

# Child Protection Policy



## INDEX

Overview of Arpan.....	2
Definitions.....	3
Values and Commitment to Child Protection.....	5
Code of Conduct.....	6
Reporting or Breach of the Policy.....	11
Annexes.....	14
Annexure 1 – Code of Conduct in Letter of Appointment.....	14
Annexure 2 – Code of Conduct in Terms of Reference with Consultants.....	17
Annexure 3 – Code of Conduct to be given to and signed by volunteers and interns.....	20
Annexure 3 – Code of Conduct to be shared with donors and visitors.....	23
Annexure 4 – Note on Website and Social Media.....	24
Annexure 5 - Reporting format of Breach of Child Protection Policy.....	25

## **CHILD PROTECTION POLICY**

### **Section A: Overview of Arpan:**

Childhood sexual abuse is not only a violation of a child's body but of the trust, implicit in a care giving relationship. This violation can have a significant impact on how the child as a victim and later on as an adult survivor sees and experiences the world. The effects of childhood sexual abuse can be damaging but need not be permanent.

According to WHO (World Health Organization), India has the world's largest number of sexually abused children, with a child below 16 years raped every 155th minute, a child below 10 every 13th hour and one in every 10 children sexually abused at any point of time.

Arpan is a registered NGO based in Mumbai working on the issue of child sexual abuse with a team of dedicated and skilled professionals since the year 2006.

The vision and mission of ARPAN are as follows:

**Vision:** World free of Child Sexual Abuse

**Mission:** To empower individuals, families, communities and society with prevention and intervention skills to reduce the occurrence of child sexual abuse and heal its psychological, social, sexual and physical consequences

Arpan accomplishes the above mentioned vision and mission statement through 4 critical programme strategies namely:

**Strategy I:** Public and Policy Advocacy

**Strategy II:** Preventive and Psychotherapeutic services for children and adult survivors of sexual abuse

**Strategy III:** Training and Capacity Building of relevant stakeholders

**Strategy IV:** Research and Development

As a commitment to protect children from the malice of child sexual abuse, Arpan does realize the high degree of vulnerability of children in today's society and wants to place the highest importance to protection and safety of children in all its dealings and partnerships.

## **Section B: Working Definitions**

**For the purpose of the Policy, please refer to the working definitions provided hereby:**

### **1. Who is a child?**

According to the UN Convention on the Rights of the Child (Article 1) a child is every human being below the age of 18 years.

### **2. What is child protection?**

Child protection is a broad term to describe philosophies, policies, systems, and procedures to protect children from both intentional and unintentional harm. In the current context, it applies particularly to the duty of Arpan and individuals and organizations associated with Arpan towards children.

### **3. What is child abuse?**

‘Child abuse’ or ‘maltreatment’ constitutes ‘all forms of physical and/or emotional ill treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child’s health, survival, development or dignity in the context of a relationship of responsibility, trust or power.’(WHO: 1999)

- **Types of child abuse:**

- a. Physical abuse:**

- Defined as non-accidental trauma or physical injury caused by punching, beating, kicking, biting, burning or otherwise harming a child, physical abuse is the most visible form of child maltreatment.

- Many times, physical abuse results from inappropriate or excessive physical discipline. A parent or caretaker in anger may be unaware of the magnitude of force with which he or she strikes the child.

- Other factors that can contribute to child abuse include parents’ immaturity, lack of parenting skills, poor childhood experiences and social isolation, as well as frequent crisis situations, drug or alcohol problems and domestic violence. (<http://www.americanhumane.org>)

- b. Sexual abuse:**

- Arpan defines Child sexual abuse as “Any act, using a child for the sexual gratification of the more powerful person”. Child sexual abuse is therefore an act on a child by an adult or another child who by age or development is in a relationship of responsibility, trust or power. The activity is intended to gratify or satisfy the needs of the other person. Child sexual abuse is therefore evidenced by an

activity between a child and adult or another child who by age or development is in a relationship of responsibility, trust or power, the activity being intended to gratify or satisfy the needs of the other person. This may include but is not limited to the inducement or coercion of a child to engage in any unlawful sexual activity; the exploitative use of a child in prostitution or other unlawful sexual practices; the exploitative use of children in pornographic performances and materials. A number of different terminologies like child sexual maltreatment, child sexual exploitation, child sexual violence are used in differing context and interchangeably but for the purpose of this document we will use the term “sexual abuse” for referring to any cases as per the above mentioned definition.

**c. Emotional abuse:**

Emotional abuse is also known as verbal abuse, mental abuse, and psychological maltreatment. It includes acts or the failures to act by parents or caretakers that have caused or could cause, serious behavioural, cognitive, emotional, or mental trauma (WCD: 2007). These acts must be reasonably within the control of the parent or person in a relationship of responsibility, trust or power. Acts include restriction of movement, patterns of belittling, denigrating, scape-goating, threatening, scaring, discriminating, ridiculing, or other non physical forms of hostile or rejecting treatment. (WHO: 1999)

**d. Neglect:**

It is the failure to provide for the child's basic needs. Neglect can be physical, educational, emotional etc. Physical neglect can include not providing adequate food or clothing, appropriate medical care, supervision, or proper weather protection (heat or cold). It may include abandonment. Educational neglect includes failure to provide appropriate schooling or special educational needs, allowing excessive trancies. Psychological neglect includes the lack of any emotional support and love, never attending to the child, substance abuse including allowing the child to participate in drug and alcohol use. (WCD: 2007)

### **Section C: Our Values and Commitment to Child Protection:**

***According to ARPAN, Protection of children is the duty of all adults and right of a child. Sexual abuse of children is unacceptable under any circumstances.***

This understanding is in alignment with the social impact paradigm of ARPAN wherein every individual (child or adult) and organization that comes in contact with Arpan is a valuable entity. Respecting and acknowledging their needs, perceptions and uniqueness is important for the organization.

