

CHILDLINE

Child Protection Policy

(Policy for Child Protection within the CHILDLINE Network)

This document is a confidential and proprietary document of CHILDLINE India Foundation (CIF). It may not be copied, quoted, or used in any form in any media without explicit formal approvals from CIF. For permissions please write to Nishit Kumar, Head Communication and Strategic Initiatives at: nishit@childlineindia.org.in

CHILDLINE India Foundation,

Nana Chowk Municipal School, 2nd floor, Frere Bridge, low level,
Nana chowk, Near Grant road station, Mumbai 400 007.

Web site: www.childlineindia.org.in Phones: 91 22 23881098/ 2384 1098
email: dial1098@childlineindia.org.in

Contents

Foreword	3
Introduction	3
Scope	4
Guiding principles	4
Objectives	5
Policy Statement	5
Definitions	5
CHILDLINE Code of Conduct	8
CHILDLINE Whistle blowers Policy	9
Implementation of the policy	11
Review of the policy	11
Operational Guidelines	11
1. Human Resource Management	
2. Norms for CHILDLINE Spaces	
3. Participation of Children in programs	

CHILDLINE Child Protection Policy

Foreword

Introduction

CHILDLINE 1098 is a 24X7 toll free emergency service for children in need of care and protection. Any child/concerned adult on behalf of the child can dial 1098 to avail of emergency assistance. The service spans 26 states and union territories, 83 cities, 200 partner organizations directly involved in service delivery, and logs in 2 million calls a year. CHILDLINE is a civil-society-government partnership under the aegis of the Ministry of Women and Child Development (MWCD), Government of India. CHILDLINE India Foundation (CIF) is the umbrella organization for the CHILDLINE 1098 service in India.

The CHILDLINE 1098 service has been recognized as a critical child protection mechanism in the country. It receives special mention in the Juvenile Justice (Care and protection) Act, 2000. CHILDLINE 1098 has been included as an integral component in a continuum of services of the child protection system in India, in the Integrated Child Protection Scheme (ICPS), launched in 2009.

CHILDLINE adopts a rights based approach to its intervention taking from principles enshrined in the Constitution of India and United Nations Convention on the Rights of the Child (UNCRC). CHILDLINE intervention is multi-pronged. It works at three levels,

- the primary micro level: reaching the child through the CHILDLINE 1098 service
- the middle level: influencing and orienting allied systems and civil society for the creation of child friendly services;
- the macro level: advocacy and perspective building with policy makers for the creation of child friendly policy and program.

CHILDLINE advocates widely for child protection. It recognizes that children are more vulnerable than adults to the circumstances under which they live and are hence, more affected by the actions or inactions by government and society. CHILDLINE recognizes this and therefore realizes that it is imperative for all stakeholders of CHILDLINE (partner organisations, employees, associates, trustees, vendors, and contractors, referral organisations) to practice the highest standards of child protection.

CHILDLINE intervention with children include face to face counseling, restoration of children to their homes, referral to other organisations for shelter, education, vocational training, accessing health care services etc. In order for CHILDLINE to achieve its objectives it is dependent on a complex web of relationships that involve NGOs, government, donors, volunteers, communities, families, vendors, contractors, suppliers, and the public. CHILDLINE's success is dependent on the honesty, integrity and

This document is a confidential and proprietary document of CHILDLINE India Foundation (CIF). It may not be copied, quoted, or used in any form in any media without explicit formal approvals from CIF. For permissions please write to Nishit Kumar, Head Communication and Strategic Initiatives at: nishit@childlineindia.org.in

CHILDLINE India Foundation,

Nana Chowk Municipal School, 2nd floor, Frere Bridge, low level,

Nana chowk, Near Grant road station, Mumbai 400 007.

