



Child Protection Policy and Procedures

Anera believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe. We are committed to operate in a way that protects them. This policy applies to all Anera personnel including all staff, managers, consultants, the Board of Directors, interns, volunteers or anyone working on behalf of Anera and under its guidance.

The main purpose of this policy is

- To protect children and young people who receive Anera services including those family members who use our services.¹
- To provide all Anera personnel with the overarching principles which guide our approach to safeguarding children.
- To provide guidance on proper procedures and channels of communication if and when needed.
- To inform all Anera associates including partner agencies and vendors of our expectations and policies.

We recognize that

- The welfare of the child is paramount.
- All children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to protection from all types of harm or abuse.
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs, and the fragility of their environments or other issues.
- Working in partnership with children, young people, their parents and other agencies is essential in promoting young people's welfare.
- Children in refugee camps or emergency facilities are among the most vulnerable.

We will seek to keep children and young people safe by

- Valuing them, listening to and respecting them.
- Adopting child protection practices through procedures and a code of conduct as appropriate for all Anera personnel.

¹ See Appendix A for definitions



- Providing effective management for Anera’s personnel through supervision, support and training.
- Recruiting staff and volunteers carefully and thoroughly, ensuring all necessary checks are made.
- Sharing information about child protection and good practice with children, parents, and all Anera associates including consultants, partner agencies, and vendors.
- Prohibiting any inappropriate contact with children.
- Sharing concerns with agencies, public and private, who need to know, and involving parents and children appropriately.
- Promoting the welfare of families.
- Consider these factors in the design of our programs.

Main types of child abuse

1. **Emotional** – the emotional mistreatment of a child which may involve telling a child that they are worthless or unloved, inadequate, or valued only to meet the needs of another person. These may include imposing expectations or interactions that are inappropriate or beyond the child’s developmental capability, as well as overprotection and limiting the child’s ability to explore or learn or preventing the child from participating in normal social interactions.
2. **Physical** – causing bodily or physical harm (e.g. hitting, poisoning, burning, giving children alcohol, cigarettes, or drugs).
3. **Sexual** – when adults use children to meet their own sexual urges; this may or may not include physical contact with the child (e.g. any sexual activity, intimate touching, sexually suggestive remarks).
4. **Neglect** – when adults fail to meet the child’s basic needs to an extent that is likely to result in serious impact on the child’s health or development (e.g. failing to provide adequate food, shelter, failing to protect from physical harm or danger, failing to ensure access to appropriate medical care or treatment).²
5. **Bullying**: is a form of abuse that may be emotional, physical, psychological, or sexual. It means deliberate, hurtful behavior towards another person that is usually repeated over a period of time. The outcome will always be painful and distressing for the victim.
6. **Exploitation**: is the act of taking advantage of children who are under age. The United Nations defines it as “the use of the child in work or other activities for the benefit of others

² Based on scripts from CISV International (UK): Child protection policy and procedures updated in 2015.

³ <http://www.unhcr.org/3bb81aea4.pdf>

⁴ Minimum standards for child protection in humanitarian action: UNICEF, http://www.unicef.org/iran/Minimum_standards_for_child_protection_in_humanitarian_action.pdf



and to the detriment of the child's physical or mental health, development, and education. Exploitation includes, but is not limited to, child labor and child prostitution. Both terms, however, indicate that advantage is being taken of the child's lack of power and status".³

Minimum International Standards⁴

- Girls and boys are protected against harm; injury and disability caused by physical dangers in their environment, and the physical and psychosocial needs of injured children are responded to in a timely and efficient way.
- Girls and boys are protected from physical violence and other harmful practices and survivors have access to age specific and culturally appropriate responses.
- Girls and boys are protected from sexual violence, and survivors of sexual violence have access to age-appropriate information as well as a safe, responsive and holistic response.
- Girls' and boys' coping mechanisms and resilience are strengthened and severely affected children are receiving appropriate support.
- Girls and boys are protected from recruitment and use in hostilities by armed forces or armed groups, and are released and provided with effective reintegration services.
- Girls and boys are protected from the worst forms of child labor, in particular those related to or made worse by the emergency.
- All girls and boys who come into contact with the justice systems as victims, witnesses or alleged offenders are treated in line with international standards.
- Family separation is prevented and responded to.

