there is a compelling need for such disclosure.

## 2.7 Physical Contact

RC personnel should not engage in physical contact with beneficiaries when there is a possibility of psychological harm to the beneficiary as a result of the contact (such as cradling or caressing beneficiaries). RC personnel who engage in appropriate physical contact with beneficiaries are responsible for setting clear, appropriate, and culturally sensitive boundaries that govern such physical contact.

## 2.8 Sexual Relationships<sup>34</sup>

2.8.a RC personnel should under no circumstances engage in sexual activities or sexual contact with current beneficiaries, whether such contact is consensual or forced. Any instance of sexual activity between RC personnel and current beneficiaries will result in immediate termination and potential investigation.

2.8.b RC personnel should not engage in sexual activities or sexual contact with beneficiaries' relatives or other individuals with whom beneficiaries maintain a close personal relationship when there is a risk of exploitation or potential harm to the beneficiary. RC personnel - not our beneficiaries, beneficiaries' relatives, or other individuals with whom the beneficiary maintains a personal relationship - assume the full burden for setting clear, appropriate, and culturally sensitive boundaries.

2.8.c RC personnel should not engage in sexual activities or sexual contact with former beneficiaries. If RC personnel engage in conduct contrary to this prohibition or claim that an exception to this prohibition is warranted because of extraordinary circumstances, it is RC personnel - not our beneficiaries - who assume the full burden of demonstrating that the former beneficiary has not been exploited, coerced, or manipulated, intentionally or unintentionally.

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<sup>34</sup> Any violation of section 2.7 would be considered gross misconduct and is grounds for immediate termination and potential legal action.

## 2.9 Sexual Harassment<sup>35</sup>

2.9.a RC personnel should not sexually harass beneficiaries. Sexual harassment includes sexual advances, sexual solicitation, requests for sexual favors, illicit remarks and other verbal or physical conduct of a sexual nature.

2.9.b RC personnel who develop concerns regarding sexual harassment, abuse or exploitation by other RC personnel or beneficiary should report such concerns to the Executive Director and/or the Director of Jordan Programming, as well as any other relevant local agencies.

## 2.10 Derogatory Language

RC personnel should not use derogatory language in their written or verbal communications to or about beneficiaries. RC personnel should use accurate and respectful language in all communications to and about beneficiaries.

## 3. RESPONSIBILITIES TO OTHER RC PERSONNEL

### 3.1 Respect

3.1.a RC personnel should treat colleagues with respect and should represent accurately and fairly the qualifications, views, and obligations of colleagues.

3.1.b RC personnel should avoid unwarranted negative criticism of colleagues in communications with beneficiaries or with other professionals. Unwarranted negative criticism may include demeaning comments that refer to colleagues' level of competence or to individuals' attributes such as race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, and mental or physical disability.

3.1.c RC personnel should cooperate with social work colleagues and with colleagues of other professions when such cooperation serves the well-being of beneficiaries.

### 3.2 Confidentiality

RC personnel should respect confidential information shared by colleagues in the course of their professional relationships and transactions. RC personnel should ensure that such colleagues understand RC personnel' obligation to respect confidentiality and any exceptions related to it.

### 3.3 Interdisciplinary Collaboration

3.3.a RC personnel who are members of an interdisciplinary team should participate in and contribute to decisions that affect the well-being of beneficiaries by drawing on the perspectives,

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<sup>35</sup> Any violation of section 2.9 would be considered gross misconduct and be grounds for immediate termination and potential legal action.

values, and experiences of each other. Professional and ethical obligations of the interdisciplinary team as a whole and of its individual members should be clearly established.

3.3.b RC personnel for whom a team decision raises ethical concerns should attempt to resolve the disagreement through appropriate channels. If the disagreement cannot be resolved, RC personnel should pursue other avenues to address their concerns consistent with beneficiary well-being.

### 3.4 Disputes Involving Colleagues

3.4.a RC personnel should not take advantage of a dispute between a colleague and an employer to obtain a position or otherwise advance the RC personnel' own interests.

3.4.b RC personnel should not exploit beneficiaries in disputes with colleagues or engage beneficiaries in any inappropriate discussion of conflicts between RC personnel and their colleagues.

### 3.5 Consultation

3.5.a RC personnel should seek the advice and counsel of colleagues whenever such consultation is in the best interests of beneficiaries.

