



CHILD PROTECTION POLICY

Revised: January 2024

Fundația de Sprijin Comunitar (The Community Support Foundation) FSC is fully committed to safeguarding the welfare of all children in its care. It recognises the responsibility to promote safe practice and to protect children from harm, abuse and exploitation.

The FSC Child Protection Policy is implemented in accordance with the current Legal Framework and is revised regularly to ensure it meets the standards of Social Work Practice.

Staff and all associate individuals or entities will work together to embrace difference and diversity and respect the rights of children and young people.

Developing a child protection policy is at the fundament of our **Services for children, young people and volunteers** is crucial to ensure the safety and well-being of the children under our care.

Our services, designed for children and youth, mainly consist of:

Educational Activities:

- Support with school homework
- Storytime and reading sessions
- Basic math and language activities

- Introduction to colours, shapes, and numbers

Arts and Crafts:

- Drawing, colouring, and painting
- Simple crafts using glue, scissors, and other safe materials
- Creative expression through art projects

Physical Activities:

- Outdoor playtime
- Games and sports suitable for young children
- Gross motor skill development activities

Music and Dance:

- Sing-alongs and music appreciation
- Simple dance routines or movement activities
- Introduction to musical instruments

Socialization:

- Group activities to promote social skills
- Circle time for group discussions
- Playdates and interaction with peers

Daily Routine:

- Structured daily routines include: meals/snacks, hygiene, play, educational activities and clubs
- Consistent schedules to provide stability for children

Celebrations and Events:

- Birthday celebrations
- Seasonal events and themed activities

Young people (high school students) benefit of two main types of services

- A program of social grants and personal development while in high school
- Volunteering activities and personal development

Our policy stands by the United Nations Convention on the Rights of the Child and promotes all civil, political, economic, social and cultural rights of every child, regardless of their race, religion or abilities.

1. Policy Statement:

"Our services are dedicated to establishing a safe and secure environment for every child entrusted to our care. We place the highest priority on their well-being, protection, and holistic development. Our commitment extends to fostering a nurturing atmosphere where children can thrive, learn, and engage in a variety of activities that contribute to their physical, emotional, and social growth. The safety and security of the children are paramount in all aspects of our programs and daily operations."

2. Operational Definitions:

- **Child Protection:**

Child protection encompasses measures and efforts taken to prevent and respond to abuse, neglect, and exploitation of children. It involves creating a safe environment, implementing policies and procedures to safeguard children, and ensuring their rights and well-being are protected.

- **Child Safeguarding:**

Child safeguarding involves the proactive measures taken to protect children from harm, ensuring their safety, and promoting their well-being. It includes the establishment and enforcement of policies and practices that prevent abuse, neglect, and exploitation.

- **Reporting:**

Reporting refers to the process of informing appropriate authorities or designated personnel about suspected or witnessed cases of child abuse, neglect, or exploitation. Reporting is a crucial step in ensuring that appropriate interventions can be implemented to protect the child.

- **Abuse:**

Abuse refers to any intentional act or failure to act that causes harm, injury, or emotional distress to a child. Abuse can be physical, emotional, sexual, or involve neglect. It includes actions that jeopardize the child's well-being, safety, and development.

- **Neglect:**

Neglect involves the failure to provide a child with the necessary care, supervision, nutrition, shelter, or medical attention needed for their well-being. Neglect can be chronic or acute and may result in physical, emotional, or developmental harm to the child.

- **Exploitation:**

Exploitation refers to the misuse, manipulation, or abuse of a child for personal or financial gain. It can involve forcing a child into labor, using them for commercial purposes, or subjecting them to any form of abuse for the benefit of another individual or group.

- **Physical Abuse:**

Physical abuse involves the intentional use of force that results in injury or bodily harm to a child. This can include hitting, slapping, shaking, or any form of physical violence.

- **Emotional Abuse:**

Emotional abuse is the persistent emotional mistreatment that causes harm to a child's psychological well-being. It may involve constant criticism, humiliation, or rejection, leading to long-term emotional damage.

- **Sexual Abuse:**

Sexual abuse is any form of non-consensual sexual activity imposed on a child. It includes but is not limited to molestation, rape, indecent exposure, and any other sexual exploitation.

These definitions form the foundation for understanding and addressing child protection concerns within the context of all our programs designed for children and young people. It's essential to ensure that staff, volunteers, and stakeholders are familiar with these terms to promote a shared understanding of child protection principles.

3. Legal Framework:

Key legal instruments related to child protection in Romania include:

1. **Law No. 272/2004 on the Protection and Promotion of Children's Rights:**

- This law is a fundamental piece of legislation in Romania concerning the protection and promotion of children's rights. It outlines the principles and measures for ensuring the rights and welfare of children.

2. **Law No. 292/2011 on Social Work**

- While not exclusively focused on children, this law sets the overall legal framework for social work provision in România.

