



RED NOSES
CLOWNDOCTORS
International



RED NOSES Children and Vulnerable Persons

Safeguarding Policy



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RED NOSES International

Statement of Commitment



The mission of RED NOSES is to bring humour and laughter to people in need of joy. We seek to create **safe environments for children and vulnerable adults** allowing them to enjoy the highest quality of professional clowning in all our programmes and countries where we work. We believe in the **access to recreational activities, art and culture in order to foster the overall wellbeing of our beneficiaries**. Children and vulnerable adults in healthcare and social institutions plus those affected by manmade or natural disaster, face special risks and hardships and are more prone to becoming victims of violence, abuse or neglect.

RED NOSES International (RNI), encompassing all RNI Partner Organisations and the RNI Foundation, recognises the **utmost importance of keeping children and vulnerable adults safe** and of **ensuring their protection from maltreatment or anything detrimental to their health and development**, both within our organisation as well as with our external partners.

The artistic programmes and formats carried out by RED NOSES include activities where physical contact is used with discretion in the context of working with children and vulnerable persons. We have, therefore, installed **measures and regulations that respect the boundaries of each individual** and keep the safety of our beneficiaries in focus at all times.

RED NOSES International has introduced a streamlined Children and Vulnerable Persons Safeguarding (CVPS) Policy to minimise the risk of violence and abuse. **All employees, freelancers, partners and collaborators must obey this policy and fully commit to immediately report any incident of potential abuse**. The policy will also guard our own staff from false allegations and protect the reputation of RED NOSES as an organisation.

RED NOSES International has established **safeguarding mechanisms including the appointment of internal and external qualified persons** (safeguarding officers and teams in all RNI organisations plus external ombudspersons) as points of contact for receiving and dealing with complaints and concerns.

We will constantly **raise awareness within our group and beyond** of the importance of keeping children and vulnerable adults out of harm's way and safe from abuse. Furthermore, we will **assess and continuously improve all instruments and measures in this policy**, including, but not limited to, **regular training for staff**.

The **voices of children and vulnerable adults**, regardless of race, gender, age, disability, religious belief or sexual orientation, will always be taken into consideration in creating any measures affecting them to **ensure their best interests and development**.

The **dignity of children and vulnerable persons** will be **guaranteed in all our communication activities**. RED NOSES also commits to **actively advocate for the rights of children and vulnerable adults** and to collaborate with child protection organisations and experts.

The **moral compass for our actions is the Universal Declaration of Human Rights (UDHR)**, whereas the legal foundation of this policy lies in both the **Convention on the Rights of the Child ("CRC")** and the **Convention on the Rights of Persons with Disabilities ("CRPD")**.

This policy is guided by two of RNI's seven core values: **respect and accountability**. We listen to and engage with the communities in which we operate. The wishes, beliefs, views and feelings of the people we encounter are fully respected. We are compassionate and assist others who need our help. **We welcome diversity and are inclusive in our approach**. RED NOSES International sees it as our obligation to take responsibility for all consequences of our decisions and actions. This forms the basis of our principles for good governance.



Commonly Adopted Definitions, Principles and Local Standards Template



Definitions

› **Children and vulnerable persons** protection for RED NOSES Foundation and its Partner Organisations (hereinafter collectively referred to as “RED NOSES International” or “RNI”) means the prevention of and response to abuse, neglect, exploitation and violence against these categories of persons. The following definitions aim to assist in the understanding of this policy and guide the behaviour and work of all the persons included in its scope.

› **Children and adolescents**

Anyone under 18 years of age, regardless of whether current legislation in a given context determines an earlier age of majority or later¹.

› **Vulnerable person²**

Children and adolescents, unaccompanied children and adolescents, disabled people, elderly people, pregnant women, single parents with minor children, victims of trafficking in human beings, persons with serious illnesses, persons with mental health problems and persons who have been subjected to torture, rape or other serious forms of psychological, physical or sexual violence, such as victims of female genital mutilation.

› **Children with disabilities**

Children with long-term physical, mental, intellectual or sensorial impairments, which, when interacting with a range of existing barriers in a given context, can prevent their full and effective participation in society, and hinder them from enjoying the same conditions as other children.

› **Minor**

In a legal context and in contrast to a **child**, a person who, according to the law of their respective country, is under the age of majority, i.e. is not yet entitled to exercise specific civil and political rights.

› **Adult**

Every human being aged 18 years and older (unless majority is attained later under the law applicable to the adult).

› **Contact with children**

This means working and/or being engaged in an activity or in a position that involves or may involve any interaction and/or reasonably expect contact with children, no matter how minimal, either under the position description or due to the nature of the work environment. Working includes volunteering or other unpaid work.

¹ Art. 1 of UN Convention on the Rights of the Child. There is still no concrete, consistent definition of ‘child’ under EU law. The Lisbon Treaty introduced an objective for the EU to promote children’s rights. Moreover, the Charter of Fundamental Rights of the European Union guarantees the protection of children’s rights by EU institutions, as well as by EU countries when they implement EU law. For further information, see the webpage of DG Justice on the Rights of the Child and Fundamental Rights Agency: Developing indicators for the protection, respect and promotion of the rights of the child in the European Union, March 2009

² Art. 21 of Directive 2013/33/EU (Recast Reception Conditions Directive). Directive 2011/36/EU (Trafficking Directive) defines a ‘position of vulnerability’ as a ‘situation in which the person concerned has no real or acceptable alternative but to submit to the abuse involved’. Some directives use narrower definitions such as in its Art. 3(9) Directive 2008/115/EG (Return Directive), ‘vulnerable persons’ means minors, unaccompanied minors, disabled people, elderly people, pregnant women, single parents with minor children and persons who have been subjected to torture, rape or other serious forms of psychological, physical or sexual violence.

› Child and vulnerable person protection

RNI understands child and vulnerable person (CVP) protection as preserving the integrity of CVPs and promoting safe environments for CVPs to develop in, whereby both the rights and the best interests of the CVPs are respected. This includes implementing actions for the prevention of detection of and response to any form of violence, abuse, negligence or exploitation.

› Child and vulnerable person safeguarding

RNI sees this as being the responsibility of all RNI organisations through the application of a set of procedures, guidelines and practices. This will ensure that their activities, programmes, projects and other interventions do not cause any harm or exposure to any risk of violence and/or harm³.

› Best interests of the child

The right of the child to have his or her best interests assessed and taken as a primary consideration in reaching a decision. It refers to the wellbeing of a child and is determined by a variety of individual circumstances (age, level of maturity, the presence or absence of parents, the child's environment and experiences).

› Child-friendly

Working methods that do not discriminate against children and that consider their age, evolving capacities, diversity and capabilities. These methods promote children's confidence and ability to learn, speak out, share and express their views. Sufficient time and appropriate information and materials are provided and communicated effectively to children. Staff and adults are approachable, respectful and responsive.

› RED NOSES safeguarding mechanism

The responsibility that Partner Organisations have to make sure their staff, operations and programmes do no harm to children and/or vulnerable persons. It includes a policy, standards, procedures, practices and guidelines to prevent children and vulnerable persons from being harmed as well as steps to respond and investigate when harm occurs.

› Case management

An approach to address the needs of an individual child or vulnerable person and, as the case may be, their family, in an appropriate, systematic and timely manner, through direct support and/or referrals.

› Violence against children

All acts that involve the intentional use of power or verbal or physical force, threatened or actual, against a child or against a group of children that either results in or has a high likelihood of resulting in actual or potential harm to the child or children's safety, wellbeing, dignity and development.