3.5.b RC personnel should keep themselves informed about colleagues' areas of expertise and competencies. RC personnel should seek consultation only from colleagues who have demonstrated knowledge, expertise, and competence related to the subject of the consultation.

3.5.c When consulting with colleagues about beneficiaries, RC personnel should disclose the least amount of information necessary to achieve the purposes of the consultation.

### 3.6 Sexual Relationships

3.6.a RC personnel who function as supervisors or educators should not engage in sexual activities or contact with supervisees, students, trainees, or other colleagues over whom they exercise professional authority.

3.6.b RC personnel should avoid engaging in sexual relationships with colleagues when there is potential for a conflict of interest. RC personnel who become involved in, or anticipate becoming involved in, a sexual relationship with a colleague have a duty to transfer professional responsibilities, when necessary, to avoid a conflict of interest.

### 3.7 Sexual Harassment

RC personnel should not sexually harass supervisees, students, trainees, colleagues or supervisors. Sexual harassment includes sexual advances, sexual solicitation, requests for sexual favors, illicit remarks and other verbal or physical conduct of a sexual nature.

### 3.8 Impairment of Colleagues

3.8.a RC personnel who have direct knowledge of a colleague's impairment that is due to personal problems, psychological distress, substance abuse, or mental health difficulties when they interfere with effectiveness inside the work environment should consult with that colleague when feasible and assist the colleague in taking remedial action.

3.8.b RC personnel who believe that a colleague's impairment interferes with their effectiveness in the work environment and that the colleague has not taken adequate steps to address the impairment should take action through appropriate channels established by RC, agencies, licensing and regulatory bodies, and other professional organizations.

### 3.9 Incompetence of Colleagues

3.9.a RC personnel who have direct knowledge of a colleague's incompetence should consult with that colleague when feasible and assist the colleague in taking remedial action.

3.9.b RC personnel who believe that a colleague is incompetent and has not taken adequate steps to address their incompetence should take action through appropriate channels, including, but not limited to, consultation with the Executive Director, Director of Jordan Programming and/or the President of the Board of Directors.

### 3.10 Unethical Conduct of Colleagues

3.10.a RC personnel should take adequate measures to discourage, prevent, expose, and correct the unethical conduct of colleagues.

3.10.b RC personnel should be knowledgeable about established policies and procedures for handling concerns about colleagues' unethical behavior. RC personnel should be familiar with national, state, and local procedures for handling ethics complaints.

3.10.c RC personnel who believe that a colleague has acted unethically should first seek resolution by discussing their concerns with the colleague when feasible and when such discussion is likely to be productive. If the discussion is unlikely to be productive, consultation should be sought with the Executive Director, Director of Jordan Programming and/or the President of the Board of Directors.

## **4. RESPONSIBILITIES IN PRACTICE SETTINGS**

### 4.1 Supervision and Consultation

4.1.a RC personnel who provide supervision or consultation should have the necessary knowledge and skill to supervise or consult appropriately and should do so only within their areas of knowledge and competence.

4.1.b RC personnel who provide supervision or consultation are responsible for setting clear, appropriate, and culturally sensitive boundaries.



4.1.c RC personnel should not engage in any dual or multiple relationships with supervisees in which there is a risk of exploitation of or potential harm to the supervisee.

4.1.d RC personnel who provide supervision should evaluate supervisees' performance in a manner that is fair and respectful.

#### 4.2 Education and Training

4.2.a RC personnel who function as educators, field instructors for students, or trainers should provide instruction only within their areas of knowledge and competence and should provide instruction based on the most current information and knowledge available in the profession.

4.2.b RC personnel who function as educators or field instructors for students should evaluate students' performance in a manner that is fair and respectful.

4.2.c RC personnel who function as educators or field instructors for students should take reasonable steps to ensure that beneficiaries are routinely informed when services are being provided by students.

4.2.d RC personnel who function as educators or field instructors for students should not engage in any dual or multiple relationships with students in which there is a risk of exploitation or potential harm to the student. Social work educators and field instructors are responsible for setting clear, appropriate, and culturally sensitive boundaries.

#### 4.3 Performance Evaluation

RC personnel who have responsibility for evaluating the performance of others should fulfill such responsibility in a fair and considerate manner and on the basis of clearly stated criteria.

