

WORLD VISION'S PARTNERSHIP STANDARDS REQUIRED FOR CHILDHOOD PROTECTION

Issued on January 21, 2000

Purpose

World Vision constantly reviews itself in order to guarantee that we are making everything reasonably possible to reduce children's risks, both sponsored and non-sponsored within World Vision's projects, regarding any way of abuse or negligence, including sexual abuse.

These standards are the requirements of World Vision's Partnership to develop, implement and monitor childhood protection policies within all WV's offices.

These standards pretend to reduce the risk of those children belonging to World Vision's programs.

I. Behavior Protocols

In order that WV Guatemala's staff, as well as the micro-regional and regional ADP's, boards of directors, and volunteers and communitarians have an adequate behavior in their relationship with children, they all must acknowledge having received and understood the Behavior Protocols.

These protocols have been created not only to protect children but any person related to WV Guatemala against false accusations of abuse or inadequate behavior. Therefore, the following must be considered as basic protocols:

- 1.1 No member of WV Guatemala's staff, from the ADP's or sponsor would be allowed to spend the night with a child or a minor at their house, the project's headquarters or any other place.
- 1.2 No sponsor, member of the ADP's or WV Guatemala's staff should visit the house of a sponsored child without the presence of someone known by the family. Preferably, we suggest that domestic visits be performed accompanied by people from the community (sector leaders, guiding mothers, members of the board of directors, etc.).
- 1.3 Every activity performed with children, must be supervised at least by two adults respected by the community.
- 1.4 Neither WV Guatemala's staff, nor from the ADPs or sponsors should caress, kiss, hold, or touch minors in an adequate way or in a non-sensible way, culturally speaking. To prevent misinterpretations, you should ask the child for permission to hold his/her hands. In the case that children participate in an activity at a pool, you must prevent any type of contact. We suggest that lifesavers be of the same gender of those children being watched.
- 1.5 In front of children, the members of WV's staff, ADPs, and board of directors, will prevent the use of inadequate language, double-sense jokes, or any phrase that could be misinterpreted. You should also prevent using a language indicating a relationship of power or rudeness.
- 1.6 Any inadequate behavior with children leading to misunderstandings, or the breaking of any behavior protocol from WV's staff, ADPs, board, volunteers or any other visitor, World be a discipline reason, including dismissal or judicial proceedings according to the severity of the case.
- 1.7 WV's staff and the ADP or sponsor visiting sponsored families should be identified with the corresponding ID. Families must be informed accordingly.

2. Protection of children in sponsorship programs.

- 2.1 Every policy for children's care and sponsorship standards must be complied accordingly.
- 2.2 Sensitive information about sponsored children, as well as their files and photographs must be treated as "confidential". Only authorized individuals could access this type of information.
- 2.3 All photographs of children must show their reality and their context without presenting them as victims. We must prevent any pose that could be considered as sexually suggestive.
- 2.4 **Neither sponsors, nor sponsored children could exchange personal addresses. Those must be kept by authorized personnel and be handled as confidential. Visitors are not allowed to provide any kind of money to sponsored children.**

- 2.5 WV will not facilitate the visit of a child to the sponsor's country, or the adoption of any child.
- 2.6 WV reserves the right of receiving, opening and reviewing all correspondence between sponsors to sponsored children, in order to prevent that such correspondence include inadequate comments, inadequate requests, or obscenities. In the case that any of those situations be found, WV immediately notifies the SO who reserves the right to take the necessary actions to cancel the sponsor. (His/her sponsorship)