At any given point of time, a lot of views exist of what is best for the child. However Arpan's work is child centric where the key is to understand and value what the child wants and hence the child is a part of the decision making process many a times. This philosophy extends to all the programmes at Arpan, where children are the primary stakeholders. Arpan also believes that all children have a right to protection irrespective of their age, gender, caste, class, religion, disability, ethnicity or any other differentiating factors.

Given the above framework, wherever and whenever possible, Arpan will use the experience of working with children in the designing, implementation and monitoring of it's projects, services and systems.

Arpan is committed to upholding the law on child rights and welfare. This includes the UN convention on the rights of the child, with special reference to the following articles:

*Article 2:* The Convention applies to everyone whatever their race, religion, abilities, whatever they think or say and whatever type of family they come from.

*Article 19:* Governments should ensure that children are properly cared for, and protect them from violence, abuse and neglect by their parents or anyone else who looks after them.

*Article 34:* The Government should protect children from sexual abuse.

*Article 36:* Children should be protected from any activities that could harm their development.

Based on the above mentioned understanding and approach, ARPAN has developed its child protection policy to provide for a ready reckoner for all its internal and external stakeholders (namely: employees, consultants, donors, partners, visitors, volunteers) and any other party dealing directly with ARPAN for its programmes to conduct oneself, respond and work in a child friendly

manner ensuring the protection of children whom they interact with.

#### **Section D: Code of Conduct:**

Arpan is committed to conducting its affairs in a manner that provides a secure environment to all the children that it works with. This Code of Conduct establishes policies and procedures that aims to guide behaviour, communication and work with children for the internal and external stakeholders in the performance of their duties and responsibilities. This Code of Conduct forms an integral part of The Child Protection Policy of Arpan. It also acts as a guiding document to the Board of Trustees, Senior management and staff members in the event of a breach of any code of conduct at Arpan. The policy thereby ensures the protection of all children who directly or indirectly come in touch with the organization and its services.

#### **D.1. Code of Conduct for Board of trustees, advisors, Staff, Consultants, Volunteers and Interns:**

All the existing and potential board of trustees, advisors, Employees, consultants, volunteers and interns (Person(s)) shall conduct all activities required to be undertaken within the purview of this Code of Conduct. This Code shall apply while working on our premises, at offsite locations where our projects are being implemented, at Arpan's social and advocacy events, or at any other place where the above Person(s) are a representative of Arpan:

The following elucidates the code to be followed by each Person as listed above. Each Person:

D.1.1 Shall undergo a reference check to find out any child abuse related record (irrespective of whether it has been reported to the Police/ law enforcement agencies). Towards this purpose, shall provide for two references which should include (where possible) an employer/ supervisor who can comment on the applicant's work with children before appointment to post.

D.1.2. Will undergo an in depth interview/interaction to assess their aptitude, interest and sensitivity towards working with children and their previous work with children. For e.g. the job interview should include specific questions at the first stage on child protection issues to probe the applicant's attitude, experience and approach to working with children relevant to the post applied for.

D.1.3. Will be observed during the induction or engagement process for their attitude and behaviour towards children and a feedback will be accordingly provided to the CEO before final appointment on the respective post.

D.1.4. Will read and abide by the Child Protection Policy with complete commitment at the beginning

of their engagement with ARPAN.

D.1.5. Will undergo internal and external training programmes and counseling services (if required) in order to enhance their capacities and provide them with adequate intellectual and mental resources for understanding the issues related to child protection and to deal with burnout.

D.1.6. Will exercise behavior protocols consistent with the Mission Statement and Core Values of ARPAN in their relationship with children, in the context of their language, actions, dress, and behavior.

D.1.7. Will establish an atmosphere conducive for the development of children through their word, deed and demeanor. This includes listening to children and showing respect to them and their opinions.

D.1.8. Will respect the local cultural and religious context and behave in appropriate manner with children in communities.

C.1.9. Will not promise and/or give children and their families/ caretakers verbally/ non verbally any monetary or non-monetary favours without the knowledge and permission of ARPAN management.

D.1.10. Will not allow children (beneficiaries of ARPAN) to visit or stay in their homes under any pretext without the prior knowledge and agreement of the Arpan management

D.1.11. Will not employ children as domestic workers in their homes/ business etc. as much as possible. In event, that is not possible, will abide by the 'Child Labour Law' of India and ensure that all conditions in terms of age limit (over 14 years), working conditions, basic minimum facilities provided to the children etc. are followed.

D.1.12. Will not spend time alone with a child or children without any professional reason to do so - Such as (i) where personnel are employed as professionally recognized trained counselors, (ii) in case of lesson plans and individual sessions done by trainers during Personal Safety Education Programme, etc.

D.1.13. Will be responsible for the interaction between an adult and a child even when it is perceived that a child is acting in a challenging (not listening to the facilitator, creating disturbance in the class or session etc.) manner.