› Vulnerability

The extent to which some people may be disproportionately affected by the disruption of their physical environment and social support mechanisms.

› Abuse

A deliberate act with actual or potential negative effects upon a child's safety, wellbeing, dignity, and development. It is an act that takes place in the context of a relationship of responsibility, trust, or power.

› Physical abuse

Any form of actions that result in physical injury, or the failure to protect from physical injury. This also refers to action that will put a person in potential physical harm. Those actions include but are not limited to hitting, slapping, pushing, kicking or restraining.

› Sexual abuse

Any form of actions that are made without consent and involve but are not limited to touching, rape, sexual assault, and any sexual acts, in addition to sexually explicit or inappropriate conversations and remarks or jokes.

› Emotional abuse (including bullying and harassment)

All actions that include but are not limited to threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

› Neglect

Refers to all actions that deny children and vulnerable adults access to any kind of services ensuring their safety, health, development and mental wellbeing.



> Objective and Responsibilities

RNI organisations hold themselves accountable to the principles outlined below with the objective that the activities organised enjoy the standards of safeguarding children and vulnerable persons that this policy establishes.

Therefore, all RNI organisations retain responsibility to:

- adopt the policy, implement and comply with it
- adapt their own CVPS Policy Local Standards which are to be translated into the local language
- organise and undergo training and
- promote the existence of ongoing monitoring regarding the safeguarding and positive treatment of children and vulnerable persons.

The Local Standards will either be labour instructions and/or form an integral and binding part of the collaboration contracts/agreements, and any person in the scope of this policy has to execute the Declaration of Commitment of Policy Observance as per Annex 1.

The local contractors of each RNI organisation subscribe to this policy and to the Local Standards in the context of the projects, programmes, campaigns and activities that are implemented and acknowledge this by signing the document displayed in Annex 1.

Establishing clear governance and accountability mechanisms is critical to the successful implementation of the present policy. Therefore, each person in the scope of this policy is expected to behave in a manner that is coherent with this policy throughout all their activities. If not complied with, RNI can contemplate terminating the relationship.

All RNI staff, including collaborators, are responsible for observing this policy and certain persons have particular responsibilities.

The policy content including Exhibit A Local Standards Template and annexes will be “owned” by the RED NOSES Foundation Board and the RNI organisations will bear the ultimate responsibility for the local implementation, training, awareness and monitoring.

> Scope

This policy applies to:

- all staff employed or engaged by an RNI Partner Organisation, including paid full-time or part-time staff, collaborators and freelancers
- any and all members of the leading and supervisory bodies, including but not limited to trustees and advisers
- volunteers, interns, trainees, people on work experience and visitors who may also be in contact with children and vulnerable persons
- external service providers and other contracted persons, including consultants, who have been defined as being in “contact with children” and vulnerable persons
- sponsors, donors and supporters
- journalists and other media professionals, photographers including anyone who accompanies them.

> Risk Assessment and Risk Management

Since RNI has a presence in different geographies, relevant parts of this policy and the reporting framework will be adapted to the local context and risk assessments will be carried out, whereby appropriate actions to mitigate identified risks will be developed.

> Information and Communication

The public use of images and stories of children and vulnerable persons might lead them to potential protection-related risks. It is therefore important to have the child’s and vulnerable person’s best interests at heart and in mind when using their images and stories.

This entails respecting their dignity and rights, including the right to privacy. Consent should always be gained in accordance with the specific law provisions before taking images of children.

The staff of Partner Organisations should ensure that:

- any images taken have gained the written consent of children and vulnerable persons or their legal guardians
- care is taken to preserve the identity of children and vulnerable persons, and
- images depicting children and vulnerable persons that are taken during site visits are not used on the personal social media accounts of staff belonging to RNI organisations (Annex 10).

More detailed guidelines on the use of images and stories of children and vulnerable persons are comprised in Annex 10.



➤ Recruiting and Managing Staff

RNI acknowledges that creating safe environments for children and vulnerable persons starts with the appointment of suitably qualified, skilled and vetted staff who have the desired competencies and expertise to carry out their functions in an effective, efficient and safe manner.

The recruitment processes used aim to be in the best interests of children and vulnerable persons and entirely reflect the commitment to protect and prevent abuse.

The following preventive safeguarding measures for children and vulnerable persons are applied: All applicants will be required to undergo relevant vetting processes (which may include police criminal record checks, subject to local jurisdictions) and, on starting to work with RNI, will have to sign a declaration stating that there is no known reason or event that would render them unsuitable for the position, in addition to declaring any criminal convictions or ongoing criminal prosecutions against them (ANNEX 1).

➤ Policy Awareness and Training

In order for the policy to be properly understood and implemented, it is essential that there are high levels of awareness and knowledge regarding the policy and that staff and others are clear and competent in putting its provisions into practice.

In this respect, all RNI organisations commit to:

- disseminating the policy in a range of ways (e.g. website, hard copies and/or verbally).
- producing local language versions.
- giving newly recruited staff induction sessions right after starting to work at RNI (within 2 weeks) and making provisions for the next available training within one year.
- providing all RNI staff and collaborators with compulsory refresher training on the policy every three years.

The main duties of every RNI organisation include:

- the promotion, awareness-raising and training, plus sharing of this policy with all policy addressees.
- the implementation of the policy and its corresponding Local Standards, while ensuring that its principles are fulfilled and applied.
- regular monitoring and evaluation.
- ensuring that it complies with local legislation pertaining to data protection and privacy and following guidance where the policy sets a higher standard.

A set of special behavioural rules was established as an integral part of this policy for staff and collaborators being in contact with children and/or vulnerable persons (Annex 5).

➤ Monitoring and Reviewing the Policy

The implementation, adherence and observance of the policy is subject to regular monitoring and evaluation activities. The objectives of the monitoring and evaluation are: i) to provide a general overview of how the policy has been implemented, ii) to assess adherence and observance, iii) to highlight any potential problems or challenges in this respect and iv) to determine whether modifications to the policy are required.

The monitoring and evaluation process is led by the RNI Foundation Research and Evaluation Department. The implementation, adherence and observance indicators monitored include (but are not limited to) the appraisal of active and well-informed Designated Safeguarding Officers, the identification of appropriately experienced third parties (“Ombudspersons”), adherence to Human Resources guidelines, and adaptations of Local Standards. In addition, the process involves compiling a summary of all case reports and evaluating the responses to each case with reference to the case management guidelines.

The first round of monitoring and evaluation will take place one year after RNI has implemented this CVPS Policy. Following this initial year, the policy adherence and observance will be monitored and evaluated on a regular basis, and at a minimum of once every three years.

The content of this policy will be reviewed at least every three years from its adoption and the contemplated modifications will be presented for validation.

➤ Responding to Concerns, Suspicions or Incidents

In each RNI Partner Organisation there are specific people designated as safeguarding focal points (“Designated Safeguarding Officers” or assimilated persons) who provide guidance on children and vulnerable persons safeguarding, receive notifications about concerns, suspicions and incidents in the area of safeguarding children and vulnerable persons and respond with diligence by activating the procedures that must be followed and which are described in detail in ANNEX 3 and 4.

The Designated Safeguarding Officer (“DSO”) is responsible for ensuring that the reporting procedure is followed, so that suspected cases of abuse and/or breaches of the policy are responded to appropriately and referred promptly to the relevant authorities, if required. In addition, specific local structures (“Safeguarding Teams”) will be set up to manage the implementation, adherence and monitoring of this policy more directly; investigations will be objective and transparent, and will be guided by external professional expertise and support when required.

