

CAVV - CSV DI VENEZIA

CHILD SAFEGUARDING POLICY

21 MARCH 2024

SUMMARY

| THE CHILD SAFEGUARDING POLICY OF CAVV - CSV DI VENEZIA | 3 |
|--|----|
| INTRODUCTION | 3 |
| 1. THE CHILD SAFEGUARDING POLICY | 4 |
| 2. RECIPIENTS, ROLES E RESPONSIBILITIES | 5 |
| 2.1 KEY ROLES AND RESPONSIBILITIES FOR IMPLEMENTING THE PROTECTION SYSTEM | 6 |
| 2.2 LEGISLATION AND REFERENCE DOCUMENTS | 6 |
| 3. RECOGNIZING THE FORMS OF ABUSE AND INAPPROPRIATE PRACTICES TO COUNTER THEM EFFECTIVELY | 7 |
| 3.1 IMPORTANT INFORMATION ABOUT ABUSE | 8 |
| 3.2 DEFINITIONS OF ABUSE | 8 |
| 4. MEASURES IN THE AREA OF PREVENTION - GOOD PRACTICES TO ENSURE PROTECTION | 9 |
| 4.1 SELECTION AND RECRUITMENT OF STAFF | 10 |
| 4.2 INITIAL AND ONGOING TRAINING AND INFORMATION | 10 |
| 4.3 RISK ASSESMENT AND MITIGATION | 11 |
| 4.4 CODE OF CONDUCT | 11 |
| 5. MEASURES IN THE AREA OF RESPONDING TO CONCERNS OR SUSPICIONS | 12 |
| 5.1 HOW TO REPORT A CONCERN ABOUT A MINOR'S SAFETY AND WELL-BEING, INAPPROPRIATE CONDUCT OR MALTREATMENT | 12 |
| 5.2 PROCEDURE FOR REPORTING AND HANDLING CHILD SAFEGUARDING CASES | 13 |
| 5.3 CASE MANAGEMENT | 15 |
| 5.4 MAKING A REPORT | 15 |
| 6. MONITORING | 16 |
| ANNEX | 17 |
| ANNEX NO.1: STATEMENT OF ACKNOWLEDGMENT AND ACCEPTANCE OF THE POLICY | 17 |
| ANNEX NO.2: SELF-DECLARATION OF ABSENCE OF CRIMINAL CONVICTIONS | 18 |
| ANNEX NO.3: GENERAL CODE OF CONDUCT FOR STAFF, CONSULTANTS AND VOLUNTEERS | |
| OF CAVV – CSV DI VENEZIA | 19 |
| ANNEX NO.4: REPORTING FORM | 20 |

THE CHILD SAFEGUARDING POLICY OF CAVV-CSV DI VENEZIA

Introduction

Il Coordinamento delle Associazioni di Volontariato della Città Metropolitana di Venezia – CSV di Venezia Odv (The Coordination of Voluntary Associations of the Metropolitan City of Venice - voluntary organization CSV of Venice), hereinafter referred to in the document as CAVV - CSV di Venezia, is a nonprofit organization that operates in the territory of the Veneto Region as a Volunteer Service Center organizing, managing and providing services to promote and strengthen the presence and role of volunteers in Third Sector entities.

MISSION

Our mission is the enhancement of volunteerism as a form of active citizenship.

CAVV - CSV di Venezia carries out the following activities:

- Provision of instrumental services in favor of volunteers in Third Sector entities and, in particular, voluntary organizations.
- It operates in the territory of the Metropolitan City of Venice also through partnerships, co-planning, creation of networks, and other.
- The recipients of the services and activities of CAVV CSV di Venezia are:
- Volunteers Aspiring Volunteers Citizens Corporate entities Voluntary organizations/Third sector entities.

SERVICES AND MAIN ACTIVITIES

- Training: aimed at training volunteers, or those who aspire to be volunteers, through the acquiring of a greater awareness of their role and cross-disciplinary, planning, and organizational skills in the face of the needs of their organization and the community of reference;
- Information and Communication: aimed at increasing the quality and quantity of useful information for volunteering, promoting all Third Sector realities and initiatives, and increasing the number of new volunteers in the territory of the Metropolitan City of Venice;
- Consulting, Qualified Assistance and Mentorship: aimed at strengthening the skills and protections of volunteers in the legal, fiscal, planning, management, organizational, socio-economic reporting, and fundraising areas;
- Documentation and Research;
- Logistics;
- Territorial Promotion, Orientation and Animation: to give exposure to the values of volunteering and the social impact of voluntary action in the local community; to

promote the growth of solidarity culture and active citizenship; and to facilitate the meeting of Third Sector entities with citizens interested in volunteering.