D.1.14. Will not touch, see or talk about private body parts and/ any other sexual content to children

or show them any material of sexual nature except in cases of the health/ hygiene, Personal Safety Education Project and individual/ counseling sessions and any other platform for involving children in the designing/ evaluation of Arpan services which is being done for protection purposes.

D.1.15. Will take permission from children, their parents/ guardians and schools and/ from the participants of a workshop and training session before taking and using any photos and videos involving these beneficiaries.

## **D.2. Code of Conduct for Donors and visitors:**

All existing and new donors and visitors of ARPAN:

D.2.1. Will inform in advance about their visits and any organizational/ partner visits will be conducted only once consent from appropriate authorities like family/institutional authorities/ community of the beneficiaries has been taken. ARPAN staff member(s) will accompany the donors/ visitors for the visit.

D.2.2. Will take appropriate consent from the family members and or caretakers/ institutional authorities to interact with the child/ children and/ family members/ caretakers/ institutional authorities or member and the interaction would be arranged either at the child's location or then at the ARPAN office. No other location like a hotel room, visitor's office, donor's office will be allowed.

D.2.3. Will have to exercise behavior protocols consistent with the Mission Statement and Core Values of ARPAN in their relationship with children, in the context of their language, actions, dress, and behavior. Arpan's core values are Respect, Accountability, Excellence, Perseverance, Compassion.

D.2.4. Will have to establish an atmosphere conducive for the development of children through their word, deed and demeanor. This includes listening to children and showing respect to them and their opinions.

D.2.5. Will respect the local cultural and/ religious context and behave in appropriate manner with children in communities.

D.2.6. Will not promise and/ give children and their families/ caretakers verbally/ non verbally for any monetary or non-monetary favours without the knowledge and permission of Arpan management.

D.2.7. Will not take and/ use any data/ photographs/ videos, testimonials of children, family

members, caretakers, institutional staff etc. in their internal and/ external communication material and/ in the media without the knowledge and consent of Arpan management and the other respective authorities.

D.2.8. Will not use any images and/ content available on the Arpan website without informing the Arpan management and taking adequate permissions for the utility of the same in their internal and external communication.

### **D.3. Code of Conduct for Partner Organizations:**

D.3.1. ARPAN will ensure that written agreements with partner organizations and schools include a clause referring to child protection during any interaction with clients of ARPAN.

D.3.2. ARPAN will share its Child protection Policy with the partner organization at the beginning of the association and will encourage the partner organizations/ school to have its own policy for protecting their own beneficiaries. ARPAN will extend support to the partner organization in developing the child protection policy.

### **D.4. General Confidentiality and use of children's data and photographs for Communication for all stakeholders<sup>1</sup>:**

In addition to the above Code of Conduct, the Stakeholders(s) are mandated to maintain confidentiality in relation to use of children's data and photographs for external communication as per the following rules:

D.4.1. ARPAN will ensure that all communication and publication material (both print and electronic) on children in the form of pictures/captions are required to be decent, dignified and respectful and bear no identification details (in form of face, name, case number, location etc.). Only group pictures of stakeholders will be used and if individual pictures are necessary they will be taken from stock images and will be accordingly acknowledged. Children will not be presented as victims, nor will any communication exaggerate the vulnerability or abuse of the child.

D.4.2. ARPAN will ensure that no images (printed or scanned), testimonials or videos of the children shall be taken without adequate permission of the child (if above 12 years) and of parents/ school authorities/ institutional caretakers/ institutional authorities (in case of children below 12 years) before using the same on their website, electronic and print material meant for internal and external

---

<sup>1</sup> Stakeholders refer to all internal and external individuals, agencies, institutions etc who are directly associated with ARPAN and impact the services and social change of ARPAN as an organization. For e.g. internal stakeholders are trustees, employees etc. and external stakeholders are partner organizations, donors, visitors etc.

stakeholders.

D.4.3. Photos and content available on the ARPAN website cannot be used for any purpose without acquiring written permission from ARPAN management.

D.4.4. The staff members, consultants, interns, volunteers etc. of ARPAN shall be required to safeguard all records and documents pertaining to children within their projects and maintain their confidentiality.

D.4.5. All Stakeholders will be required to refrain from using names or other identification details of children they work with until and unless necessary in case of a supervision relationship.

D.4.6. The identification details of clients for psychotherapeutic services (including name, address, contact number, case details) will be kept in a password protected file and will be accessible to only the ARPAN counsellors while the case is going on. The data can be accessed with an accepted reason by the CEO and Programme Managers whenever need be. After the case is closed all client contact details will be deleted from ARPAN's records to provide utmost confidentiality to the client. An exception will only be made if a client is willing to have ARPAN connect after a period of time to check how the client is doing or if the client is willing or wanting to share his/her story with the media.

D.4.7. All stakeholders will refrain from using the photos/ data/ videos of clients of ARPAN on their personal blogs, facebook page etc. In case the stakeholder(s) requires the photos/ videos for internal/ external communication material, use may be permitted subject to approval by the senior management at Arpan.