Each RNI organisation is committed and responsible to responding to all reports or indications that suggest a child or a vulnerable person may be harmed or at risk of harm. The safety of children and vulnerable persons must be of paramount concern at all times.

Local Standards Template

RNI Children and Vulnerable Persons Safeguarding “CVPS” POLICY Local Standards for ROTE NASEN Clowndoctors International – gemeinnützige Privatstiftung (the “organisation”)

The Executive Board of RED NOSES Clowndoctors International, a foundation registered under the laws of Austria with registration number FN 233747x, and with headquarters located at 1170 Vienna, Austria, Wattgasse 48, has endorsed and is committed to the Children and Vulnerable Persons Safeguarding Standards outlined below, in accordance with the RNI Children and Vulnerable Persons Safeguarding Policy (“CVPS Policy”). These standards apply to all persons implementing RNI activities, including the organisation itself.

› Organisation

The organisation has a clear commitment to safeguarding children and vulnerable persons, and promoting zero tolerance of abuse towards children and vulnerable persons making this explicit by conducting its activities, designing and reviewing its policies, orders, procedures and publications through a safeguarding lens.

The organisation adopts the CVPS Policy, the scope of which covers staff, collaborators, freelancers, volunteers including board members or trustees, contractors and sub-contractors, interns, trainees, people on work experience and visitors sent by the organisation; the CVPS Policy is aligned with the legal framework of the country/geography of operation (and operates to a higher standard where statutory provision or other internal rules fail to protect children or places them at risk of harm).

The organisation has a clear vision for the implementation of safeguarding measures for children and vulnerable persons, including integration into all activities and processes, and regularly monitors CVPS Policy adherence and observance.

The organisation recognises the primacy of the voice of the children and/or vulnerable persons in all suspected or proven incidences of abuse.

The organisation’s confidential reporting and complaints procedures are and will be clearly and distinctly documented, easily accessible and made known to the relevant addressees.

The organisation ensures that all cases of suspected abuse towards children and/or vulnerable persons will be reported to its local Designated Safeguarding Officer and management and dealt with in accordance with CVPS Policy, its annexes, guidelines and procedures.

› Staff and Others

The organisation has safe recruitment practices including appropriate recruitment screening e.g. criminal records checks (or equivalent where these are available), verbal referee checks, self-disclosure forms and behavioural-based interview questions.

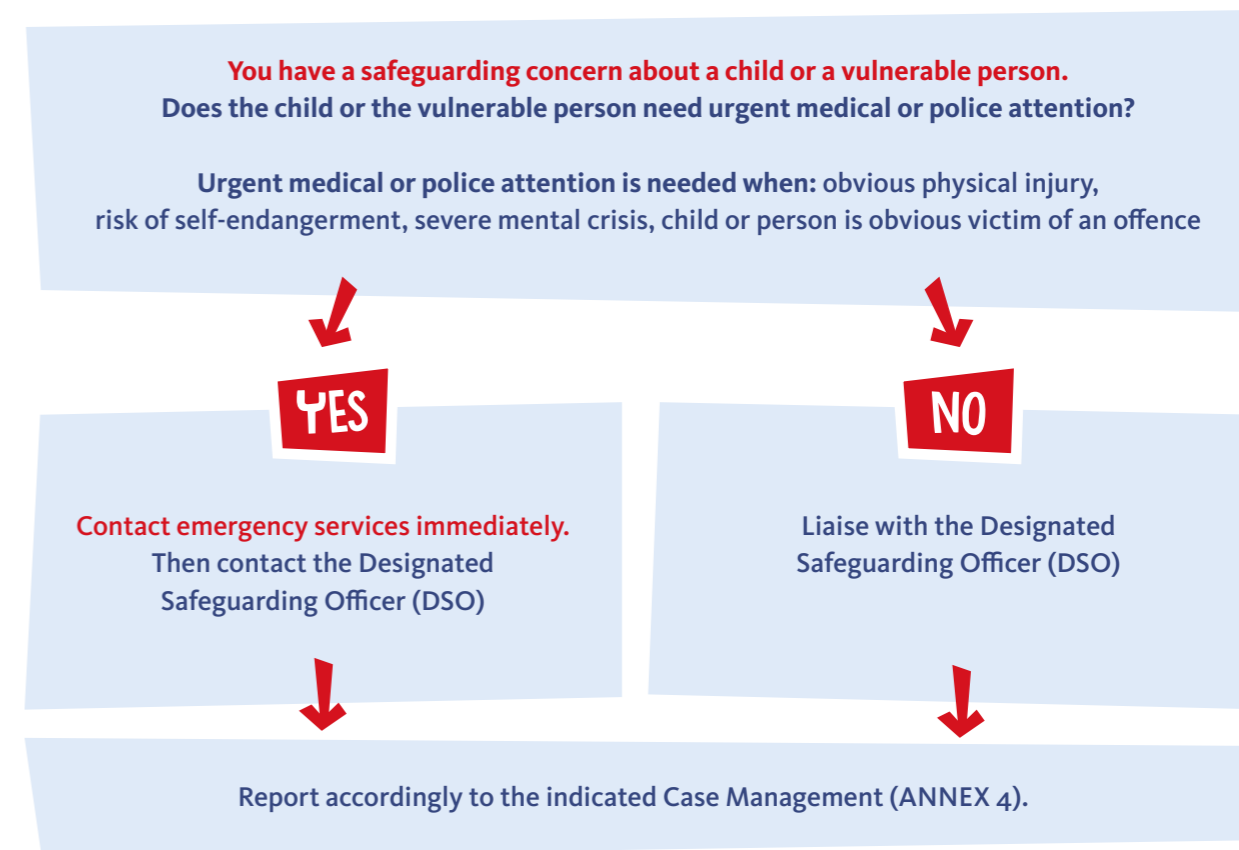
All staff and others covered by the CVPS Policy are made aware of, and are familiar with the CVPS Policy and receive induction, training and/or briefing, as required.

The organisation designated a Safeguarding Officer with clearly defined roles and responsibilities, including: receiving reports of any children and/or vulnerable persons safeguarding issues, allegations or concerns, supporting implementation and monitoring of the CVPS Policy and keeping informed of best practice developments in the safeguarding of children and vulnerable persons.

Reporting safeguarding concerns – flow chart for RED NOSES Clowndoctors International Foundation (employees, freelancers, collaborators, interns, etc.) concerns, supporting implementation and monitoring of the CVPS Policy and keeping informed of best practice developments in the safeguarding of children and vulnerable persons.

› Reporting Safeguarding Concerns

flow chart⁴ for RED NOSES Clowndoctors International Foundation (employees, freelancers, collaborators, interns, etc.)



Designated Safeguarding Officer (DSO) contact details:

Nicole Villgrattner: T: +43 1 318 03 13-91 | E: safeguarding@rednoses.eu

In her absence please contact:

Veronika Schwald: T: +43 1 318 03 13-91 | E: safeguarding@rednoses.eu



Guidelines, Procedures and Forms

ANNEX 1

Declaration of Commitment of Policy Observance

To be attached to employment contract or collaboration agreement in the local language of the respective RNI organisation:

I have read and understood the RNI CVPS Policy and accompanying Local Standards and guidelines.

I agree to abide by the RNI CVPS Policy and accompanying Local Standards, procedures and guidelines.