3. Protection to children in sponsorship programs

- 3.1 The policy of Child Assistance and the Sponsorship Standards outlined in the Customer Service Manual must be complied.
- 3.2 Officers are requested to subscribe an acknowledgement and understanding of the Policy and the Standards Required by WV for Childhood Protection stating that they understand the procedures related to the sponsors visits, including the need of reporting the presence of unannounced visitors or those unaccompanied.
- 3.3 Officers directly related to sponsors receive awareness rising and training about the need of protecting children, about the strategies to protect them and the detection of any possible irregularity related to sponsorship.
- 3.4 The file of a sponsored child, the photos are kept at safe facilities and are locked. Only a limited number of persons have access to them.
- 3.5 All correspondence from a sponsor to a sponsored child is reviewed in order to detect inadequate or suggestive comments, proposals or obscenities. Should something inadequate be found, WV reserves the right of denying the sponsorship or canceling the relationship with the sponsor.
- 3.6 When sponsoring, sponsors must be warned that WV's policy prohibits unannounced visits. Sponsors must be asked to sign an acknowledgement that they have received and understood WV's policy about visits.
- 3.7 A WV's sponsor and his/her sponsored child should not exchange their home addresses.
- 3.8 Officers must be aware about WV's policy about the Internet use. Sponsors are advised that the information via internet is provided as a service, and it should not be unloaded or forwarded to another web site. Every publication in internet must include a clear warning that the information should not be unloaded or forwarded for any reason. In doing so, user could be exposed to legal actions from World Vision.
- 3.9 World Vision would not facilitate the visit of any child to the sponsor's country, nor the children's adoption. Every request of this kind of assistance will be declined with sensibility.

4. Visits to World Vision's projects

- 4.1 **All visitors to WV's projects must be warned about the behavior protocols that should reflect the national and local sensibility. Visitors must subscribe an acknowledgement and understanding on these protocols, as part of their orientation process before performing a visit to the child.**
- 4.2 NO's rules must be observed when visiting sponsored children. This could demand that a sponsor meets the child at a centric place, such as WV's office.
- 4.3 WV supports the sponsors filter before field visits by checking police records wherever it is allowed by local legislation. Policies and procedures for each office must be followed. In case that this filter leads to denying a sponsor's request to visit a child, the corresponding NO will be informed should the sponsor try to arrange a visit directly.
- 4.4 **A WV's officer must accompany every visitor to WV's projects.**

- 4.5 The adequate procedures should be complied for unannounced visits from sponsors. Having understood that both Donor country's office as well as the office of the child's country have policies for childhood protection, we will apply the strongest between those two policies. Those offices performing police records verification, have the right of denying a visit, but it might not be always possible to specify the reasons for denying it.
- 4.6 Those communities and families participating in sponsorship programs are informed about WV's procedures regarding sponsors visits. We encourage them to immediately report every visit not agreed by WV's staff, or any request from a sponsor asking to hide information to WV's staff or to the members of the community.
- 4.7 Operations staff must be aware that, should any visitor perform an unannounced visit or visits a community unaccompanied, such visit is reported immediately to WV's Management, Director or his/her designate will inform the visitor and will warn the Executive Director of the corresponding support office.
- 4.8 Real or presumed cases of abuse or inadequate behavior from a visiting sponsor, is reported immediately to the CS Manager (or equivalent) of the corresponding Support Office, and to the Coordinator of Childhood Protection. We will then begin with the corresponding actions regarding the donor or sponsor, which could include a penal investigation and a possible cancellation of his/her relationship with WV.

WELCOME TO WORLD VISION GUATEMALA

Dear Visitor:

We appreciate your interest and desire to learn more about World Vision Guatemala, our projects and the people in need we support.

WV Guatemala considers the child protection issue very seriously, therefore, we would like to make sure that everything we do is done in the best interest of the children so that both, children and visitors have positive interactions in a safe and secure environment.

With the purpose to protect the children in the communities supported by WV Guatemala, we ask you to read the document about child protection which includes visit guidelines and standards as well as project visit behavior and sign below signifying that you have read and understood it and agree to comply with all the requirements listed during your presence in the community.

Thank you in the advance for your desire to support us in our efforts to make our projects and communities a better and safer place for the children and their families.

I have read, understand and agree to comply with the Child Protection Policy, Visit Guidelines and Standards, and Project Visit Behavior Protocols.

Full Name: _____

Signature and date: _____

Signed in the presence of:

Full Name and position: _____

Signature and date: _____

Number and name of the child to be visited: _____

Name of the project and community _____