



CHILD PROTECTION POLICY

PULSE Foundation

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Child Protection Policy

“Positive Personal Skills in Society”

Foundation

PULSE - Pernik



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Background

Our mission is to work to protect and promote children's rights and improving their welfare. We believe that all forms of abuse / violence and exploitation of children are ineligible. We believe that child protection is crucial to ensure that children have rights, grow in a secure and safe environment, an environment in which they can make choices, to express opinions and to interact effectively with other children and adults.

We affirm our belief in the right of all children to be protected from all forms of abuse, neglect, exploitation and violence, as stated in the UN Convention on the Rights of the Child of 1989.

We share that discrimination, prejudice, or repressive behavior or language in relation to any of these are not acceptable: race, culture, age, gender, disability, religion, sexual orientation or political opinion.

Child protection is both - a corporate and personal responsibility. All employees of the Foundation are aware of the need to mainstream child protection into all our activities.

Linkages and synergies of the PULSE Foundation (*called **PULSE** for short in this document*) with individuals and entities for which it is established that carry relationships associated with abuse / violence and exploitation of children will be terminated.

We believe that measures should be taken to protect the families of people who would seek opportunities to gain their trust and access to children through the organization activities. The probability for employees, donors or partners to carry out acts of abuse / violence against children is taken seriously by our organization, as it is committed to the idea of working to prevent them.

Child protection is both a team and personal responsibility. All employees will be aware of the need to mainstream child protection into all our activities. Relations with anyone for whom it is established that performed relationships associated with abuse / violence and exploitation of children will be terminated.

Why PULSE needs a policy

The policy objective is to guarantee the right of children to protection from violence, inappropriate treatment by staff employed under a civil contract, volunteers and partners of the organization, without allowing restrictions based on race, sex, property, religion, education or disability.

We are convinced that an organization, which has a policy and guidelines on child protection is exposed to greater risk of false or malicious accusations of abuse against a child, which could destroy the reputation of the organization itself and the NGO sector as a whole and to cause serious damage to the organization's ability to gather or receive funds from donors and programs.

The policy will ensure a quality selection of staff members and volunteers. It will clarify the relationship which is expected to show all the staff to children, as well as guidelines for action in case of concerns about the safety of a child.

Clearly defined procedures for action upon receipt of a signal of doubt, claim or complaint of violence will contribute to preventing or minimizing false accusation to employees of the organization and will contribute to creating a normal working environment.

Policy and the based thereon procedures and guidelines provide guidance and standards to be applied in practice. This includes various measures such as: recruitment, selection and training of staff and volunteers, review the structure and management of the organization, creating opportunities for the children to be heard, as well as their views to be taken into account, development of transparent procedures for dealing with signals for child abuse by an employee, volunteer or partner organization.

Policy and all related documents are mandatory for all employees of the organization, as well as volunteers and persons employed under a civil contract.

The policy was approved by the Board of PULSE and signed by the Chairperson and the Executive Director of the Foundation.

The basics of the policy is reviewed every three years. It amends in the event of significant changes in the agency or changes in the legislative framework.

Definitions and terms

1. **Child** – any person less than 18 years under the UN Convention on the Rights of the Child and the Law on Child Protection.
2. **Violence against child** – is any act of physical, mental and sexual abuse, neglect, commercial or other kind of exploitation, resulting in actual or potential harm to health, life, development or dignity of the child, which can take place in a family, school and social environment.
3. **Child protection** - “Child protection” is a broad term that describes the philosophy, policies, standards, guidelines and procedures to protect children from intentional or unintentional damage. In this context, it refers to the obligations of PULSE and all persons associated with the organization, to the children with whom employees, volunteers and partners of the Foundation come into contact in the performance of activities and / or projects.
4. **Organizational and internal child protection** - Internal organizational child protection is the responsibility that organizations have to ensure that their staff, activities and programs do not affect children, not put them at risk of abuse and that all the concerns of organizations regarding the safety of children in the communities where we work are reported to the relevant departments. “No harm” refers to the responsibility of the organization to “not harming” or reduce the harm that can be applied manslaughter resulting from inappropriate design and implementation of projects (programs).
5. **Harm and abuse**
 - a. **Physical abuse** - actual or potential physical abuse inflicted by another person, child or adult. It may include hitting, shaking, throwing, poisoning, burning, drowning, strangling,

or any other physical injury to a child, including tampering with symptoms or deliberately ill health of the child.

- b. **Sexual abuse** - it involves forcing or luring a child into sexual activity, whether the child is familiar or not with what is happening. These actions can include physical contact, including penetrating or non-penetrating actions. It could also include involvement of children in viewing or production of pornography or encouraging them to inappropriate behavior.
 - c. **Child sexual exploitation (CSE)** - form of sexual abuse involving children involved in sexual activities for money, gifts, food, shelter, affection, status quo or anything else of the children or their families need. This form of abuse may be related to the manipulating of children, getting them into a friendship, winning their trust and provide access to alcohol and drugs. This type of abusive relationship between victim and perpetrator are based on an imbalance of power, such as a victim's ability is very limited. This form of abuse may be wrongly understood by children and adults as relationships based on mutual consent. Sexual exploitation of children is manifested in different ways. This may include older perpetrator engaged in financial, emotional or physical control over the minor. It may also include peers who manipulate or encourage the victim to sexual activity, sometimes within a gang or neighborhood. This form can be manifested through an organized network of perpetrators who receive financial benefit from children trafficking in different locations to participate in sexual activities with a large number of people.
 - d. **Neglect** - depending on the context, resources and circumstances, neglect and disparagement may be defined as persistent failure to meet basic physical / psychological needs of the child, which may result in serious damage to children's health or development, such as lag of enough food, shelter and clothing or neglect and irresponsibility to the core emotional needs of the child. Neglect may consist disinterest in the mother during pregnancy, alcohol and drug usage, and insufficient care for a disabled child.
6. **Emotional abuse** - Constant emotional abuse, which affects the emotional development of the child. Actions related to emotional abuse may include a prohibition on free movement, humiliation, condescension, harassment (including cyberbullying), bullying, intimidation, discrimination, laughing and other forms of treatment based on rejection or hostility.