3. **Government Ordinance No. 969/2023 on the Approval of the National Strategy for the Protection of the Rights of the Child „Children Protected, Romania safe” 2023-2027:**

- This law approves the National Strategy for the Protection of the Rights of the Child, outlining the strategic objectives and measures to be taken for the protection of children's rights in Romania.

4. **Government Emergency Ordinance No. 49/2011 on Preventing and Combating Child Neglect and Delinquency:**

- This ordinance addresses measures for preventing and combating child neglect and delinquency. It includes provisions related to intervention, rehabilitation, and support services for children in need of special protection.

5. **Law No. 211/2004 on the Regime of Minors:**

- This law establishes the legal framework for the regime of minors, including aspects related to parental authority, custody, adoption, and measures for the protection of minors.
- 6. Law No. 448/2006 on the protection of people with Disabilities:**
- While not exclusive to children, this law addresses matters relating to services for people with disabilities, including provisions related to children.
- 7. Law No. 272/2004 on Domestic Violence:**
- While not exclusive to children, this law addresses domestic violence, which can have implications for child protection within the family context.

4. Responsibilities:

Below are defined roles and responsibilities for staff, adult volunteers, and other individuals or institutions involved:

1. Staff:

- **Child Care and Supervision:**

Provide direct care and supervision to children attending the day centres or taking part in activities.
Ensure a safe and nurturing environment for children's well-being and development.

- **Implementation of Activities:**

Plan and execute age-appropriate activities that promote learning, creativity, and physical activity.
Foster a positive and inclusive atmosphere for all children.

- **Health and Safety:**

Adhere to health and safety protocols to prevent accidents and injuries.
Be aware of and address any health concerns of the children promptly.

- **Communication with Parents/Guardians:**

Maintain open and transparent communication with parents/guardians regarding children's progress, activities, and any concerns.
Provide feedback on a child's behaviour, achievements, and challenges.

- **Child Protection:**

Be familiar with and strictly adhere to the child protection policy.
Report any suspicions or allegations of child abuse or neglect promptly to the designated Child Protection Officer.

- **Training and Professional Development:**

Attend relevant training sessions and professional development programs to stay updated on best practices in childcare.

2. Volunteers:

- Assistance with Activities:

Assist staff in implementing planned activities and ensuring a positive experience for the children.

Support children in their participation and engagement.

- Supervision and Safety:

Help maintain a safe and secure environment by assisting in the supervision of children during various activities.

Report any safety concerns to staff members.

- Communication:

Communicate effectively with staff, parents, and other volunteers.

Report any observed issues or concerns to the appropriate staff members.

- Child Protection:

Adhere to the child protection policy and report any concerns or suspicions promptly.

Understand and respect the confidentiality requirements related to child protection.

3. Others Involved (Contractors, Visitors, etc.):

- Awareness of Policies:

Be aware of and comply with the organisation's policies and procedures.

Follow any specific guidelines provided by the staff regarding interactions with children.

- Security Measures:

Comply with security measures, including sign-in and sign-out procedures.

Inform staff of any security or safety concerns.

- Interaction with Children:

Interact with children in a respectful and appropriate manner.

Refrain from engaging in any behaviour that may compromise the safety or well-being of children.

- Child Protection:

Report any observed or suspected cases of child abuse, neglect, or exploitation to designated staff members.

Cooperate with any investigations or inquiries related to child protection.

It's essential to regularly communicate and reinforce these roles and responsibilities, providing ongoing training and support to staff, volunteers, and others involved in the day centre to ensure a consistent and secure environment for the children.

5. Safeguarding measures throughout the organisation:

❖ Building child-safe projects and programmes

All our programmes are designed to minimise the risk of harm to the children they come into contact with or impact upon directly or indirectly by taking account of child safety, in the environment, of the organisational spaces/ facilities and also in their communities.

❖ Reducing the risk of harm by staff, volunteers and associates

The organisation's codes of conduct, recruitment procedures, training and internal communications all state that child abuse by staff, volunteers and associates will not be tolerated. This obligation on staff, volunteers and associates to keep children safe extends to their conduct towards children with whom they have contact, outside the work environment as well as inside.

❖ Running safe events and activities for children

Most of our activities and events aim to provide children with developing skills through fun and/or educational experience. This is why, when planning activities, these considerations are taken into account in order to avoid risks.

- Recognising that the family or community do not always welcome the participation of children in such activities- parental consent is sought for all our special activities
- Ensuring that particular care is taken to ensure preventative measures are put in place to safeguard children if activities or events are to take place in unfamiliar places and outside family care- next to parental consent, adequate supervision and training of staff are planned in detail.

❖ Ensuring good practice when using media

Our organisation relies on fundraising and sponsorships in order to obtain funding for all our project. It is therefore necessary to use images of and stories about children, families and their communities to promote our work and engage donors and supporters.

