



# Child Protection Guidelines

## Introduction

Good Hope's mission is to provide education, skills, knowledge, and emotional support to disadvantaged youth in our Moshi community and enable them to find formal employment. In our youth center, we support students who finished primary school (7th grade) but have no chance to continue with secondary school due to hardship and poverty. The majority of our students is fourteen to eighteen years old. Students in additional programs are six to seventeen years old.

The standard for children's rights and protection against harm is written down in the United Nations Convention on the Rights of the Child (1989). The Convention demands that, in all actions concerning children, the best interests of the child are the primary consideration (Article 3).

According to the Convention, child abuse can be physical, emotional and sexual and can also include neglect, exploitation and harassment. Child abuse can occur in all societies, in all cultures and organizations. Any kind of abuse should be prevented or brought to a stop as soon as possible.

Good Hope has developed Child Protection Guidelines with a Code of Conduct for the protection of children to serve as minimum standards for its projects: measures to promote well-being and safety for the optimal development of children. The Code of Conduct provides clarity on what is acceptable and unacceptable behavior in the presence of children.

The contact details of Good Hope for reporting concerns or incidents of child abuse are:

Good Hope Support Organization  
P.O. Box 8580, Moshi, Tanzania  
[info@goodhopemoshi.org](mailto:info@goodhopemoshi.org)  
Director: Oliver Canada Siriwa  
Telephone: +255 (0) 755203789

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## The Guidelines and the Code of Conduct

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- define expectations when dealing with issues of child protection – providing guidance to staff, volunteers, sponsors, and partners;
- are a starting point for an open approach in promoting the well-being of children within the projects conducted by Good Hope;
- are based on concepts from the UN Convention: taking the best interests of the child as the basis for all behavior, promoting development of the child and preventing harm;
- are actively promoted by the staff of Good Hope and the project partners. Acting in contravention of the Guidelines and the Code of Conduct constitutes a reason for dismissal or termination of the contract;

Good Hope considers child abuse unacceptable (zero tolerance) in all circumstances and is committed to ensuring that, in all of its activities and those of its partners such as schools and training institutions, all necessary steps are taken to protect the rights of children and to ensure their well-being. The Code of Conduct and the principles underlying it, are to be observed by all Good Hope staff, all volunteers, all sponsors, and those persons visiting Good Hope projects including those persons providing any type of service or advice, reporters or journalists, and other representatives.

## Definitions: Child abuse

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The universal categories of child abuse (see Article 19 of the Convention) are defined as follows and act as a reference for local environments:

### **Sexual abuse**

Actual or threatened sexual exploitation of a child including all forms of sexual activity such as rape, coercion, and pornography.

### **Physical injury**

Actual or threatened physical injury to any child or a failure to prevent physical injury or suffering.

### **Neglect**

The failure to protect a child from exposure to any kind of danger including cold or starvation, the failure to emotionally support a child, the failure to carry out important aspects of care resulting in impairment to the child's health or development.

### **Emotional abuse**

Persistent or severe mental violence or rejection. All abuse involves a level of emotional ill-treatment.

### **Exploitation**

Using a child for economic purposes, or for performing work that may be hazardous to or that interferes with the child's development. This includes asking children to perform excessive chores and tasks, asking children under the minimum employment age to perform paid work, and keeping a child out of an educational facility to perform other tasks.

## Child protection strategies

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Good Hope aims to create a protective environment for children in all areas of its work by raising awareness, empowering children, training staff in the prevention of child abuse and recognizing the signs of child abuse and reporting and dealing with child abuse.

### **Raising awareness and prevention**

Good Hope will ensure that staff, volunteers, sponsors, project partners and others are aware of the problem of child abuse and child exploitation, the risks to children and the role and responsibility of staff and management in the prevention of child abuse. To this end, staff will be trained in child protection, if necessary, and as soon as possible. New staff, volunteers, and sponsors will be required to read the Guidelines and Code of Conduct thoroughly and adhere to them. The Guidelines and Code of Conduct will be discussed in staff meetings on a regular basis. Good Hope advocated child protection and encourages project partners to have open discussions about child protection matters within the national policy framework and the Convention on the Rights of the Child. For this purpose Good Hope appoints a contact person.