### **5. RESPONSIBILITIES AS PROFESSIONALS**

#### 5.1 Competence

5.1.a RC personnel should accept responsibility or employment only on the basis of existing competence or the intention to acquire the necessary competence.

5.1.b RC personnel should strive to become and remain proficient in professional practice and the performance of professional functions. RC personnel should critically examine and keep current with emerging knowledge relevant to social work, sports for development and child protection. RC personnel should routinely review the professional literature and participate in continuing education relevant to social work practice, social work ethics, sports for development and child protection.

5.1.c RC personnel should base practice on recognized knowledge, including empirically based knowledge, relevant to social work, social work ethics, sports for development and child protection.

## 5.2 Discrimination

As previously stated, RC personnel should not practice, condone, facilitate, or collaborate with any form of discrimination on the basis of race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, or mental or physical disability.

## 5.3 Private Conduct

RC personnel should not permit their private conduct to interfere with their ability to fulfill their professional responsibilities.

## 5.4 Dishonesty, Fraud, and Deception

RC personnel should not participate in, condone, or be associated with dishonesty, fraud, or deception of any form.

## 5.5 Impairment

5.5.a RC personnel should not allow their own personal problems, psychological distress, legal problems, substance abuse, or mental health difficulties to interfere with their professional judgment and performance. RC personnel should not allow these concerns to jeopardize the best interests of people for whom they have a professional responsibility.

5.5.b RC personnel whose personal problems, psychological distress, legal problems, substance abuse, or mental health difficulties interfere with their professional judgment and performance should immediately seek consultation and take appropriate remedial action by seeking professional help, making adjustments in workload, terminating practice, or taking any other steps necessary to protect beneficiaries, other RC personnel and themselves from any impending or immediate danger.

## 5.6 Misrepresentation

5.6.a RC personnel should make clear distinctions between statements made and actions engaged in as a private individual and as a representative of RC.

5.6.b RC personnel who speak on behalf of RC should accurately represent the official and authorized positions of the organizations.

5.6.c RC personnel should ensure that their representations to beneficiaries, agencies, and the public of professional qualifications, credentials, education, competence, affiliations, services provided, or results to be achieved are accurate. RC personnel should claim only those relevant professional credentials they actually possess and take steps to correct any inaccuracies or misrepresentations of their credentials by others.

## **6. HEALTH AND SAFETY**

6.1 Where appropriate, staff, volunteers and interns may be required to undertake medical screening or vaccinations if deemed necessary to protect their health and that of RC's beneficiaries.

6.2 For the protection of RC staff and beneficiaries, RC personnel will ensure that no beneficiary is ever alone with any outside contractor, including, but not limited to, bus drivers and field managers.

6.3 Smoking is prohibited during the duration of RC activities including, but not limited to, coach training, practice and teen programming.

6.4 For the protection of beneficiaries, no beneficiary will exit the predetermined safe space without the presence of at least one member of staff or a guardian.

6.5 A member of RC personnel must be present on the bus whenever there is a beneficiary present on the bus and must remain present until the last beneficiary exits. Failure to comply with this code of conduct will result in probation and, if the act is repeated, termination of the member of RC personnel designated to that bus.

This policy was last reviewed on:

**July 26, 2022.**

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After reading and discussing any issues related to the Code of Conduct with the Executive Director or Director of Jordan Programming, please print your name below to confirm that you have read, understood and agree to adhere to RC's Code of Conduct.

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



# **Reclaim Childhood Child Protection Policy Staff Training Manual**

## **Important Documents**

Reclaim Childhood Child Protection Policies and Procedures ENGLISH

Reclaim Childhood Code of Conduct ENGLISH

ARABIC Child Protection Policies

## **Purpose of Training**

Child Protection (CP) training includes a review of policies and procedures, learning about, recognizing and responding to child abuse. All Reclaim Childhood (RC) personnel should be provided with follow-up educational opportunities to ask questions and gain further advice or support.

The training should be as interactive as possible and should provide space for coaches to read through the documents and ask follow-up questions.