We are very attentive to minimise the risk of inappropriate use of information, stories and visual images (photographs, video or social media) of children, by making sure that:

- Images of children do not show them in states of undress or in inappropriate poses.
- Details attached to images/ included in stories do not allow the child to be traced to their home.
- Geotagging of images is disabled when taking photographs
- Ensure the photographer/journalist/ translator has been vetted and reference checked
- Make sure to have been given permission by children and their parents/carers to take their image and use their information.

6. Recruitment and Training:

1. Job Posting and Application:

- Create a detailed job description outlining the qualifications and responsibilities for staff and volunteer positions.
- Advertise positions through appropriate channels, such as online job boards or community bulletin boards.
- Establish an application process that includes submission of resumes, cover letters, and relevant credentials.

2. Initial Screening:

- Review applications to ensure they meet the minimum qualifications and requirements.
- Conduct an initial screening, which may include phone interviews or initial meetings to assess the candidate's suitability for the role.

3. Interview Process:

- Conduct in-person interviews for shortlisted candidates.
- Assess qualifications, experience, and suitability for working with children.
- Ask questions related to child protection awareness and commitment.

4. Reference Checks:

- Obtain professional and personal references from the candidate.
- Contact previous employers and personal references to verify the candidate's qualifications, work history, and suitability for working with children.

5. Background Checks:

- Require all potential staff and volunteers to undergo a thorough background check.
- Background checks should include criminal history, child abuse registry, and any relevant professional qualifications or certifications.
- Ensure compliance with local, state, and national regulations regarding background checks for individuals working with children.

6. Mandatory Training on Child Protection:

- Require all selected staff and volunteers to undergo mandatory training on child protection before commencing their roles.
- Training should cover the organisation's child protection policy, recognizing signs of abuse, reporting procedures, and the importance of maintaining a safe environment for children.
- Provide resources and materials to support ongoing education and awareness.

7. Probationary Period:

- Implement a probationary period for newly recruited staff and volunteers.
- During this time, closely monitor their performance, adherence to policies, and interactions with children.

8. Orientation and Familiarization:

- Conduct a comprehensive orientation for new staff and volunteers, including a walkthrough of the organisation facilities, introduction to existing staff, and an overview of daily operations.
- Emphasize the importance of the child protection policy and their role in maintaining a safe environment.

9. Continuous Monitoring:

- Establish ongoing monitoring mechanisms to ensure that staff and volunteers consistently adhere to child protection policies.
- Conduct regular performance reviews and provide additional training or support as needed.

10. Reporting Mechanisms:

- Clearly communicate reporting mechanisms for any concerns related to child protection.
- Ensure that all staff and volunteers understand their responsibility to report any suspicions or observed instances of child abuse, neglect, or exploitation.

11. Periodic Review:

- Periodically review and update recruitment procedures, including background check protocols and training programs, to align with current best practices and legal requirements.

By implementing these recruitment procedures, the organisation can work towards building a team of dedicated and qualified individuals, committed to the safety and well-being of the children under their care. Regular training and ongoing monitoring will contribute to maintaining a secure environment within the services dedicated to children.

7. Code of Conduct:

The organisation has standardised code of conduct regarding all interactions with our beneficiaries- these are all detailed in the Employees' Guide, revised annually.

Furthermore, specific to all employees working with children, there are additional procedures, included into the **Code of Conduct for Employees in Children and Youth Projects- these procedures establish guidelines for - interacting with children and young people, - controlling children's behaviour, - protecting children from abuse, neglect or exploitation, - reporting incidents of abuse or neglect, - notifying incidents or - making complaints.**

This Code of Conduct is designed to ensure the safety, well-being, and positive experience of every child and young person taking part in FSC activities.

All individuals, including staff, volunteers, contractors, and visitors, are expected to adhere to the following principles and guidelines.

1. Child-Centred Approach:

- Always prioritize the best interests of the child in every interaction.

- Respect the individuality, dignity, and rights of each child.

2. Professionalism:

- Maintain a high standard of professionalism in all interactions with children, parents, and colleagues.
- Uphold confidentiality regarding sensitive information about children and families.

3. Safe Environment:

- Ensure the physical and emotional safety of children at all times.
- Report any safety concerns, hazards, or potential risks promptly to designated staff.

4. Respectful Communication:

- Communicate with children in a respectful and age-appropriate manner.
- Listen actively to children and encourage open communication.

5. Boundaries:

- Establish and maintain appropriate personal boundaries with children.
- Avoid engaging in behaviour that could be perceived as inappropriate or invasive.

6. Non-Discrimination:

- Treat all children equally and with respect, irrespective of their background, race, gender, religion, or abilities.
- Refrain from any form of discrimination or bias.

7. Supervision:

- Maintain vigilant supervision of children to ensure their safety and prevent accidents or injuries.
- Be aware of the whereabouts of each child under your care at all times.

8. Physical Contact:

- Limit physical contact to what is necessary for the child's well-being and comfort.
- Obtain consent from both the child and, when appropriate, the parent/guardian for any physical contact.

