



VISITORS

POLICY AND PROCEDURES

SAFEGUARDING CHILDREN AND YOUNG PEOPLE

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Please take a moment to read the Visitors Policy and Procedures which has been designed to make your visit a positive experience with us whilst ensuring the respect, protection and safeguarding of the children, young people and the staff under the care of the Christina Noble Children's Foundation.

APPLICATION

This policy applies to:

- a. All those visiting CNCF Project Operation premises and projects in Vietnam and Mongolia from the Christina Noble Children's Foundation International ("CNCFI"), including its headquarters in the United Kingdom and all of its country offices, regional offices, liaison offices, and any other offices operating under the name of the Christina Noble Children's Foundation.
- b. All National Organisations that have signed a Members' Agreement and License Agreement with CNCFI; and
- c. All other Associates and Visitors agree to be bound by the Visitors Policy and Procedures and Global Child Protection Policies.

MISSION STATEMENT

The Christina Noble Children's Foundation is dedicated to serving the physical, medical, educational and emotional needs of vulnerable children. We believe that every child deserves love, respect, and freedom from all forms of exploitation. We establish long-term relationships with the children we support and empower them to live happy, emotionally rich, and independent lives.

CHILD PROTECTION AND SAFEGUARDING

is the protection of all children from violence, exploitation, abuse and neglect **Article 19** of the [UN Convention on the Rights of the Child](#) provides for the protection of children in and out of the home. In addition The [World Health Organization](#) (WHO) defines *child abuse* and *child maltreatment* as "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.

PURPOSE

CNCF International recognises that abuse against children and young people is prevalent throughout the world and in all societies. Abuse against children includes physical or mental violence, injury and abuse, neglect or negligent treatment, maltreatment and sexual abuse. Furthermore, children and young people may be vulnerable and at risk due to, for example, reasons of gender, sexual orientation, ethnic origin, disability and age or illness. CNCF International is fully committed to the protection and safeguarding of children and young people and particularly those with whom we work or are in contact.

The purpose of this policy is to ensure that:

- all who engage with us understand and are well supported in meeting their responsibilities to safeguard children and young people and CNCF Personnel
- engage positively with them in ways that enhance the achievement of our Purpose;
- we have in place policies and procedures to prevent and deal with the actions/behaviour of our Staff, Associates, Visitors or us as an organisation that result in violence against a child or young person and/or places them at risk of the same; and
- children and young people we work with are aware of our responsibilities to prevent and respond to any harm against them arising from actions and behaviours of our Staff, Associates and Visitors, and, the routes for reporting such incidents.

STATEMENTS

CNCF INTERNATIONAL CHILD PROTECTION AND SAFEGUARDING POLICY STATEMENT

We are fully committed to the gender responsive safeguarding of all children and young people from all forms of violence. We take very seriously our responsibility and duty to ensure that we, as an organisation, and anyone who represents us does not in any way harm, abuse or commit any other act of violence against children and young people or place them at risk of the same. We promote child and youth safe practices, approaches, interventions and environments which respects, recognises and responds to the specific safeguarding needs and addresses the protection risks of the differing gender and other identities. CNCF is non-religious, non-political. We will challenge and do not tolerate inequality, discrimination or exclusion. We respond to a child or young person who may be in need of protection and or psycho-social support and intend that their welfare and best interests will at all times be paramount consideration. We ensure all who work with and engage with us understand and are supported in their meeting safeguarding roles and responsibilities. We take positive action to prevent anyone who might be a risk to children and young people from becoming involved with us and take stringent measures against any Staff, Associate or Visitor who perpetrates an act of violence against a child. We promote the active involvement of children and young people in their own protection.

NON DISCRIMINATION STATEMENT

The Christina Noble Children's Foundation ('CNCF') is a non-religious, non-political, not for profit children's organisation. CNCF does not promote or discriminate against any person, population group, or organization with regard to categories such as race, color, religion, sex, national origin, age, mental or physical disability, political belief or affiliation, genetic information, sexual orientation, creed, marital status, citizenship status or veteran status. We do not discriminate and we take affirmative action and measures to ensure against all discrimination on the bases of race, color, gender, national origin, age, religion, creed, disability, sexual orientation, gender identity or gender expression.