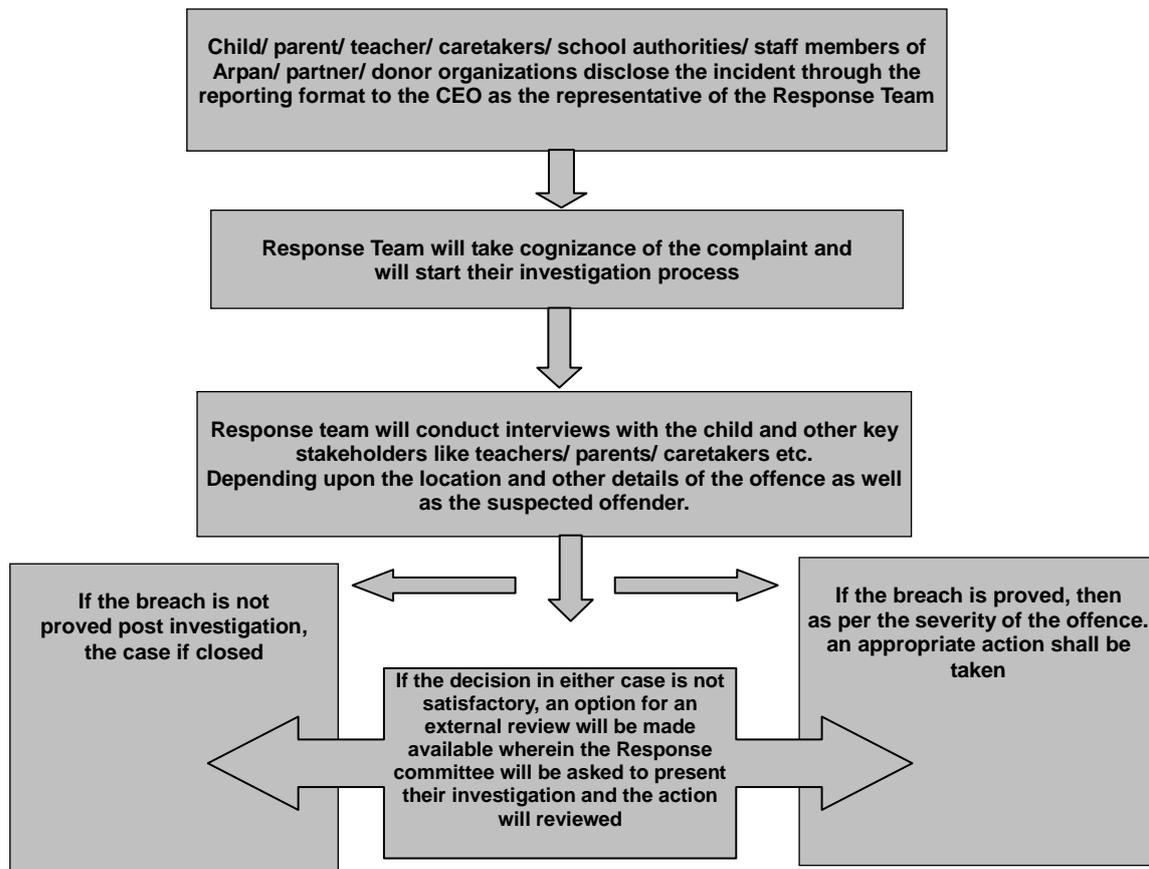
### **Section E: In case of Reporting or breach of the policy:**

The Child Protection Policy of Arpan is a guideline to direct the board of trustees, senior management and staff members to take appropriate action whenever there is a breach of any code of conduct at Arpan, thereby ensuring the protection of all children who directly or indirectly come in touch with the organization and its services.

The **primary aspects of reporting and redressal of any breach of policy** is as follows:

- i. Whenever there is cause to suspect child abuse or neglect or any other instance which could compromise the protection of a child at Arpan, it is the responsibility of all staff members and/ members of the partner organization to report their suspicions to the **Response Team** (which includes one Board member of Arpan, the CEO, one of the Program Managers, one of the Arpan counsellors, one of the staff members and an external expert). The staff member of Arpan or partner organization, should inform the Chief Executive Officer, as a representative of the Response Team about the possible case of abuse or neglect by using the Reporting format of Breach of Child Protection Policy (please refer to Annexure 5). The reporting of any such case should be done within 48 hours of the case for immediate response.
- ii. All decisions on the action to be taken and the external organizations (like police, foreign consulates, other NGOs or government agencies, etc.) will depend upon the severity of the abuse and/ breach, the appropriateness of the action as decided by the response team and the consent of the child in question and his/ her family members/ guardians/ caretakers etc.
- iii. Any action for the breach of code/ instance of abuse will be taken only post a detailed investigation by the Response team, wherein both the child and the suspected offender will be given equal space and time to present their positions. Both the child and the person who breaches the code of conduct will be treated with respect right from the beginning of the investigation and no impulsive or ad hoc decisions will be taken in such cases.
- iv. Every child is important to Arpan and any complaint of abuse, neglect a child will be treated seriously and no decision or judgements will be made without proper investigation.

The steps followed post disclosure are as follows



The Steps followed post disclosure are as follows:

**Step I: On disclosure:** The disclosure of the breach of code/ any instance of abuse can be done by child or his/ her parents/ teachers/ caretakers/ school authorities/ Arpan staff members/ members of partner organizations/ funders etc. The event has to be disclosed to the Chief Executive Officer as the representative of the Response Team. The Response Team includes one Board member of Arpan, the CEO, one of the Program Managers, one of the Arpan counsellors, one of the staff members (Other than the offending staff member and will change with each case) and an external expert who could be a child rights professional including a lawyer, social worker, counselor etc. (required only when it's a severe breach.)

