

# Sarnelli House

## Security & Child Protection

### Policy and Guidelines



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## Introduction

This document is the Security and Child Protection Policy and Guidelines, which is operational at the SARNELLI HOUSE in Nongkhai province and the following projects in 5 locations.

- Sarnelli House.
- St Patrick's Boys Home
- Our Lady of Refuge Home for Girls
- House of Hope
- Nazareth House

The reason this document has been designed follows discussions between SARNELLI HOUSE management and the Pattaya Orphanage Trust (POT) in London, for a set of policies and guidelines which are workable, and also which will give information to staff, and non- staff, on the workings of the issues of security and child protection for those under the care of SARNELLI HOUSE.

This document is for those staff, volunteers and visitors, who are unsure of the correct procedures in operation at SARNELLI HOUSE, and for all staff, volunteers and visitors to have a better knowledge of the security and child protection policies.

Upon completion, this document will cover every project in the SARNELLI HOUSE group in Nongkhai. It is a comprehensive set of guidelines, which must be adhered to by all staff, volunteers and visitors.

## **Mission Statement**

SARNELLI HOUSE believes that every child, regardless of age, sex, race or ability, has, at all times and in all situations, a right to feel safe and protected from any situation or practice that results in a child being physically or psychologically damaged. The welfare of the child, under the care of SARNELLI HOUSE is paramount, and all children, without exception have the right to protection from abuse.

### **SARNELLI HOUSE**

- recognizes that child protection is everyone's responsibility
- recognizes the unique and individual worth of each child
- is committed to nurturing, protecting and safeguarding children and young people
- exercises care in the appointment of all those working with children and young people
- will review its Security & Child Protection Policy annually.

## **Definitions of Abuse**

The types of abuse that SARNELLI HOUSE protects those under its care against are:

### **Physical Abuse**

May be defined as any act which results in a non-accidental trauma or physical injury. Inflicted physical injury most often represents unreasonable, severe corporal punishment or unjustifiable punishment. Physical abuse injuries result from punching, beating, kicking, biting, burning or otherwise harming a child. While any of these injuries can occur accidentally when a child is at play, physical abuse should be suspected if the explanations do not fit the injury or if a pattern of frequency is apparent.

### **Sexual Abuse**

Child sexual abuse refers to any sexual act that occurs between an adult and a child, and any nonconsensual sexual contact between a child and a peer. Sexual abuse includes fondling a child's genitals, intercourse, incest, rape, sodomy, exhibitionism, and commercial exploitation through prostitution or the production of pornographic materials.

### **Neglect**

Child neglect is the most common form of child maltreatment reported to child protective services. It is defined as a "type of maltreatment that refers to the failure to provide needed age-appropriate care," such as shelter, food, clothing, education, supervision, medical care and other basic necessities needed for the development of physical, intellectual and emotional capacities.

### **Emotional Abuse**

A pattern of behavior that attacks a child's emotional development and sense of self worth. i.e. name-calling, put-downs, terrorization, isolation, humiliation, rejection, corruption, ignoring.

## **Responding to Allegations of Abuse**

### **SARNELLI HOUSE**

Any allegations of any abuse by, or informed of by any employee or visitor against any employee or visitor will be dealt with according to the following guidelines

- Report will be made and given to the Director of SARNELLI HOUSE who will investigate and respond appropriately

# Personnel

## SARNELLI HOUSE

SARNELLI HOUSE employs many people in many different positions

Staff members include

1. Accountants
2. Computer Team
3. Secretaries
4. Housekeepers
5. Sponsorship Staff
6. Translator
7. Case History Team
8. Drivers
9. House mothers
10. Cooks
11. Gardeners

## Department of Labour Guidelines on Employment

All projects under the management of the SARNELLI HOUSE must work within the laws of Thailand in relation to the rules of employment set down by the Thai Department of Labour. Each project must adhere to the following guidelines in relation to dismissal of staff.