POLICY GUIDING CRITERIA:

Respect for rights and the protection of human rights are primary objectives for CAVV - CSV di Venezia, which has chosen to commit itself to ensuring that in all its services every possible measure is taken to minimize the risks of exposing the people involved in its activities, to even potentially harmful situations, especially for minor persons.

A necessary condition for this to happen is that the environments dedicated to the people it deals with are safe places in which a constant respect for their rights is established.

In order for this to be more than just a theoretical commitment, CAVV - CSV di Venezia has chosen to make a pact, clear and unequivocal, making a concrete commitment to the safeguarding and protection of minor persons in any context.

In this document, for the sake of simplification and synthesis, we have chosen to use the word minors to refer to people who are under 18 years old.

CAVV - CSV di Venezia hereby commits itself to this Child Safeguarding policy with responsibility to always protect the children and adolescents with whom it will come into contact, from any form of violence and inappropriate conduct. Preventing all forms of violence or abuse requires not only well-defined practices and procedures, but also leadership, responsibility and cultural change.

It is therefore committed to ensuring that all people who collaborate with CAVV - CSV di Venezia, both volunteer staff and collaborators, implementing partners, visitors, suppliers, operate in respect and protection of fundamental rights and dignity of people.

1. THE CHILD SAFEGUARDING POLICY

The term Child Safeguarding refers to an organization's responsibility to ensure that its staff does not cause any harm to children and adolescents.

The commitment of CAVV - CSV di Venezia and its volunteer and non-volunteer staff members is expressed and enacted through this Child Safeguarding Policy.

The Policy contains good practices, guidelines, principles and rules that all staff, volunteer and non-volunteer, are required to comply with in order to ensure the full realization of child and adolescent protection.

It aims to prevent and combat any kind of behavior attributable to any form of abuse, mistreatment or malpractice against underage persons through the following macro-actions:

AWARENESS: to ensure that all staff of CAVV- CSV di Venezia are sensitized and made aware of the issue of risks to minors in general.

PREVENTION: to ensure, through awareness and dissemination of good practices, that all people working in CAVV – CSV di Venezia are able to minimize risks in order to prevent any harm on underage persons.

REPORTING: to ensure that all staff, volunteer and non-volunteer, are trained and familiar with the measures to be taken and the behaviors to be adopted in case of concerns about inappropriate conduct, alleged, proven or attempted abuse.

RESPONSE: Ensure that action is taken through appropriate and timely actions to support and protect minor persons where there are situations of concern, risk or possible abuse.

It is a document that aims to:

- **protect minor persons** from harm or abuse by ensuring that staff employed in any capacity, make the risks of inappropriate conduct null or minimal;
- respond promptly and effectively should any harm to a minor person occur, by adopting clear guidelines that are followed by all staff.

How?

- By providing tools and pointing out practices to organize spaces, activities, and staff resources in a way that ensures that the rights of minor persons are protected.
- By providing clear information and simple rules, to prevent abuse and identify any suspicious cases.
- Explaining to everyone in an easy way what to report and how to do it.

2. RECIPIENTS, ROLES AND RESPONSIBILITIES

The Child Safeguarding Policy of the CAVV - CSV di Venezia applies to:

- members of the Board of Directors, associates, staff and volunteers;
- staff and representatives of partner organizations and to any other individual, group
 or organization that has a formal/contractual relationship with the CAVV-CSV di
 Venezia that involves direct contact with minors;
- sponsors, donors and visitors, journalists, testimonials and all those who come into direct contact with the projects and services of CAVV-CSV di Venezia;
- consultants;
- suppliers.

2.1 KEY ROLES AND RESPONSIBILITIES FOR IMPLEMENTING THE PROTECTION SYSTEM

The protection of minor persons is everyone's responsibility, according to their respective roles and responsibilities. All those who collaborate in any capacity, voluntary or otherwise, for or on behalf of CAVV - CSV di Venezia, acknowledge the principles of the protection of minor persons, promote their welfare and take every measure to implement this Policy.