The disclosure has to be through a specific reporting format and the person providing information would be requested to provide as much detailed information as possible. The information should be kept confidential by the person reporting until and unless the response team provides information to the staff. All kinds of grapevines should be avoided with regard to the reporting. If the offender is the Arpan CEO, then the report could be given directly to the board member on the Response team and

another board member of Arpan will be taken into the investigation of the case barring the CEO from participating.

**Step II: Investigation post disclosure:** Once the breach has been reported, the Response team has to initiate a rigorous investigation process. The Response team is free to involve the Arpan staff members (except if the offender is from the staff), to conduct this investigation. The therapist from the Response team will be directly responsible for talking to the child as well as the offender to get information required for the investigation as well as to provide adequate psychotherapeutic support to the child. Investigation could involve questioning of various stakeholders like parents, teachers, peers, siblings, institutional caretakers, school authorities etc. depending upon the location and nature of the abuse. The Response team will respect the privacy of the child and the suspected offender throughout the investigation procedure and will refrain from giving any statements internally or externally till the investigation is not completed. In case the breach/ instance of abuse has been severe and is in media attention, the Response team will select a spokesperson from within themselves to handle all public and internal communication related to the case.

**Step III- Action Post Investigation:** Post investigation, if the complaint cannot be adequately proved, then the case will be closed. If the complaint and breach is proved, then depending upon the severity of breach, appropriate action shall be taken.

In case either of the parties within the case are not happy with the end decision of the response team, an external expert committee can be set up as per the policy for reviewing the decision.

In such case the external committee will include 2 board members of Arpan and 1 individual selected by the suspected offender/victim (referred to as the redressal party herein with), whoever is unhappy with the decision of the Response team.

Information on the 1 member selected by the offender/victim has to be shared with board of trustees and this individual has to have adequate credibility to be on the external review committee. The Response team will be responsible for presenting their investigation and action to the committee for reviewing.

This option of reviewing the decision of the Response team will be done only if the party demanding for a committee can provide adequate reasons in written to the Arpan management and the final discretion for setting up such a committee will depend on the Board of trustees of Arpan.

## Annexes

### **Annexure 1 - Inclusion of Code of Conduct in Letter of Appointment**

#### **Code of Conduct**

##### **1. Purpose**

Arpan is committed to conducting its affairs in a manner that provides a secure environment to all the children that it works with. This Code of Conduct establishes policies and procedures that aims to guide behaviour, communication and work with children for the internal and external stakeholders in the performance of their duties and responsibilities. This Code of Conduct forms an integral part of The Child Protection Policy of Arpan. It also acts as a guiding document to the Board of Trustees, Senior management and staff members in the event of a breach of any code of conduct at Arpan. The policy thereby ensures the protection of all children who directly or indirectly come in touch with the organization and its services.

##### **2. Code of Conduct for Employees**

The employees shall conduct all activities required to be undertaken within the purview of this Code of Conduct. This Code shall apply while working on our premises, at offsite locations where our projects are being implemented, at Arpan's social and advocacy events, or at any other place where the employees are a representative of Arpan.

The following elucidates the code to be followed by each employee of Arpan. Each employee:

- Shall provide two (2) references which should include (where possible) an employer/ supervisor who can comment on the applicant's work with children (whether as employees or volunteers) before appointment to post.
- Will be observed during the induction or engagement process for their attitude and behaviour towards children and a feedback will be accordingly provided to the CEO before final appointment on the respective post.
- Will read and abide by the Child Protection Policy with complete commitment throughout their engagement with Arpan.
- Will undergo internal and/ external training programmes and counseling services (if required) in order to enhance their capacities and provide them with adequate intellectual and mental resources for understanding the issues related to child protection and to deal with burnout.
- Will exercise behavior protocols consistent with the Mission Statement and Core Values of ARPAN in their relationship with children, in the context of their language, actions, dress, and behavior. Arpan's core values are Respect, Accountability, Excellence, Perseverance, Compassion.

- Will establish an atmosphere conducive for the development of children through their word, deed and demeanor. This includes listening to children and showing respect to them and their opinions.
- Will respect the local cultural and/ religious context and behave in appropriate manner with children in communities.
- Will not promise and/or give children and their families/ caretakers verbally/ non verbally any monetary or non-monetary favours without the knowledge and permission of Arpan management.
- Will not allow children (beneficiaries of Arpan) to visit or stay in their homes under any pretext without the prior knowledge and agreement of the Arpan management
- Will not employ children as domestic workers in their homes/ business etc. as much as possible. In event, that is not possible, will abide by the 'Child Labour Law" of India and ensure that all conditions in terms of age limit (over 14 years), working conditions, basic minimum facilities provided to the children etc. are followed.
- Will not spend time alone with a child or children without any professional reason to do so – Such as (i) where personnel are employed as professionally recognized trained counselors, (ii) in case of lesson plans and individual sessions done by trainers during Personal Safety Education Programme, etc.
- Will be responsible for any interaction with a child even when it is perceived that a child is acting in a challenging (not listening to the facilitator, creating disturbance in the class or session etc.) manner.
- Will not touch, see or talk about private body parts and/ any other sexual content to children or show them any material of sexual nature except in cases of the health/ hygienic, Personal Safety Education Project and individual/ counseling sessions and any other platform for involving children in the designing/ evaluation of Arpan services which is being done for protection purposes.
- Will take permission from children, their parents/ guardians and schools and/ from the participants of a workshop and/ training session before taking and using any photos and/ videos involving these beneficiaries.