I also declare that I have disclosed to RNI all issues, which could give rise to any child or vulnerable person protection concerns — real or perceived — regarding my suitability for employment or collaboration. I confirm that I have no criminal prosecutions pending, nor have I been previously convicted of any offence involving inappropriate conduct with children or vulnerable persons.

Name and Signature:

Date:

.....

.....

.....

ANNEX 2

Template for Safeguarding Risk Assessment

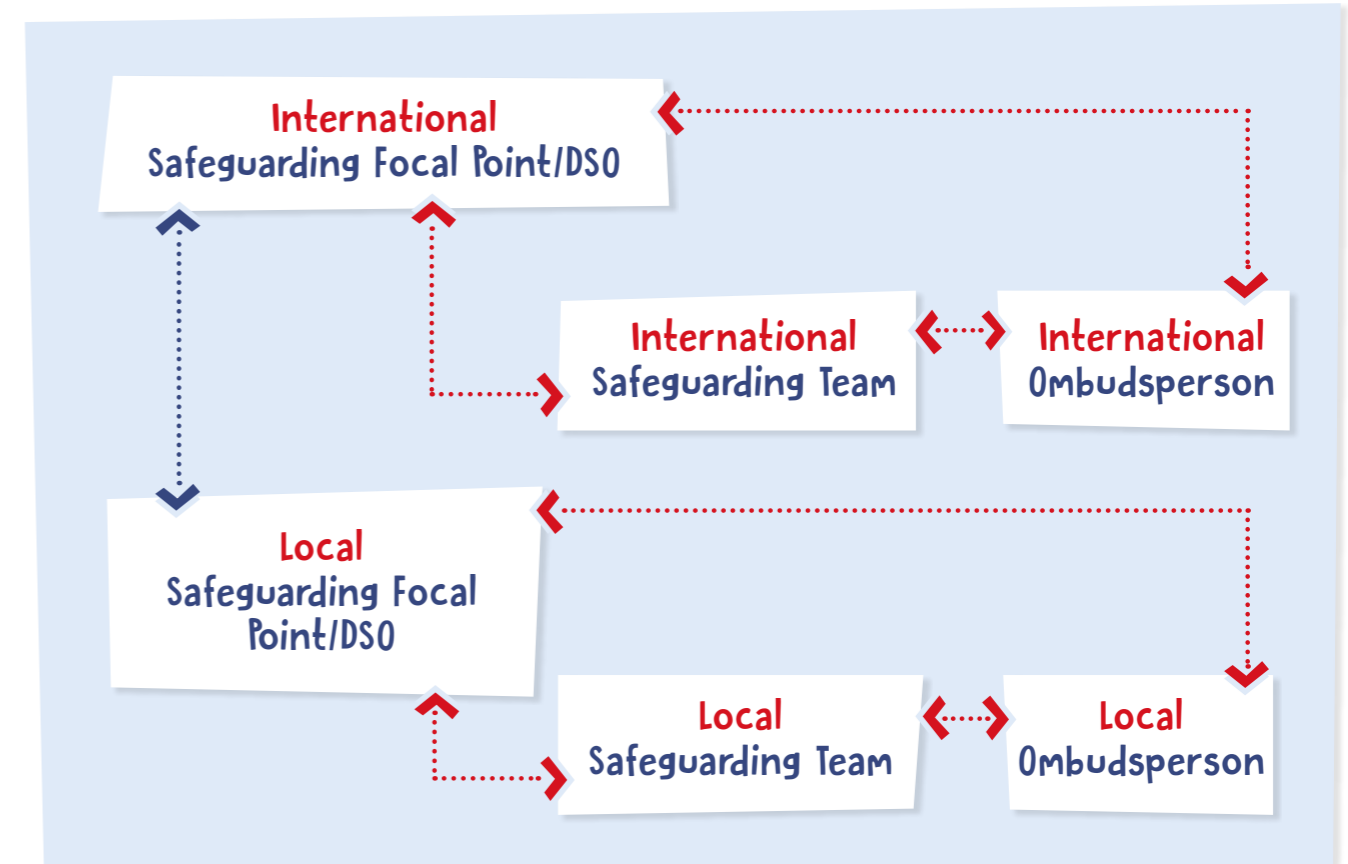
Child Safeguarding Risk Assessment Tool⁵

| | | | | | | | RISK AREAS |
|--|--|--|--|---|---|--|---|
| Local context, programme scope and setting | Contact with children | Staff | Partners | Associates | Services | External communication | Income generation |
| POTENTIAL RISKS | | | | | | | |
| 1 Are your programmes located in communities where child abuse and/or harmful cultural practices are prevalent? | 1 What level and type of contact and interaction do staff have with children? | 1 How do you recruit staff? | 1 What kind of impact on or contact with children does your partner have? | 1 Who are your associates and how are they engaged with your organisation? | 1 What services do you provide that target children and families? | 1 What images and information on children does your organisation use? | 1 How do you raise, fund or generate income? |
| 2 Is a situation assessment conducted regularly to understand the context? | 2 What level and type of contact or interaction do the partners and associates (e.g. consultants, contractors, service providers) have with children? | 2 Do you make proper reference and police checks on staff? | 2 Where are your partners located? | | 2 How have those services been designed? | 2 How is this information stored and presented, and to whom? | 2 Are children involved in any way? |
| | 3 Do you allow external visits in your programmes? | 3 Is there a high turnover of staff? | 3 What risks does their organisation present for children? | | 3 What consideration has there been for children accessing the services? | 3 Do you allow staff to refer to the organisation in their personal social media? | |
| | | 4 Do you have temporary or volunteer staff? | 4 Do they have their own policy or do they work according to yours? | | 4 Have you considered the needs of children according to their gender? | | |
| | | 5 Do all staff have induction training on child safeguarding? | | | 5 Who delivers those services? | | |

ANNEX 3

RED NOSES International Children and Vulnerable Persons Safeguarding System

Parties of RED NOSES CVPS System



Every RNI organisation has a local Designated Safeguarding Officer, a local Safeguarding Team and a local Ombudsperson. The Designated Safeguarding Officer at RNI Foundation is both the local Designated Safeguarding Officer for RNI Foundation's safeguarding issues, as well as the Safeguarding Focal Point for all local Designated Safeguarding Officers from the RNI Partner Organisations.

› Specific Responsibilities for Responding and Reporting: Safeguarding Team and Designated Safeguarding Officer

The RNI Safeguarding Team (SGT) is responsible for making sure that the reported cases of suspected incidents are comprehensively investigated, prosecuted and appropriately documented. The team ensures that the necessary steps for guarding the affected person are initiated. The SGT consists of members from different departments and is mixed-gender (if possible).

Within the SGT itself, a member of staff is appointed Designated Safeguarding Officer (DSO). The DSO provides a point of contact, advises, supports and assists the respective safeguarding teams in the implementation of the zero tolerance Safeguarding Policy and all necessary training sessions.

All RNI Partner Organisations have a local Safeguarding Officer designated to them, who is in direct communication with the international DSO at RNI Foundation. A deputy to the local DSO in all partner offices is appointed to be available in case the respective DSO is absent.

It is well understood that the execution of and compliance with this policy is a shared responsibility of everyone who works for or stands in connection with RNI, not only the DSO and the local legal bodies.

All RN employees and collaborators commit to prevent any form of abuse, harm or violence towards children and vulnerable adults.