Web site: www.childlineindia.org.in Phones: 91 22 23881098/ 2384 1098

email: dial1098@childlineindia.org.in

commitment of all its stakeholders. Therefore, to minimize child protection risk and ensure that children are protected at all times, CHILDLINE introduces a child protection policy with clearly articulated code of conduct, basic minimum standards, reporting mechanism and operational guidelines

Vision

A child-friendly nation that guarantees the rights and protection of all children.

Mission

CHILDLINE will reach out to every child in need and ensure their rights and protection through the 4 Cs:

- Connect through technology to reach the 'last mile'.
- Catalyze systems through active advocacy.
- Collaborate through integrated efforts between children, the state, civil society, corporates and community to build a child friendly social order.
- Communicate to make child protection everybody's priority.

Scope of the CHILDLINE Child Protection Policy

This policy applies to

- **CHILDLINE India Foundation:** To include all staff, trustees, consultants, interns, volunteers.
- **CHILDLINE project of partner organizations:** To include CHILDLINE Directors, coordinators, paraprofessionals, team members, consultants, interns, volunteers
- **Associates of CHILDLINE India Foundation:** To include all vendors, sponsors, volunteers, funding agencies, suppliers of CHILDLINE India Foundation
- **Associates of CHILDLINE:** To include all vendors, sponsors, volunteers, funding agencies, suppliers at the CHILDLINE project of the partner organization

Guiding Principles

- Respect for dignity, liberty, and freedom of the child
- Recognition of the best interests of the child
- Belief that a child is entitled to express his/her opinion and can take decisions for him/herself
- Respect for the child's right to privacy and confidentiality
- Zero tolerance of any form of abuse whether direct or indirect
- Belief that child protection is the responsibility of all

Objectives

- To ensure the practice of the highest levels of child protection standards in CHILDLINE (CIF and CHILDLINE partner organizations)
- To ensure a well defined and practiced reporting mechanism for child protection violations and time bound redressal system
- To ensure assessment and management of child protection risk in CHILDLINE spaces
- To ensure that there are basic minimum standards of child protection adhered to by all associates of CHILDLINE (vendors, suppliers, donors, government, referral agencies)
- To create consciousness and awareness about child protection

Policy Statement

CHILDLINE 1098, a child rights organization is committed to the protection and well being of children. CHILDLINE adopts a child protection policy to ensure practice of the highest standards of child protection amongst its stakeholders. The policy creates a mechanism to report child protection violation and ensure prompt redressal.

Definition of Child

“Child” includes all the persons of age from the 0 to 18 years.

However, the issue of foeticide implicitly recognizes the right to life of an unborn child. Similarly, a child who is mentally challenged remains a child even after crossing the 18 years of age. The definition of child is therefore flexible and is not restricted to legally drawn age of 18 years.

Definition of Child Protection

Child Protection is about protecting children from or against any perceived or real danger/ risk to their life, their personhood and childhood. It is about reducing their vulnerability to any kind of harm and in harmful situations. It is also about protecting children against social, psychological and emotional insecurity and distress. It must ensure that no child falls out of the social security and safety net and those who do, receive necessary care and protection to be brought back into the safety net.

Child Protection refers to protection from violence, exploitation, abuse and neglect. It is integrally linked to every other right of the child. Every child has a right to protection. This not only includes children who are in difficult circumstances and those who have suffered violence, abuse and exploitation but also those who are not in any of these

adverse situations and yet need to be protected in order to ensure that they remain within the social security and protective net.

Definition of child abuse

General Definition

Child abuse or maltreatment constitutes all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.

Physical abuse

Physical abuse of a child is that which results in actual or potential physical harm from an interaction or lack of an interaction, which is reasonably within the control of a parent or person in a position of responsibility, power or trust. There may be a single or repeated incidents.