Good Hope requires its staff, volunteers, and sponsors to sign its Code of Conduct. Recruitment and selection procedures for relevant staff or volunteers will include questions and checks on suitability for working with children, the applicant's criminal record (national laws allowing) and checking job history and references.

Staff, volunteers, sponsors and project partners are encouraged to share any concerns they have concerning child safety and development with the responsible management.

### **Reporting, protection and response**

Good Hope encourages its staff, volunteers, sponsors, the staff of project partners, and others to know what steps to take when concerns arise regarding the safety of a child. There are different reporting levels: at the level of project partners such as NGO's, schools, and training centers; and at the level of Good Hope.

## At the level of the project partners

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When child abuse occurs in a project implemented by a project partner of Good Hope, the reporting procedures set out in the policy of the project partner should be followed. If such procedures have not been set out or there is no policy, general complaints procedures can be followed or information can be given to the management. The management of the project partner should always immediately inform Good Hope about the child abuse and the steps that the management of the project partner has taken to deal with it.

If, for any reason, reporting to the management of the project partner is not possible, concerns should be reported directly to Good Hope (see procedure below).

## At the level of Good Hope

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For activities implemented by Good Hope itself the reporting procedure of Good Hope should be followed. If, for any reason, reporting to the management of the project partner is not possible, concerns should be reported directly to Good Hope.

Good Hope's management will respect the following principles:

- Take any concern raised seriously;
- Take steps to ensure the protection of the child who is the subject of concern;
- Support children, staff or others who raise the concern;
- Act appropriately and effectively. Communicate to staff and others that they should not start an investigation or question anyone after an allegation or concern has been raised. This is the job of the management or the local authorities. Staff should just record the facts and report these to the management;
- Listen to the views and wishes of the child and take these seriously;
- Reports and information are to be treated with confidentiality;
- Always report properly.

## Role of the management of Good Hope

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The Good Hope management is responsible for the proper implementation of the policy throughout the organization and the organization's director is appointed to perform the necessary activities. All individuals, whatever their status and role, who come into contact with children must be fully informed about this policy. Records of staff training should be compiled and filed for subsequent monitoring purposes and will, among other things, be used to determine the effectiveness of the policy implementation during evaluation.

When concerns about child abuse arise, management is to take a leading role in protecting the child, ensuring correct reporting and that the right course of action is taken. In all cases the best interest of the child is paramount.

Staff should be informed that in the case of any questionable behavior that is incompatible with the Policy of Good Hope, the organization will take measures against them. These measures may be administrative and/or legal.

The organization also reserves the right to terminate the employment contract or any other contract.

# Code of Conduct for the Protection of Children

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All Good Hope staff, volunteers, sponsors, and third parties involved with Good Hope's projects must follow these rules to prevent, stop and report any and all abuse to children in Good Hope's projects.

For the purposes of this policy and reporting procedure, children are considered to be persons below the age of 18 years.

## DOs

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1. Know about the existence and content of the Code of Conduct.
2. Treat children with respect regardless of race, gender, color, sex, language, religion, political or other opinion, national, ethnic or social origin, disability or other status.
3. Be aware of children's vulnerability to being abused – generally, the children taking part in Good Hope's projects are more vulnerable or already a victim – and be aware of your position.
4. Be aware of situations which may present risks (for example being alone with children in lessons or tutoring, taking films/photos or holding interviews for work purposes/reporting). You may only proceed if the situation is within the boundaries of this policy and after obtaining authorization from management, parents/guardians, and the child.
5. Plan and organize the work, workplace or visit to mitigate risks.
6. As far as possible, be visible when working with children and visit children when parents/guardians are present.
7. Participate in achieving a culture of openness to enable any issues or concerns to be raised and discussed.
8. Ensure that a sense of accountability exists between staff so that poor practice or potentially abusive behavior does not stay unaddressed.
9. Talk to children about their contact with staff or others and encourage them to raise any concerns.
10. Empower children - discuss their rights with them - inform them about what is acceptable and unacceptable, and what they can do if there is a problem.
11. Report concerns or incidents of child abuse to the designated persons (see report procedure child abuse).