A Designated Safeguarding Officer has numerous responsibilities, in particular, however, the following:

- Acting as first point of contact for concerns regarding all safeguarding incidents.
- Serving as main lead person within the respective Safeguarding Team.
- Ensuring that RNI local staff and partners are aware of the Safeguarding Policy and the entailing responsibilities.
- Providing safeguarding training and guidance.
- Advising respective RNI Partner Organisations and staff on the implementation of the Local Standards of the Safeguarding Policy including risk assessments.
- Ensuring accurate documentation of any incidents and establishing links with local child protection specialists.
- Upholding direct communication between the international and the local DSO.
- Maintaining communication with the local Ombudsperson.

› Ombudsperson

An Ombudsperson, an individual who is not affiliated with RNI, and who should ideally have a background in psycho-medical victim support plus have criminal law experience, is involved in the safeguarding structure/management of RNI.

The Ombudsperson's role is to prevent existing hierarchies and relationships of reliance from getting in the way of resolving cases of suspected abuse.

Furthermore, the Ombudsperson is there for cases of abuse involving individuals at the executive, management or board level, in the RNI Safeguarding Team, or with its partners, or where cases of suspected harm or abuse are not being prosecuted.

The DSO must inform the Ombudsperson:

- if the suspected case is too complex to be handled internally or
- if the suspected case involves RNI management, the board or SGT members.

As part of their safeguarding system, all RNI Partner Organisations have to nominate an Ombudsperson, who at any given moment can contact or be contacted by the RNI Safeguarding Team directly.

› Complaints

Suspected cases can be reported through different channels and people to the safeguarding focal points in RNI. The DSO and the SGT shall react confidentially and immediately on the reported suspected cases.

RED NOSES ensures to communicate its safeguarding mechanisms in appropriate language to its beneficiaries and low-threshold complaint mechanisms. The possibilities to report suspected cases are communicated in all institutions where we work regularly and on all RNI websites

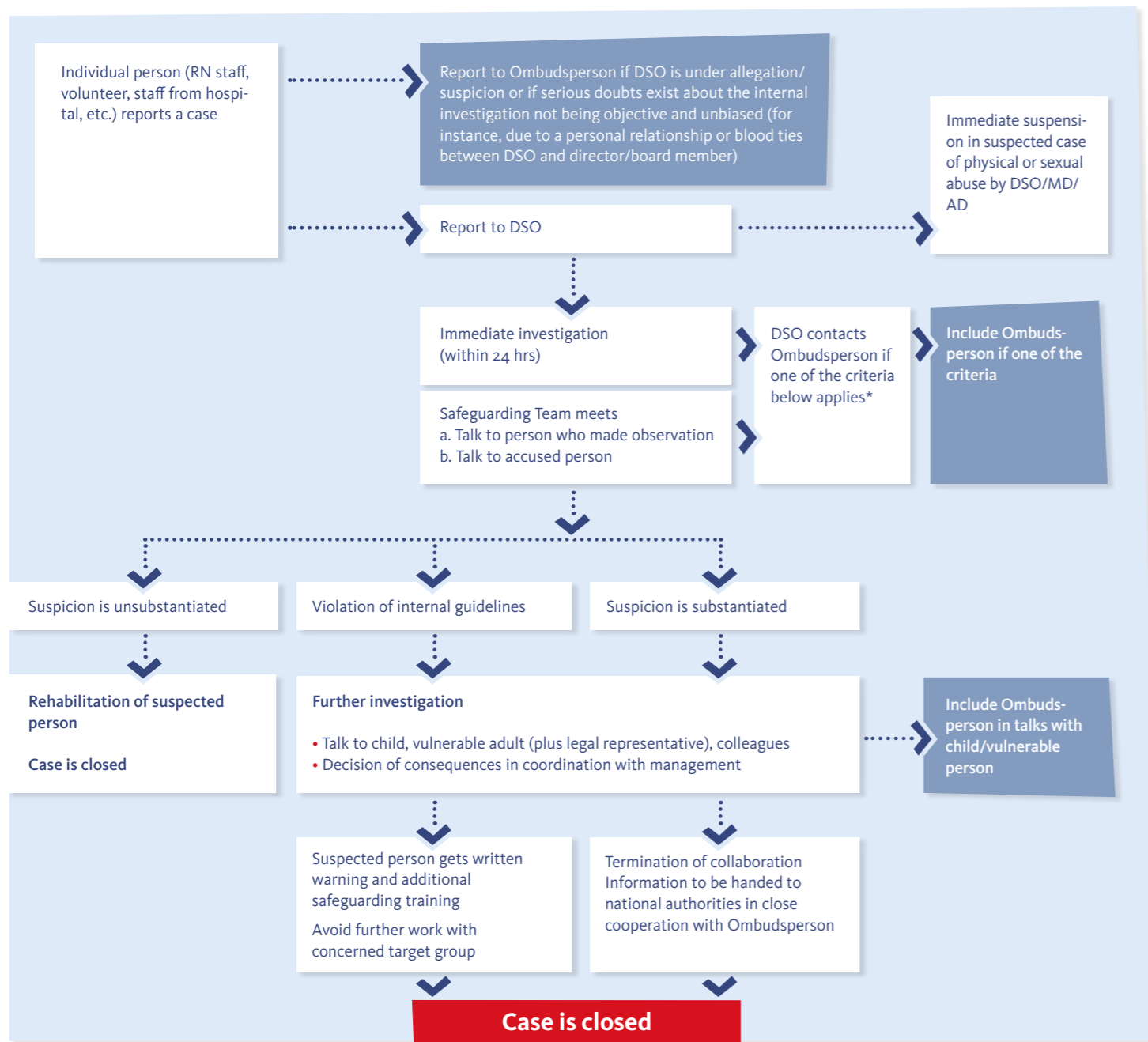


Case Management of Policy Breach and Associated Measures

RED NOSES Case Management differentiates between two case structures: internal cases, involving RED NOSES employees and collaborators and external cases, involving all externals. The following case management structures apply to all RNI organisations (RNI Foundation and Partner Organisations).