- a) If during the 180-day probationary period the Director/Manager finds the staff member unsuitable, the staff member is asked to leave
- b) If after the 180-day probationary period, the staff member becomes a full time member of staff, the following steps are taken if the Director/ Manager finds the staff member unsuitable due to unreasonable behaviour
  1. Verbal warning is given
  2. Written warning is given
  3. The staff member is asked to leave SARNELLI HOUSE
- c) If after the 180-day probationary period, the staff member is seen as unsuitable to work at the project for whatever reason the following is offered
  1. Two months salary is paid to the staff member being asked to leave.

## Physical Security

The term 'Physical Security', will in this document, mean the type of security service that is in operation at the various SARNELLI HOUSE projects.

### **Sarnelli House**

Front Gate closes at 4.30pm

Side Gate closes at 4.30pm

### **St Patrick's**

Front Gate closes at 4.30pm

### **Our Lady of Refuge**

Front Gate closes at 4.30pm

Night Watchman works 4.30pm - 7.00am

### **House of Hope**

Front Gate closes at 4.30pm

Side Gate closes at 4.30pm

### **Nazareth House**

Front Gate closes at 4.30pm

## Identification Cards

Identification cards will be issued to all staff and they will have them on their persons at all times.

## Health

### Introduction

All children residing at the projects managed by SARNELLI HOUSE should have available to them necessary health advice or health assistance that will allow them to become healthy individuals, free from harm.

### **SARNELLI HOUSE (includes all projects)**

- A full time qualified nurse is available at Sarnelli House home for children with HIV/AIDS.
- All babies and children, on arrival, will receive a medical check up by the full time qualified nurse and from the Paediatrician at Nongkhai Hospital at the earliest possible time. This will include:

General physical examination: including weight, height, blood pressure, pulse, temperature, skin assessment  
Chest X-ray (for TB).  
Ear examination  
Blood test: Blood group, Full blood count, HIV and STD test  
Urinalysis.  
Stool sample testing.  
Vaccinations/immunisations that are prescribed by Dr.  
Genital examination

- All babies and children will receive all vaccinations that have been advised by the Thai Ministry of Health.
- All older children will receive regular dental examinations.
- All children will have access to hospital treatment if necessary.
- All children will receive a suitable diet.

## **Volunteers**

All volunteers on arrival will be asked about any health issues that may prevent the volunteer taking part in any work.

- All volunteers are expected to have medical insurance.
- All volunteers are expected to inform SARNELLI HOUSE if they are taking regular prescription medicines.
- All volunteers are told on arrival that they must inform SARNELLI HOUSE of any sickness that occurs.

**SARNELLI HOUSE IS A NON SMOKING AREA**



# Media & Photography Policy

## Media

The term 'media' in this document is to mean any person or company who wishes to make any journalistic articles about any of the SARNELLI HOUSE projects. This will include any newspaper and magazine journalists, documentary filmmakers or news filmmakers.

All projects should be aware of the policies and procedures when contacted by media personnel.

All requests from members of the media profession should be asked the following questions:

- Name of requesting journalist/photographer
- Name of company requesting media proposal.
- Subject, content and time of media proposal.
- 

All requests should be given an appointment to return to the SARNELLI HOUSE at a later date to further discuss the media request.

## Photography

The SARNELLI HOUSE follows local Thai law, set by the Department of Social Welfare & Security, which states that

*"No image of a child who appears to be in distress shall be used to raise funds for charitable purposes" also*

*"No surname of a child who appears to be in distress shall be used to raise funds for charitable purposes"*

With this in mind SARNELLI HOUSE has published its own set of guidelines that are made public to all visitors on arrival at SARNELLI HOUSE. Staff at the various projects are made aware of the policy. (See Appendix E)

# **Volunteers**

## **Introduction**

The Volunteer Co-ordinator is responsible for all volunteers at all the projects managed by SARNELLI HOUSE and will deal with any concerns relating to the volunteers.

## **Definition**

Volunteers are all those people who are non- Thai, and who are receiving no salary.