Emotional abuse

Emotional abuse includes the failure to provide a developmentally appropriate, supportive environment, including the availability of a primary attachment figure, so that the child can develop a stable and full range of emotional and social competencies commensurate with her or his personal potentials and in the context of the society in which the child dwells. There may also be acts towards the child that cause or have a high probability of causing harm to the child's health or physical, mental, spiritual, moral or social development. These acts must be reasonably within the control of the parent or person in a relationship of responsibility, trust or power. Acts include restriction of movement, patterns of belittling, denigrating, scapegoating, threatening, scaring, discriminating, ridiculing or other non-physical forms of hostile or rejecting treatment.

Neglect and negligent treatment

Neglect is the failure to provide for the development of the child in all spheres: health, education, emotional development, nutrition, shelter, and safe living conditions, in the context of resources reasonably available to the family or caretakers and causes or has a high probability of causing harm to the child's health or physical, mental, spiritual, moral or social development. This includes the failure to properly supervise and protect children from harm as much as is feasible.

Sexual Abuse

Child sexual abuse is the involvement of a child in sexual activity that he or she does not fully comprehend, is unable to give informed consent to, or for which the child is not developmentally prepared and cannot give consent, or that violate the laws or social taboos of society. Child sexual abuse is evidenced by this activity between a child and an adult or another child who by age or development is in a relationship of responsibility, trust or power, the activity being intended to gratify or satisfy the needs of the other person. This may include but is not limited to:

- The inducement or coercion of a child to engage in any unlawful sexual activity.
- The exploitative use of child in prostitution or other unlawful sexual practices.
- The exploitative use of children in pornographic performances and materials.

Exploitation

Commercial or other exploitation of a child refers to use of the child in work or other activities for the benefit of others. This includes, but is not limited to, child labour and child prostitution. These activities are to the detriment of the child's physical or mental health, education, or spiritual, moral or social-emotional development.

Definition Child Protection Violation: Child Protection Violation in context of the policy amounts to:

- Any act or behavior that puts a child at risk of abuse
- Any act of behaviour that could potentially increase the risk of abuse
- A failure to act in a situation where a child is being abused
- Failure to follow the code of conduct or any other prescribed protocol without suitable justification

This policy calls for mandatory reporting of all child protection violations. All members within the scope of this policy should report as they witness, suspect or come to know of any form of child protection violation.

Code of conduct

CHILDLINE is dedicated to protecting the rights of children. It recognizes the need for honesty and integrity and respect for the child to reflect both in decisions of the organization as well as in the conduct of its personnel. Hence, CHILDLINE articulates a code of conduct for its personnel at CIF and the CHILDLINE project partners.

Personnel should

- Respect the privacy and dignity of each and every child
- Be visible while working with children at the work place
- Ensure that a culture of openness exists and facilitates children to interact and express their issues and concerns with staff in CHILDLINE settings
- Respect and encourage children's voices and views.
- Make efforts to ensure children's participation in decisions that effect their lives
- Inform children about steps of interventions being taken in his/ her context.
- Uphold privacy of the child by not disclosing identity of child to anyone who may put the child at risk
- Uphold the privacy of the child by not disclosing the identity of the child to the media.
- Educate children about their rights, issues of abuse, neglect and exploitation
- Ensure that there are same sex chaperons/escorts for children
- Recorded movement of children while sending them to schools, hospitals or referral service centres or even in repatriation/ restoration

Personnel should not

- Not touch, hug, or caress a child
- Spend time with children alone
- Stay in a room alone with a child for an extended period
- Allow interaction with a child in a closed environment without supervision of the CHILDLINE person in-charge
- Sleep alone with any child
- Take children to the residence of the team members/coordinators/directors for the night
- Do things for children of a personal nature that they can do themselves
- Engage children in personal work or employ children at work or at home.
- Use language or expressions that is found inappropriate to a child
- Use corporal punishment or tolerate corporal punishment by the staff
- Make any physical gestures in a manner that appears to be inappropriate or sexually provocative
- Develop any relationship with children which could be assumed as exploitative or abusive

- Discriminate against children on the basis of colour, language, disabilities, or physical feature leading to differential treatment
- Stigmatize or humiliate a child
- Act in any manner that put children at risk
- Give gifts directly to children
- Patronize any services that employs children
- Take any photograph that would violate the child's dignity, or privacy in anyway

CHILDLINE Whistle Blower Policy

The Whistle Blower Policy is framed to ensure that there is an appropriate mechanism in place to ensure prompt and fair action in the case of a child protection violation. The Whistle Blower Policy applies to CHILDLINE India Foundation, CHILDLINE project teams, and all CHILDLINE associates.