9. Recognizing and Reporting:

- Be vigilant in recognizing signs of abuse, neglect, or exploitation.
- Report any concerns or suspicions promptly to the designated Child Protection Officer.

10. No Solitary, Unobserved Interactions:

- Avoid being alone with a child in isolated, unobserved areas.
- Interactions should take place in open, well-visible spaces.

11. Personal Devices and Social Media:

- Use personal devices responsibly, and ensure that their use does not compromise the safety or privacy of children.

- Refrain from sharing images or information about children on personal social media accounts.

12. Mandatory Reporting:

- Comply with mandatory reporting obligations as outlined in the child protection policy.
- Cooperate fully with any investigations related to child protection concerns.

13. Positive Reinforcement:

- Encourage positive behaviour through praise and positive reinforcement.
- Avoid the use of punitive measures that may harm a child's self-esteem.

14. Continuous Professional Development:

- Stay informed about best practices in child care and education through ongoing professional development.
- Attend mandatory training sessions, including those related to child protection.

15. Emergency Response:

- Be familiar with emergency procedures and respond promptly and appropriately in case of emergencies or accidents.

By adhering to this Code of Conduct, we contribute to creating a safe, nurturing, and positive environment for the children in our care. Violation of this code may result in disciplinary action, including termination of association with the organisation and, if necessary, legal consequences.

8. Reporting Procedures:

Child Abuse Reporting Procedures: -At our designated location for children, the Clubs With Glue, the safety and well-being of every child are of paramount importance. We are committed to creating an environment where all individuals feel comfortable reporting any suspicions or allegations of child abuse promptly. The following procedures outline the steps to be taken when such concerns arise:

1. Immediate Action:

- If a staff member, volunteer, or any individual associated with Club With Glue suspects or becomes aware of child abuse or maltreatment, immediate action is required.
- Ensure the safety and well-being of the child involved.

2. Designated Child Protection Officer:

- The organisation designates VIORICA RABA, supervisor as the primary contact person for receiving reports of suspected or alleged child abuse.
- The Designated Child Protection Officer is responsible for coordinating the response to reports, liaising with relevant authorities, and ensuring the implementation of appropriate actions.

3. Reporting Process:

- Any individual with suspicions or allegations of child abuse should report them to the Designated Child Protection Officer as soon as possible.
- If the Designated Child Protection Officer is unavailable, the report should be made to the Social Worker, who will assume the responsibilities outlined for the Designated Child Protection Officer during their absence.

4. Confidentiality:

- All reports of suspected or alleged child abuse will be treated with the utmost confidentiality.
- Information will only be shared on a need-to-know basis with those involved in the investigation and response process.

5. Documentation:

- There is a specific referral form to use for initial information,.
- Written documentation of the report will be maintained securely and confidentially.

6. Investigation:

- Upon receiving a report, the Designated Child Protection Officer will initiate a prompt and thorough investigation into the matter.
- If necessary, external authorities, such as child protective services or law enforcement, may be involved.

7. Communication with Authorities:

- The Designated Child Protection Officer will communicate with relevant authorities in accordance with local laws and regulations.
- Cooperation with external agencies is essential for a comprehensive investigation.

8. Support for the Child:

- The well-being and support of the child are paramount throughout the investigation process.
- The organisation will ensure that appropriate resources and counselling services are available to assist the child and their family.

9. Internal Review:

- The Service Manager will conduct an internal review of the incident and the response to identify any areas for improvement in child protection policies and procedures.

10. Legal Obligations:

- The organisation is committed to fulfilling all legal obligations related to reporting child abuse as required by local, state, and national laws.

11. Staff and Volunteer Cooperation:

- All staff and volunteers are expected to fully cooperate with the investigation and provide any necessary information to support the process.

12. Ongoing Communication:

- The Designated Child Protection Officer will keep all involved parties informed of the progress and outcome of the investigation to the extent permitted by confidentiality requirements.

9. Confidentiality:

Confidentiality and Reporting Child Abuse:

At FSC, we recognize the critical balance between confidentiality and the need to protect children from harm. The utmost priority is placed on maintaining the privacy of individuals involved in the reporting process. The following guidelines emphasize the importance of confidentiality while acknowledging the necessity of sharing information with relevant authorities when required:

Privacy and Trust:

- Confidentiality is a cornerstone of our child protection efforts. We understand that individuals reporting suspicions or allegations of child abuse may be concerned about privacy, and we respect the trust placed in us when such information is shared.

Limited Disclosure:

- Information regarding suspicions or allegations of child abuse will only be disclosed to those individuals directly involved in the investigation and response process. This includes the Designated Child Protection Officer, alternative contact person, and any other staff members essential to the investigation.

Need-to-Know Basis:

- Information will be shared on a strict need-to-know basis, ensuring that only individuals directly involved in the resolution and support processes have access to the details of the report.

Confidentiality Obligations:

- All staff, volunteers, and individuals associated with our projects are bound by strict confidentiality obligations. Breaches of confidentiality may result in disciplinary action.