## **Volunteers**

- All volunteers will meet with the volunteer co-ordinator, who will in turn discuss the work that is expected of them.
- All volunteers will be provided with “information for volunteers regarding child protection” Appendix D
- All new volunteers must present their passports to the volunteer co-ordinator, who will take a copy of the identification page, as well as a copy of the visa, to prove legality.
- All new volunteers must fill in a registration form, which will include: name, address and emergency contact details.

# **General Public**

## **Introduction**

The term ‘General Public’, will in this document mean those members of the public who are not a staff member or a volunteer.

## **Sponsors**

Sponsors are those people who are donators to SARNELLI HOUSE and who are registered with SARNELLI HOUSE database.

## **Visitors and Tourists**

Visitors are those people who are visiting SARNELLI HOUSE as a tourist, or on a business matter.

## **Visiting the Children on premises**

All sponsors/visitors will be requested to read an informal letter (see Appendix A), which will outline the following steps:

1. The sponsor/visitor must inform SARNELLI HOUSE at least one day prior to the date they wish to visit the children. It may not always be possible to visit the children, for reasons including: if the children are preparing for examinations, there is an activity that includes all the children, or if the child has temporarily lost his/her privileges due to misconduct.
2. Approval needs to be granted by the Director.
3. We will need to have exact commitments from the sponsor/visitor as to what time they will arrive.
4. For all children, we will select either one or more staff members, or a volunteer, to accompany the children at all times.
5. We will give to the sponsor/visitor a copy of the letter explaining the guidelines regarding visits.
6. Before leaving SARNELLI HOUSE, we ask that the sponsor/visitor, and the children, visit the office.

## **Taking the Children off the premises**

All sponsors/visitors will be requested to read an informal letter (see Appendix A), which will outline the following steps:

1. The sponsor/visitor must inform the SARNELLI HOUSE office at least one day prior to the date they wish to take the children out. It may not always be possible to take the children out, for reasons including: if the children are preparing for examinations, there is an activity that includes all the children, or if the child has temporarily lost his/her privileges due to misconduct.
2. Approval needs to be granted by the Director.
3. We will need to have exact commitments from the sponsor/visitor as to what time the party will depart and return, where they will be going and by what means of transport.
4. For all children no matter what age we will select either one or more staff members, or volunteer, to accompany the children at all times.
5. All arrangements must be strictly adhered to in order to allow the staff to be able to contact the party whilst off the premises, if necessary.
6. Upon returning to the orphanage, we ask that the sponsor/visitor, and the children, visit the office.
7. The Sponsor will be requested to fill in a form giving personal and visiting details (See Appendix C).

## **Information for Accompanying Person**

When it has been arranged that one, or more, of our children will leave the premises with a visitor or sponsor, a 'chaperone' must accompany the group at all times. By 'chaperone' we mean that a responsible person or persons will be selected by the Management. The 'chaperone' will be:

- 1) a staff member, or
- 2) a volunteer.

Prior to being chosen to act as a 'chaperone', all staff members and volunteers will be given an information sheet, which will give guidelines on their duties that they are expected to follow.

A mobile telephone will also be given to the chaperone in case they need to get in contact with SARNELLI HOUSE for whatever reason.

The information sheet for chaperones will also be in Thai (See Appendix B).

## **Tour of the premises**

- Greetings and meeting visitors and guests must be carried out courteously.
- Upon greeting and meeting visitors and guests, inquiries may be made and visitors and guests must be politely requested to comply with our existing procedures and requirements. Visitors and guests must be accompanied at all times while they are on the premises.
- Childrens' personal histories are forbidden to be discussed with visitors and guests (to comply with visitors and guests' demands, they must be referred directly to the Director).
- All foreign visitors staying at Charlene House will provide their passports to be copied to confirm their identification
- All visitors will be accompanied by a volunteer or staff member
- Visitors will not be taken into any staff or childrens' sleeping areas, except the baby rooms.
- Visitors will not be taken into any staff or childrens' bathing areas
- Visitors are not allowed to take any photographs of any children or babies whilst they are taking a shower/bath.
- The staff member / volunteers will, at the end of the tour, offer the visitor:
  - A SARNELLI HOUSE pamphlet
  - Visitors will be shown the cards, tshirts and batik work for sale
- Volunteers will remain with the visitors until they leave the compound.
- For Rules of visiting the baby rooms – Appendix F.
- Visiting Hours for Sponsors/Visitors and Tourists to all SARNELLI HOUSE projects

**9.00 – 11.30 am**

**2.30 – 4.30 pm**

# Appendix

## Appendix A

### Letter re: Sponsors/visitors visiting children on the premises.

OUR POLICY ON SPONSORS/VISITORS VISITING THE CHILDREN AT SARNELLI HOUSE.