DEFINITIONS OF VISITORS

This Policy is intended to help the Christina Noble Children's Foundation manage ALL Associates and Visitors in a way that ensures the safety of children and adults on CNCF sites. The responsibility for this lies with the Director of Operations and the Board of Management.

Types of visitor

There are a number of different types of legitimate visitors to CNCF premises

- **“Associates”** refers to a range of contracted paid and non-paid individuals who have committed to work with or support a CNCF International Entity. It includes, among other;
 - Board Members ○ Staff and/or representatives of partner organisations and local governments.
 - Peripatetic professionals such as social workers, educational psychologist, targeted support workers or health related professionals.
 - Volunteers (including community volunteers and interns) ○ CSR Community Volunteers ○ Donors
 - Visiting Child Sponsors ○ Researchers ○ Consultants ○ Contractors- in connection with the building, grounds or equipment i.e. builders, maintenance staff or IT workers.

- **“Visitors”** ○ Overseas and local individuals with an interest in supporting and/or understanding the work of CNCF and its projects and how our organisation is benefiting our beneficiaries
 - Education Institutes ○ Health Institutes
 - journalists, media and celebrities ○ Other legitimate visitors ie parents/guardians ○ Parents/Guardians attending events and workshops ○ Visitors attending events

NB:

- a) Any group consisting of more than six (6) people must have prior approval from the Director of Operations and/or the CEO
- b) CNCF does not permit visits/group visits through travel agents under any circumstances.

ROLES AND RESPONSIBILITIES

1. All Staff shall:

- a. be aware of and adhere to the provisions of this Policy & Guidelines at all times

- b. All staff have a responsibility to ensure that visitors to CNCF are properly welcomed and managed safely within the programmes
- c. All staff will always put the welfare of the children, young people, CNCF personnel and the reputation of CNCF above the requirements of the visitors at all times
- d. All staff are aware of this guidance and that it applies to all visitors equally
- e. If a member of staff is concerned about the behaviour of a visitor, the staff member will report their concerns to the Child Protection Focal Point and/or the Director of Operations immediately

2. All Visitors shall:

- f. commit and contribute to an environment where children and young people feel respected, supported, safe and protected
- g. never act or behave in a manner that results in violence against a child or young person or places a child or young person at risk of any kind of harm or upset;
- h. be aware of and adhere to the provisions of this Policy & Guidelines at all times
- i. agree, by signing, to complying with:
 - i. the Safeguarding Code of Conduct (Annex 1). This will be recorded in Central Records.

PROCEDURES FOR ALL VISITORS

- With the exception of parents and/or guardians of the children on CNCF premises, all other visits must be planned and approved in advance to ensure they run smoothly whilst taking into account the need to safeguard children and young people, the reputation of CNCF and the visitor. Where appropriate, risk assessments will be undertaken. The Director of Operations and/or senior leadership team should be aware of visits in advance.
- We do not allow drop in's as this is against our child protection and safeguarding policy.
- Prior to visiting CNCF premises all overseas visitors will be asked to send a scanned copy of their passport, all local visitors will be asked to send a scanned copy of approved government ID card. Access to CNCF premises will not be permitted under any circumstances unless approved ID is received prior to the visit.
- All visitors must enter through the main security gate and sign the register when entering and leaving. Here you will be given a visitors' badge, which must be worn prominently at all times.
- All visitors must report to reception first and not enter any CNCF programmes via any other entrance. If a visitor inadvertently arrives via another entrance, they will be escorted by a member of staff to the reception area.
- At reception, all visitors should explain the purpose of their visit and who has invited them. They should be ready to produce formal identification.
- All visitors will be asked again to sign the visitors' electronic recording system which includes a photograph of the visitor being taken.
- When signing in at reception, the visitor will also be required to sign and abide by the CNCF's Safeguarding Codes of Conduct (Appendix A)