Types of violence, according to §1 of the Additional Child Protection Act

1. **"Physical violence"** is causing bodily harm, including causing pain or suffering without health disorder.

2. "**Psychological violence**" are all actions that may have adverse effects on mental health and child development as an understatement, mocking attitude, threat, discrimination, rejection or other forms of negative attitude, and the inability of the parent, guardian or person caring for the child, to provide appropriate and supportive environment.
3. "**Sexual violence**" is the use of a child for sexual gratification.
4. "**Neglect**" is the failure of the parent, guardian or the person caring for the child to ensure the child's development in the following areas: health, education, emotional development, nutrition, provision of home and safety, where he/she is able to do.
5. **Discrimination and harassment** are also kind of violence, because they can harm the child, both physically and mentally.

Partners

For purposes of this policy these are all organizations with which PULSE implements joint activities to provide services and / or implementation of projects.

Any agreement between the Foundation and other organizations - its partners who provide services to children, will require assurance that their existing policies and procedures for child protection, taking into account the fact that the lack of such policies could put children and organization at risk.

Upon signing the partnership agreement, PULSE will require any provision of these to relate to the respect of common principles and standards for child protection.

Policy

Exposure, which organization demonstrates its commitment to protect children from violence and make clear to all what is required in terms of child protection. It helps to create a safe and secure environment for children and shows that PULSE accepts seriously their duties and responsibilities in this regard.

Founding principles and values of PULSE regarding child protection

Legal basis

- 1.1. The PULSE Child Protection Policy is entirely based on the principles of the UN Convention on the Rights of the Child. CRC provides the overall framework for protection, provision of services and participation of all children without discrimination on grounds of their experience and full development. Although the CRC must be read in full, following articles form the basis of specific child protection: 1 (definition of child); 2 (non-discrimination); 3.1 (the best interests of the child), 3.2 (duties of care and protection) 3.3 (standard of care), 6 (survival and development), 12 (participation), 13 (freedom of expression), 19 (protection from violence), 25 (periodic review of the placement), 32, 33, 34, 36, 37(a) (protection from economic exploitation, the use of psycho-active substances, sexual abuse and all other forms of exploitation, torture, cruel, inhuman or degrading treatment or punishment), 39 (physical and psychosocial rehabilitation and social reintegration).
- 1.2. Law on Child Protection - Art. 3 (principles), Art. 7, Art. 11 (right to protection against violence), Art. 11 (protection of the child's personality), Art. 12 (right of expression), Art. 15 (participation in procedures).

Principles

1. All children have the same right to protection from violence and exploitation.
2. All children should be encouraged to fully utilize their talents by offering equal opportunities to start at all.
3. Everyone has a responsibility to support efforts to care for the children and for their protection.
4. NGOs have a duty to care for the children with whom they work and their representatives.
5. In the event that the agencies work through their partners, they have the responsibility programs of their partners to meet minimum standards for child protection.

Ethics code

PULSE subscribes fully to the Ethics Code of working with children in Bulgaria.

Transparency

PULSE Foudnation trust in:



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- creating an environment in which openly discuss issues of child protection, as well as between adults and between children and adults;
- creating opportunities for open communication both within the organization and between the organization and its partners in order to improve awareness and implementation of policies and practices for child protection;
- establishing procedures for dealing with doubt, statements or signals of child abuse openly, consistently and honestly.

Confidentiality

All of the PULSE employees, working on cases of child, sign a Declaration of confidentiality of information acquired at work.

Child participation

1. Children will benefit from this policy only when they are aware of their rights and the creation of an appropriate environment in which to exercise them.
2. Creating a safe environment where children feel safe and can freely talk about violence without being victims of further discrimination or shame.
3. Children have the right to communicate - can receive information, ask questions, make choices and make decisions.
4. PULSE believes that helping children to express their views, makes a significant step to help them claim their rights.

Child Protection Policy

Prevention

PULSE is a licensed service provider to work with children, victims of violence / physical, mental, sexual abuse / neglect and children in conflict with the law in which the protection of children from abuse and protection children's rights is the main goal when working with children.

Violence against children is a phenomenon that exists in every country, society, ethnic or religious group, regardless of the social status of the child or the family. Child protection against “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse” is a fundamental right guaranteed by the UN Convention on the Rights of the Child.

To guarantee the Rights of the Child on 25 October 2012, the European Parliament and the Council of the European Union adopted Directive 2012/2029 /EC establishing minimum standards on the rights, support and protection of victims of crime. The main objective of the Directive on victims is to ensure that the specific needs of victims of the support will be taken into account, something that should be done by an individual assessment (requires victims to be treated individually according to each case) and a participatory approach to the rights of information, support, protection and observance of procedural rights.

Individual assessment is the basis for an integrated approach, which also aims to contribute to reducing the risk of secondary victimization of victims by ensuring the conduct of activities with the victim in a holistic and coordinated approach based on respect and recognition of his/her rights.

Risk assessment / mitigation of risks

PULSE will assess risks to children and will be carried out a risk assessment of all operations, programs, projects and activities of the organization. There will be developed strategies to mitigate risks and these strategies will be incorporated into the design, implementation and evaluation of programs, projects, operations and activities involving children or have an impact on children.

PULSE will ensure that it applies the highest standards in recruitment and implement this policy in all programs of the organization. Applicants are checked whether they are suitable to work with children and whether they share organizational understanding of internal child protection.

Recruitment and training

1. All prospective employees, volunteers and board members are promptly informed of PULSE policy in relation to child protection. As part of the job application, we provide a copy of the child protection policy.

2. All applicants are required to provide two written recommendations characteristics which are required to be referred to their experience in working with children, their relationships with children and colleagues, solving conflict situations with children.
3. Each newly appointed staff member undergoes a training according to developed program that aims to acquaint the trainees with the objectives, functions, work organization in PULSE, as well as policies and procedures regarding child protection. He/She receives a copy of the policy and must sign a declaration certifying that he/she has received, read and understood it.
4. Each employee receives initial and ongoing training on how to recognize and respond to concerns about child abuse.
5. Volunteers and employees, as well as independent contractors, receive a copy of the PULSE child protection policy and must sign a declaration, which certifies that they have received, read and understand it.