Contextual Considerations

- Clear distinction is made between children in need of protection due to poverty, conflict or crisis and specific acts of maltreatment towards a child or children.
- The UN Convention of the Rights of the Child (UNCRC) is clearly identified as the basis for child protection.³
- There is a process for resolving differences between culturally acceptable behavior and the child protection policy.
- There is a reporting process that is practical in the different settings of Anera's work.
- There is a clear mechanism for evaluating the existence and effectiveness of local child welfare/judicial infrastructure and a clear process for deciding whether or not to work with it.

³ The WHO definition of Child Abuse as defined by the Report of the Consultation on Child Abuse Prevention WHO – 1999.



Procedures

Anera follows the child rights based approach to protection and reporting (Convention on the Rights of the Child, See Appendix B). A child is deemed to be “in need of protection” where the child has suffered, or will likely suffer from physical harm, sexual harm, emotional harm, or neglect. A child is also considered to be in need of protection if the child suffers from a mental, emotional, or medical condition and the child’s caregiver refuses, or is otherwise unable to consent to, treatment that would remedy the condition.

Anera personnel coming in contact with children are responsible for ensuring that their conduct conforms with the policy in the following manner:

1. Taking into account, in all activities, the interests and wellbeing of children;
2. Respecting the rights, wishes and feelings of the children with whom we are working;
3. Taking all reasonable steps to protect children from neglect, exploitation, and physical, sexual, psychological and emotional abuse, including use of referral pathways for a case of suspected abuse to UN agencies or other organizations which have robust, detailed systems for care of and counselling for the child.
4. Responding to all suspicions and allegations of abuse swiftly and appropriately by reporting the incident internally, (see Steps to Convey Concerns) or using established referral pathways for cases which cannot/should not be handled by Anera staff.

Furthermore, Anera’s personnel must adhere to the following:

1. Will be concerned about perception and appearance in his/her language, actions, and relationships with children, and young adults.
2. Will not stay overnight on his/her own with one child or more at any community project whether that is in the staff member’s house, project premises, office or elsewhere.
3. Will not spend unnecessary time alone with a child, away from others or behind closed doors or in a secluded area. The “two adults” rule, where two or more adults supervise at all times children activities, will be followed.
4. Is always accountable for his/her response to a child’s behavior, even if a child behaves in a sexually inappropriate manner; must not behave in an inappropriate physical manner, or develop a sexual relationship with a child (under 18 years old), regardless of the country specific legal age of consent.
5. Must not hit or curse or humiliate the child while he is in Anera’s care or the person is conducting Anera’s work. He/she must use positive, non-violent methods to manage children’s behavior.



6. Must not take a child alone in a vehicle for Anera's work, unless it is absolutely necessary, and with parental/guardian and managerial consent.
7. Visitors to Anera and consultants should be mindful of culturally appropriate behaviors with children. They must ask the child or family for permission before touching or holding hands. He/she must not fondle, hold, kiss, hug or touch children in an inappropriate or culturally insensitive way.
8. Inappropriate behavior towards children, including failure to follow Anera's behavior protocols or child abuse is grounds for discipline including legal action.
9. Anera staff must understand and use referral pathways when necessary (see "steps to Convey Concerns")
10. All partners working with Anera on a specific project should be informed of this policy.

Visitors' Protocols

Anera partners and visitors will be informed of Anera standards and expected to adhere to them on Anera projects.

Communications, Social Media and Digital Technology

(Including photographs/videos/audio clips, stories, articles, or any other communication materials):

1. Material posted on social media or digital technology does not contain a child's family name or child's personal location/address and is not geo-tagged to precise locations.
2. In all forms of communication, children are treated and portrayed with dignity and not as helpless victims or in sexually suggestive poses. Children must not be obliged to answer.
3. Children who are primary subjects of text, photo and/or video resources gathered by Anera staff must provide informed consent. Informed consent means the subject has a general understanding of the purpose of the reporting or photography, and gives verbal or written permission thereof.
4. Anera discourages direct, unaffiliated, undocumented communication through social media without Anera's knowledge.
5. Anera provides reporting and response options so that sponsors, donors, visitors, children or their caregivers can report any incident(s) where either party feels uncomfortable or threatened.
6. All Anera beneficiaries should be consulted before taking their photographs especially children and their families.