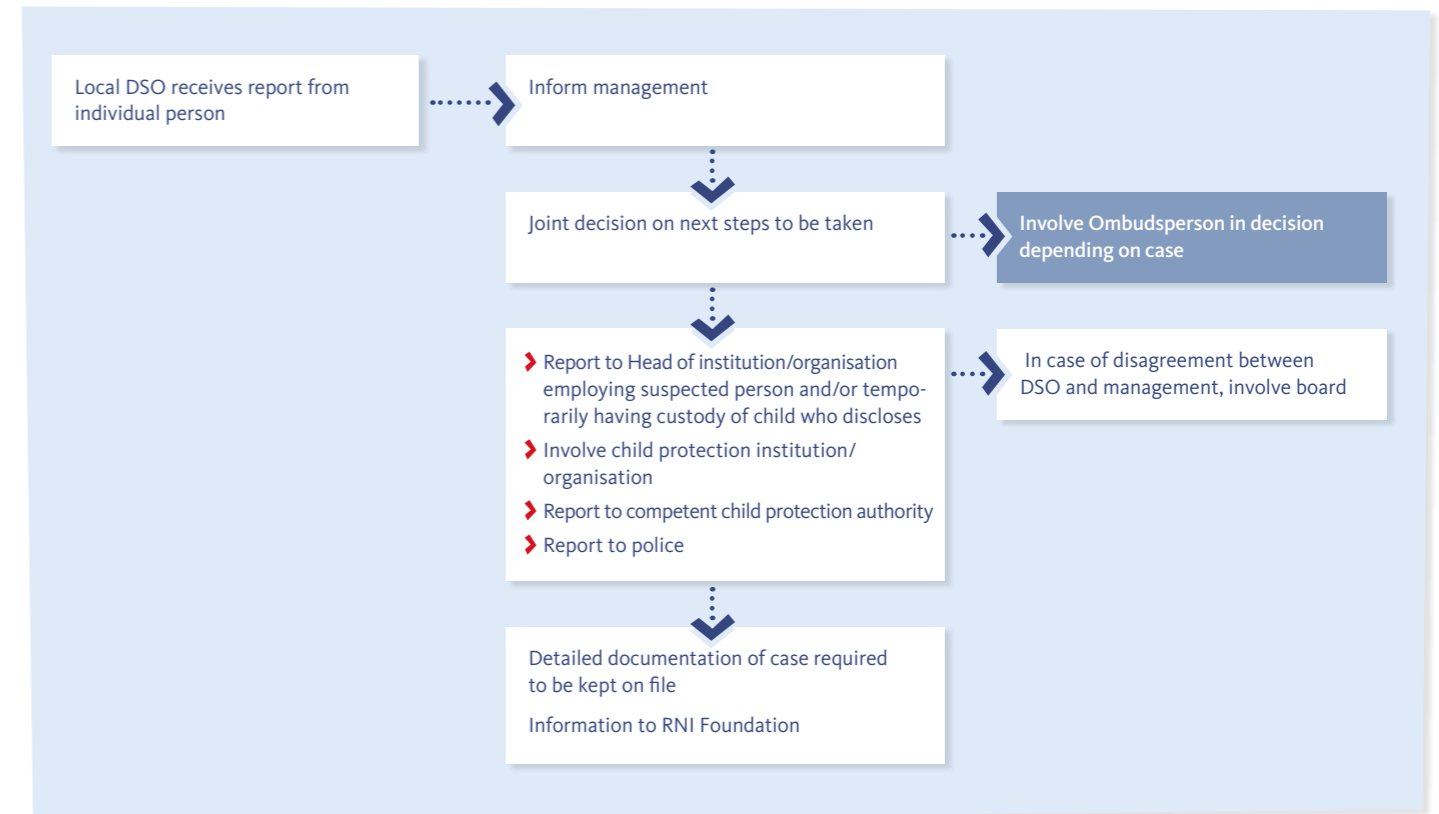
Internal Case:

Involving RED NOSES employees and collaborators violating internal safeguarding guidelines and/or harming beneficiaries



External Case:

Does not involve RN employees and collaborators violating guidelines or harming beneficiaries. It applies to circumstances whereby a person from another setting (family, hospital, school, etc.) is under suspicion and this matter comes to the attention of an RN employee/collaborator either through direct observation or a clown/staff/collaborator receives a disclosure of harm from a beneficiary or someone else.



Reporting to RNI Foundation

For both internal and external cases: RN Partner Organisations report directly to RNI Foundation; RNI has an in-house reporting system.



Behavioural Guidelines for RNI Staff and Collaborators

In RED NOSES International we seek to create safe and nurturing environments for children and vulnerable adults allowing them to enjoy the highest quality and professional art of clowning. All staff members of RNI on all levels of the organisations will have to abide to the RED NOSES International values and act in line with the RNI Safeguarding Policy. Employees commit to prevent any form of abuse or violence towards children and vulnerable adults.

All staff members need to sign these guidelines.

As an employee or collaborator of RNI you will occasionally be in contact with children and vulnerable adults. Therefore, the following behavioural rules apply to all employees and collaborators:

- I have read and understood the RNI Children and Vulnerable Persons Safeguarding Policy and I have executed the Declaration of Commitment.
- I agree to take part in regular training on safeguarding according to the CVPS Policy.
- I agree to be aware and sensitive in my observation of children and vulnerable persons and will raise any concerns immediately to my local DSO, who will implement the necessary steps according to the policy.
- I will treat all received information about children and vulnerable persons confidentially.
- I will respect the beliefs, human dignity and concerns of children and vulnerable persons and will refrain from any inappropriate comments and hurtful language.
- I will refrain from any communication in my private social media about children and vulnerable persons whom I have encountered during my work assignments.
- I will not encourage any contact with children or vulnerable persons after my assignment is completed.
- When taking pictures for public relations purposes or other work-related reasons, the dignity and safety of children and vulnerable persons is guaranteed. Permission from the relevant legal guardians has been granted prior to any publication.
- The “two-adult rule” stating that a minimum of two adults are required to be present in a closed room with a child or vulnerable person, is to be followed at all times.
- I will not engage in any form of sexual relationship/contact with a child or vulnerable person.
- I will never exercise any abuse of power or authority against a child or vulnerable person.
- I will never exercise any form of physical, mental or sexual violence.
- I do not actively engage in physical contact with children or vulnerable persons unless required for me to carry out my artistic duties for the given assignment and in which case I will use my best judgement to act appropriately. If a child or vulnerable person initiates physical contact, I will respond appropriately to the situation, but will not encourage the physical contact.
- I will make sure that all third parties (journalists, sponsors, researchers, etc.) accompanying our projects have signed the respective guidelines.



Behavioural Guidelines for all Artists Collaborating with RED NOSES International

RNI has developed and maintained high artistic quality standards and is constantly investing in the training of its artists in order to provide the best possible work to contribute to the higher emotional wellbeing of all our beneficiaries.

The conduct guidelines for RNI artists elaborated below ensure the safety of all our beneficiaries. These guidelines need to be signed by each artist working as a RED NOSES healthcare clown.

1 RNI artists are specially trained artists in health and social care. The compulsory RNI Curriculum forms the framework for artistic and professional training and further education, as well as the ongoing training of all RNI artists.

The RNI Curriculum consists of eight study units ranging from artistic and healthcare studies, to clinical exposure, psychosocial studies, sociology, and communication. It includes practical experience in the hospital, in addition to the commitment to attend regular supervision.

2 RNI artists commit themselves to meeting the hygiene guidelines and safety regulations of the respective facility. The people visited by RNI artists must never be put at risk by the activities and props used by the clown artists. RNI artists are not allowed to perform a function that is outside the limits of their artistic activities.

3 RNI artists are personally responsible for all their actions when they are on duty, on mission, or representing the RED NOSES organisation. Their work is based on respect for the dignity, personality and privacy of the patient, their family, the staff of the facility visited and our entire audience at all the venues.

RNI artists are aware that they are dealing with people in very sensitive and vulnerable situations - this especially applies to children. They will never abuse or manipulate the trust of children, vulnerable adults and their relatives to meet their own personal needs. The artists know their limits and will not exceed them. The artists will never use any form of physical, mental or sexual violence.

The artists always keep the same professional integrity during their clown work. Factors such as gender, cultural identity, religion, sexual orientation, family situation, socio-economic status or illness have no influence on their artistic work.

RNI artists commit to refraining from the consumption of any type of drugs, alcohol or other intoxicating substances during their work as RED NOSES clowns.

4 RNI artists will keep all personal data that they receive from contact persons in the visited facilities as support for their work only, and therefore strictly confidential. The confidentiality and compliance with the international and respective national data protection rules is guaranteed both inside and outside the facilities visited by RNI artists and the entire organisation.

6 As part of their artistic activity, RNI artists build a relationship with the beneficiaries and their relatives. From this, however, there arises no obligation whatsoever to maintain the contact outside the hospital, be it privately or as an RNI artist.

RNI artists are mindful and maintain the balance between closeness and distance in their professional relationships.