Rules for appropriate and proper behavior

1. Have been developed to ensure child protection and to protect adults from false accusations of inappropriate behavior or abuse / violence. These rules apply to employees, volunteers, and board members of the organization, contractors and sponsors.
2. Employees of the organization do not allow discrimination, prejudice and mistreatment and language based on race, culture, age, gender, disability, religion, sexual orientation or political opinion.
3. To discipline the children using positive approaches. Categorically prohibits the use of physical punishment and other measures that put children in a humiliating position.
4. PULSE cadre must comply with the way it is perceived and looks, in terms of the language used, actions and relationships with minors and children.
5. As poor practice or potentially violent interpreted the following events by employees and volunteers:
 - To have behavior that is inappropriate or sexually - provoked;
 - To justify or engage in behavior of children which is illegal, risky or violent;
 - To behave in ways intended to shame, humiliate, or ignore the importance of a child or otherwise provide emotional abuse;
 - To discriminate, demonstrate a difference in attitude or in favor of certain children at the expense of others.
6. PULSE employees should take into account the fact that they may have to work with children who, because of circumstances and abuses they have suffered from, can use relationships to get "special attention." The adult is always considered responsible even if a child has a seductive behavior. Adults should avoid being placed in a compromising or vulnerable position.

Inappropriate behavior towards children is grounds for disciplinary action.

1. Procedure for reporting suspicions or evidence of abuse / violence against children.
2. PULSE child protection expert is Ekaterina Veleva - Chairperson of PULSE, clinical psychologist, and psychotherapist.
3. All proven and alleged violations of the child protection policy must be notified immediately of experts in child protection. The expert has the following duties:
 - Register received information, subject to confidentiality requirements and launch the appropriate procedure for dealing with doubts, claims or complaints for providing child abuse, inappropriate behavior or misuse of visual depiction of a child;
 - Responsible for distributing policy and informing all employees, volunteers and partners with it;
 - Responsible for conducting the training of new staff about the child protection policy;
 - Support for officials suspected of allegations or complaints of child abuse, inappropriate behavior or misuse of visual depiction of a child;
4. Advise and support the commission, which examines signals.
5. Отговаря за периодичния преглед на политиката и за нейното актуализиране.
6. PULSE takes the necessary action to protect the child / children for whom there is a signal that they are victims of violence from continuing harm during and after an incident or suspicion of such.
7. Contact details of the PULSE child protection experts, child protection local authority, police and emergency medical services are prominently displayed and easily accessible.
8. PULSE reserves the right to take disciplinary action against anyone whose guilt is established during consideration of the signal. This may include a case report to the police.

Visual images involving children

1. The use of visual images - pictures and videos - PULSE seeks to represent children and families with respect and with respect for their dignity.
2. Given that images are a crucial element in presenting the organization's work to the public and other partners and also for the purpose of fundraising, PULSE seeks to preserve the dignity all that work and will not use images that are disrespectful or demeaning.
3. Когато се използват визуални изображения, организацията се придържа към следните принципи:
 - Respect the dignity of children and families. Never shoot a picture of people who say they do not want to be photographed. During the process of requesting consent, the purpose of the filming and visual studies should explain. Photographers should be carefully instructed in regards to the shooting of appropriate images and the obligation to allow the entities to refuse to give consent if they wish to participate. Whenever possible, photographers are accompanied by an officer of

the organization. Persons, representing the child, sign a declaration of consent to participate in the child's photos or video images.

- The subject is not operated.
- The images used truthfully.
- Supported standards of good taste and decency that correspond to the values of the PULSE.
- Maintaining high technical standards.
- Maintain proper photo library. All images are stored responsibly and documented.

Partner organizations

1. Any agreement between the Foundation and other organizations - its partners who provide services to children, require guarantees that their existing policies and procedures for child protection, taking into account the fact that the lack of such policies could put children and the organization at risk.
2. Upon signing of partnership agreements, PULSE requires any provision of these relate to compliance with the general principles and standards for child protection.

Procedures for policy implementation

Implementation of the Child Protection Policy is objectified in the Ethics Code for children, as well as following rules and procedures that are an integral part of it:

1. Ethics Code for working with children
2. Rules and guidelines for behavior towards children
3. Rules for recording and publishing photo and video materials
4. Rules and guidelines for the management of information and mediated communication
5. Procedure for reporting of violence
6. Procedure for the provision of social services for children
7. Rules and procedures to ensure the safety of children when conducting activities
8. Procedure for protection in recruitment
9. Procedure for the assessment of training needs of employees
10. Procedure for recruitment and selection of employees, volunteers and consultants to the PULSE Foundation - Pernik
11. Procedure for reporting evidence or suspicion of abuse
12. Policy of the PULSE Foundation - Pernik for the use of visual images of children
13. Policies and procedures of the PULSE Foundation - Pernik regulating the relationship between children and staff, volunteers and employees to the organization

Ethics Code for working with children

Background

The Ethics Code sets the standards for ethical behavior of employees, working with children in the fields of education, health, social care, justice, internal affairs and others.

The Ethics Code for working with children aims

- To represent the core values and principles that the people, working with children, need to know and observe in their practice;
- To strengthen the will and aspiration of people, working with children, for ethics in their practical activity;
- To guide behavior and help those working with children in resolving ethical dilemmas they encounter in their practice;
- To outline the moral responsibilities of people, working with children: the child, the family, with each other and to society.

Section I: The Basics

People, working with children fulfill their functions, guided by fundamental values and principles:

Art. 1. Childhood is a critical period of human life.

Art. 2. The family is the natural environment for the child's development.

Art. 3. Every child has unique uniqueness and value.

Art. 4. Every child is guaranteed the right to:

- (1) freedom of expression - free of thought, conscience and religion;
- (2) forming own views and the right to express them freely.

Art. 5. Every child has the right to protection against violating the dignity of education methods, physical, psychological or other forms of violence or impact.

Art. 6. Every child has the right to protection for normal physical, mental, moral and social development.

Art. 7. Every child and every family deserves to be helped to develop their full potential.

Art. 8. In all cases to protect the best interests of the child.

Art. 9. Any child caught at risk, needs special protection for his removal from the risk situation.

Art. 10. Gifted children enjoy the special protection measures.