Steps to Convey Concerns

If you are concerned about a child or the behavior of an adult with a child, you must share your concerns. Initially Anera's staff should talk to the immediate supervisor, followed by the Country Director who will report and inform the Chief Financial Officer (CFO) in Headquarters. Others who are not staff, should inform the country director and if needed CFO in Head Quarters. If one of those people is implicated in the concerns, you should discuss your concerns directly with the CFO. Program supervisor will document concerns raised by staff and share with the Country Director. If and when necessary, Anera's legal counsel will be made aware of all information in a report. (A reporting form can be secured from the CFO).

Furthermore, Anera maintains a robust reporting system as part of the PSEA (Prevention of Sexual Exploitation and Abuse) Policy, and its structure can be made available at any time in an effort to report instances of such violations of this policy.

Contact information:

- CFO: ddiane@anera.org
- Country Directors: selyassir@anera-lebanon.org (Lebanon), jbyrne@anera-jwg.org (WBG)

Concerns when partners are involved

The purpose of consultation is to discuss your concerns in relation to a child and decide what action is necessary if you see signs of abuse in partner programs or otherwise. You may become concerned about a child who has not spoken to you, because of your observations of, or information about that child. It is good practice to ask a child why they are upset or how a cut or bruise was caused, or respond to a child wanting to talk to you. This practice can help clarify vague concerns and result in appropriate action. In cases where a partner organization's personnel are involved, the same procedures above should be followed.

Confidentiality

The organization should ensure that any records made in relation to a referral should be kept confidentially and in a secure place. Information in relation to child protection concerns should be shared on a "need to know" basis. However, the sharing of information is vital to child protection and, therefore, the issue of confidentiality is secondary to a child's need for protection.



Appendix A (definitions):

Abuse: the improper usage or treatment of a thing, often to unfairly or improperly gain benefit. Abuse can come in many forms, such as: physical or verbal maltreatment, injury, assault, violation, rape, unjust practices, crimes, or other types of aggression.

Adult: a person who is fully grown or developed, a human being who is eighteen years or older.

Anera employees and affiliates: Refers to the full range of people accountable to Anera's safeguarding policies and protocols, including all employees, interns, volunteers, and Board/Advisory Council members, as well as external parties, including visitors, community volunteers, contractors, partners, and others affiliated with partners or contractors.

Beneficiary: any person who gains an advantage and/or profits from something an Anera program, or a program and/or service completed by Anera with a partner organization

Child: every human being below the age of eighteen years unless under the law applicable to the child, majority is attained earlier.

Partner: A partner organisation, for safeguarding purposes, is a Non-Governmental Organisation, Community-Based Organisation, for-profit enterprise, or other entity implementing a programme or activity on Anera's behalf or in collaboration with Anera, and which has a written agreement with Anera. The partner may or may not receive funding from Anera.

Sexual Exploitation and Abuse (SEA): The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Prevention of Sexual Exploitation and Abuse (PSEA): A term used by the United Nations and International Non-Governmental Organisation community to refer to measures taken to protect vulnerable people from sexual exploitation and abuse by humanitarian aid workers.



Appendix B

Thirty years ago, world leaders made a historic commitment to the world's children by adopting the [United Nations Convention on the Rights of the Child](#) – an international agreement on childhood.

It's become the most widely ratified human rights treaty in history and has helped transform children's lives around the world.

Anera is fully committed to the principles and philosophy outlined in the convention, and will continue to work to uphold its standards in our daily work.



Appendix C

Anera Associates Declaration Form

Organizations, vendors and other agencies interested in collaborating with Anera complete the Associates Declaration Form. It provides an opportunity for associates to present their commitment to Anera's values and principles. This form is submitted once at the onset of partnership and is valid up to five years, unless key information changes, in which case the associate should submit an updated version.

Name of Associate:		
Acronym (if applicable):		
Type of organization (select only one)	<input type="checkbox"/> National NGO (an NGO that is established in only one country) <input type="checkbox"/> Community-based organization (grassroots association) <input type="checkbox"/> Academic institution (a degree conferring institution) <input type="checkbox"/> International NGO (an NGO that has offices in more than one country) <input type="checkbox"/> Commercial entity <input type="checkbox"/> Non-Commercial Company	
Head of organization:		
Deputy head of organization:		
Contact Details of Associate:	Address	
	Telephone	
	Email	
	Website	