## DON'Ts

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1. Do not develop physical or sexual relationships with children or any other relationship that could in any way be deemed to be exploitative or abusive.
2. Do not act in a way that may be abusive, exploitative, physically or emotionally harmful or act in a way that places a child at risk of this.
3. Do not spend time alone with children away from others. This includes taking a child away from the project on its own or having meetings with a child on its own. If privacy is needed, other staff member(s) must be aware of what is going on and a door must be left open.
4. Do not condone, or participate in, behavior by children that is illegal, unsafe or abusive.
5. Do not behave in a manner that is physically inappropriate (for example fondle, hold, kiss or touch children in a culturally insensitive way) or behave sexually. Do not sleep in the same room or bed as the children.
6. Do not use corporal punishment or otherwise physically assault children.
7. Do not act in ways intended to shame, humiliate, belittle or degrade children, or otherwise perpetrate any form of emotional abuse.
8. Do not discriminate against, show unfounded differential treatment to, or favor particular children.
9. Do not let children do domestic or other work which is inappropriate given their age or developmental stage, which interferes with their education, or which places them at risk of injury.
10. Do not allow a child to be systematically neglected and do not fail to protect a child from any harm that you are aware of.
11. Do not abandon your professional distance by taking on a personal caring role such as by becoming a godparent, or a personal donor without Good Hope as an intermediary.
12. Do not give unspecified monetary gifts or loans to Good Hope students, staff or other members of the local community without prior consultation of the Good Hope management.
13. Do not promise any form of donation or sponsorship to a child without secured full funding, the Good Hope management's permission, and a written sponsorship agreement.
14. Do not provide third parties with sensitive information regarding the child, such as: full name, address, medical history, family history, et cetera.

Attention: Although many situations that can cause harm have been covered, the above-mentioned list is far from exhaustive. The main principle is to consider and act in the best interest of the child. In cases of doubt, contact a manager or other responsible staff member

## Photographs, videos/films, other images and messages

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1. Obtain the consent of the child and his/her parents or guardians before taking any photographs or films etc. and explain clearly for what purposes the material might be used.
2. Do not make promises to the child in return for images.
3. Take images of children that are dignified and respectful and that do not present them as victims or submissive.
4. Ensure that images cannot be interpreted as sexual or that they seem to condone any other situation of abuse.
5. Protect the safety and privacy of children and their families by carefully balancing the use of identifiable images in the media or on the internet, and do not use them in any way which reveals their location.
6. Images and messages may only be used with the consent of Good Hope.
7. As well as observing this Code of Conduct, journalists, reporters, photographers, filmmakers and other media/marketing professionals must also observe the Good Hope guidelines on ethical reporting about children that are set out in the guidelines on ethical reporting about children.

## Reporting procedure for child abuse

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If you are concerned about the safety and welfare of a child, please immediately report this to the management of Good Hope, ideally to the director. **Report immediately, because a child may be at risk of serious harm if you don't.**

**DO NOT take matters in your own hand, trying to mediate on behalf of the child. Wrong mediation between the child and the abuser can lead to more serious harm.**

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[info@goodhopemoshi.org](mailto:info@goodhopemoshi.org)

Director: Oliver Canada Siriwa, Telephone: +255 (0) 755203789

I, \_\_\_\_\_ (Name and Surname)

hereby declare that I have received and taken note of the Code of Conduct for the Protection of Children and I will observe this Code of Conduct and the Child Protection Guidelines of Good Hope.

\_\_\_\_\_ (Date and Place)

\_\_\_\_\_ (Signature)

## Guidelines for interviewing children

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1. Do not harm any child; avoid questions, attitudes or comments that are judgmental, insensitive to cultural values, that place a child in danger or expose a child to humiliation, or that reactivate a child's pain and grief about traumatic events.
2. Do not discriminate on the basis of sex, race, age, religion, status, educational background or physical abilities when choosing children to interview.
3. No staging: do not ask children to tell a story or do something that is not part of their own history.
4. Ensure that the child or parent/guardian knows that they are talking to a researcher or reporter. Explain the purpose of the interview and its intended use.
5. Obtain permission from the child and her/his guardian for all interviews, videotaping/filming and for documentary photographs. When possible and appropriate, this permission should be in writing. This always applies to individual photos and videos/films of children. Permission must be obtained in circumstances that ensure that the child and guardian are not coerced in any way and that they understand that they are part of a story that might be disseminated locally and globally. This is usually only ensured if the permission is obtained in the child's own language and if the decision is made in consultation with an adult the child trusts.
6. Pay attention to where and how the child is interviewed. Limit the number of interviewers and photographers. Try to ensure that children are comfortable and able to tell their story without outside pressure, including from the interviewer. In video/film and radio interviews, consider what the choice of the visual or audio background might imply about the child and her/his life and story. Ensure that the child is not endangered or adversely affected by showing her/his home, community or general whereabouts.