- If the visitor is part of a large group of visitors a separate register may be utilised.
- Visitors should wait in the reception area until they are met by an appropriate member of staff to be escorted to their destination.
- All visitors should be accompanied by a member of staff **at all times**.
- Visitors should never be alone with children unless this is a legitimate part of their role and CNCF has assured itself that the visitor has had the appropriate DBS check (or the visitor's employers have confirmed that their staff have appropriate checks). This will be recorded on the CNCF's Central Records and the Child Protection Focal Point is responsible for the maintenance and security of this record.
- If visitors find they are alone with the children, they should report to a member of staff or reception **immediately**.
- On departing CNCF premises, visitors should leave via reception, and sign out at the security gate, return their visitor badge and be seen to leave the premises. CNCF reception staff will check with the security guard that the visitor(s) have left the premises.
- If a regular visitor to CNCF premises does not have DBS clearance (eg ex-student/ex-child resident), this will be referred to the Director of Operations and/or the Senior Leadership Team for approval. If the visitor is allowed onto the premises, it will be made clear to this individual that they must be accompanied by a member of staff at all times and they must not have unsupervised activity with the children.
- The visitor will sign the screening document (Appendix B) and this will be countersigned by our Child protection Focal Point or a member of the Senior Leadership Team and stored in Central Records.

4. Contractors

For building or maintenance contractors CNCF will establish a formal agreement regarding access to specific areas of the building. For many building projects physical separation – fencing off of the work areas, will provide additional safeguards. All child safeguarding checks required should be completed before the contractor begins work on CNCF premises. Contractors should sign in and be issued with a visitors' badge. If the contractor is working in an area of the CNCF premises where children and young people are present, they will be accompanied by the Site Manager, or another member of staff.

5. Concerns related to a Visitor

Staff, children and young people will be reminded on a regular basis about who they should report concerns to or go to for help and advice if they have concerns about a visitor. For our children and young people this would be any carer and/or teacher in the first instance, who should then report the concerns to the Child protection Focal Point and/or Director of Operations and/or the CEO immediately.

6. Unknown, uninvited or malicious visitors to the school

Any visitor to CNCF's premises who is not wearing an identity badge will be politely challenged by staff and escorted back to the security gates to sign the visitor's book and be issued with an identity badge. Failure to comply will result in the visitor being asked to leave the site and the Director of Operations, CEO or other senior person informed. In extreme circumstances or if the person refuses to leave, the police will be called.

ENGAGING WITH OUR CHILDREN AND YOUNG PEOPLE

When visiting CNCF premises, it is important to keep in mind that you may be visiting the children's homes and/or school environment, local community villages and towns. Therefore, we ask that you adhere to the following Procedures; Dress code

Please ensure that your clothing is conservative in nature. We request visitors to wear shirts that cover their chest, upper arms and trousers or long shorts to the knee. **If you do not come adequately dressed, you will not be allowed to visit our projects and/or engage with our children.** We also recommend that you do not wear jewellery.

Photographs and videos

Whilst we appreciate that you may wish to have memories of your visit, photos and filming are generally not permitted unless under pre-arranged agreement of the Director of Operations, this being the case you will also be expected to sign our **Photography & Filming Policy**. This is to protect the privacy of each child. If you wish to have a photo souvenir of our children, complimentary photo cards are available at the reception.

Your belongings

When visiting CNCF projects we recommend that you do not bring any items of value with you to avoid any damage or loss of these items.

Expressing affection

The children are socially confident and can be very affectionate but we do ask that visitors refrain from picking up the children unless your accompanying CNCF member of staff says it is appropriate to do so. If you are not sure how to react in a specific situation, please ask the accompanying CNCF member of staff in charge of the visit.

Expressing your emotions

Being in close contact with young children may be emotionally challenging. Whilst you may feel sad knowing that many of the children you are visiting are orphans you will see that our children are generally very happy and socially confident. A display of emotion can be very confusing for the children and we ask you to be prepared. If you feel emotional we may ask that you take a moment to compose yourself by stepping away if necessary.

Gifts In-Kind

Gifts for the children will be registered with the receptionist prior to visiting any projects and will be distributed to the children at a later time so as not to cause any turmoil or disruption amongst the children, you will not be able to give presents directly to the children unless there has been a pre-arrangement to do so and approved by the Director of Operations. If your gifts are not distributed whilst you visit, you will be sent photos of the children receiving their gifts.

Illness

For the safety of the children in our care, particularly those in poor health and undergoing medical treatment, we kindly ask that you let us know if you are sick or feeling unwell when you come for a visit. We may request you wear a medical mask or for more serious cases we may have to cancel your visit.