External Authorities:

- While confidentiality is highly valued, the organisation acknowledges the legal and ethical obligation to share relevant information with external authorities, such as child protective services or law enforcement, when required by law.

Balancing Privacy and Protection:

- The decision to share information externally will be carefully considered, balancing the need to protect the child with legal obligations and the potential risk to other children.

Informed Consent:

- In situations where external reporting is deemed necessary, efforts will be made to inform and seek consent from the reporting individual, while also considering the safety and well-being of the child involved.

Safeguarding Identities:

- Personal information related to the individuals involved in the report will be safeguarded. Communication with external authorities will be conducted with sensitivity to protect identities to the extent possible.

Professional Discretion:

- The staff commits to exercising professional discretion in the reporting process, ensuring that information is only shared to the extent required by law and for the purpose of safeguarding children.

Communication with Parents/Guardians:

- While maintaining confidentiality, our staff will strive to communicate transparently with parents/guardians about the steps being taken to address the situation, ensuring their awareness and understanding.
- we understand the delicate nature of reporting child abuse and emphasize the significance of confidentiality. We remain dedicated to creating an environment where individuals can report concerns without fear, knowing that their information will be handled with the utmost care and discretion.

10. Responding to Disclosures:

Responding to a child who discloses abuse or maltreatment requires a sensitive and supportive approach. Prioritizing the child's safety and well-being is of utmost importance. Here are guidelines on how to respond:

1. Stay Calm:

Maintain composure and stay calm. Your reaction can influence the child's comfort level in disclosing further details.

2. Believe and Reassure:

Believe the child's disclosure. Reassure them that they've done the right thing by sharing their experience.

3. Ensure Safety:

If the child is in immediate danger, take steps to ensure their safety. If necessary, remove them from the situation or involve law enforcement or child protective services.

4. Privacy and Comfort:

Find a quiet and private space where the child feels comfortable talking. Avoid discussing the issue in a public or crowded setting.

5. Listen Actively:

Listen attentively without interrupting. Allow the child to share their experience at their own pace. Use open-ended questions to encourage them to express themselves.

6. Avoid Judgment:

Refrain from expressing judgment or blame. Maintain a neutral and supportive stance. The focus is on the child's well-being, not assigning fault.

7. Do Not Promise Secrecy:

Explain that while you are there to support them, you may need to involve others, such as the designated Child Protection Officer or relevant authorities, to ensure their safety.

8. Document the Disclosure:

If appropriate and permitted, document the details of the disclosure. This can be valuable for future reference and reporting purposes.

9. Respect Boundaries:

Respect the child's boundaries and avoid pressing for details they may be uncomfortable sharing. Let them share information voluntarily.

10. Reassure Confidentiality:

Assure the child that the information will be handled with care, but also explain the need to share it with designated authorities for their protection.

11. Report Immediately:

Follow the established reporting procedures promptly. Report the disclosure to the designated Child Protection Officer or relevant authorities as outlined in the child protection policy.

12. Provide Support:

Offer emotional support and comfort to the child. Let them know that they are not alone, and help is available.

13. Involve the Designated Child Protection Officer:

Consult with the designated Child Protection Officer, sharing the information you have gathered. They will guide the next steps in the reporting and investigation process.

14. Document the Response:

Record your response and actions taken in response to the disclosure. Maintain accurate documentation for future reference.

15. Coordinate with Professionals:

Work collaboratively with child protection professionals, law enforcement, or child protective services as necessary to ensure a thorough investigation and appropriate intervention.

16. Inform Parents/Guardians:

Keep parents or guardians informed about the situation while respecting confidentiality and legal requirements. Ensure they are aware of the steps being taken to address the issue.

Responding to a child's disclosure of abuse requires a delicate and comprehensive approach. It is crucial to follow the established child protection policies, involve designated personnel, and prioritize the child's safety and well-being throughout the process.

11. Monitoring and Review:

The organisation has regular Monitoring and Reviewing of the Child Protection Policy, in order to ensure its ongoing effectiveness and relevance, which includes:

1. The Child Protection Review Team responsible for overseeing the monitoring and review process includes representatives from management, staff, and external child protection experts if available.
2. the Review Schedule is planned every three years, in January, or as necessary to ensure it remains up-to-date and responsive to evolving needs and is compliant with any changes in local, state, or national laws and regulations pertaining to child protection
3. A Policy Audit is conducted by the Director annually to assess its alignment with current laws, regulations, and best practices.
4. Input from Stakeholders, including staff, volunteers, parents, is sought part of the audit and or revision.
5. Any reported incidents or concerns related to child protection that occurred during the year are analysed for areas for improvement.
6. Evaluate the effectiveness of child protection training programs provided to staff and volunteers.
7. The clarity and accessibility of the child protection policy is assessed to ensure that it is easily understandable by all stakeholders and readily accessible to staff, volunteers, and parents.
8. Benchmarking the child protection policy against current standards and best practices helps us identify any emerging trends or innovations that could enhance the effectiveness of the policy.
9. The integration of technology in child protection -online training modules are sought.
10. Revisions and Updates to the child protection policy are based on the findings of the review and we communicate changes to all relevant stakeholders.
11. Training Refreshers are scheduled periodically for staff and volunteers, to ensure everyone is aware of the changes.
12. Documentation and Records of the review process, are kept in the organisation.
13. The board of directors is periodically informed on the outcomes of the CPP review.
14. The results of the Child Protection Policy review are included in the yearly professional development plan for the FSC staff working with children and young people, with the specific areas to be addressed with the staff.