Response Mechanism in case of a child protection violation: Outlined below is a reporting and response framework for any alleged, witnessed, or suspected child protection violation

CHILDLINE India Foundation (CIF):

- Report the matter directly in writing to the Grievance Cell of the organisation who will address the issue with the Management Team of the organisation

OR

- Report the matter to the team leader/head of the department. The head of department must inform the matter to the Grievance Cell who will address the matter with the Management Team of the organization
- There should be **mandatory** reporting of child protection violations within the organization - any body coming across child protection violation must report it
- The Management Team of the organization will investigate the matter and take appropriate action in accordance with the guidelines for disciplinary action as outlined in the Procedure Manual of CHILDLINE India Foundation
- While the matter is under investigation the individual who is suspected of having committed a child protection violation must be removed from direct contact with children
- The issue would be addressed and brought to closure within a month of having been reported.
- Any alarming or inappropriate behaviour of a staff member and any action taken against the person must be noted in his/ her personal record.
- If the abuse falls under IPC or any other relevant law, First Information Report must be filed with the local police

CHILDLINE Project Partners

- Report the matter to the line manager. The line manager should report to the CHILDLINE city coordinator, the CHILDLINE Director who must inform the CIF city-in charge
- If the matter involves the CHILDLINE Director/ CHILDLINE Coordinator, then report the matter to the CIF City in-charge directly
- The CIF City in Charge would report the matter to the Head of Department. The Head of department must inform the Grievance Cell of the organization who will address the issue with the Management Team of CIF
- There should be **mandatory** reporting of child protection violation within the organization - any body coming across child protection violation should report it
- The Management Team at CIF would address the issue and recommend a suitable course of action to the CHILDLINE Director or the Board of the Partner Organization (if the matter involves the CHILDLINE director only)
- The course of action would have to be mutually agreed upon by CIF and the CHILDLINE partner organization
- While the matter is under investigation the individual who is suspected of having committed a child protection violation must be removed from direct contact with children
- The issue would be addressed and brought to closure within one month of having been reported
- Any alarming or inappropriate behavior of a staff member and action taken against the staff member should be noted in his/ her personal record.
- If the abuse falls under IPC or any other relevant law, First Information Report must be filed with the local police by the CHILDLINE partner organization.

Associates of CHILDLINE India Foundation (CIF):

- If an associate is involved in causing the child protection violation then follow the process as laid out for CHILDLINE India Foundation above
- If an associate (individual or organization) wants to report a child protection violation, the complaint should be made to the Executive Director CIF, or email to dial1098@childlineindia.org.in The process as laid out for CIF above would then be followed
- There should be **mandatory** reporting of abuse within the organisation . any body coming across child protection violation should report it.

Associate of CHILDLINE Project Partners

- If an associate is involved is causing the child protection violation then follow the process as laid out for CHILDLINE Project Partners above

- If an associate (individual or organization) wants to report a child protection violation, the complaint should be made to the Executive Director, CHILDLINE Partner Organization, or the matter should be reported on dial1098@childlineindia.org.in The process as laid out above for CHILDLINE Project Partners above would then be followed
- There should be **mandatory** reporting of abuse within the organization - any body coming across child protection violation should report it.