Art. 11. People, working with children must possess certain personal, moral and social qualities.

Section II: Moral responsibilities to the child

Art. 12. Basing our practice of modern knowledge of child development and knowledge of the individual characteristics of each child.

Art. 13. To understand and respect the uniqueness of each child.

Art. 14. To comply with the specific vulnerabilities of each child.

Art. 15. To create a safe and healthy environment that promotes social, emotional and physical development of the child.

Art. 16. To support the child's right to free expression of opinion on all issues of his/her interest.

Art. 17. To work in the best interest of the child.

Art. 18. To provide children with disabilities equal access to adequate care and education.

Art. 19. Do not engage in practices that do not respect the dignity of the child or are dangerous and harmful to his/her physical and emotional health and development.

Art. 20. Do not participate in practices that discriminate against children in any way on the basis of race, ethnic origin, religion, sex, nationality, language, ability, or on the basis of the status, behavior or beliefs of the parents.

Art. 21. To know the symptoms of child abuse - physical, sexual, verbal, emotional abuse or neglect. To know and obey the laws and procedures to protect children from violence.

Art. 22. In case of suspected abuse to inform the authorities about child protection and to monitor whether corrective measures are taken.

Art. 23. When the other person speaks suspected abuse of a child, to provide him/her with full assistance to take appropriate action to protect the child.

Art. 24. When we become aware of actions or situations that threaten the health and safety of the child, we have a moral and legal responsibility to inform the authorities on child protection.

Section III: Moral responsibilities to family

Art. 25. Our primary responsibility is to assist the family in the upbringing and education of children.

Art. 26. To respect the dignity of each family and its culture, customs, language and beliefs.

Art. 27. To respect the values of the family in the upbringing and education of children and the right to take decisions for their children.

Art. 28. To inform the family of any decisions relating to the child and, where appropriate, and to include in such decisions.

Art. 29. To respect the right of the family to be informed of how we work with the child.

Art. 30. To inform parents about research projects involving their children and strive to give them the opportunity to exercise their right to refuse participation without experiencing guilt. Do not allow and not to engage in research in any way to endanger the health, education, development or welfare of the child.

Art. 31. Do not use our relationship with the family for personal gain. Do not enter into a relationship with family members, which can harm the effectiveness of our work with the child.

Art. 32. To guarantee the confidentiality of information and the right to respect family privacy except in cases of abuse and poor care. This does not apply in cases when we have reason to believe that the welfare of the child is at risk.

Art. 33. We are committed to developing rules to protect the confidentiality of the information to be available and mandatory for all staff and families. The disclosure of confidential information about the child can only be done with the permission of the family. This does not apply in cases of abuse and poor care.

Art. 34. Where there is a conflict between family members, we will work openly, sharing their observations of the child to help all parties involved to make an informed decision, and will strictly refrain from taking sides in the conflict.

Section IV: Moral responsibilities to colleagues

Art. 35. To build and maintain a relationship of respect, trust, cooperation and collegiality.

Art. 36. To exchange information and resources relevant to the welfare and protection of children's rights.

Art. 37. To work to promote equity and colleagues authority to refrain from actions that could undermine the prestige of the profession and to show intolerance for such actions.

Section V: moral responsibility to society

Art. 38. To provide high quality programs and services. We will not offer services that we do not have competence, skills or resources and capacity for.

Art. 39. Working to create a secure social environment in which the child to receive adequate health care, food, shelter, education and live without violence.

Art. 40. To work to improve cooperation between organizations as well as interdisciplinary interaction between occupations that are related to the welfare of children and families.

Art. 41. To assist in raising the level of understanding of children and their needs in society.

Art. 42. To work to promote children's rights, as well as raise public awareness of their violation.

Art. 43. Working to support laws and policies that promote the welfare of children and their families and to oppose those who violate it.

I undertake:

1. To respect the uniqueness and potential of each child. To work in the best interest of the child.
 2. In my work, in any case not to use physical punishment and educational methods that undermine the dignity of the child.
 3. To respect and support families in raising and educating children.
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4. To respect colleagues and support them and encourage implementing ethical rules (Code).
5. Maintain high standards of professional conduct, constantly enrich their knowledge and skills.
6. To serve as an advocate for children and families in the community and society.
7. To respect ethical rules set out in this Code.

Rules and guidelines for behavior towards children

Rules and guidelines for behavior towards children are made and are respected by staff in order:

- to guarantee the rights and safety of children when dealing with employees of the organization;
- to stimulate the creation of an atmosphere of support, cooperation and creativity in activities with children;
- to encourage and develop professionalism among staff of organizations involved with children and respect for children's rights and in particular their inclusion in decisions and actions that concern them.

We consider it important that employees of the organization, communicating and working with children should:

- be aware of the possible immediate situations that may put children at risk;
- plan and organize work and the workplace so as to reduce the possible risks to a minimum;
- strive to maintain a culture of openness so that all possible problems or concerns to be voiced and discussed freely;
- make sure that between the employees there is a sense of responsibility so that any malicious or potentially risky practice or behavior to be corrected in time;
- promote the formation and sharing of opinion on from the children and young people on issues that affect them.

Employees in the organization should never:

- hitting or otherwise physically raping children;
 - establish sexual relationships with children;
 - establish relationships, exploiting children in any form;
 - perform acts that could put children at risk of violence;
 - encourage or engage in behaviors of children who are illegal or risky to themselves;
 - discriminate in any way and to show respect selectively excluding some or other children from a process;
 - use language, make suggestions or offer advice which is inappropriate or offensive to children;
 - to behave in a physically or sexually provocative way with or in front of the children;
 - capture and / or filming children and young people without their consent;
 - sleep in the same room or bed with a child with whom they work;
 - to take home a child or children with whom they work.
-

Rules for recording and publishing photo and video materials

Rules for recording of photographic and other images:

- All children must be properly dressed according to the perceptions of decency in their settlement or community. If the latter implies a naked appearance for children, pictures should be selected carefully.
- The recorded images should reflect some kind of activity and, by chance, to present whole groups of children, not individual children.
- It is necessary to supervise photographers and cameramen, and they will not be left alone with children.
- All complaints and reports on indecent images, including those made without the knowledge of children are reported and documented as all other signs of child abuse.