Management: with respect to the Policy, the figure of the director or manager has the overall responsibility for ensuring that the Policy and operating procedures are in force. He or she also has overall responsibility, in relation to the powers that can be concretely exercised, regarding the establishment of a working environment that fosters the implementation and development of the principles of this Policy. He or she has a leading role in promoting the Policy to ensure the adoption of good practices for the protection of minor persons in all services managed by CAVV - CSV di Venezia or through suppliers and/or sub-contractors.

Focal Point: is the person, chosen and identified by management based on skills and aptitudes, who is the central recipient of any report of suspected mistreatment, abuse or exploitation of a minor person. He or she oversees coordinating the analysis and response process and updating the Management in case of reports. He also verifies the need for updating this Child Safeguarding Policy and periodically participates in updating trainings on Child Safeguarding.

Each person working on behalf of the CAVV - CSV di Venezia: everyone, according to their respective work duties, has full responsibility for creating a safe and secure working environment in the place where their service and/or project is carried out; adheres to the Policy and reports any suspicion of mistreatment and abuse towards the people for whom and with whom they work, and any alleged violation of the Policy.

Partner organizations or sub-contractors: in the event that CAVV - CSV di Venezia collaborates with agencies or partner organizations or sub-contractors with legal status, a written agreement specifying the shared commitment to ensure the protection of persons must be defined, and an abstract of the System of Protection for acknowledgement and acceptance delivered.

All persons to whom this Policy is addressed must accept and adhere to it as a condition for collaborating, in any capacity, with CAVV - CSV di Venezia. The commitment is formalized by signing the declaration (Annex no.1).

2.2 LEGISLATION AND REFERENCE DOCUMENTS

This Policy is based on principles and values that are the basis of the main International treaties concerning human rights, such as the Universal Declaration of Human Rights (1948),

the UN Convention on the Rights of the Child (1989), Keeping Children Safe Child Protection Standards, the Code of Conduct of CAVV - CSV di Venezia and the current Italian and international legislation on maltreatment and abuse.

It is related to documents and guidelines adopted by CAVV - CSV di Venezia such as in particular: the Charter of Values of Volunteerism, the Rules of Procedure, the Memorandum of Association and Responsibility Profiles, and the specific documentations of CAVV - CSV di Venezia.

This Policy is based on principles and values that are the basis of the main international treaties concerning human rights, such as the Universal Declaration of Human Rights (1948), the UN Convention on the Rights of the Child and Adolescent (1989), Keeping Children Safe Child Protection Standards, the Code of Conduct of the CAVV - CSV di Venezia and the current Italian and international legislation on maltreatment and abuse.

It is related to documents and guidelines adopted by the CAVV - CSV di Venezia such as in particular: the Charter of Values of Volunteerism, the Rules of Procedure, the Memorandum of Association and Responsibility Profiles, and the specific documentations of CAVV - CSV di Venezia.

3. RECOGNIZING THE FORMS OF ABUSE AND INAPPROPRIATE PRACTICES TO COUNTER THEM EFFECTIVELY

Child abuse is a phenomenon that is very diverse in its forms and manifestations and refers to a wide range of harmful behaviors, some more socially recognized than others. It is emotionally very complex to deal with, therefore the discussion of these issues must be kept open and continuous at all times.

Staff working in direct contact with children and adolescents who use the services of CAVV - CSV di Venezia must be informed and made aware of the phenomenon, the risks associated with their work and the most appropriate ways to respond to a suspicion or concern.

One can harm a person if:

- one deliberately uses one's authority or position of trust to enact any form of abuse;
- one engages in a bad educational practice, shows a lack of proper supervision, and exposes him or her to potential risks;
- one fails to take action to prevent him or her from suffering harm caused by someone else.

3.1 IMPORTANT INFORMATION ABOUT ABUSE

- 1) All forms of abuse originate from an asymmetry of power in the relationship and the abuser's improper and harmful exercise of this power. Abuse generally arises because an adult person is deliberately choosing to use his or her position of trust against a minor;
- 2) Only a fraction of abuse is easily visible and recognizable. Abuse occurs most frequently in contexts where subtle forms of abuse, violence, discrimination are accepted and not condemned;
- 3) Abuse almost never takes the form of an isolated incident that responds to a singular category;
- 4) In most cases multiple problems overlap and can undermine the harmonious development and well-being of a minor;
- 5) Abuse can be the consequence of actions or neglect caused by a lack of awareness and training. Sometimes it is enough to simply fail to pay attention to the consequences of one's actions, fail to consider potential risks inherent in one's actions, or allow situations to arise that may damage or cause harm (fail to adequately monitor, fail to intervene when there is a risk);
- 6) Although abuse is typically considered to be harmful behavior that an adult person engages in against a minor, male and female peers can also engage in abuse;
- 7) Underage persons are generally abused by people known to them, either in a family setting or in an institutional or community setting. More rarely, they may be abused by strangers (e.g., via the Internet).
- 8) In terms of impact, the immediate and long-term consequences of abuse can undermine the education, health, and well-being of minor persons and can have devastating consequences for their future development.