By establishing this systematic monitoring and review process, we can ensure that our child protection policy remains robust, responsive, and aligned with the highest standards. Regular assessments contribute to creating a safe and secure environment for children and young people taking part in our activities or services.

12. Communication with Parents/Guardians:

At FSC, we consider that effective communication with parents/guardians about child protection policies and procedures is crucial for transparency, trust, and collaboration. The following outline provides a comprehensive plan:

We try to ensure we put in place the following measures:

1. Provide an overview of our policies and procedures, including child protection, emphasizing our centres' commitment to creating a safe environment.
2. Orientation Sessions are planned for new parents/guardians that address policies and procedures, explaining the role of staff, and the steps taken in case of any child protection concerns.
3. Parent information flyers include detailed information on child protection policies, including reporting mechanisms, procedures for addressing concerns, and the role of parents/guardians in the child protection process.
4. Bulletin Boards include updates and reminders about child protection, highlighting any changes or enhancements to the child protection policies.
5. A dedicated Section on Website on www.fsc.ro with information on child protection policies.
6. The School for parents includes Parent Meetings/Workshops: specifically focused on child protection, where next to our staff we invite experts or child protection professionals to provide additional insights and answer questions.
7. We use Digital Communication Channels, such as emails, text messages, WhatsApp, to share important updates related to child protection.
8. We strive to maintain open lines of communication, encouraging parents/guardians to reach out with any questions or concerns regarding child protection.

Contact information for the designated Child Protection Officer: str.Marasti 32, phone 0234585658, email: social@fsc.ro

9. We regularly update emergency contact information for each child, ensuring that parents/guardians can be reached promptly in case of any child protection concerns.
10. We Organize special events or training sessions on child protection specifically for parents/guardians, providing resources, and guest speakers to enhance their understanding of child protection issues.

13. Reporting concerns or reporting a Child Protection Incident:

In our projects with children and young people, we value the input and concerns of parents/guardians regarding child protection. Our commitment to creating a safe environment extends to ensuring open communication channels.

Concerns related to child protection can be shared via the outlined process below:

1. Direct Communication: Parents/guardians are encouraged to communicate directly with the child's assigned staff or teacher if they have any immediate concerns or observations.
2. Contact the Designated Child Protection Officer: If the concern requires escalation or if parents/guardians prefer to speak with a designated child protection point person.
3. Written Communication: Concerns can also be submitted in writing through the dedicated child protection concern form available at the centre.
4. Anonymous Reporting: We recognize that some individuals may prefer to report concerns anonymously- these can be submitted through our dedicated reporting box, placed at the centre.
5. Emergency Situations: In emergency situations where there is an immediate risk to a child's safety, please contact local emergency services (112) and inform the staff as soon as possible.
6. Confidentiality Assurance: the staff takes confidentiality seriously. Any information provided will be treated with the utmost respect for privacy, and efforts will be made to protect the identity of those reporting concerns to the extent permitted by law.
7. Follow-Up Communication: Upon receiving a concern, we follow the procedure and the designated Child Protection Officer will communicate with the reporting individual regarding the steps being taken and the resolution of the concern, as appropriate.
8. Parent Information Sessions: Periodically, each program working with children and young people hosts information sessions for parents/guardians to discuss child protection policies, reporting procedures, and answer any questions.
9. Feedback Mechanism: we welcome feedback on the reporting process. If you have suggestions for improvement or if you believe your concerns were not adequately addressed, please share your feedback with the Designated Child Protection Officer.

By fostering transparent communication and providing clear channels for reporting concerns, our team aims to create a collaborative environment where the safety and well-being of every child are prioritized. Your active participation in this process contributes to the continuous improvement of our child protection efforts.

14. Surveys and Feedback:

At FSC, we regularly conduct surveys or seek feedback from parents/guardians on child protection communication and understanding and we use the feedback to make improvements and address any areas of concern.

Our commitment to maintaining open and transparent communication with parents/guardians regarding child protection is set in the feedback form presented below

” Your feedback is invaluable in helping us enhance our communication efforts and ensure that our child protection policies and procedures are clearly understood. Please take a few minutes to complete this survey.