Rules for posting images and personal stories / case studies:

- Permission should always be taken from parents, carers or guardians of the child and to disclose clearly for what purpose will be taken photo or video material, how and where will be published and what rules governed the whole process. (see [Appendix 3](#));
- Before using a photo, be sure to ask permission from the child who is depicted on it. (see [Appendix 3](#));
- After consent from children, young people and those responsible adult they can be captured in a photo or video:
 - In the case of sharing personal stories / case studies, names of children must be changed in order to maintain their confidentiality.
 - If a child or young person is already a long time included in the activities of the organization, it is permissible to reveal only his/her first name in publications and other materials and only in the event that this will not complicate problems in which he/she is faced.
- It is advisable to take photographs, which depict various children-boys and girls of different ages and ethnic groups, with or without disabilities.

Rules and guidelines for the management of information and mediated communication

Rules and guidelines for the collection, use and storage of information concerning the safety of children:

- Child Protection Policy should always be available to all interested parties - both in the physical spaces in which staff works or will be working with children, and web pages used by the organization;
- The organization explicitly efforts all aspects of Child Protection Policy and Procedures to perform appropriate for children in volume and the tools that will help them fully understand;
- Personal and contact information of children is collected only in relation to specific upcoming activities and conditions expressly agreed with the adults responsible for children;
- Declarations of parental consent for participation of children in activities and any information gathered by the delicate nature are kept confidential in physical and electronic copy.
- The number of employees with access to the contact information of children is always kept to a practical minimum necessary for the activity.

Despite its many advantages, **the use of information and communication technologies presents risks for children**, including:

- inadequate access to using or sharing personal data (such as names, e-mail address, etc.);
- unwanted contact between children and malicious adults;
- sending / receiving offensive content;
- online harassment between peers;
- encouraging and involvement in situations of sexual abuse.

Rules and guidelines for the use of information and communication technologies:

- Each mediated communication between staff members and children is performed observing the maximum openness, clarity, transparency for all the parties involved in it and an appropriate tone;
- Communications between staff and children should never contain offensive or injurious language;
- Information relating to specific details about upcoming activities with children should not be distributed to persons who are not directly affected by it - not before time of commencement of this action, or preferably - before the completion of activities;



CHILD PROTECTION POLICY

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- When publishing articles or other materials reflecting activities already completed, it should be taken into account if children from vulnerable situations took part into the activity. If so, it is necessary to assess the risk of abuse of the child before the relevant information is published. Children's names must be changed in order to keep their confidentiality.

Procedure for reporting of violence

In carrying out the activities:

1. In every activity of PULSE, there are set guidelines and procedures on child protection;
2. In case of concerns and / or identified child abuse immediately notify the supervisor;
3. On suspicion of abuse or already noticed violence against child, the departments for child protection / police should be alerted;

Upon receipt of a signal to violence at the office:

1. Any phone call, e-mail or a physical visit by a person transmitting information about the child in a situation of any form of violence is considered a signal;
2. Each employee received a signal for violence must inform the responsible authorities (Department "Child Protection" in the area of residence of the child), his/her supervisor and fill up the form in [Appendix 3](#));
3. The applicant is directed to the Department "Child Protection" according to the domicile of the child, and in parallel, if the nature of the signal it assumes a signal for the foundling to police;
4. The applicant receives advice on how to form the signal and is encouraged to send the signal;
5. If the applicant is looking for information about additional support / advice, he/she receives guidance and contacts where to find the right one;

Any information / signal relating to abuse, must be documented in the form (see [Appendix 4](#)) and entered into the general register. Documented on the case information is kept in strict confidentiality, which will be broken only if it would be in the best interest of the child.

Procedures for provision of social services to children

When users of the social services provided by PULSE are children, must follow the next steps:

1. Based on the submitted application form for the use of social services with the attached documents is conducted **Initial interview and assessment of the crisis situation, risk assessment** (see [Appendix 5](#)) and the urgent needs (see [Appendix 6](#)) of the affected child, evaluation of resources to cope the crisis.
2. When the user of the service is a child directed by the “Social Assistance” Directorate, “Child Protection” Department, it is following the **Direction** issued by the department and suggested **Individual social assessment of the child's needs** for social services, which is reflected in the **Report-proposal, Action plan on child and Social report**.
3. When the conducted assessment and report both identify high risk for the child, within 10 days, it should be scheduled a **Joint team meeting** with the leading persons on the case from the “**Child Protection**” Department in order to coordinate actions between the department and the service provider.
4. Based on the proposed action plan of the child, it should be prepared a **Care plan for the child** (see [Appendix 7](#)) and **Psychological characteristics**.
5. Upon termination of the service is prepared a **Completion report**, and copies of the above documents are sent to the “Child Protection” Department. Every three months it is performed an update of the assessment.

Rules and procedures to ensure the safety of children when conducting activities

Rules:

- Employees account every aspect of the organization and conduct of an activity involving children, according to Bulgarian legislation (including and especially the Law on Child Protection) and the principles in the UN Convention on the Rights of the Child;
- Children can take part in activities only after responsible for the child adult (parent, guardian or custodian) complete statement of informed parental / guardian / custodian consent (see [Appendix 3](#))
- Children can take part in an activity only if it is accompanied by an adult directly responsible for his/her safety. This can be representative of the organization or another adult, but the parent, guardian or custodian of the child must always expressed their consent in the Declaration that he/she agrees for a person to escort their child to be exactly that person. Each child participating in an activity may have at least one companion, and every companion in an activity may be responsible for no more than four children.