3.2 DEFINITIONS OF ABUSE

ABUSE: According to the World Health Organization's definition (World Health Organization, WHO - (2006 - Preventing child maltreatment: a guide to taking action and generating evidence), the term child and adolescent abuse, sometimes also referred to as maltreatment, is used to describe "all types of physical and/or emotional ill-treatment, sexual abuse, neglect, negligence and commercial or other exploitation, which results 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." Within the broader definition of abuse toward minor persons, a number of subcategories can be distinguished (the list is not intended to be exhaustive):

Physical abuse: defined as " Physical abuse of a child is defined as the intentional use of physical force against a child that results in – or has a high likelihood of resulting in – harm for the child's health, survival, development or dignity. This includes hitting, beating, kicking, shaking, biting, strangling, scalding, burning, poisoning and suffocating. Much physical violence against children in the home is inflicted with the object of punishing."

Sexual abuse: defined as "the involvement of a child in sexual activity that he or she does not fully comprehend, is unable to give informed consent to, or for which the child is not developmentally prepared, or else that violates the laws or social taboos of society. Children can be sexually abused by both adults and other children who are – by virtue of their age or stage of development – in a position of responsibility, trust or power over the victim."

Sexual exploitation: a form of sexual abuse that involves children in sexual activities in exchange for money or goods: the abusive relationship between the abuser and the victim is characterized by an imbalance of power that limits the victim's options.

Emotional (or psychological) abuse: "involves both isolated incidents, as well as a pattern of failure over time on the part of a parent or caregiver to provide a developmentally appropriate and supportive environment. Acts in this category may have a high probability of damaging the child's physical or mental health, or its physical, mental, spiritual, moral or social development. Abuse of this type includes: the restriction of movement; patterns of belittling, blaming, threatening, frightening, discriminating against or ridiculing; and other non-physical forms of rejection or hostile treatment."

Neglect: "includes both isolated incidents, as well as a pattern of failure over time on the part of a parent or other family member to provide for the development and wellbeing of the child – where the parent is in a position to do so – in one or more of the following areas: health; education; emotional development; nutrition; housing and safe living conditions."

Violence: "the intentional use of physical force or power, threatened or actual, against oneself, another person, or against a group or community, that either results in or has a high likelihood of resulting in injury, death, psychological harm, maldevelopment, or deprivation."

4. MEASURES IN THE AREA OF PREVENTION - GOOD PRACTICES TO ENSURE PROTECTION

CAVV - CSV di Venezia is committed to implementing preventive measures and best practices in all work processes to reduce and mitigate possible risks of abuse.

4.1 SELECTION AND RECRUITMENT OF STAFF

Recruitment and selection of staff, both volunteers and collaborators in other capacities must reflect the commitment of CAVV - CSV di Venezia to the protection of minor persons and include a specific obligation to use all possible means to help prevent the hiring of anyone who may cause harm to minor persons. Hiring procedures include pre-selection, selection and follow-up monitoring actions.

In particular, for the area of selection and recruitment of staff, even volunteers undertake to ensure that:

- staff, consultants, and/or volunteers have their duties and roles well clarified, including guidance on their responsibilities regarding the protection of minor persons;
- in interviews, the candidate's aptitude for protection and work with minors is explored through specific questions and the use of scenarios related to the protection of children and adolescents in protection; and that
- references from previous work also be checked with specific questions about the candidate's conduct and behavior;
- a criminal record is requested (According to national legislation, Presidential Decree No. 313 of November 14, 2002 - specifically art. 25 bis) to verify any convictions against minors and, whilst awaiting the verification of the criminal record, to have suitable self-certification in accordance with Presidential Decree 445/2000 on one's criminal convictions (Annex no. 2)
- be made to sign at the same time as deployment (contract or agreement) the organization's Child Safeguarding Policy (CSP) and code of conduct.