## Guidelines for reporting about children

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1. Do not further stigmatize any child; avoid categorizations or descriptions that expose a child to negative reprisals - including additional physical or psychological harm, or to lifelong abuse, discrimination or rejection by her/his local community.
2. Always provide an accurate context for the child's story or image.
3. Always change the name and disguise the visual identity of any child who is identified as:
  - a. A victim of sexual abuse, exploitation or violence including domestic violence
  - b. A perpetrator of physical or sexual abuse
  - c. HIV positive, or living with AIDS, unless the child, a parent or a guardian gives fully informed consent
  - d. Have been charged or convicted of a crime
4. In circumstances where there is a risk or potential risk of harm or retribution, change the name and disguise the visual identity of any child who is identified as an asylum seeker, a refugee or an internally displaced person.



5. In some special cases and as long as this is clearly explained to and approved of by the child and her/his parent/guardian, and only when comparable with the examples below, using a child's identity (name and/or a recognizable image)– may be in the child's best interests. However, when the child's identity is used, she/he must still be protected against harm and supported against any stigmatization or reprisals. Some examples of these special cases are:
  - a. When a child initiates contact with the reporter, because she/he wants to exercise the right to freedom of expression and the right to have her/his opinion heard
  - b. When a child is part of a sustained program of activism or social mobilization and wants to be so identified
6. Confirm the accuracy of what the child has said, either from other children or an adult, preferably both.
7. When in doubt about whether a child is at risk, report on the general situation for children rather than on an individual child, no matter how newsworthy the story is.

I, \_\_\_\_\_ (Name and Surname)

hereby declare that I have received and taken note of the Good Hope Code of Conduct for the Protection of Children and the Guidelines on ethical reporting about children and will observe the policy of Good Hope.

\_\_\_\_\_ (Date and Place)

\_\_\_\_\_ (Signature)

## Annex A: Volunteer Guidelines

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We are grateful to our volunteers for coming to volunteer their time and talents with us. We warmly welcome you to the Good Hope community and hope that you enjoy your time, however short or long that might be. While you are here, we ask that you respect our rules, which serve to protect the safety of students, volunteers and staff and to maintain the well-being of the organization.

1. Good Hope is a sanctuary and a refuge for people from diverse backgrounds. At Good Hope, we do not discriminate based on race, ethnicity, nationality, gender, religion, age, disability or other inherent differences. Discrimination of any kind towards students, staff or other volunteers will not be tolerated.
2. At Good Hope, we are kind and respectful to each other, even when we disagree. Profane language is not permitted, nor are physical, verbal or emotional acts of violence toward anyone affiliated with the organization.
3. Please remember that through your behavior, you set a powerful example for students. Illegal drugs are not allowed on campus - ever. Also, there is no smoking or drinking alcohol in the area around Good Hope when students are present.
4. Your schedule should be arranged when you arrive at Good Hope. Please arrive on time and stay until your shift is completed. If you will be unable to complete a scheduled shift for any reason, please inform Good Hope leaders as soon as possible.
5. Please dress modestly when you are at Good Hope and adhere to the following dress code: DO wear loose fitting clothing that covers knees and shoulders. DO NOT wear tattered, ripped or provocative clothing, including leggings and tank tops. While these things may be fashionable in your home countries, they are inappropriate in Tanzania.
6. Take great care with your personal belongings. Please do not bring valuables (such as a laptop computer) to work. Personal belongings that you do bring should be stored in a secure location. Good Hope accepts no liability for personal belongings that are lost or stolen.
7. You are working with vulnerable children. We ask that you do not discuss private matters concerning the children except with staff or other Good Hope volunteers, and at times, with the children's sponsors. When speaking with sponsors, if you have questions about what to share, please consult with Good Hope staff.
8. When posting pictures of Good Hope students online, please do not share sensitive or personally identifying information about the child. This includes medical information, surname or family name, etc. Again, if you have questions about what is appropriate to share, please consult with Good Hope staff.