Procedure:

1. Information about logistical and technical realization of the activity is communicated mostly by email. In correspondence is mainly involved the coordinator of the activity and the adult, who is accompanying children. It is strongly recommended whenever possible, copied to be more direct and head coordinator and the adult, who will be accompanying the children;
2. Declaration on the granting of parental / guardian / custodian consent is sent to the responsible adult for the child no earlier than two months and no later than ten days before the start of the activity. Together with the declaration is sent a copy of the Child Protection Policy;
3. The filled and signed declaration is scanned and sent by e-mail by the responsible adult for the child to the coordinator of the particular activity no later than one week before the start of the activity. The coordinator keeps physically printed copies of all statements made in compliance with the rules for receiving, storing and managing information indicated in this document;
4. The original filled and signed by a responsible adult to child declaration is transmitted during the relevant activity and after its completion stored in compliance with rules for receiving, storing and managing information specified in this dokument. Copies of the declarations are destroyed;
5. It is recommended that, where possible, the coordinator of the activities to inform whether children who will participate are aware of who will be their companion and your relationship with

him or her. When established potential risk to the safety of the child shall notify the supervisor, it is estimated level of risk and if the situation requires so, agree with those adults, responsible for the child, opportunities to engage other companion to the child.;

6. All adults who are not employees of PULSE, but who will be involved in conducting relevant activities (temporary contracts or volunteers) should be interviewed with a view to their professional experience and / or committed offenses and to sign a declaration that they agree with this policy and procedures for protection. The contract governs the legal relations between the individuals and the organization should also include a clause that the person will comply with the behavioral norms and procedures in this policy;
7. At the start of the activity, the children-participants receive information and guidance to ensure their mutual safety and interpretations about the meaning of the proposed information;
8. The physical location of the corresponding activity should always provide healthy and safe working conditions for children, which include:
 - a. Healthy hygiene and sanitation conditions;
 - b. Availability of materials for rendering first aid in minor incidents;
 - c. Availability of medical professionals in the region, who agreed to provide assistance if needed;
 - d. Easier access for people with disabilities;
 - e. Conditions for safe transport of children and young people;
 - f. Pre-verified quality of food that will be consumed;
 - g. Available and properly working systems to prevent or react in case of disasters.

Procedure for protection in recruitment

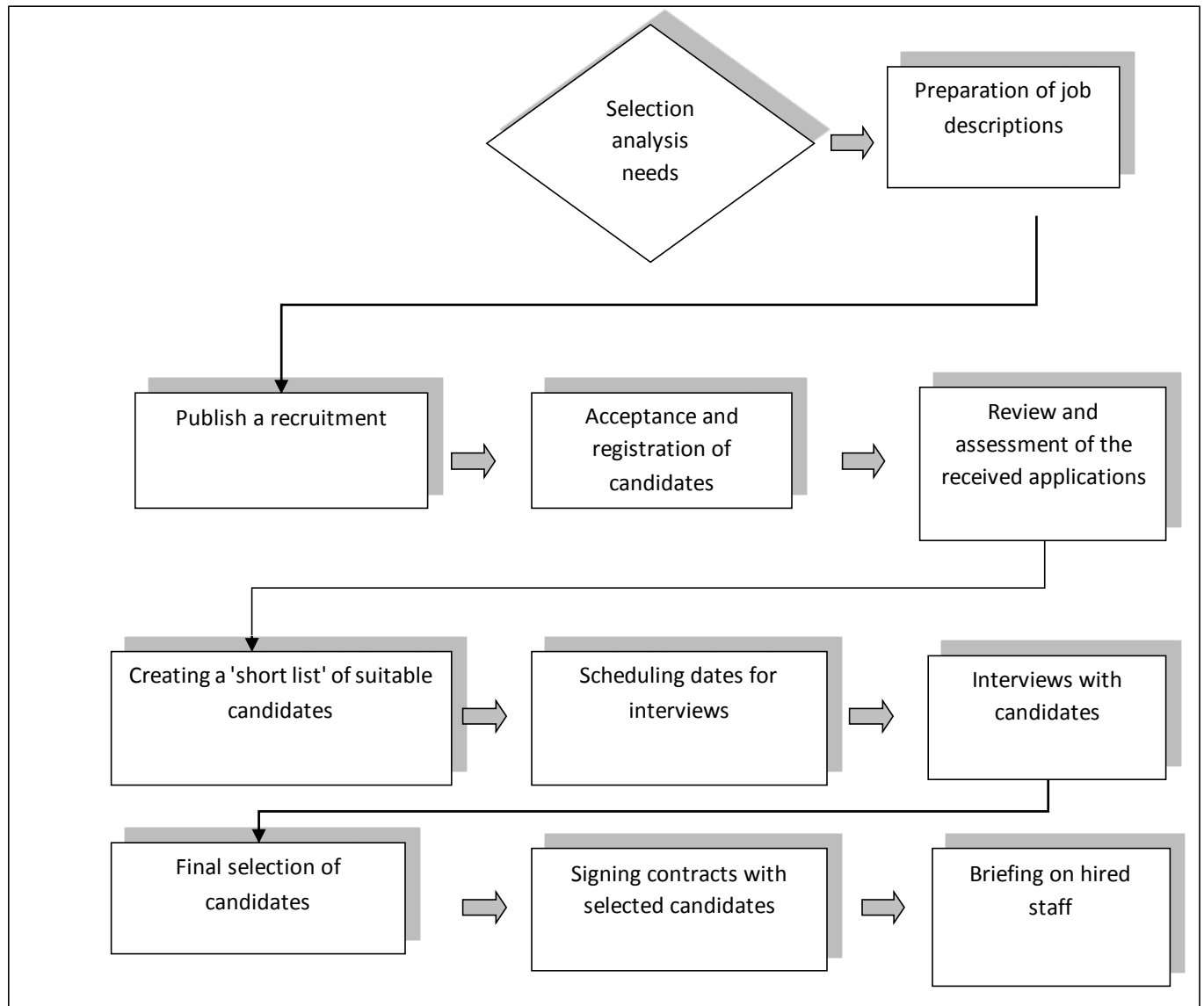
Procedure for selection of employees includes steps, each of which is an integrated perspective of the child protection.

1. Initially, in relevant internal and external communication channels (online) is published a notice containing a description of the organization, job description, selection criteria and required documents.
2. Selection of documents - CV, cover letter, recommendations, certificates, certificate of conviction;
3. After selection of documents, selected candidates are invited to interview live. The interview includes questions designed to explore the professional background of the candidate and his experience in communicating with children;
4. The successful candidate signs a declaration (see [Appendix 4](#)), that he/she is aware and is obliged to act in accordance with this policy and procedures to protect children before his first day of work. The new employee passes a training to learn about the procedures for protection;
5. In cases where the organization engages volunteers, candidates participate in the same interview, both indicated in item 3 of this procedure.