## **Agenda Overview**

Check-ins (10 minutes)

Overview of CPP (10 minutes)

Read: Child Protection Policies and Procedures (15 minutes)

Discuss: Child Protection Policies and Procedures (15 minutes)

Break

Read: RC Code of Conduct (10 minutes)

Discuss: RC Code of Conduct (10 minutes)

Sign: RC Code of Conduct (5 minutes)

Break

Reporting Mechanisms (5 minutes)

Scenario Practice

Check-outs

## **RC's Child Protection Awareness Session for Beneficiaries**

### *Goal:*

All beneficiaries in Reclaim Childhood's programming should be informed of their rights and of the different ways that Reclaim Childhood commits to their safety. Conversations will be conducted at the beginning of every season and must fulfill all items on the checklist below.

### *Beneficiary Awareness Training Checklist:*

- All beneficiaries understand the Code of Conduct signed by all RC personnel
- Beneficiaries are read their behavioral expectations (see below)
- Reporting Mechanisms (anonymous and not anonymous)
- Confidentiality: Beneficiaries know that if they report something, there is a chance that we have to further report it
- Reclaim Childhood cannot promise that we will or can change a beneficiary's situation, but we commit to doing our best to ensure their emotional and physical safety
- Space to ask questions and give feedback - are there other reporting mechanisms that would make them feel comfortable?
- Beneficiary Code of Conduct: House Rules
- RC takes accusations very seriously and will investigate to the best of our ability to take action as we deem appropriate to remedy the situation for all parties.

### *Items needed for Awareness Session:*

- Laminated Copy of RC Staff Code of Conduct in [English](#) and in Arabic
- Feedback box to hold up (for anonymous reporting)

### *Creating Code of Conduct ("House Rules") for Beneficiaries:*

1. Ask all beneficiaries how they think they should be behaving at practice (raise hands)
2. Write down each phrase or description on a piece of large paper
3. Make sure different age groups are involved
4. Ask beneficiaries what they need from coaches in order to feel safe at practice/committed to these rules -- add those rules to the sheet, too
5. Hold up the sheet and make sure everyone feels comfortable with their behavior commitments
6. Type up the commitments and hang them on the door of each practice -- these are rules that the girls set for themselves, that they committed to and coaches can reference them

Note: make sure all the rules are framed positively, and there are no punishments involved.

## Reclaim Childhood Child Protection Policy Checklist for Contractors<sup>36</sup>

### Checklist:

- Outside Contractor has read the Child Protection Policy in her/his native language
- Outside Contractor has been provided and has read the [Code of Conduct](#) in a language that she or he is fluent in
- Outside contractor passes short verbal exam to test comprehension of Code of Conduct
- Outside contractor signs below

### *For Bus Drivers:*

1. Who must be present on the bus the entire time that any RC beneficiary is on the bus?
  - a. Answer: A coach. For the protection of beneficiaries and the bus driver, bus driver should not pick up any RC beneficiaries without a coach present on the bus.
2. What is Reclaim Childhood's policy on discrimination and abuse?
  - a. Answer: Discrimination and abuse of any form will not be tolerated. Abuse includes, but is not limited to physical abuse, verbal abuse, sexual abuse, unjustifiable punishment and neglect.

### *For Field Managers:*

1. Is it permissible for any individual associated with RC to be alone with an RC beneficiary?
  - a. No. A coach, member of staff, or other beneficiary must be present at all times.
2. What is Reclaim Childhood's policy on discrimination and abuse?
  - a. Answer: Discrimination and abuse of any form will not be tolerated. Abuse includes, but is not limited to physical abuse, verbal abuse, sexual abuse, unjustifiable punishment and neglect.

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After reading and discussing any issues related to the Code of Conduct with the Executive Director or Director of Jordan Programming, please print your name below to confirm that you have read, understood and agree to adhere to RC's Code of Conduct.

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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<sup>36</sup> At RC, an outside contractor is someone who provides a service for Reclaim Childhood without being on the payroll. This includes bus drivers, field managers and any other individual who may have contact with beneficiaries.

## **Guidelines and Checklists**

### **Reclaim Childhood Communication Guidelines**

*Purpose:* Proper communication guidelines must be established to ensure that Reclaim Childhood, at all times, upholds the dignity and privacy of child beneficiaries.