4.2 INITIAL AND ONGOING TRAINING AND INFORMATION

This Safeguarding Policy is disseminated widely among staff, collaborators, and other organizations with which CAVV - CSV di Venezia formally collaborates.

Initial and ongoing trainings are necessary to ensure that recipients of the CSP understand and work in accordance with the child and adolescent protection policies.

All recipients of the Policy sign it and receive initial training to understand why it is necessary to protect minor persons and what their obligations are under the Policy, what the reporting channels are, and what is involved in violating the provisions of the Policy.

PARTNERS, SUPPLIERS AND CONTRACTORS

Partners, suppliers and contractors are among the recipients of the Policy. As part of its relationship with partners, CAVV - CSV di Venezia shall verify what child safeguarding

measures they put in place. Partner organizations working with CAVV - CSV di Venezia must have their own written Child Safeguarding Policy or, in the absence of a Policy, must adhere to that of CAVV - CSV di Venezia throughout the duration of the partnership. In its partnership relationships CAVV - CSV di Venezia will also advocate for the adoption and implementation of the international standards defined by Keeping Children Safe.

INFORMATION

CAVV - CSV di Venezia is committed to ensuring that the direct and indirect beneficiaries of its services (families, territory, partner agencies, institutions with which it collaborates), are also informed and made aware of the organization's commitment to the protection of children and adolescents, the behavior they can expect from volunteers and staff, and how to possibly report a concern.

4.3 RISK ASSESSMENT AND MITIGATION

Risk assessment is a fundamental preventive action for any safeguarding process. It ensures that any proposed activity is safe, and that possible risks are eliminated or mitigated. An effective risk assessment involves:

- the identification of potential hazards embedded in an activity, with a plan to minimize them;
- the possible decision to stop an activity, if the assessment reveals too many risks;
- regular monitoring and review of risk management measures and the risks themselves, both during and at the end of activities;
- a clear definition of roles and who is responsible for promoting/performing the risk assessment, as well as monitoring it.

CAVV - CSV di Venezia is committed to following the risk assessment and mitigation process in all its phases, during the planning phase of the activity or service, during the execution phase of the activity or service, and during the final phase for the implementation of future activities or services.

4.4 CODE OF CONDUCT

All staff employed in any service or activity of CAVV - CSV di Venezia are required to adopt ways and behaviors appropriate to the work context in which they are placed and to respect the rights of children and adolescents. The code of conduct is an important preventive measure, because it clearly, unequivocally and in a mutually accepted manner, defines the appropriate behaviors to be adopted to help create and maintain a healthy, positive and safe environment for minor persons, and those in no way acceptable.

All persons involved in any capacity at CAVV - CSV di Venezia are required to sign and abide by the code of conduct upon hiring or at the beginning of the volunteer/collaboration-consulting relationship, accepting it in all its articles.

Proven violations of the Code of Conduct (concerns, suspicions, or certainties) will be responded to promptly and in line with the procedures defined by CAVV - CSV di Venezia while respecting the utmost confidentiality, privacy, and care of all parties involved. Please refer to Annex no.3 for the Code of Conduct.

5. MEASURES IN THE AREA OF RESPONDING TO CONCERNS OR SUSPICIONS

To ensure the right children, and adolescents to protection, it is essential to follow a simple and transparent procedure for reporting concerns or any suspicions of abuse, ill-treatment, or exploitation against them.

Concerns or suspicions about wrongdoing or abuse can cause fear and stress, particularly if they relate to a colleague. However, reporting a concern is critical to prevent a person or a minor from experiencing ill-treatment or abusive behavior and to ensure that the matter is dealt with appropriately and effectively.

CAVV - CSV di Venezia guarantees full support to any staff member or volunteer who, in good faith, discloses possible situations of risk or cause for concern for a child and adolescent even if, at a later time, the concern turns out to be unwarranted.

This approach ensures that cases or risks of abuse are not ignored and inadvertently legitimized to continue.

5.1 HOW TO REPORT A CONCERN ABOUT A MINOR'S SAFETY AND WELL-BEING, INAPPROPRIATE CONDUCT, OR MALTREATMENT

KEY PRINCIPLES:

Every report of suspected abuse or inappropriate conduct is handled by CAVV – CSV di Venezia according to the following key principles:

- safety and well-being of girls, children and adolescents;
- professionalism, confidentiality and privacy throughout the process;

- respect for all parties involved;
- use of good practices in receiving a report of inappropriate conduct or suspected abuse and reporting it;
- access to competent authorities.