### **3. Confidentiality**

In addition to the above Code of Conduct, the employees are mandated to maintain confidentiality in relation to use of children's data and photographs for external communication as per the following rules:

- All communication and publication material (both print and electronic) on children in the form of pictures/captions are required to be decent, dignified and respectful and shall bear no identification details (in form of face, name, case number, location etc.). Only group pictures of stakeholders will be used and if individual pictures are necessary, they will be taken from stock

images and will be accordingly acknowledged. Children will not be presented as victims, nor will any communication exaggerate the vulnerability or abuse of the child.

- No images (printed or scanned), testimonials or videos of the children shall be taken without adequate permission of the child (if above 12 years) and of parents/ school authorities/ institutional caretakers/ institutional authorities (in case of children below 12 years) before using the same on any web related material, electronic and print material meant for internal and external stakeholders.
- Photos and content available on the Arpan website cannot be used for any purpose without acquiring written permission from Arpan management.
- Employees shall be required to safeguard all records and documents pertaining to children within their projects and maintain their confidentiality.
- All stakeholders of Arpan will be required to refrain from using names or other identification details of children they work with until and unless necessary in case of a supervision relationship.
- The identification details of clients for psychotherapeutic services (including name, address, contact number, case details) will be kept in a password protected file and will be accessible to only the Arpan counselors while the case is going on. The data can be accessed with an accepted reason by the CEO and Programme Managers whenever need be. After the case is closed all client contact details will be deleted from Arpan's records to provide utmost confidentiality to the client. An exception will only be made if a client is willing to have Arpan connect after a period of time to check how the client is doing or if the client is willing or wanting to share his/her story with the media.
- Employees are not permitted to use photos/ data/ videos of clients of Arpan on their personal blogs, facebook page etc. In case the staff requires the photos/ videos for internal/ external communication material, use may be permitted subject to approval by the senior management at Arpan.

#### **4. Non-Compliance/Breach**

In case of breach of the above mentioned clauses, the same will be addressed as per clause D of Arpan's Child Protection Policy. The Child Protection Policy is available in hard copy at Arpan office and a soft copy is available on our website [www.arpan.org.in](http://www.arpan.org.in)

## **Annexure 2 - Inclusion of Code of Conduct in Terms of Reference with Consultants**

### **Code of Conduct**

#### **1. Purpose**

Arpan is committed to conducting its affairs in a manner that provides a secure environment to all the children that it works with. This Code of Conduct establishes policies and procedures that aims to guide behaviour, communication and work with children for the internal and external stakeholders in the performance of their duties and responsibilities. This Code of Conduct forms an integral part of The Child Protection Policy of Arpan. It also acts as a guiding document to the Board of Trustees, Senior management and staff members in the event of a breach of any code of conduct at Arpan. The policy thereby ensures the protection of all children who directly or indirectly come in touch with the organization and its services.

#### **2. Code of Conduct for Consultants**

The consultant shall conduct all activities required to be undertaken within the purview of this Code of Conduct. This Code shall apply while working on our premises, at offsite locations where our projects are being implemented, at Arpan's social and advocacy events, or at any other place where the consultants are a representative of Arpan.

The following elucidates the code to be followed by each consultant of Arpan. Each consultant:

- Shall provide two (2) references which should include (where possible) an employer/ supervisor who can comment on the applicant's work with children (whether as employees or volunteers) before appointment to post.
- Will be observed during the induction or engagement process for their attitude and behaviour towards children and a feedback will be accordingly provided to the CEO before final appointment on the respective post.
- Will read and abide by the Child Protection Policy with complete commitment throughout their engagement with Arpan.
- Will exercise behavior protocols consistent with the Mission Statement and Core Values of ARPAN in their relationship with children, in the context of their language, actions, dress, and behavior. Arpan's core values are Respect, Accountability, Excellence, Perseverance, Compassion.
- Will establish an atmosphere conducive for the development of children through their word, deed and demeanor. This includes listening to children and showing respect to them and their opinions.
- Will respect the local cultural and/ religious context and behave in appropriate manner with

children in communities.

- Will not promise and/or give children and their families/ caretakers verbally/ non verbally any monetary or non-monetary favours without the knowledge and permission of Arpan management.
- Will not allow children (beneficiaries of Arpan) to visit or stay in their homes under any pretext without the prior knowledge and agreement of the Arpan management
- Will not employ children as domestic workers in their homes/ business etc. as much as possible. In event, that is not possible, will abide by the 'Child Labour Law" of India and ensure that all conditions in terms of age limit (over 14 years), working conditions, basic minimum facilities provided to the children etc. are followed.
- Will not spend time alone with a child or children without any professional reason to do so – Such as (i) where personnel are consultants as professionally recognized trained counselors, (ii) in case of lesson plans and individual sessions done by trainers during Personal Safety Education Programme, etc.
- Will be responsible for any interaction with a child even when it is perceived that a child is acting in a challenging (not listening to the facilitator, creating disturbance in the class or session etc.) manner.
- Will not touch, see or talk about private body parts and/ any other sexual content to children or show them any material of sexual nature except in cases of the health/ hygienic, Personal Safety Education Project and individual/ counseling sessions and any other platform for involving children in the designing/ evaluation of Arpan services which is being done for protection purposes.
- Will take permission from children, their parents/ guardians and schools and/ from the participants of a workshop and/ training session before taking and using any photos and/ videos involving these beneficiaries.

