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| **Protection:** All activities aimed at ensuring full respect for the rights of the individual in accordance with the law (human rights law, international humanitarian law, refugee law)**Child Protection:** The prevention and response to abuse, neglect, exploitation of and violence against children. | * **Do NOT engage in personal friendships**. You are working with the people in the camp in a professional capacity to provide services. Always keep boundaries.
* **Do NOT go with a child alone to access services**. Ask parents to go with you and show them where they can all benefit from different services.
* **Do** **NOT** **separate** children from their families. They may not be aware of their location or the dangers related to separation in this context (especially new arrivals, relocation), so encourage them to stay together.
* If a child wants to play with you, do so **within sight** of the **parents** and/or refer them to the Child Friendly Space or DAPS center.
* **Do** **NOT** transpor*t* children (even if they are accompanied by their parents) or adults. Only specific actors are authorized to transport the guest community. Of course there are exceptions for life-saving situations.
* **Do NOT collect information** you do not need for a specific purpose.
* **Do NOT touch** children and adults or talk to them in a way that might not be welcome. The people arriving in Bangladesh are vulnerable and may not feel comfortable to say if they are not happy with the way someone is treating them or their children. Always ensure that your behavior is culturally appropriate.
* **Do** **NOT** **show favoritism** towards a specific child or adult. Treat everyone with neutrality and impartiality.
 | * Always **respect** diversity and when you provide activities make sure that they are **inclusive** and that **all** children and adults irrespective of disability, social status, gender, religion etc can assess the activities.
* **Do NOT make promises to children or adults** that you cannot keep. Do not raise expectations.
* **Do NOT ever use hurting words** or actions against them. Inappropriate behavior is never acceptable.
* If someone discloses a protection concern make sure you use effective communication, ensure confidentiality and make a referral (after having the consent, always consider the “Best Interest of the child”, if it has to do with a child) **. Never** share sensitive details openly.
* If you see someone affiliated with the RC/RC **behaving suspiciously with a child or adult** – please report to your manager or the PGI delegate or PGI officers.
* **Do NOT take photos of children** without their and their families’ consent. **Do NOT upload photos of children and adults on social media.** People are fleeing violence and persecution. By uploading pictures of their faces, names and locations, it identifies where they are to anyone looking on internet, which can put them at risk. Even if you have their consent, they might not understand how it would be used. **Do not expose their vulnerability for the sake of a post. For Qs related to this refer to IFRC Comms Delegate.**
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| **AS VOLUNTEERS AND STAFF, WHAT IS OUR RESPONSIBILITY IN PROTECTING THOSE WE PROVIDE SERVICES FOR?*** **Everyone has a responsibility** to safeguard children and those accessing our programs. Keeping them safe is the basis of humanitarian action and work to support vulnerable people
* Our work involves direct contact with children, families and communities (trust and respect are critical). Impact of not safeguarding the affected community can be devastating.
* Always **wear** **visibility**.
* **Do NOT stay in a closed space** alone with a child or adult.Never. If you interact with a child, this should be in an open space and if it has to be in a closed space, make sure that the door is open and other colleagues are accessing it. Being alone with a child or adult can put both you and the child or adult at risk. You can be accused. Even if you see no potential for harm, staff, volunteersor other oganizations may consider this is unacceptable and may report you. Always make sure that you and those you provide services to, are in view of other adults to avoid any concerns.
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| **TIPS ON COMMUNICATING WITH A PERSON THAT SHARES A CONCERN:** |
| **DO*** Try to find a quiet place to talk, and minimize outside distractions.
* Respect privacy and keep the person’s story confidential. If there is a protection concern, make a referral to the case management actor in the camp you work
* Stay near the person but keep an appropriate distance depending on their age, gender and culture.
* If the person is a child,communicate on the same level with the child.
* Be patient and calm and make mainly open questions.
* Provide factual information, if you have it. Be honest about what you know and don’t know. “I don’t know, but I will try to find out about that for you.”(If you can find out more-don’t make promises)
* Give information in a way the person can understand
* Acknowledge how they are feeling also about any losses or important events they tell you about, such as loss of their home or death of a loved one. “I’m so sorry. I can imagine this is very sad for you.”
* Show empathy. Acknowledge the person’s strengths and how they have helped themselves

  | **DO NOT*** Don’t pressure someone to tell her/his story.
* Don’t interrupt or rush someone’s story (for example, don’t look at your watch or speak too rapidly).
* Don’t touch the person if you’re not sure it is appropriate to do so.
* Don’t judge what they have or haven’t done, or how they are feeling. Don’t say: “You shouldn’t feel that way,” or “You should feel lucky you survived.”
* Don’t use terms that are too technical, but use language understandable, taking into account the person’s age/level of maturity.
* Don’t ever say “why” / “how come?” Why” questions can be blaming, ex. “why did this happen to you, why didn’t you...”.
* Don’t tell them someone else’s story and don’t talk about your own troubles.
* Don’t wear sunglasses while you talk to them and don’t look distant/ cold, don’t cross arms.
* Don’t give false promises or false reassurances.
* Don’t think and act as if you must solve all the person’s problems for them.Don’t take away the person’s strength and sense of being able to care for themselves.
* Don’t talk about people in negative terms (never call them “crazy” or “mad” or anything inappropriate).
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| **If you come across a protection case and you do not know what to do please contact the PGI team:**Protection, Gender & Inclusion Focal Point (IFRC): Phone number: E-mail address:Protection, Gender & Inclusion Officer (NS): Phone number: E-mail address:Protection, Gender & Inclusion Officer (IFRC): Phone number: E-mail address: PGI & CEA Officer (IFRC): Phone number: E-mail address:(Do not share sensitive info with personally identifiable information of the affected person in an email and if you have to, make sure this is in a password protected document- share password through a text) |