Based on the above principles, CAVV - CSV di Venezia is committed to:

- ensure in all its activities or programs effective action in response to any report of suspected abuse or inappropriate conduct;
- ensure that all staff employed are made aware of when it is necessary to report inappropriate conduct or suspected possible abuse and what action to take;
- ensure effective intervention in response to every report of suspected abuse or inappropriate conduct by supporting, protecting and safeguarding those involved.

5.2 PROCEDURE FOR REPORTING AND HANDLING CHILD SAFEGUARDING CASES

With this Procedure, CAVV - CSV di Venezia commits itself to:

- make it compulsory to report any violation of the Child Safeguarding Policy and the Code of Conduct, as well as any situation of danger for a minor that becomes known during the performance of the activities of CAVV - CSV di Venezia;
- provide useful guidelines for making a report in a timely manner and addressing the right interlocutors;
- ensure clarity and transparency with respect to how the report is taken in charge and handled.

The Child Safeguarding Reporting and Case Taking Procedure applies to situations in which one witnesses or becomes aware, including as a result of a report, of possible violations of the Policy or other potential dangers to children, girls or adolescents that have occurred in the course of the performance of work and activities, including voluntary activities, and/or in any other activity of CAVV - CSV di Venezia, in connection with such activities or caused by them.

WHO IS REQUIRED TO REPORT

Staff, volunteers, consultants and all recipients of the policy of CAVV - CSV di Venezia.

WHAT TO REPORT

- a concern, suspicion or certainty related to possible situations of abuse or harm to a child, child or adolescent enacted by a CAVV - CSV di Venezia staff member or volunteers, consultants/collaborators, partners;
- a concern, suspicion or certainty regarding possible situations of abuse or harm against a child, child or adolescent enacted by anyone: community member, another minor or stranger;
- a violation of the Code of Conduct by a CAVV CSV di Venezia staff member or partner, supplier, etc.

WHEN

As soon as possible and no later than 24 hours. Promptness is essential to ensure the safety of the child or adolescent benefiting from the activities or services of CAVV - CSV di Venezia. It remains the right of each staff member to make an immediate complaint in his or her personal capacity to the competent Judicial Authorities, where there is an event that he or she considers to be a crime. In such a case, staff members are required to inform their direct supervisor and/or the Focal Point at the same time.

TO WHOM

To one's direct supervisor or directly to the Focal Point if:

- the former is not available or reachable;
- the former is the person who is the subject of the concern.

HOW

Reporting may be done verbally, but must be stated as soon as possible on the reporting form by the person who detected it. See Annex no.4 Reporting form.

WHAT HAPPENS NEXT

The person in charge makes an initial analysis of the situation and reports the concern to the Focal Point using the appropriate reporting form, duly filled out by the person who detected it. The report will be handled in line with the measures chosen by CAVV - CSV di Venezia and current legislation.

WHAT TO DO THROUGHOUT THE CASE MANAGEMENT PROCESS

- To maintain absolute confidentiality regarding the report made, according to the principle of "only those who are strictly useful to the process need to know" (need to know basis);
- To support colleagues, in accordance with their role, in ensuring proper analysis of the situation, as directed by their supervisor and/or the Focal Point;
- It should also be noted that the right/duty of each staff member to make an immediate complaint in his or her personal capacity to the competent Judicial Authorities, where he or she is in the presence of an event that he or she assesses as a possible crime, remains unaffected. In this case, the person of CAVV - CSV di Venezia is required to inform his or her direct supervisor and/or the Focal Point in order to ensure the highest level of user protection.

5.3 CASE MANAGEMENT

In case management, the Focal Point, in liaison with the supervisor who forwarded the report and other parties that may be deemed useful for better case management (e.g., management or external consultants), will be responsible for:

- ensuring that any urgent measures are taken to protect the minor(s) and that he/she
 is guaranteed immediate medical, psychological or social support, based on local
 mapping of services;
- assessing the initiation of a disciplinary measure against the reported person;
- evaluating the referral of the case to the Judicial Authority, Law Enforcement and Social Services (in order to protect the minors involved) and, if necessary, drafting the complaint-claim or report, verifying it (also with the help of external consultants) and forwarding it according to the best practices that may have been agreed upon with the Entity in charge;
- storing all documentation along the described process in a safe place and sharing it confidentially and confidentially only with those involved in active roles;
- establishing an internal action plan to monitor the progress of the report (including a breakdown of roles and tasks and timeline) and bring it to closure;
- ensuring adequate feedback and support to those involved until the active management of the case is fully completed;
- always acting in accordance with the principles underlying the General Procedure and more generally the Child and Adolescent Protection Policy;
- always acting in compliance with current legislation.