Implementation of the Policy:

- The overall implementation of the policy would be the responsibility of the Head: Administration in CHILDLINE India Foundation.
- The Grievance Cell and Management Team mentioned in the Whistle Blower Policy are constituted as per the Procedure Manual of CHILDLINE India Foundation.
- The issues concerning intervention in CHILDLINE cases would fall in the purview of Head: Services.
- The **Partnership Agreement** between CIF and CHILDLINE project partners would necessarily include acceptance of CHILDLINE Child Protection Policy, Code of conduct and Operational Guidelines.
- All agreements/ contracts/ Terms of reference between CHILDLINE/ CIF and its associates would include acceptance of relevant clauses of CHILDLINE child protection policy, Code of conduct, Whistle Blower Policy and Operational guidelines.

Review of the Policy:

The Policy would be reviewed every five years by CHILDLINE India Foundation.

Operational Guidelines

This child protection policy articulates CHILDLINE's aspiration and commitment to practicing the highest level of child protection in its operations. CIF and the CHILDLINE partner organizations take a proactive stance in laying out a set of operational guidelines that would be incorporated into all process and functions of the network. These guidelines have been developed through a consultative process between CIF, the partner organizations of the CHILDLINE network and expert input from other organizations and individuals who have already developed and implement child protection policies.

Human Resource Management

1.1 Recruitment

- There should be basic assessment of candidate on sensibilities regarding child protection -e.g. show an article, ask for analysis and use a check list for interview
- There should be thorough reference check to be carried out from past employers or the academic institute attended by the candidate
- All new recruits would sign an undertaking accepting the child protection policy and the code of conduct
- Induction Program within the organization would include orientation on Child Protection
- All new recruits would be provided with a copy of the CHILDLINE Child Protection Policy and the CHILDLINE Child Protection Manual
- On recruitment, personal files with photograph of the staff recruited should be maintained.

1.2 Performance Management System

- The Performance Management System (PMS) would include credits for child protection sensitivity
- All personnel files would contain information on child protection compliance, both positive and negative action and record any action taken in this regard.
- The Performance management System (PMS) must allow for peer evaluation for child protection compliance during Performance Appraisal

1.3 Staff Development and Capacity Building

- Orientation on child protection must be given critical focus in all staff development and capacity building programs
- The organisation must make attempts to stay abreast the latest trends and issues on child protection and share this knowledge with its personnel across all levels and departments
- Protection of staff needs to be discussed at length as staff members also face threats and various risks in the course of their work.

1.4 Human Resource Practices for Associates of CHILDLINE and

CHILDLINE India Foundation.

- For associates of CIF/ CHILDLINE who are individuals, the guidelines for Recruitment (1.1) should be followed
- CHILDLINE would not associate itself with organisations that engage in activities that involve tobacco, alcohol, and child labour.

- In the case of organisations that want to associate with CHILDLINE or organisations that CHILDLINE desires to associate with, a detailed diligence exercise in addition to financial diligence (outlined in CIF process manual) needs to be undertaken to ensure that the organization's philosophy, mission, processes and practices are safe for children. The associate organization would need to:
 - have a child protection policy
 - not employ child labour
 - be intolerant to any form of child exploitation and abuse
 - not patronize any service that may be exploitative to children

2. Protection norms for CHILDLINE spaces accessible to children

These would include the CIF Offices, Collaborative Centres, Support Centres, District Sub-Centres, and Nodal Offices

- All CHILDLINE spaces should be accessible to children
- The Collaborative Centres should be accessible to children on a 24-hour basis and a team member should always be there.
- The space should be well lit and well ventilated
- It is desirable that the child is not left alone with a team member.
- Escorts for children during any interaction that involve travel (local or otherwise) must always be of the same sex
- If in the case of having to keep a child at the CHILDLINE centre for a night the chaperone must be of the same sex as the child
- The CHILDLINE centre must have provisions for a change of clothes, a meal or snack, drinking water
- Privacy should be ensured while the child is changing and a space of 10 x 10 with toilet facilities to be allotted for children.
- All CHILDLINE spaces should be equipped with a first aid kit
- During direct intervention all steps as included in the *CHILDLINE intervention protocols* should be adhered to
- The CHILDLINE Child Protection Policy must be displayed in a prominent space in all CHILDLINE spaces
- The CHILDLINE Child Protection Policy must be translated in to local languages
- The CHILDLINE Child Protection Policy must have a short interactive child friendly version to enable children understand their protection rights in CHILDLINE