If you think you might be pregnant or you know you are please inform the person who shows you around so they can advise you if its safe to go onto the children's medical wards.

Cancellation

Please note that a visit may be cancelled without notice particularly in the case of an outbreak in our medical centres. We recommend that you reconfirm your visit prior to arriving to avoid any unexpected disappointment.

Liability

CNCF is not liable for any acts or omissions including without limitations any disputes, negligence reckless or criminal activity of the visitor. Each visitor hereby releases and indemnifies CNCF against all cost actions claims loss or damages arising as a result of or in relation to any act or omission undertaken by a visitor (whether within the designated visiting hours or otherwise). Such loss or damage shall include intangible loss such as loss of goodwill and/or reputation of CNCF.

Visitor Policy and Procedures

At your arrival to CNCF premises, please sign on the Declaration forms at the reception to acknowledge that you have read, understood and accept full responsibility of the terms and conditions in the Visitors Policy & Procedures.

CONTACTS FOR REPORTING A CHILD PROTECTION & SAFEGUARDING CONCERN

CEO	Helenita Noble	helenita.noble@cncf.org
Child Protection Focal Point (CPFP) Vietnam	Quy Dinh Hanh Nguyen	quy.dinh@cncf.org hanh.nguyen@cncf.org
Child protection Focal Point (CPFP) Mongolia	Amaraa Bor Uguumur Oyungerel	amaraa.bor@cncf.org uguumur@cncf.org

ANNEX 1: SAFEGUARDING AND CODES OF CONDUCT

Christina Noble Children's Foundation International (**CNCFI**) is committed to creating a safe environment for children and young people. All staff have a duty to uphold the principles of the Global Policy on Safeguarding Children and Young People and commit to maintaining an environment that prevents violence against children and young people. Further to this, sexual exploitation and abuse by staff constitutes acts of gross misconduct and is therefore grounds for termination of employment.

CNCFI Safeguarding Code of Conduct should be read in conjunction with its Child Protection Policy. All associates and visitors must read, sign and abide by the Code of Conduct. The Code of Conduct is intended to guide all visitors to make ethical decisions and ensure the protection/safeguarding of children. CNCF's ability to ensure the protection of children that it works with depends on the commitment and ability of all CNCF members and visitors to uphold and promote the highest standards of care, best practice, ethical and professional conduct.

All people attending any CNCF programmes in any capacity, paid or otherwise, must agree and abide to the following:

I (print your full name) _____
Passport Country of Issue and /ID No _____
Country of Residence _____

Have read the Christina Noble Children’s Foundation Visitors Policy and Procedures. I understand the responsibilities when being on the premises of CNCF and in the company of children and young people under the care of CNCF and I will abide by the Safeguarding Code of Conduct.

As such, I agree that I will:

- a. Adhere to the Policy and Procedures and be open and honest in my dealings with CNCF staff, children and young people, their families, and communities participating in programmes, projects, processes, events, and activities.
- b. Treat children and young people in a manner which is respectful of their rights, integrity, and dignity and considers their best interests regardless of age, sex, gender, gender identity, sexual orientation, nationality, ethnic origin, colour, race, language, religious or political beliefs, marital status, disability, physical or mental health, family, socio-economic or cultural background, class, or any history of conflict with the law.
- c. Create and maintain an environment which prevents the abuse and exploitation of children and young people ensuring that I am aware of potential risks with regards to my conduct, and take appropriate action so as to minimise risks to children and young people.
- d. Contribute to building an environment where children and young people I engage with are:
 - i. respected and empowered to participate in and discuss decision making and interventions into their safeguarding in accordance with their age, maturity and evolving capacities; and
 - ii. well informed on their safeguarding and protection rights and what to do if they have a concern.
- e. Display high standards of professional behaviour at all times, providing a positive role model for children and young people.
- f. Respect the privacy and confidentiality of children and young people associated with CNCF.
- g. Show respect at all times to members of staff and people associated with CNCF

This means I will:

- Never ask for or accept personal contact details or invitations to share personal contact details (this includes email, phone numbers, social media contacts, address, webcam, skype, etc.) from any child or family associated or formerly associated¹ with our work or share my own personal contact details with such individuals except where this has been explicitly authorised by the Director of Operations and/or CNCF International for business purposes.²
- Never disclose, or support the disclosure of, information that identifies sponsored families or children, through any medium, unless that disclosure is in accordance with standard CNCF International policies and

¹ Where the child is a sponsored child requests for continued communication upon ‘graduation’ of the sponsorship (when the sponsored child reaches 18 years) must comply with CNCFI Sponsorship Procedures on the same.