In analyzing the needs of selection aims to achieve a clear assessment of the defined position, place in the overall organizational chart, type of position - the extent to which the activity is defined as managerial, analytical and application activity. Assessment needs selection affects the determination of the relative weights of the criteria by which develops the job description for the position.

The procedure for selecting candidates for appointment to various positions in PULSE is being developed to help achieving the objectives of the services offered by the organization in the implementation of programs and projects funded. It must comply fully with the requirements and standards of service provision, to meet the requirements of Bulgarian anti-discrimination legislation and ensure protection of service users.

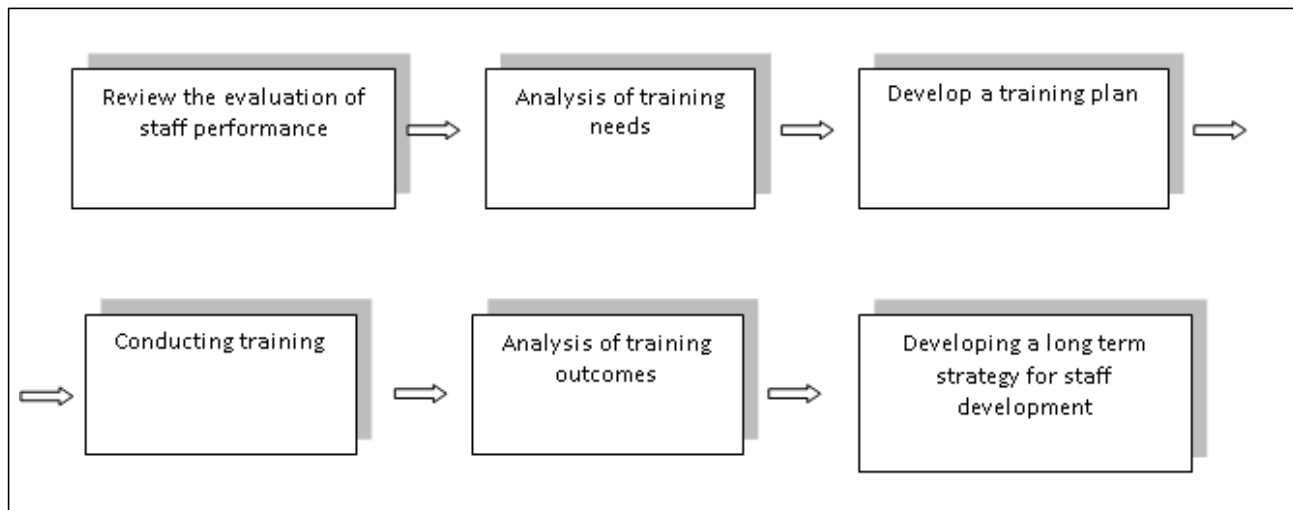
Coordinating the process of selection and recruitment is carried out by the selection board. The work of the Commission aims to achieve greater efficiency in conducting selection as well as accurate evaluation of submitted applications. The process of selection and appointment of staff follows the next steps:



Procedure for the assessment of training needs of employees

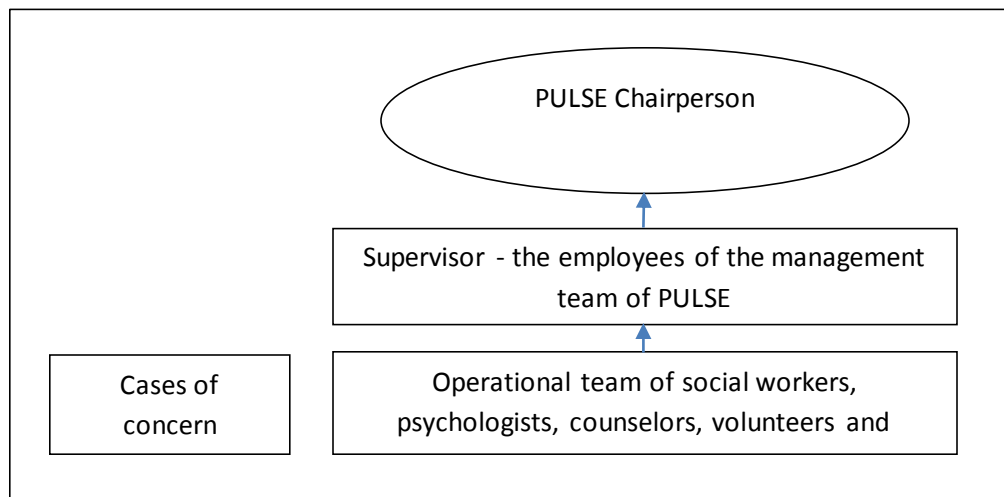
The assessment is a tool intended primarily for use by each employee and his supervisor.

1. The assessment is carried out each year, it can be done more frequently in case of judgment and coordination between manager and evaluated employee.
2. Feedback should be in writing.
3. Skills are determined according to the job description of the employee, the requirements for the position and criteria for evaluating employees.
4. Evaluated employees are encouraged to give honest feedback in terms of governance and other organizational matters.
5. As part of the evaluation and in its end is prepared development plan, which when needed includes measures to increase the capacity of the employee when it comes to the protection of children involved in the activities of the organization.
6. The process of selection and appointment of staff follows the next steps:



Procedure for action on alert for violence or other hazardous situation for a child by a staff member, children or other persons

1. PULSE staff is familiarized with the types of violence indicators that define them and the measures that can be taken, which is certified by signature.
2. Twice a year held training courses and refresher training referred to in Art. 1.
3. Staff continuously monitors for indicators of some kind of violence.
4. Upon finding indicators of violence take action to reduce the effects of possible violence.
5. In assessing the available, promptly notify the PULSE Chairperson and Head of the program or project.
6. At the discretion of the Head held a team meeting where everyone is familiar with the case and discussed further action.
7. Upon finding actual violence is implemented procedure for notifying the competent authorities and parents in an accident that affects the lives and health of children.