6 RNI artists will always strive for the best possible communication with the staff of the visited facilities and all cooperation partners of RNI clowns, and show respect for the internal processes of the facilities. The artists will never take sides within the supervised institutions in the event of controversy, complaints or problems that affect staff or management.

7 RNI artists identify with the CVPS Policy. They are aware of the attitudes and guidelines of the policy and commit themselves to following them to the best of their knowledge and belief in the artistic encounter with beneficiaries. The “two-adult rule” stating that a minimum of two adults are required to be present in a closed room with a child, must be implemented at all times. If a special format foresees an RNI artist to work alone with a child (e.g. sometimes in “Intensive Smile” interventions) the door of the room is to be kept open during the entire intervention.

However, if hospital (or institution) guidelines demand that doors should be closed at all times, then a memorandum explaining why it was not possible to comply with this section 7 must be written by the respective artist and submitted to the RED NOSES Partner Organisation to which he/she belongs. In all suspected cases of safeguarding, RNI artists adhere to the internal case management defined in the CVPS Policy (Annex 4).



Behavioural Guidelines for Emergency Smile Missions

In the RED NOSES International Emergency Smile programme, we seek to create safe and nurturing environments for children and vulnerable persons allowing them to enjoy the highest quality and professional art of clowning.

Children and vulnerable adults affected by manmade or natural disaster face special risks and hardships and are more prone to becoming victims of violence, abuse and neglect. During Emergency Smile missions all participants will always abide to the RED NOSES organisational values, act in line with the RED NOSES CVPS Policy and fulfil the “Do No Harm” concept in sensitive environments.

Therefore, the following behavioural rules apply to all participants on an Emergency Smile mission: Everybody who goes on an Emergency Smile mission is required to sign the Emergency Smile guidelines prior to departure.

- I listen to and engage with the communities in which we operate. I fully respect the wishes, beliefs, views and feelings of the people we encounter. Our beneficiaries can voice themselves freely in our presence.
- I welcome diversity and am inclusive and sensitive in my approaches.
- I refrain from any political discussions or remarks in public when in the countries we operate in – this also applies to communication on social media.
- I dress and act respectfully. My costumes will not hurt or insult cultural practices or religious beliefs.
- I pay extra attention to make sure that our artistic work is always sensitive, respectful and will not harm or hurt any feelings or diminish the dignity of our beneficiaries.
- I treat all information on children and vulnerable persons confidentially.
- I do not publish any pictures about our work with the beneficiaries on my private social media.
- I do not take pictures with my mobile phones/cameras/video cameras in sensitive environments without permission.
- Regardless of the rules of communication in a partner organisation, I will never publish pictures or stories that compromise the safety or dignity of the people with whom we work.
- I will not encourage private contact with beneficiaries during or after the mission.
- There shall always be two adults present when working with beneficiaries. I am never alone with them.
- I do not actively engage in physical contact with children or vulnerable persons unless required for me to carry out my artistic duties for the given assignment and in which case I will use my best judgement to act appropriately. If a child or vulnerable person initiates physical contact, I will respond appropriately to the situation, but will not encourage the physical contact.
- If I witness violence or abuse towards our beneficiaries I will inform the Head of Mission about this. It is the Head of Mission’s responsibility to immediately contact the RNI head office.
- I abide to the security rules of RED NOSES International that have been set up specifically for every mission. I follow the rules of our partners in the field. The Head of Mission has the last word when it comes to security on the ground.
- I commit to watching out for each other during the mission. I will never compromise the security and safety of my team members due to any form of reckless behaviour on my part.
- I will wear seat belts whenever travelling by car.



Guidelines for Online Clown Visits

Keeping children safe when providing online clown visits is equally essential. The following guidelines for virtual clowning follow the same principles set out in the RED NOSES CVPS Policy and should be read and adhered to alongside all guidelines and procedures on CVPS.

- A written agreement shall be signed by the parents/caregivers of the child who is taking part in an online visit (tick on the webpage when booking a visit or per email).
- Maintain good communication with parents/caregivers before an online visit in order to learn about the environment of the beneficiary.
- Clarification and consent whether the session may be recorded for internal training purposes is required.
- Communication of time frames for the online visit plus tracking the time of the visit have to be agreed upon.
- When broadcasting a clown visit parents/caregivers will be asked beforehand to ensure a quiet background environment is maintained.
- RED NOSES artists must project a professional image at all times (separation of personal and professional life).
- In one-to-one sessions, remain in contact with parents and caregivers during the time of an online clown visit.
- Age-appropriate language in all forms of communication and for all activities relevant to the work of the project is necessary.
- Only official accounts for email or social media contact are to be used to communicate with beneficiaries, and never personal accounts.
- Commitment to not deliberately browse, download, upload or use any material that could be considered of a private, offensive or illegal nature.
- Sensitivity towards and respect for the privacy of the person or family, while being careful and not acting intrusively is paramount.



Human Resources Policy Standards

According to RNI efforts to ensure a safe environment for children and vulnerable adults, we established stringent recruitment processes to select RNI staff and collaborators (including employees, freelancers, board members, volunteers, interns etc.). RNI is aware that no preventative measures in the hiring and selection procedure can provide one hundred percent protection for children and vulnerable persons. However, by restricting the access of people who seek out children and vulnerable persons in bad faith, RNI can significantly reduce the potential risk.

All new recruitment in RNI shall follow consistent recruiting procedures that take safeguarding concerns into account. All recruitment processes shall be based on an analysis of job or intern/volunteer tasks in regards to the level of contact with children or vulnerable persons. Every job or audition advertisement to recruit staff to work in the field or have regular contact with children and vulnerable adults, will contain RNI's commitment to safeguarding children and vulnerable persons (incl. expanded police records). Selected incoming applicants who are considered in the hiring process are to be background checked following a clear set of criteria.

› Interview guideline

All job interviews at RNI (office staff and artists who passed the auditions) will cover the following questions (regardless of the vacant position):

- Questions about the person's interest in the working environment and the posted job.
- Questions about the candidate's attitude towards safeguarding and RNI's safeguarding measures.
- Questions about any other ideas the candidates might have concerning child and vulnerable person protection or comments on examples of critical cases.

› Expanded check of criminal records

In application of legal provisions all new and existing employees and collaborators are required to submit an extensive criminal record report. This report must be updated by all employees and collaborators every five years.

If such a record returns with a conviction the local Managing Director, in consultation with the Safeguarding Team, needs to decide whether or not to proceed with the appointment. This decision depends on the offence, however, any conviction for mistreatment/abuse of a child or a vulnerable person will lead to an immediate decision not to hire the person.

It is understood that it may be difficult to obtain expanded criminal records and references in some operating contexts, or that such records may even be unreliable or questionable. In this case, after reviewing, an appropriate decision will be made to the best of our knowledge.

› Hiring

Within the first two weeks of being hired, but at the very latest before the first contact with children and vulnerable adults in the field, all employees and collaborators receive RNI's Safeguarding Policy (including the contact details of the Designated Safeguarding Officer) and are asked to comply with the outlined principles in it and sign the guidelines. Within the first year, all new employees and collaborators have to participate in RNI safeguarding training.

All records concerning safer recruitment practices, such as references, expanded criminal record reports etc. as well as the signed copy of the RNI Safeguarding Policy must be kept in the Human Resources files at RN Foundation headquarters or the respective partner organisation. The information must be saved and deleted in accordance with the applicable data protection rules.