² CNCF will seek informed consent as appropriate from the child or young person.

procedures and/or has the explicit consent of CNCF International.³ Media includes paper, photographs, and social media.

- Never make any contact with a child, young person, or family members associated with CNCF's work that is not supervised by a (or another) member of CNCF Staff. Such contact may include but is not limited to visits and any form of communication via social media, emails, and letters.
- Always ensure that when on an official or work visit with CNCF and I wish to take pictures of children and young people associated with the organisation, for personal use,

I will:

- Always consult first with the local CNCF office so as to make sure that it is permissible to take pictures in the local context and that the intended use of the pictures does not conflict with CNCF International's policies.
- Ask permission of the child or young person (or in the case of young children, their parent or guardian) informing them of the specific purpose(s) and intended use (including how and where) and respect their decision to say no making it clear that there will be absolutely no negative repercussions from denying such consent.
- Ensure the images are respectful and do not impact negatively on their dignity and privacy.
- Ensure that the use of the images does not put the child or young person at risk of being identified or located.
- Never upload the images of children and young people associated with CNCF to non-CNCF social media pages without the full and explicit consent of CNCF International⁴

h. Report and respond to any concerns, suspicions, incidents or allegations of actual or potential abuse to a child or young person in accordance with applicable procedures of the engaging office.

i. Cooperate fully and confidentially in any CNCF investigation of concerns or allegations of abuse to children and young people.

j. Immediately disclose all charges, convictions, and other outcomes of an offence, which occurred before or occurs during association with CNCF that relate to exploitation and abuse of a child or young person.

I will not:

a. Abuse or exploit a child or young person or behave in any way that places a child or young person at risk of harm, including through harmful traditional practices such as, for example, Female Genital Mutilation, forced or child marriage.

b. Engage in any form of sexual activity or develop physical/sexual relationships with anyone under the age of 18 regardless of the age of consent locally. Mistaken belief in the age of a child is not a defence.⁵

³ CNCF will seek informed consent as appropriate from the child or young person.

⁴ CNCF will seek informed consent as appropriate from the child or young person and parents or guardians where applicable.

⁵ ST/SGB/2003/13: UN Secretary-General's Bulletin on Special measures for protection from sexual exploitation and sexual abuse, 2003 (endorsed by CNCF).

- c. Engage in sexual relationships with CNCF youth direct beneficiaries aged 18 to 24 years as these undermine the credibility and integrity of CNCF's work and are based on inherently unequal power dynamics.⁶
- d. Use physical punishment/discipline or use of physical force of any kind towards children and young people.
- e. Engage young people in any form of sexual activity which involves the exchange money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour. This includes exchange of assistance that is due to beneficiaries.⁷
- f. Use language or behave towards a child or young person in a way that is inappropriate, offensive, abusive, sexually provocative, demeaning or culturally inappropriate.
- g. Fondle, hold, kiss, hug or touch children or young people in an inappropriate or culturally insensitive way.
- h. Have a child/children/young person with whom I am in contact in a work related context, stay overnight at my home or any other personal residential location or accommodation.
- i. Sleep in the same room or bed as a child or young person with whom I am in contact in a work related context. Where it is necessary to sleep close to unaccompanied children and young people, I will make sure that another adult is present and it is in line with authorised policy and procedures.
- j. Do things of a personal nature for children or young person, with whom I am in contact in a work related context, (e.g. taking a child/young person to the toilet/bathroom; helping them get un/dressed etc.) that they can do for themselves.
- k. Spend time alone away from others with children and young people with whom I am in contact in a work related context; I will always make sure that another adult is with me and/or I am with the child/young person in an open public place, where others are around and in plain view of others.
- l. Hit or otherwise physically assault or physically abuse children, young people or members of staff.
- m. Act in ways that shame, humiliate, belittle or degrade children, young people, members of staff or otherwise perpetrate any form of emotional abuse.
- n. Discriminate against, show differential or preferential to, or favour particular children and young people to the detriment of them or others.
- o. Develop relationships with, engage in any practice with or develop behaviour towards children and young people which could in any way be deemed or interpreted as exploitive or abusive.
- p. Condone or participate in behaviour of children or young people which is illegal, unsafe, or abusive.
- q. Use any computers, mobile phones, video and digital cameras, or any such medium to exploit, harass or bully children or young people.