Declarations	Yes	No
1. By answering yes, the associate confirms that it is committed to the core values of the Anera, the Convention on the Rights of the Child (CRC), the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) and the Convention on the Rights of Persons with Disabilities (CRPD): http://www.unicef.org/crc/ http://www.ohchr.org/EN/ProfessionalInterest/Pages/CEDAW.aspx http://www.un.org/disabilities/documents/convention/convoptprot-e.pdf		



<p>2. By answering yes, the associate confirms that it is legally registered in the country of implementation.</p> <p><i>Attach official registration in the country of implementation. If the response is no, provide explanation:</i></p>		
<p>3. By answering yes, and in alignment with Anera's Non-Staff Code of Conduct[1] the associate confirms that it is committed to prohibiting and combating fraud and corruption, sexual exploitation and abuse, and child safeguarding violations. Furthermore, the organization confirms that it is committed to promoting the protection and safeguarding of children[2].</p>		
<p>4. By answering yes, the organization confirms that neither the organization nor any of its members is mentioned on the United Nations Security Council Consolidated Sanctions List, US Office of Foreign Assets Control (OFAC)[3], US System for Award Management (SAM)[4], and that the organization has not supported and does not support, directly or indirectly, individuals and entities sanctioned by the UN or US Government or any person involved in any other manner that is prohibited by a resolution of the United Nations Security Council adopted under Chapter VII of the Charter of the United Nations.</p> <p>https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list</p> <p><i>Attach the list of the organization board members, if applicable.</i></p>		
<p>5. By answering yes, the organization confirms that it is committed to transparency and accountability.</p>		

I declare, as an official representative of the above-named associate, that the information provided in this declaration and attached documentation is complete and accurate, and I understand that it is subject to Anera verification.

Name of Associate: _____

Name and Title of Authorized Representative: _____

Signature: _____

Date: _____

[1] [Hyperlink to Anera's Non-Staff Code of Conduct](#)

[2] [Hyperlink to Anera's Child Protection Policy](#)

[3] [Hyperlink to OFAC](#)

[4] [Hyperlink to SAM](#)



Appendix D

Staff Declaration of Commitment to Anera's Child Protection Policy and Procedures

I, the undersigned, confirm that I have read and understood Anera's Child Protection Policy & Procedures and I am committed to upholding this policy.

Name:	
Signature:	
Date:	

Appendix E

Photo Release/Waiver

I, the undersigned, as an adult, give my consent to Anera (American Near East Refugee Aid) to use photographs and/or videos of me for any media-related materials in any Anera advertisements, brochures, and publications as well as print, online or broadcast media, including daily and weekly newspapers, television and radio. I hereby waive my right to demand any financial compensation for the use of the above-mentioned materials now or in the future.

Furthermore, I, the undersigned, as an adult, represent the legal guardianship of the minor(s) named below and hereby agree to all of the above stated conditions on their behalf. I represent and declare that the minor(s) mentioned below will not object to this approval on the grounds that s/he was a minor at the time of signing, or for any reason whatsoever.

إقرار وتعهد

أقرّ أنا الموقع أدناه البالغ الراشد، أنني موافق على حصول مؤسسة أنيرا "Anera" على استخدام صوري الشخصية و/ أو الفيديو الخاص في أية مواد إعلامية أو إعلانية لأنيرا، بما فيها الكتيبات والمنشورات والمطبوعات ووسائل الإعلام عبر الإنترنت أو البث الإعلامي، بما في ذلك الصحف اليومية والأسبوعية والتلفزيون والراديو. وأتنازل بموجب هذا التعهد، عن حقي في المطالبة بأي تعويضات أو مستحقات مالية أو معنوية مقابل استخدام هذه المواد الآن أو في المستقبل.

علاوة على ذلك ، أنا الموقع أدناه ، البالغ الراشد ، أتولى الوصاية القانونية على القاصر/القاصرين المذكورين أدناه وأوافق بموجب هذا على جميع الشروط المذكورة أعلاه نيابة عنه/عنهم. كما أنني أضمن – كممثل عن القاصر/القاصرين المذكورين أدناه – بأنه/بأنهم لن يتصل/وا من هذه الموافقة بحجة أنه/أنهم كان/وا قاصراً/قاصرين وقت التوقيع ، أو لأي سبب كان.

Full Name		الإسم الكامل
Signature		التوقيع
Minor's Full Name		اسم القاصر الكامل
Date		التاريخ