Dear Friends

Many types of people come here to Nongkhai and may even visit SARNELLI HOUSE. We don't know them. Their intention is most probably good and sincere, but we have to protect our children and the reputation of SARNELLI HOUSE. Therefore, we have to set guidelines regarding children spending time with sponsors and visitors.

1. We ask that you contact us a day before you plan to take a child/children out and leave a contact phone number. You must remember that at certain times the children cannot always meet with you because of exam preparation, duties at SARNELLI HOUSE, the child may be sick, School or Scout meetings, or perhaps the child has temporarily lost his/her privileges due to misconduct etc.
2. We ask that you do not enter any of the dormitories/sleeping areas, or any shower areas. Most of our children share dormitories with several other children, and this is their private space.
3. When you meet our children, they will be accompanied by either a staff member or a volunteer. This makes the child feel more comfortable, as many of our children are shy when meeting foreigners.
4. Before leaving SARNELLI HOUSE, please come to the office, with the child, and let us know how the visit went.

Thank you for your friendship and co-operation

Director: SARNELLI HOUSE

## **Letter re: Sponsors/visitors taking children off the premises.**

### **OUR POLICY ON INVITING CHILDREN FOR AN OUTING**

Dear Friends

Many people come here to Nongkhai, and many even visit SARNELLI HOUSE. We don't know them. Their intention is most probably good and sincere, but we have to protect our children and the reputation of SARNELLI HOUSE. Therefore, we have to set guidelines regarding children leaving the grounds to go out with visitors.

We have to consider that some people who see visitors taking a child/children out for the day, might think (wrongly, of course) that the children are being 'used'. That, of course, involves not only our reputation, but yours as well. Therefore the only way we can protect everyone is to enforce the following rules. We hope you understand that this is not that we are distrustful of you personally.

1. We ask that you contact us a day before you plan to take a child/children out and leave a contact phone number. You must remember that at certain times, children cannot go out with you because of exam preparation, duties at SARNELLI HOUSE, the child may be sick, School or Scout meetings, or perhaps the child has temporarily lost his/her privileges due to misconduct etc.
2. We will have a staff member, or a volunteer accompany the child going with you.
3. We need to know about what time you will come and take the child/children out. We would like to know where you intend to take the child. Usually we will give you the exact time when you must return the child to SARNELLI HOUSE.
4. We ask you to come to the office, (where you met the child/children when you left earlier in the day) and let us know how everything went during the day.

Thank you for your friendship and co-operation

Director: SARNELLI HOUSE

## **Appendix B**

### **Information for accompanying person on outings.**

Many sponsors and visitors come to SARNELLI HOUSE every year to visit and spend some time with the children. Many ask if it is possible that they take the children on an outing.

It has been decided that when one child, or a group of our children, go for a day out, they will be accompanied by:

- 1) a staff member
- 2) a volunteer

If you have been asked to accompany a group on a day out, you must follow the following rules

- 1) You must stay with the child at all times. If the sponsor or visitor asks that you leave, you must say no.
- 2) If the sponsor or visitor offers you money to go shopping, to the cinema or anywhere alone, you must say no.
- 3) It will have already been arranged what time the party is due back at SARNELLI HOUSE. You must make sure that the visitor or sponsor is made aware if it is getting nearer the time to return.
- 4) It will have been arranged as to where the party will be spending the day. If the visitor or sponsor asks to go somewhere else that has not been arranged beforehand, and asks you for advice, please ask them to telephone SARNELLI HOUSE.
- 5) We will give you a mobile telephone. If you are worried about anything you must telephone SARNELLI HOUSE.