⁶ We recognise that our incentive Workers and Community Volunteers live in communities where we operate and so on rare occasions, relationships may develop that may be seen as acceptable in the community but would breach this element of the code. However, we expect Incentive Workers and Community Volunteers working in Programme areas to make known to the relevant manager any potentially compromising relationship they are in or considering, that involve a beneficiary who is aged 18 years and above

⁷ ST/SGB/2003/13: UN Secretary-General's Bulletin on Special measures for protection from sexual exploitation and sexual abuse, 2003 (endorsed by CNCF).

r. Use computers, mobile phones, or video/digital cameras or other electronic devices, to access, view, create, download, or distribute pornography, especially abusive images of children or young people.

The above is not an exhaustive list. Associates, and Visitors should consider all related actions and behaviour which may compromise the rights and safeguarding of children and young people.

Personal Conduct Outside Work or Engagement with Us

We do not dictate the belief and value systems by which Associates and Visitors conduct their personal lives. However, actions taken by Associates and Visitors that are seen to contradict this policy will be considered a violation of the policy. Our Associates, and Visitors are required to adhere to principles of the Visitors Policy and Procedures both on the premises and outside work.

I have fully disclosed to the Christina Noble Children’s Foundation any information that is relevant to an assessment of my suitability to work with or be near children and young people. I understand that the responsibility is on me, as a person associated with the Christina Noble Children’s Foundation in either an Associate or Visitors capacity, to use common sense and avoid actions or behaviours that could be construed as child exploitation and abuse I understand that at all times I can contact CNCF’s CEO and/or Director of Operations and/or Senior Leadership teams, and/or Child Protection Focal Point who’s contact details can be found in this document to talk to about any aspect of the Policy and Procedures that remains unclear.

Signature _____

Date _____

For visitors who are aged under 18 yrs. at the time of visiting, the co-signature of a parent or guardian is required:

Name of parent/guardian _____

Signature _____

Date _____

ANNEX 2: VISITORS TO CNCF PREMISES WITHOUT DBS CLEARANCE

IF YOU DO NOT HAVE DBS CLEARANCE AND HAVE STILL RECEIVED APPROVAL TO BE ON A CNCF SITE YOU MUST STRICTLY ABIDE BY THE FOLLOWING, FAILURE TO DO SO WILL RESULT IN YOU BEING ASKED TO LEAVE THE CNCF PREMISES IMMEDIATELY.

- a) YOU MUST BE ACCOMPANIED AT ALL TIMES BY A MEMBER OF CNCF STAFF
- b) YOU MUST NEVER BE ALONE IN THE COMPANY OF A CHILD OR YOUNG PERSON
- c) YOU MUST ADHERE TO INSTRUCTIONS AND GUIDANCE GIVEN BY THE ACCOMPANYING MEMBER OF CNCF STAFF AT ALL TIMES

Name _____

Date and period of visit _____

Reasons of visit _____

Signature _____

Date _____

For visitors who are aged under 18yrs at the time of visiting, the co-signature of a parent or guardian is required:

Name of parent/guardian _____

Signature _____

Date _____

Approval for such visits can only be approved by the CNCF Country Operations Board of Management
Signed
CNCF Position
Countersigned
CNCF Position
CNCF Country of Operations



Every child has a right to sleep on their pillow with peace in their hearts, love, security and protection.

- Christina Noble-

Facebook: www.facebook.com/ChristinaNobleChildrensFoundationInt/

LinkedIn: <https://www.linkedin.com/company/christina-noble-children's-foundation-international/>

Website: www.cncf.org