9. Donation policy: you may bring small gifts for the children, such as pens, stickers, or small toys, but please make sure that each student gets one. Good Hope reserves the right to review items before distribution. The school also welcomes donations of school supplies, such as books, paper, pens, educational games, etc. We ask that, wherever possible, you purchase these items in Tanzania to help support the local economy. Many of our volunteers decide to sponsor a student's education and we welcome you to discuss this option with a Good Hope leader. General donations to the organization that help us cover the costs of operation are also welcomed.
10. Please DO NOT give unspecified monetary gifts or loans to Good Hope students, staff or other members of the local community. Volunteers are not meant to support Good Hope in this way. If someone approaches you to ask for a gift of money or a loan, please inform the Good Hope management, such as director Oliver Canada.
11. In a medical emergency, please contact a Good Hope staff person immediately before rendering first aid. Unless you have proper training and personal protection (i.e. gloves), do not provide first aid when bodily fluids are present.
12. If you would like to bring friends or family to Good Hope for a one day-visit, they will be warmly welcomed. We ask that you let the Good Hope staff know in advance, and that you have your guests sign in with Good Hope leaders when they arrive. As their host, it is your responsibility to make sure they respect the volunteer guidelines.

## Annex B: Sponsorship Guidelines

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We are extremely grateful to our sponsors for their financial and emotional investments in our communities, through their investments in our children. Sponsorship is a special relationship between a sponsor and child. It is an authentic relationship and a cross-cultural exchange, with the potential to enhance the lives of both people. We will do everything in our power to facilitate a meaningful exchange, and in turn, we ask that you abide by our rules governing the sponsor-child relationship. These rules serve to protect the children, the sponsor, and the organization. They are based on international standards for sponsorship programs and for the protection of vulnerable children in humanitarian and development contexts.

1. As a sponsor, you hold a special place in a child's life, but you are not his or her parent. You may have opinions about what is in the best interest of a child, and your thoughts, feelings and suggestions are most welcome and will be given serious consideration. Please respect, however, that parents and guardians, together with Good Hope, have the final say in decisions pertaining to their child's well-being and education.
2. Please do not visit a sponsored child at their home or school without arranging in advance with Good Hope.
3. Communication between sponsor and child is rewarding and encouraged by the organization. But we ask that you communicate only through Good Hope and not through social media (such as Facebook) or other channels. This is a widely accepted practice, internationally, in sponsor-child relationships and serves to protect both sponsor and child. It protects the child from inappropriate or harmful communications. And it protects the sponsor from inappropriate requests from the child's family for extra money or gifts that go beyond the sponsoring relationship.
4. As a sponsor, you may have access to sensitive information about your child's life. Please respect the privacy of your child and his or her family do not share these details with others, privately or on social media. If you would like to share pictures of your child on social media, you are free to do so. Please do not include personally identifying information about your child, such as surname or address, that would allow others to locate him or her in the community. Do not share information about things like health conditions or private family matters.
5. If you would like to send a gift to your sponsored child, books are always welcome, especially those with pictures which convey something about your life, or life in general outside Tanzania. Sending clothes and other items will result in an excessive tax for the organization.
6. We encourage our sponsors to visit Good Hope! You will be warmly welcomed by everyone at the organization, including staff, students and other volunteers. We can also help you arrange to visit the school where your child is receiving her or his education. When you visit, please review and abide by the Volunteer Guidelines, which explain our dress code and other protocols in more detail.

7. Finally, we would like to emphasize that as a sponsor, you play a very special role in our organization. We encourage you to communicate openly with us, in order that we may improve the sponsorship experience and strengthen processes within the organization. While we welcome your input, please remember that the final authority for decision-making rests with the Good Hope leaders and the local Board of Directors. Good Hope reserves the right to terminate a relationship with a sponsor or volunteer when it's in the interest of protecting the children and the organization.