### **3. Confidentiality**

In addition to the above Code of Conduct, the consultants are mandated to maintain confidentiality in relation to use of children's data and photographs for external communication as per the following rules:

- All communication and publication material (both print and electronic) on children in the form of pictures/captions are required to be decent, dignified and respectful and shall bear no identification details (in form of face, name, case number, location etc.). Only group pictures of stakeholders will be used and if individual pictures are necessary, they will be taken from stock images and will be accordingly acknowledged. Children will not be presented as victims, nor will any communication exaggerate the vulnerability or abuse of the child.
- No images (printed or scanned), testimonials or videos of the children shall be taken without adequate permission of the child (if above 12 years) and of parents/ school authorities/

institutional caretakers/ institutional authorities (in case of children below 12 years) before using the same on any web related material, electronic and print material meant for internal and external stakeholders.

- Photos and content available on the Arpan website cannot be used for any purpose without acquiring written permission from Arpan management.
- Consultants shall be required to safeguard all records and documents pertaining to children within their projects and maintain their confidentiality.
- All stakeholders of Arpan will be required to refrain from using names or other identification details of children they work with until and unless necessary in case of a supervision relationship.
- The identification details of clients for psychotherapeutic services (including name, address, contact number, case details) will be kept in a password protected file and will be accessible to only the Arpan consultants while the case is going on. The data can be accessed with an accepted reason by the CEO and Programme Managers whenever need be. After the case is closed all client contact details will be deleted from Arpan's records to provide utmost confidentiality to the client. An exception will only be made if a client is willing to have Arpan connect after a period of time to check how the client is doing or if the client is willing or wanting to share his/her story with the media.
- Consultants are not permitted to use photos/ data/ videos of clients of Arpan on their personal blogs, facebook page etc. In case the staff requires the photos/ videos for internal/ external communication material, use may be permitted subject to approval by the senior management at Arpan.

#### **4. Non-Compliance/Breach**

In case of breach of the above mentioned clauses, the same will be addressed as per clause D of Arpan's Child Protection Policy. The Child Protection Policy is available in hard copy at Arpan office and a soft copy is available on our website [www.arpan.org.in](http://www.arpan.org.in)

### **Annexure 3 - Note on Code of Conduct to be given to and signed by volunteers and interns**

#### **Code of Conduct**

##### **1. Purpose**

Arpan is committed to conducting its affairs in a manner that provides a secure environment to all the children that it works with. This Code of Conduct establishes policies and procedures that aims to guide behaviour, communication and work with children for the internal and external stakeholders in the performance of their duties and responsibilities. This Code of Conduct forms an integral part of The Child Protection Policy of Arpan. It also acts as a guiding document to the Board of Trustees, Senior management and staff members in the event of a breach of any code of conduct at Arpan. The policy thereby ensures the protection of all children who directly or indirectly come in touch with the organization and its services.

##### **2. Code of Conduct for volunteers and interns**

The volunteers and interns shall conduct all activities required to be undertaken within the purview of this Code of Conduct. This Code shall apply while working on our premises, at offsite locations where our projects are being implemented, at Arpan's social and advocacy events, or at any other place where the volunteers and interns are a representative of Arpan.

The following elucidates the code to be followed by each volunteer and intern of Arpan. Each volunteer and intern:

- Shall provide two (2) references which should include (where possible) an employer/ supervisor who can comment on the applicant's work with children (whether as employees or volunteers) before appointment to post.
- Will read and abide by the Child Protection Policy with complete commitment throughout their engagement with Arpan.
- Will exercise behavior protocols consistent with the Mission Statement and Core Values of ARPAN in their relationship with children, in the context of their language, actions, dress, and behavior. Arpan's core values are Respect, Accountability, Excellence, Perseverance, Compassion.
- Will establish an atmosphere conducive for the development of children through their word, deed and demeanor. This includes listening to children and showing respect to them and their opinions.
- Will respect the local cultural and/ religious context and behave in appropriate manner with children in communities.
- Will not promise and/or give children and their families/ caretakers verbally/ non verbally any

monetary or non-monetary favours without the knowledge and permission of Arpan management.

- Will not allow children (beneficiaries of Arpan) to visit or stay in their homes under any pretext without the prior knowledge and agreement of the Arpan management
- Will not employ children as domestic workers in their homes/ business etc. as much as possible. In event, that is not possible, will abide by the 'Child Labour Law" of India and ensure that all conditions in terms of age limit (over 14 years), working conditions, basic minimum facilities provided to the children etc. are followed.
- Will not spend time alone with a child or children without any professional reason to do so
- Will be responsible for any interaction with a child even when it is perceived that a child is acting in a challenging (not listening to the facilitator, creating disturbance in the class or session etc.) manner.
- Will not touch, see or talk about private body parts and/ any other sexual content to children or show them any material of sexual nature except in cases of the health/ hygienic, Personal Safety Education Project and individual/ counseling sessions and any other platform for involving children in the designing/ evaluation of Arpan services which is being done for protection purposes.
- Will take permission from children, their parents/ guardians and schools and/ from the participants of a workshop and/ training session before taking and using any photos and/ videos involving these beneficiaries.