3. Participation of children in CHILDLINE programs

- Children should not participate in events unless it is relevant to them
- Even if relevant, the program should not be detrimental to the health of the child
- Consent of the child/ informed choice is mandatory while participating in programs
- If children are being taken for residential programs written consent must be taken from their families or the institution that they reside in
- The purpose of the participation must be clearly articulated to the child
- Children should play a key role in planning any event that they will participate in
- Tokenistic participation of children should be avoided
- Children must be adequately provided with drinking-water, refreshments, snacks and meals during programs
- Arrangements for first-aid and quick access to medical facilities should be provided for while planning programs with children
- Optimum safety /protection should be provided for Children attending programme e.g security in cases of open spaces, fire safety norms etc.
- Ensure basic facilities are provided to children attending programmes outdoor.
- Ensure provision of safe accommodation arrangements with separate toilets for boys and girls.
- Same sex chaperones/escorts must be provided for children going outdoors.
- 1 caretaker for every 10 children to be provided during programmes.
- Children cannot be left alone with out escorts or chaperones at any time during the program.
- There should be a Grievance Committee comprising the organizers and the children to address any issues of conflict during the program
- If children have to travel reservations must be made well ahead of time to ensure a safe and smooth journey to and from the program
- Feedback must be taken from the children at the end of the program.
- At the end of the program each child attending the program must either be handed over to a responsible parent or family member, or the institution to which the child belongs

4. Representation of children in the media/communication material/publications

4.1 Media:

- CHILDLINE must protect the dignity, identity, and privacy of the children if it comes in contact with the media.
- CHILDLINE needs to ensure to the best of its ability that while highlighting child protection issues, that the media does not disclose the identity and details such as names, address, photograph of the child, parents, locality and school
- CHILDLINE should ensure informed consent from the child and his or her family before disclosing any story to the media.
- CHILDLINE should ensure informed consent from the child and his or her family before disclosing his/ her contact details (address/ phone number/ mobile etc) to the media.
- If any case is discussed in the media, ensure proper scrutiny and monitoring of the content is done. In case of inappropriate reporting, the team/ organisation take action against the same.
- While disclosing children's stories to the media CHILDLINE should ensure that the media covers the story in a responsible and sensitive manner
- Testimonies by children or representation of children in the media to discuss the problem/abuse should be prohibited completely.

4.2 Communication Material

- While photographing children or using children's images in the production of communication material, CHILDLINE should explain to the best of its ability, the context and use of the child's image/ images.
- In case of representation of CHILDLINE cases in publication ensure names are changed and photographs do not reveal identity.
- Representation of children in CL material which is detrimental to a child's right & dignity should not be permitted
- The child must give an informed consent before allowing his/her/their images to be used by CHILDLINE
- The consent of the child and/or his/her/their family must be taken in writing.

5. Protection of children being referred by CHILDLINE into shelter homes

CHILDLINE receives a substantial number of calls where children have either a short term or a long-term shelter need. In these cases CHILDLINE undertakes a range of

interventions that include keeping children over night at the CHILDLINE centre, referring children to the CHILDLINE partner organisation shelter for short term/long term stay, referring the child to a government/non government residential program for long term stay. Recognizing the responsibility of CHILDLINE in ensuring that children are protected in residential care services, CHILDLINE has evolved a basic process to be followed at the CHILDLINE centre and a checklist of requirements for any organisation where a child would be referred for long term/ short-term residential care.