Survey Questions:

1. Awareness of Child Protection Policies:

- On a scale of 1 to 5 (1 being not aware at all, 5 being very aware), how aware are you of Club With Glue's child protection policies and procedures?

2. Clarity of Communication:

- How would you rate the clarity of the information provided about child protection policies? (Poor, Fair, Good, Very Good, Excellent)

3. Channels of Communication:

- Which communication channels do you find most effective for receiving information about child protection? (Select all that apply: Newsletters, Meetings, Website, App, Other - specify)

4. Understanding Reporting Procedures:

- On a scale of 1 to 5 (1 being not understanding at all, 5 being very understanding), how well do you understand the procedures for reporting child protection concerns?

5. Access to Resources:

- Are you aware of the resources available to parents/guardians on child protection, such as reporting forms or contact information for the Designated Child Protection Officer? (Yes/No)

6. Feedback on Information Sessions:

- Have you attended any information sessions on child protection organized by Club With Glue? If yes, please provide feedback on the effectiveness of these sessions.

7. Anonymous Reporting System:

- Are you aware of the anonymous reporting system for child protection concerns? (Yes/No)

8. Suggestions for Improvement:

- Do you have any suggestions or specific areas where you believe our communication on child protection can be improved?

9. Overall Satisfaction:

- On a scale of 1 to 5 (1 being very dissatisfied, 5 being very satisfied), how satisfied are you with the overall communication on child protection at Club With Glue?

10. Additional Comments:

- Please use this space to provide any additional comments, concerns, or suggestions related to child protection communication.

Survey Submission:

- Surveys can be submitted anonymously, but if you are willing to provide your contact information for follow-up or clarification, please do so.

Your participation in this survey is vital in helping us create a safe and informed environment for the children at Club With Glue. Thank you for your time and valuable input.

15. Annual Review Meetings:

We host annual review meetings with parents/guardians to discuss the effectiveness of child protection policies and gather input for potential enhancements.

Annual Child Protection Policy Review Meeting Invitation:

Dear Club With Glue Parents

We hope this message finds you well. As part of our commitment to maintaining a safe and secure environment for your children, we invite you to our Annual Child Protection Policy Review Meeting. Your input is essential in assessing the effectiveness of our existing policies and gathering valuable insights for potential enhancements.

Date: [Insert Date] **Time:** [Insert Time] **Location:** [Insert Location]

Agenda:

Welcome and Introduction (15 minutes): Greetings and introduction to the purpose of the meeting. And Overview of the importance of child protection at Club With Glue.

Review of Current Child Protection Policies (30 minutes): Presentation on the existing child protection policies and Summary of any updates/ changes made throughout the year.

Feedback and Input from Parents/Guardians (45 minutes): parents/guardians share their thoughts, experiences, and suggestions regarding child protection. And Questions and answers session.

Break (15 minutes): Time for refreshments and informal discussions.

Proposed Enhancements and Future Plans (30 minutes): Presentation on any proposed enhancements to the child protection policies. Discussion on future plans and initiatives related to child protection.

Closing Remarks and Next Steps (15 minutes): Summary of key points discussed during the meeting and Information on how parents/guardians can stay involved and provide ongoing feedback.

RSVP: To ensure adequate arrangements for the meeting, please RSVP by [insert RSVP date] by [insert RSVP method].

Can't Attend? Provide Your Feedback: If you are unable to attend the meeting but would like to provide feedback, please feel free to share your thoughts via [insert contact information for feedback submission].

Your active participation in this annual review meeting is highly valued as we work together to continually improve and strengthen our child protection measures. We look forward to your presence and insights.

Best regards,

[Your Name] [Your Position]

[Contact Information] [Additional Details, if any]

16. Training and Awareness:

At FSC, we regularly conduct training sessions and awareness programs for staff, volunteers, and parents to keep them informed about child protection issues.

Because we prioritize the safety and well-being of every child under our care, regular training sessions and awareness programs are essential to keep our staff, volunteers, and parents informed about child protection issues. The following plan outlines how we conduct these programs:

1. Annual Training Calendar:

- We have an annual training calendar that includes regular sessions on child protection.
- Ensure that the calendar is communicated to all staff, volunteers, and parents in advance.

2. Staff Training:

- Conduct mandatory child protection training sessions for all staff members at least once a year.
- Include modules on recognizing signs of abuse, reporting procedures, and maintaining a safe environment.

3. Volunteer Training:

- Provide child protection training for volunteers before they start their roles.
- Offer refresher courses or updates annually to keep volunteers informed about any policy changes or updates.

4. Parent Awareness Programs:

- Host parent awareness programs to ensure that parents are informed about child protection policies and procedures.

- Include information on signs of abuse, reporting mechanisms, and ways to support child protection efforts at home.

5. External Experts and Guest Speakers:

- Invite external experts or guest speakers in the field of child protection to conduct training sessions.
- These experts can provide additional insights, share best practices, and answer questions from the audience.