#### **Communication Guidelines Checklist**

- All personnel must receive the permission of the beneficiaries portrayed in photos or videos used for publicity, fundraising and awareness events. Permission may be obtained by the beneficiary themselves or by a legal guardian. This permission may be written or verbal.
- All images and videos used for organizational communication purposes must be stripped of identifying information
- All individuals engaged in Reclaim Childhood media must be briefed on these guidelines.
- Communication must uphold the dignity of the individual portrayed and the dignity of Reclaim Childhood.
- All communication materials and strategic plans must avoid language that degrades, victimizes or shames beneficiaries or personnel associated with Reclaim Childhood. This includes inaccurate generalizations and any form of discrimination.
- All communication strategies must have a balanced portrayal of children, with an emphasis on dignity and appropriate contextualization with regards to social, cultural and economic environment.
- All children portrayed in any Reclaim Childhood communication material must be adequately clothed and should avoid poses that could be interpreted as sexually suggestive.



## **Child Protection Focal Point Roles and Responsibilities**

### **Overview of Role:**

Reclaim Childhood's Focal Point for child protection policies and procedures will make child protection a priority in their work by carrying out all procedures related to child protection. They will be exposed to higher levels of protection training, staying up to date on new tactics in the field.

The Child Protection focal point will be the Director of Jordan Programming. Reclaim Childhood has two alternate focal points, one head coach for each city.

### **Responsibilities:**

1. Regularly implementing feedback opportunities
2. Checking the anonymous feedback box
3. Staying up-to-date on latest training opportunities
4. Attending UNHCR's Child Protection Working Group
5. Keeping up-to-date with national policies
6. Conducting proper incident reporting
7. Ensuring the presence of child protection training at the start of each season and with each new hire
8. Monitoring the quality of child protection training
9. Suggesting amendments to child protection training
10. Ensuring the presence of the Code of Conduct at each Reclaim Childhood activity.

## **RC New Personnel Screening: Child Protection Policies and Procedures**

### **Goal:**

The purpose of the Child Protection screening is to ensure that all RC personnel (staff, board member, volunteers, interns, coaches, etc.) understand the importance of RC's Child Protection Policies and Procedures and are pre-screened for Child Protection "red flags." This allows us to best protect not only the beneficiaries, but also other RC personnel and the RC organization as a whole.

### **Checklist for New Personnel Screening to uphold RC's Child Protection Policies and Procedures:**

- Recruitment process must involve RC Personnel who has gone through Child Protection training
- Undergo standard written application
- Personal Interview: ask about Child Protection (see below)
- Reference Check: Cannot include family members and must have more than 2 years of knowing the candidate in question
- Obtain waiver for background check, if appropriate

### **Personal Interview:**

#### *Goal:*

The goal is to be upfront about Reclaim Childhood's commitment to ensuring the emotional and physical safety of all RC personnel, beneficiaries and staff.

#### *Questions to ask during interview:*

1. Have you had previous experience working with children?
2. What power dynamics exist between adults and children that could present a protection concern?
3. (If appropriate for position and country): Do we have your permission to request your criminal record or police background to check for any conviction related to abuse of children or abuse in general? If so, please fill out and submit this waiver: Waiver and Consent form for Background Check. Candidates will be accepted contingent on background checks.

#### *Statements during the interview:*

1. Candidates will be accepted contingent on background checks.
2. Reclaim Childhood reserves the right to terminate employment, internships, board contracts or volunteer contracts upon the confirmation of misconduct.
3. If accepted to this position, you will be required to undergo Reclaim Childhood's Child Protection Training. We commit to providing this training in your native language, to the best of our ability.

## **Feedback Collection**

### *Purpose:*

Provide review and feedback opportunities for RC personnel with regards to their adherence to Reclaim Childhood's Child Protection Policies and Procedures. This is also an opportunity for RC personnel to provide the organization feedback on upholding a culture that supports and empowers the Child Protection Policies and Procedures

### *Checklist for Reviews:*

- General discussion on Child Protection Policies and Procedures
  - Access knowledge of Child Protection Policies and Procedures
  - Access knowledge of Code of Conduct
- Scale of 1-4, how well does RC adhere and uphold the Child Protection Policies and Procedures
- Scale of 1-4, how well does RC create a culture of Child Protection
- Discuss and give feedback on reviewee's work with regards to child protection policies
- Discuss and receive feedback on organization's work with regards to child protection policies
- Discuss further training opportunities, if necessary