5.1 Basic Process followed by CHILDLINE when the child is brought to the centre.

- Notify the police station and the missing children bureau to see if the child has been registered as missing.
- Produce the child before the Child Welfare Committee (CWC) within 24 hrs as per Juvenile Justice (care and protection of children) Act, 2000 or in the next CWC sitting (as per norms in the state).
- For lack of any other option in an emergency situation the child may be permitted to spend the night at the CHILDLINE Centre
- In such a situation if the child is kept temporarily at night at the CHILDLINE centre, minimum facility has to be ensured at the centre
- In case the child resides at the centre, the staff present should be of same sex.
- In normal procedure is that the CWC gives the order indicating the shelter where the child needs to be sent. However CHILDLINE can recommend which shelter the child needs to be put, based on the credentials of the shelter from child protection perspective.

5.2 Desired Requirements in any residential service that CHILDLINE 1098 would refer children to:

5.2.1 Legal Compliance

- Registered under the Juvenile Justice (Care and protection of children) Act, 2000.
- Duly licensed/ recognized as per the procedures laid down in the Juvenile Justice Model Rule/ state rules as shelter/ children's home and declared as a fit institution by the CWC of the district
- Has a management committee and facilitates management and monitoring as per norms of the Juvenile Justice (care and protection of children) Act and state rules.

5.2.2 Infrastructure

- Separate accommodation for boys and girls above the age of 6 yrs.
- The home should have access to transport facility

- The shelter must have the ideal space of 20X20 feet for children inclusive of 2 to 3 toilets separate from the living area. However the living area can be used for study as well.
- Safety equipments such as fire extinguisher should be available in the premise.
- This home must have an infirmary, library, transportation facility, kitchen well ventilated, and outdoor and indoor play area.
- A room must be allocated to keep the bedding of the children, locker system to keep the personal belongings of the children.
- All kinds of sanitary facilities, safe drinking water, hygiene care etc must be provided.
- Barrier free environment, ramp used instead of stairs keeping in mind children with disability.
- If the shelter is over crowded, alternate arrangements should be made in order to shift the child.
- Presence of house parent/ proper number of caregivers is mandatory
- The provision for security to guard the place, should be as per the ICPS standards
- The institution must have a fire safety facility with an emergency evacuation plan
- Uninterrupted power supply must be provided to the shelter
- Shelter facilities must as far as possible take in children as per their capacity and not over crowd the facility
- There should have an unmanned telephone instrument in an accessible space where children could call CHILDLINE 1098
- The premises should be disability- friendly

5.2.3 Human Resources

- One Trained social worker for every 20 children
- Counselor must be appointed
- There must be security personnel on the premises on a 24 hour basis
- Visiting doctor once a week
- Nurse full time / Paramedical appointed.
- House parent must be available
- 1 Tutor/ Teacher appointed for every 25 children
- Background check with police of all employers
- Reference check with the earlier employer at the time of recruitment of staff
- Same Sex employees with same sex children, however women staff can be taken in the boy's home
- No male staff in girls home
- Child protection to be included in capacity building programs of staff
- Child protection to be a key component in the Performance Management system of the organisation
- The organisation should have a Child Protection Policy

- The child protection policy should be displayed in a prominent accessible space
- All staff must sign an undertaking stating that they accept the child protection policy and its code of conduct

5.2.4 Complaints Redressal Mechanism with shelters

- Installation an unmanned telephone to ensure the child has access to CHILDLINE 1098
- Complaint box where children can leave notes explaining their issues. The box should be opened periodically by the Director of the institution and or by a board member of the organisation.
- Every organisation needs to have a mechanism for reporting and response of child protection violation
- Every organisation needs to have a grievance redressal cell that comprises of the staff of the organisation and the children.

ABBREVIATION

CIF	CHILDLINE India Foundation
CWC	Child Welfare Committee
CPP	Child Protection Policy
CIC	CHILDLINE City Incharge
PMS	Performance Management System
MWCD	Ministry of Women and Child Development
GOI	Government of India
UNCRC	United Nations Convention for Rights of child