ANNEX 10

Guidelines for Communication and Media

All children and vulnerable persons need to be protected from the risk of stigmatisation. To this end, **RNI ensures that all produced, published and/or communicated content preserves the dignity and identity of all involved children and vulnerable people.** It further requires that all communication and media content producers⁶ comply with the RNI CVP Safeguarding Guidelines.

RNI staff have an obligation to report any violation of these guidelines, including all complaints and concerns regarding inappropriate or intrusive media content to the relevant Safeguarding Focal Point.

- **All content supports RNI core values** (in this context, particularly respect & truthfulness); sensational presentation and stereotyping must be avoided.
- Children and vulnerable persons **must not be reduced to victims.**
- Reports should be written **accurately and sensitively.**
- The **privacy and safety** of involved people have to be maintained at all times and shall never be endangered by disseminating pictures of their home, community or environment. Personal information such as names and addresses must not be included in any communication and media material and if necessary, other identifying indications such as school names should be left out.
- **All involved children and vulnerable persons must be informed** in clear and plain language about the intended purpose and use of their personal data, which is clearly distinguishable from other information, in an intelligible and easily accessible form. **Written consent must be obtained** before any content is produced. This consent can be withdrawn at any time.
- The processing of the personal data of a child shall be lawful where the child is at least 16 years old (or younger, if the respective applicable law provides for a lower age for those purposes, but not below 13 years). Where the child is below the age as described above, such processing shall be lawful only if and to the extent that **consent is given or authorised by the holder of parental responsibility over the child.**
- A **written consent** has to be obtained when an individual's name is used in a report; **otherwise, pseudonyms** have to be used.
- The content producer always mentions **respectfully and vaguely the medical health conditions of individuals and only with their written consent.** For communication/PR/FR storytelling, the following 3 examples are considered to be vague enough and can be chosen by the content producer in charge:

Option 1: Person XY has been hospitalised in the oncology department for 6 months

Option 2: Person XY was diagnosed with cancer

Option 3: The clowns observe that person XY is pale, lacks energy and motivation...

⁶ Further referred to as "content producers" when applying to both media and communication. A content producer is anyone who reports about the work of RNI locally and/or internationally. This includes both RNI employees as well as non-RNI content producers (such as journalists, photographers, filmmakers, actors/actresses invited or hired by RNI or by an external agency contracted by RNI) or donors and aid workers who report on RNI work in public media or social networks.



ANNEX 11

Guidelines Regarding Use of Images

The following guidelines should assist content producers in the proper usage and/or production of images that focus on capturing and displaying the aspect of psychosocial support that our professional artists provide through the art of clowning:

- Consent must be obtained from involved children and vulnerable persons (see Annex 10: Guidelines for Communication and Media).
- The dignity of a child and a vulnerable person should always be respected and preserved in an image. Pictures that stereotype or discriminate against people or places must be strictly avoided.
- Pictures where adults or children are in too close physical contact with the artists (for example, children who might hug clowns because they want to express their emotions and gratitude after the artistic performances) should not be taken, published or stored. The aim is to capture the joy and emotions during and not before or after the artistic intervention.
- Images of inappropriately dressed or naked children and vulnerable persons must not be taken or used.
- Pictures of children or vulnerable people must not be exploitative, offensive, inappropriate or sexualised.
- Pictures and videos are taken for professional use only. Published pictures by official RNI websites and social media platforms can be “shared”, hence officially approved photographs may be distributed more broadly on personal social media sites. Unofficial pictures must not be used, saved or shared in any form.
- Images need to be verified and authorised by an official RNI representative and the person in charge of visual communication before they can be used.
- The use of pictures saved in the RNI media archive follows the principles described above, namely that their publication must always conform to protection principles (even if a subsequent declaration of consent can no longer be obtained from the person concerned).

Report Form for Concerns, Suspicions and Incidents

Form for reporting suspected cases of child/vulnerable person abuse or maltreatment for RED NOSES Foundation/NAME OF PARTNER ORGANISATION

All employees, freelancers, partners and collaborators must fully commit to immediately report any incident of potential abuse.

The information contained in this form is confidential. This form is for reporting concerns about potential violations of the RED NOSES CVPS Policy. Please provide as much information as possible in the form.

Please take the General Data Protection Regulation (GDPR) into consideration when reporting to the International Safeguarding Focal Point/DSO. Only write in the sections denoted with an asterisk (*). Make sure not to indicate any personal data such as names, surnames, birthdates, etc.

| | |
|---|--|
| <p>*Form for reporting suspected cases of child/vulnerable person abuse or maltreatment</p> <p>Email to: (within 24 hrs after receiving information on or becoming aware of the suspected case)</p> | |
| *Date: | *Place: |
| Information about the person who is reporting: | |
| Name: | *Organisation person works for: |
| *Position at RED NOSES or relationship to RED NOSES: | *Relationship to the child, young person or adult: |
| Phone: | Mobile: |
| Email: | Address: |

| Information about the child, the young person or the adult | | |
|---|-------------------------------------|-------|
| Name: | * Male Female other _____ | |
| Nationality: | Date of birth: | *Age: |
| *Programme/format (e.g. Intensive Smile, Circus, etc.): | | |
| Type of relationship to the project (e.g. clown artists, RN office staff, journalist, etc.): | | |
| Address of the child, young person or adult and contact details: | | |
| Who is responsible (parental custody) for the child, young person or adult: | | |
| Further information about the child, young person, adult (e.g. in particular whether vulnerable, disabled, traumatised, cultural factors etc.): | | |
| Information about the suspected person | | |
| Name: | *Male Female other _____ | |
| Nationality: | Date of birth: | Age: |
| Address and contact details: | | |
| *Relationship to RED NOSES: | | |
| Relationship to the child, young person, adult: | | |

| Information about the reported case | | |
|--|--------|------------|
| <p>*Type of suspicion:</p> <p>Violation of internal safeguarding guidelines Sexual abuse (e.g. fondling, kissing, non-contact sexual activity, rape) Emotional abuse (e.g. intimidation, threats, humiliation, bullying) Physical abuse (e.g. hitting, kicking, shaking) Other (provide details):</p> | | |
| *Date: | *Time: | *Location: |
| <p>*How did you find out about the suspected case?</p> <p>Witnessed personally Through colleague(s) Child/young person/adult told me Other</p> | | |
| <p>*Are there witnesses? Yes No</p> <p>If yes, please insert name, position and contact details:</p> | | |
| <p>*Please describe the suspected case in detail:</p> | | |
| Measures to protect the child/young person/adult | | |
| <p>*What measures have you initiated? Please find below the different steps in the case management. Track what you did and explain any discrepancies.</p> | | |
| <p>*Reported formally or informally to respective DSO (Designated Safeguarding Officer)</p> | | |
| <p>*Reported case to Ombudsperson</p> | | |
| <p>*Internal preliminary investigation (DSO) (within 24 hrs) *Talked to the person who observed the incident *Talked to the accused person</p> | | |

| |
|---|
| <p>*Took action against suspected employee and collaborators. (Immediate suspension [within 24 hrs] by Managing Director/Artistic Director/DSO) in suspected cases of physical or sexual abuse)</p> |
| <p>*Reported suspected case to RNI Foundation (within 24 hrs)</p> |
| <p>*Final internal investigation</p> <ul style="list-style-type: none"> • Talked to child, vulnerable adult (plus legal representative) • Colleagues |
| <p>*Took final action (in this case) against suspected employee and collaborators and information to colleagues</p> |
| <p>*Took action against organisation/institution. (RN collaborates in the project)</p> |
| <p>*Reported to national authorities</p> |



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