**The reason we have chosen you to accompany the children is because of the trust we have in you, and also for the sense of responsibility you have towards the younger children.**

# Appendix C

## Visitors' form

### Sponsor & visitors taking the children off the premises

Date: \_\_\_\_\_

Sponsor/Visitors Name: \_\_\_\_\_

Child visited: \_\_\_\_\_

Where will you be visiting?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What time will you leave? \_\_\_\_\_

What time will you return? \_\_\_\_\_

Accompanying children: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Accompanying adult: \_\_\_\_\_  
(Staff member or volunteer )

Mobile telephone number: \_\_\_\_\_  
(In case we need to contact you)



## Appendix D

### Information for volunteers regarding child protection

All volunteers will be given a copy of this child protection policy on arrival. The purpose of this policy is to protect both the children and the volunteers.

- Children are not allowed to enter the accommodation areas reserved for volunteers.
- Volunteers are not allowed to take away from the project sites any children without permission from the Director. The volunteer must seek advice from the volunteer co-ordinator, who will in turn contact the necessary person to seek permission.
- Volunteers should not allow visitors to enter the sleeping or bathing areas of the children or students.
- Volunteers who witness any abuse towards any children or students should report it immediately to the volunteer co-ordinator/Director.
- Volunteers who are told of any abuse towards any children or students should report it immediately to the volunteer co-ordinator/Director.
- On days that the children are having a day out, and in large groups, the volunteers should be available to accompany the children/students.
- No male volunteers should be present when girls are bathing.
- Two female volunteers should be available when girls are bathing.
- If any volunteer sees any visitors walking around the projects unaccompanied, they should ask the visitor if they can be of any assistance, and show the visitor to the office.
- If any volunteer sees any visitors on the premises after office hours, 4.30pm (16:30), the volunteer will request that the visitor returns the following day, during office hours, 8:00 – 17:00.

## **Appendix E**

### **Policy for taking photographs at SARNELLI HOUSE**

We understand that visitors to our projects in Nongkhai want to take photos of our children, and we have no problem with that. However, SARNELLI HOUSE respects the law of the Kingdom of Thailand, which prohibits displaying children in difficulty for the purpose of fundraising.

As part of our Child Protection Policies, we ask that you follow our guidelines.

1. We ask that you do not take any photos of any children who are in distress. Some photos may make the children look pitiful, and this is not the image we try to give. You will notice that our children are clean, happy and healthy, but on occasions children do cry and get upset. We do not want people to think that our children are always unhappy.
2. No photographs must be taken of any children in a state of undress or when showering or bathing.
3. Photographs that are to be used in the mass media (TV, newspapers & magazines or the Internet) must have prior permission from the Director and must be submitted to the Director prior to publication.

We hope that you will understand the reasons why we have asked that you follow these guidelines. We want to protect the children and young people in our care, and also SARNELLI HOUSE from unnecessary distress and exploitation.

## **Appendix F**

### **Rules for visiting the babies at House of Hope**

Sponsors/ Visitors are requested to comply with the following:

- Shoes must be removed prior to entering the babies room (no exception).
- Before touching or holding children, please wash and clean hands.
- Personal belongings are to be left outside of the babies' room (misplaced and/or loss of property must be under the visitor's direct responsibility).
- People who are unwell and not in good health should not enter into the babies' room.
- Foods and sweets are not allowed in the babies room, prior approval should be obtained from person(s) in charge.
- Babies' are not allowed outside of the grounds of House of Hope – no exception.
- Each visit should not exceed 30min (Group visit should be even less and not to exceed 15 minutes).
- Making unnecessary loud noises and/or disturbing children while sleeping is not allowed.
- In the case of visiting in groups, prior formal approval should be obtained from the Director.

This policy was adapted with permission from the Fr Ray Foundation Security and Child Protection Policy and Guidelines.

Adapted by Kate Introna, Sarnelli House, Volunteer Coordinator, April 2008