## **Reclaim Childhood Incident Reporting and Referral Mechanisms**

### **Reporting Mechanisms:**

- Anonymous Feedback Box
- Jordan River Foundation Helpline
- Reporting directly to coach or Director of Jordan Programming
- Send an email to [rima@reclaimchildhood.org](mailto:rima@reclaimchildhood.org)

### **General Principles:**

All cases of suspected abuse, misconduct or violation of child protection policies and procedures as established by mandated law and Reclaim Childhood (RC) should be reported to Reclaim Childhood's Child Protection focal point. In the case that the focal point is the perpetrator/violator in question, cases should be reported to Reclaim Childhood's Executive Director. In the case that the Executive Director is the perpetrator, the case will be carried out by the focal point in coordination with the Board. Failure to report suspected cases of misconduct may result in consequences for the bystander.

### **Steps for Reporting based on mechanism:**

#### Anonymous Feedback Box:

- Feedback will be reviewed daily by Head Coach and Director of Jordan Programming
- Disclosures through anonymous feedback will be followed up by initial conversations with the perpetrator and, if necessary, conversations with beneficiaries

- Case will be logged in RC Incident Tracker

#### Jordan River Foundation Helpline:

- 24/7 helpline for protection cases provided by Jordan River Foundation.
- Gives beneficiaries the option of reporting outside of the organization for something that happens both at or outside of RC
- If RC is contacted about the case, case will be logged in RC Incident Tracker

#### Reporting Directly to Coach or Director of Jordan Programming:

- Individual conversation with Coach or Director of Jordan Programming
- For more information on how to behave during this conversation, please reference Training Manual
- Fill out Incident Report Form
- Case will be dealt with by either the Director of Jordan Programming or Executive Director
- Case will be logged in RC Incident Tracker

#### Email:

- Any incident reported via email will also be reported to Executive Director for two points of contact
- Director will fill out an Incident Report Form
- Case will be logged in RC Incident Tracker

#### **In-house Investigation Plan:**

*Goal of Investigation:* The investigation must remain focused on the protection and integrity of the child in question. In the case that an in-house investigation is neither appropriate nor feasible, steps are taken to involve outside investigators.

#### *Collect and Review Facts*

- The investigation must involve a thorough review of the facts to determine what actually happened in order to best inform action steps with regards to the perpetrator in question.
  - Note: If the decision is to terminate employment, the perpetrator will have the findings of the investigation shared with them.
- Facts may be collected through different mediums: incident reports, interviews, etc. but must, at all times, uphold the safety and confidentiality of the survivor.
- Interviews with survivors must be conducted in their native tongue and fully documented.

#### *If there is Suspected Misconduct*

- In the case of suspected misconduct, the accused perpetrator will be temporarily suspended during the course of the investigation.
- Throughout the process of internal investigation, the suspected perpetrator is encouraged to provide information and witnesses.

#### *If Incident is Proven to be true*

- If incident is proven to be true, swift action will be taken to mediate the situation.

- Depending on the severity of the situation, the perpetrator may undergo suspension or immediate termination from all Reclaim Childhood activities.
- Aftermath procedures will be put in place to protect the safety of all involved parties
- Authorities will be notified, need be.

*If Incident is proven to be untrue*

- If an incident is proven to be untrue, appropriate steps are taken to follow up with and protect the accused, the accuser and the person who did the reporting.
- The root cause of false accusation should be identified and, depending on the root cause, may result in the reporter's termination from RC Activities.

**Support for Survivor:**

- A plan for responding to the results of an investigation that prioritizes the long-term mental and physical safety of the child in question.
- In order to maintain the welfare of the child, every effort must be made to assist the child in coping with any trauma or guilt the child may be experiencing. This may include, though is not limited to, providing access and referrals to psychological counseling or other forms of assistance deemed necessary.

**Support for Accused:**

- To the best of Reclaim Childhood's ability, the accused will be referred to outside resources to help navigate the psychosocial effects of the investigation process.

**Media Plan:**

- All media regarding the investigation will be carried out by Reclaim Childhood's Executive Director in coordination with the Director of Jordan Programming.
- No other individuals are authorized to speak on behalf of Reclaim Childhood.

Updated: September 2023

Approved by:



Anna Barrett  
Executive Director