6. Interactive Workshops:

- Conduct interactive workshops that involve case studies, group discussions, and practical scenarios to enhance understanding and application of child protection principles.

7. Annual Child Protection Day/Week:

- Designate a specific day or week annually as Child Protection Awareness Day/Week.
- Organize special events, workshops, and activities to raise awareness and reinforce the importance of child protection.

8. Continuous Communication:

- Implement a system of continuous communication to share relevant articles, resources, and updates related to child protection throughout the year.

9. Recognition and Incentives:

- Acknowledge and recognize the efforts of staff, volunteers, and parents who actively participate in child protection training and awareness programs.
- Consider providing incentives or certificates of completion.

10. Feedback and Improvement:

- Gather feedback after each training session to identify areas for improvement.
- Use feedback to enhance the content and delivery of future training programs.

11. Collaboration with External Organizations:

- Collaborate with external child protection organizations or agencies to bring in expertise and diverse perspectives.

12. Documentation and Records:

- Maintain detailed records of attendance for each training session.
- Document the content covered and any important discussions or questions raised.

By consistently implementing these training and awareness initiatives, our team aims to create a well-informed and vigilant community committed to ensuring the safety and protection of every child in our care.

17. Record Keeping:

We recognize the importance of maintaining accurate and confidential records related to child protection concerns. The following procedures outline the steps we take to document and store information responsibly:

1. Incident Reporting: Any staff member, volunteer, or individual associated with our projects who becomes aware of or suspects child abuse or maltreatment is required to promptly report the incident to the Designated Child Protection Officer.
2. the Designated Child Protection Officer is responsible for overseeing the documentation process. and ensure that all information is recorded accurately and securely, documenting any follow-up actions taken in response to child protection concerns, including communication with parents/guardians, referrals to external services, and internal reviews.
3. Standardized Reporting Form: we have a standardized reporting form specifically designed for documenting child protection concerns.
4. Immediate Documentation: The Designated Child Protection Officer will document the information, time-sensitive details are recorded promptly to ensure accuracy.
5. We maintain strict confidentiality when documenting child protection concerns. Information should only be accessible to those directly involved in the investigation and response process.
6. Secure Storage: Store physical records (if applicable) in a secure, locked cabinet accessible only to authorized personnel. Digital records should be stored in a password-protected and encrypted system.
7. Access Control to child protection records is limited to the Designated Child Protection Officer and any other personnel directly involved in the investigation or response.
8. Retention Period: is in compliance with current legal requirements, part of the social services file of the child. Records are securely destroyed at the end of the established retention period.
9. We conduct regular reviews of child protection records to ensure accuracy, completeness, and adherence to established procedures. Update records if additional information becomes available.
10. Training on Documentation Procedures are provided to staff and volunteers on the proper procedures for documenting child protection concerns.
11. Communication with Authorities as required by law- relevant information is shared with external authorities (e.g., child protective services) in accordance with established reporting procedures.
12. An Internal Review Committee is convened if necessary to assess the handling of specific child protection concerns and identify areas for improvement.

Our staff is committed to documenting and maintaining records related to child protection concerns and adherence to legal and ethical standards. These procedures ensure a comprehensive and transparent approach to safeguarding the well-being of all children under our care.

18. SUMMARY of ORGANISATIONAL ASSETS IN CHILD PROTECTION

The Community Support Foundation is an organisation with a long-standing history of developing services for vulnerable individuals, including children, encouraging a culture of safety in their work and workplaces, and prevent or reduce the risk of harm to children.

We have taken action towards integrating child safeguarding measures throughout the organisation in the following areas:

- Our organisational culture places the welfare of children at the core of its activity and it is open and transparent about its measures of safeguarding and how it addresses concerns and incidents.
- Roles and responsibilities are clearly articulated for staff, in accordance with their training, expertise and position in the organisation.
- Our policies and procedures have been adapted integrate child safeguarding, including the recruitment and selection policy and procedures and code of conduct for staff.
- Systems and processes are adapted and improved periodically, including risk assessments and feedback, and needs analysis to ensure designing and implementing programmes that safeguard children.
- We plan capacity building initiatives, to inform and educate staff and associates about their responsibilities and obligations to safeguard children. These are done through collaboration with relevant institutions in the field, the DGASPC, county police, health and education Departments and other NGOs.

Our approach has been to develop

- A strong Policy aimed at keeping children safe, which applies to all staff and associates, at all times, identifying and managing risks and integrating safeguarding measures in all areas of our activity.
- The Human Resources dedicated to working with children and young people are recruited based on references and check and receive suitable training- their activity is based on clear guidelines for adults and children, for parents, community members and institutional partners.
- Our Procedures are based on the current legal framework, we liaise with professionals and other organisations at local and county level to ensure we provide the best practices.
- Our services, including our procedures, receive periodical audit from the licencing authorities and we review all our policies and procedures to ensure they are lined up with all the up-to-date legal and ethical requirements.

For FSC Board,
Gabriela Achihai
President