5.4 MAKING THE REPORT

To report a concern or alleged abuse, the REPORT FORM is used. Specifically, each report should be filled out:

- in a timely and legible manner;
- in the best interest of the minor person and not to protect the reputation of the organization or staff involved;

- quoting the person's exact words whenever possible;
- stating dates, times, places and contexts when the disclosure occurred or the alleged abuse occurred or concerns arose, along with any other relevant information;
- signed and dated by the person who prepared the report.

Use of judgmental language and expression of personal opinion will be avoided in the report unless supported by substantial evidence.

6. MONITORING

Regular monitoring and evaluation of the Policy and the way it is implemented is essential in order to effectively ensure the protection and safeguarding of minor persons.

CAVV - CSV di Venezia is responsible for monitoring the overall implementation of the Policy through documented assessment tools. Each service will be monitored periodically, through pre-designed tools, with respect to the implementation of the Safeguarding Policy, with the aim of assessing progress in its enforcement, identifying good practices and areas for improvement.

ANNEX

ANNEX NO.1: STATEMENT OF ACKNOWLEDGEMENT AND ACCEPTANCE OF THE POLICY

| | | I, THE UNDERSIGNED | | |
|------|---|--------------------|-----------|--|
| | | IN THE QUALITY OF | | |
| | [specify full name and your role at CAVV- CSV di Venezia] | | | |
| | | | | |
| born | (place) | | on (date) | |
| | | | | |

DECLARE THAT I HAVE READ:

- The Code of Conduct of CAVV CSV di Venezia;
- The Child Safeguarding Policy of CAVV CSV di Venezia.

He/she further declares that he/she fully understands and accepts the above documents.

The undersigned hereby declares and warrants that he/she is aware of his/her obligation to act in a manner that protects and promotes the rights of children and adolescents and that he/she will not commit any violation when making decisions and acting on behalf of CAVV - CSV di Venezia.

Should a violation occur in the future, the undersigned acknowledges his/her obligation to inform, in accordance with his/her role, the appropriate person as established by the policies and procedures or to make a report in other relevant ways that are described in the listed documents and related policies.

Any changes in the information and statements made through this form must be communicated by the reporting person in writing to his/her supervisor or other authorized individual within CAVV – CSV di Venezia.

| Place, date | C: Ł |
|--------------|------------|
| Place date | Signature |
| i lacci date | Jigilatuic |

ANNEX NO.2: SELF-DECLARATION OF ABSENCE OF CRIMINAL CONVICTIONS

| I, the undersigned | born | (place) | on (date) |
|--|--|---|--|
| with identity card/passport no. | | | |
| never to have been charged with a described in Legislative Decree Not combating the sexual abuse and set. commit to provide CAVV - CSV possible about their criminal record to have read the Child Safeguard Venezia, to have adequately under unconditionally; be aware that should background violation of the standards set for twill be immediately barred from Venezia; immediately inform CAVV - CSV related to childhood or adolescent fully aware that such occurrence contract/assignment with CAVV - he/she commits to send the document of the standards are the document of the standards. be aware that in case any information be false, this would result in the with CAVV - CSV di Venezia and the legal action and claim damages. | o. 39/2014 imexual exploitated of Venezia vord in the area ling Policy and erstood them and checks revent in the Childran employment of Venezia shace in the future will result CSV di Venezumentation word tion provided e immediate to | ncerning childle inplementing D tion of childre vith as much of crimes aga d Code of Co and to comm real any crimi d Safeguarding it /assignment nould he/she in the immed zia. The under ithin 30 (thirt in self-declara | Directive 2011/93/EU on an and child pornography: relevant information as inst minors; nduct of CAVV - CSV direction and activity or abuse in g Policy the undersigned t with CAVV - CSV direction to declares that he/she is diate termination of the reigned also declares that y) days from the date of ation mode should prove the contract/assignment |
| The undersigned, with signature at tinformation is correct and complete. | he bottom, I | hereby confir | ms that all the above |
| | | | |
| Signature | | Da | ate |

*All data will be processed by CAVV - CSV di Venezia in accordance with the provisions of the European Data Protection Regulation 679/2016 (GDPR)

ANNEX NO.3: GENERAL CODE OF CONDUCT FOR STAFF, CONSULTANTS AND VOLUNTEERS OF CAVV - CSV DI VENEZIA

Anyone working with CAVV - CSV di Venezia is required to enter into a pact, clear and explicit, and to make a concrete commitment to the safeguarding and protection of children and adolescents in any context.