### **3. Confidentiality**

In addition to the above Code of Conduct, the volunteers and interns are mandated to maintain confidentiality in relation to use of children's data and photographs for external communication as per the following rules:

- All communication and publication material (both print and electronic) on children in the form of pictures/captions are required to be decent, dignified and respectful and shall bear no identification details (in form of face, name, case number, location etc.). Only group pictures of stakeholders will be used and if individual pictures are necessary, they will be taken from stock images and will be accordingly acknowledged. Children will not be presented as victims, nor will any communication exaggerate the vulnerability or abuse of the child.
- No images (printed or scanned), testimonials or videos of the children shall be taken without adequate permission of the child (if above 12 years) and of parents/ school authorities/ institutional caretakers/ institutional authorities (in case of children below 12 years) before using the same on any web related material, electronic and print material meant for internal and external stakeholders.
- Photos and content available on the Arpan website cannot be used for any purpose without acquiring written permission from Arpan management.

- Volunteers and interns shall be required to safeguard all records and documents pertaining to children within their projects and maintain their confidentiality.
- All stakeholders of Arpan will be required to refrain from using names or other identification details of children they work with until and unless necessary in case of a supervision relationship.
- The identification details of clients for psychotherapeutic services (including name, address, contact number, case details) will be kept in a password protected file and will be accessible to only the Arpan counselors while the case is going on. The data can be accessed with an accepted reason by the CEO and Programme Managers whenever need be. After the case is closed all client contact details will be deleted from Arpan's records to provide utmost confidentiality to the client. An exception will only be made if a client is willing to have Arpan connect after a period of time to check how the client is doing or if the client is willing or wanting to share his/her story with the media.
- Volunteers and interns are not permitted to use photos/ data/ videos of clients of Arpan on their personal blogs, facebook page etc. In case the staff requires the photos/ videos for internal/ external communication material, use may be permitted subject to approval by the senior management at Arpan.

#### **4. Non-Compliance/Breach**

In case of breach of the above mentioned clauses, the same will be addressed as per clause D of Arpan's Child Protection Policy. The Child Protection Policy is available in hard copy at Arpan office and a soft copy is available on our website [www.arpan.org.in](http://www.arpan.org.in)

I have read and understood the Code of Conduct and I will abide by it.

Name:

Contact no.:

Email id:

Address:

Signature:

Date:

### **Annexure 3 - Note on Code of Conduct to be shared with donors and visitors**

Arpan is committed to conducting its affairs in a manner that provides a secure environment to all the children that it works with. So that together we can be partners in creating a safe environment for children, we request you to do the foll.:

- Any organizational/partner visits will be conducted only once consent from appropriate authorities like family/institutional authorities/ community of the beneficiaries has been taken. ARPAN staff member(s) will accompany you for the visit. The interaction with the child would be arranged either at the child's location or then at the ARPAN office. No other location like a hotel room, visitor's office, donor's office will be allowed.
- Please exercise behavior protocols consistent with the Core Values of ARPAN in your relationship with children, in the context of their language, actions, dress, and behavior. Arpan's core values are Respect, Accountability, Excellence, Perseverance, and Compassion.
- Please establish an atmosphere conducive for the development of children through your word, deed and demeanor. This includes listening to children and showing respect to them and their opinions.
- Do not promise and/ give children and their families/caretakers verbally/ non verbally for any monetary or non-monetary favours without the knowledge and permission of Arpan management.
- Do not take and/ use any data/ photographs/ videos, testimonials of children, family members, caretakers, institutional staff etc. in your internal and/ external communication material and/ in the media without the knowledge and consent of Arpan management and the other respective authorities.
- Do not use any images and/ content available on the Arpan website without informing the Arpan management and taking adequate permissions for the utility of the same in your internal and external communication.

#### **Non-Compliance/Breach**

In case of breach of the above mentioned clauses, the same will be addressed as per clause D of Arpan's Child Protection Policy. The Child Protection Policy is available in hard copy at Arpan office

and a soft copy is available on our website [www.arpan.org.in](http://www.arpan.org.in)

#### **Annexure 4 - Note on Website and Social Media**

Arpan is committed to conducting its affairs in a manner so as to ensure that a secure environment is provided to all the children that it works with. Arpan has established a Child Protection Policy (give link), which acts as a guideline for all behaviour, communication and work with children for the internal and external stakeholders in the performance of their duties and responsibilities. The policy ensures the protection of all children who directly or indirectly come in touch with the organization and its services. Use of photos of children available on Arpan's website is not permitted without the prior permission of Arpan. If found to be breached, the same will be addressed as per clause D of Arpan's Child Protection Policy. (give link)

**Annexure 5 - Reporting format of Breach of Child Protection Policy**

Name of person Reporting	
Name of person who has breached	
How has the person breached the Child Protection Policy of Arpan? Please provide complete details.	

Signature:

Date:



**Address** 1st flr, 9/3, Cama Industrial Estate,  
Val Bhatt Road,  
Goregaon (East)  
Mumbai – 400 063

**Tel** +91 22 26862444 / +91 22 26868444

**Email** [info@arpan.org.in](mailto:info@arpan.org.in)

**[www.arpan.org.in](http://www.arpan.org.in)**