This Code of Conduct, as well as the Policy, is based on the values of CAVV - CSV di Venezia, the general principles of the UN Convention on the Rights of the Child and Adolescent, and current legislation on the protection of minors.

All staff, volunteer and non-volunteer, are committed to abide by this Code of Conduct and to report any form of inappropriate conduct. A serious violation of the aforementioned Code of Conduct will result in the termination of the collaboration or employment relationship and, in the case of a crime, the consequences stipulated by law.

| I, THE UNDERSIGNED |
|---------------------------------|
| IN THE QUALITY OF |
| BY SIGNING THIS CODE OF CONDUCT |

I commit myself to:

- always consider children and adolescents as holders of rights and to promote the awareness and protection of the rights of children and adolescents;
- encourage the participation of all minor persons, without any discrimination, in activities that directly affect them;
- pay attention to the language used, the way I behave and how certain attitudes or actions might be perceived;
- adopt nonviolent and positive behavior at all times;
- encourage children and adolescents to express their ideas, their point of view;
- treat children and adolescents equally, regardless of gender, language, religion, opinion or nationality, ethnic or social background, status, class, sexual orientation or other personal characteristics;
- organize spaces and plan activities in a way that minimizes the risk of harm to minor persons, taking into account the capabilities and resources of the individuals with whom we work;
- ensure to the greatest extent possible not being alone and/or the possibility of being visible when I am in contact with underage persons;

- behave in a conscientious, responsible and respectful manner in order to set a good example in any situation;
- immediately report any suspicions or concerns, in accordance with the principles of the Child Safeguarding Policy and Code of Conduct, including any form of abuse, to the contact person designated by the Reporting Procedure;
- protect the privacy and security of information regarding a child or adolescent and obtain permission from her/him and/or her/his family members before taking a photograph, videotaping or using an image or personal history. This includes explaining how the pictures or messages will be used.
- behave in a responsible manner in reporting and its handling.

And I pledge not to:

- use any form of violence against children or adolescents (e.g., physical and verbal assault);
- have attitudes toward children and adolescents that may negatively affect their mental and physical well-being;
- act in such a way as to shame, humiliate, belittle, or disrespect a child or an adolescent;
- involve any person under the age of 18 in any form of sexual relationship;
- have a child with whom one is working sleep in one's home without supervision;
- publish any video/photos or otherwise without permission from the family and child;
- tolerate or fail to report any problems or suspected violations.

| Place, date S | Signature |
|---------------|-----------|
|---------------|-----------|

ANNEX NO.4: REPORTING FORM

| Reporting form | | | |
|--|-----------------|--|--|
| Name of the person submitting the report: | Location: | | |
| | Date of report: | | |
| Role: | | | |
| Service/project: | | | |
| The report concerns: | | | |
| Potential abuse or concern about the safety or well-being of a minor person receiving the services of CAVV - CSV di Venezia \Box Yes - \Box No | | | |

| Conduct of an adult □ Yes - □No | | | | |
|--|---|------|--------|-----|
| Risk level | IMMEDIATE | HIGH | MEDIUM | LOW |
| Information on the minor person to whom the concern relates | e Any special needs of the minor person of concern: | | | |
| Name: | | | | |
| Age: | | | | |
| Contact information: | | | | |
| Name of family members/guardians of the person receiving the services and their contact information: | | | | |
| Reason for concern/ What happened: | | | | |
| Any physical or behavioral signs observed in the minor person: | | | | |
| Details of the minor person's narrative, if any: | | | | |
| Who else is aware of the event or concern? Are there any other people informed or involved in the event of the concern? | | | | |
| What kind of support has been offered or what actions have been taken so far? | | | | |
| If the concern involves a minor, have their family members or legal guardians been informed? If yes, what is their position on the matter? If no, for what reason? | | | | |
| | | | | |