Procedure for submitting complaints

Submitting complaints

1. The appeal shall be filed in writing /personally from the user or their legal representative/ or oral /personally from the user or their legal representative/, containing the full name and address of the person from which proceeds, the nature of complaint, date and signature.
2. The complaint is accepted by the PULSE Chairperson, who confirms a written note of its deposition, as the same is registered in the registration book of complaints.
3. The date of the initiation is the date of registration of the complaint.

Handling complaints deadline

1. The appeal shall be considered objective and lawful to 5 days, such as:
 - a. he complainant spoke personally with the appropriate staff person to try to resolve the issue. The Chairman should be informed of this;
 - b. If the problem is not resolved at that level, the Chairperson is trying to solve the problem;
 - c. If this does not lead to the desired result, then representatives at higher levels of organizational and managerial hierarchy are being involved;
 - d. Only a serious accident, death, to resolve the problem should engage representatives responsible for the provision of social services at regional and national level.
2. In 2 days after consideration of the complaint, shall deliver a written opinion on the problem raised.
3. The PULSE Chairperson informs the applicant with responses to a given signal.

Procedure for internal monitoring

The internal monitoring procedure purposes effectiveness and quality of project activities implementation and the social services delivery in accordance with the Bulgarian legislation, the contract for the grant and best practices of accountability and transparency.

The internal monitoring procedure includes:

1. Monthly monitoring of the activities of all consultants and service delivery by the coordinator of the project for which he/she reports in a written form, approved by the supplier.
2. Monitoring the activities of consultants signal or initiative on the part of the Project Manager.
3. Procedure for user feedback and their legal representatives.
4. Review of project documentation, including financial, from the Head of the project at the end of each month.
5. Written accounting of the activities of all parties involved in the project in supplier model forms.
6. Supervisions report reviews for the most common problems in the work of the consultants in PULSE.
7. Conducting Appraisal of the consultants in PULSE.
8. Assess the achievement of project indicators of each quarter (with report).
9. Current reporting project progress to team meetings and meetings of the PULSE Executive Board.

Action plan and evacuation in case of fire in the entity

Workflow

In a case of fire or accident, immediately call 112. Your calls to 160 will be forwarded to 112.

1. Report:
 - Who is this (Your Name);
 - Slowly and clearly tell what the problem is: "Fire", "Accident", are there injured or threatened people;
 - Specify the address (city, neighborhood, and street, №, close direct).
2. If there are injured people immediately call for help loudly.
3. Without taking unnecessary personal risks - try to extinguish the fire with a fire extinguisher or improvised. How this is done with a fire extinguisher:
 - Pull the securing pin;
 - Press the lever and direct the stream near the base of the flames;
 - Hold directing device.
4. Stop putting out the fire if you notice that it spreads to the upper part of the room or in the direction of the exit and immediately ran out.
5. Close doors and windows of the premises before you leave.
6. Come out quickly without thinking about values and money. No going back allowed.
7. In case of evacuation, use escape routes or emergencies.
8. If during your evacuation escape routes are smoky, start moving as low as possible, because there the temperature is low and visibility is better.
9. Failing to leave the Crisis Center, resulting in smoke or high temperature, go into the bathroom, shut the door, put wet towels under the door and wait staff from fire fighting department.
10. When there are many people in the crisis center and be alerted to a fire fighting department, do the following:
 - The most important thing is not to panic and to remain calm. Your panic may be conveyed to the people around you;
 - Follow evacuation signs and leave the premises without displacement and bump others;
 - For exit the premises, use escape routes and exits. Do not jump from heights;
 - Do not go back into the building if you forgot something.

Procedure for action in case of injury and / or significant incidents in the entity

Workflow

1. Report: In case of accident or significant incidents, occurred due to a sudden event, accompanied by severe consequences, casualties, injuries, destruction and damage that cause losses requiring immediate, life and immediate recovery intervention, the officer noticed or found the incident immediately inform the authorities of the Ministry of Interior or those of emergency medical care for accident. This can be done on the following phone lines:

URS emergency	Emergency medical care	Fire station	Police
112	150	160	166

2. Your call should contain the following information:
 - **Where?** – Indicate the place, street number, street, intersection or a landmark;
 - **What?** – Specify the type of accident. Also indicate whether there are people trapped or injured, and whether there is a danger of fire or accident;
 - **How?** – Specify the number of casualties, possibly type of injuries;
 - **Who is calling?** – Say the name and the number from which you are calling.
3. Urgent action in saving the casualty/ies:

REMEMBER: The first 5-6 minutes are crucial to saving the lives of the casualties. Therefore, in case of incident, start with saving people! Try to estimate the condition of the casualties and prioritize actions.

First of all, find out whether

- Presence of self-breathing;
- Presence of heartbeats;
- Injury with severe bleeding;
- Broken bones and signs of other severe injuries. If the circumstances require, move the casualty to a safe place, placed on a solid substrate (board). Do not allow the removal of the casualty from the accident scene to be towed to the head or limbs, because it is liable to be caused additional fatal

injuries to his/her life. If due to danger of fire or other considerations you need to bring the casualty to a greater distance, do it very carefully, keep spine and avoid jerky movements.

In the absence of breathing

Ensure airway through:

- Bending the head backwards /watch out for broken cervical vertebrae/;
- Open mouth by lifting and pushing the lower jaw forward with the fingers of both hands, with thumbs exert pressure on the casualty's chin.
- Inspect the oral cavity and in the presence of foreign bodies or broken teeth /dentures, etc./ and clean it with a finger wrapped in gauze or a clean cloth. If breathing is not restored immediately, begin CPR using the "mouth to mouth" or apparatus for artificial respiration with a frequency of 16-18 times per minute.

In the absence of heartbeat

The existence or absence of a pulse by pressing the "carotid" artery on the front side of the neck. In the absence of pulsations, start immediate external compression of the heart, with a frequency of 60-80 compressions per minute. Place the palm of one hand on the lower third of the sternum with your fingers parallel to the ribs of the victim and push. Palm of the other hand should be placed on the first third of the sternum to amplify the pressure. Pinching is done with straight elbows hands. At each pressure the chest of the victim must be pitting 3-5 cm.

In the absence of breathing and heartbeat

When two rescuers, one knelt to the side of the casualty's head and perform CPR using the "mouth to mouth" or apparatus for artificial respiration with a frequency of 16-18 times per minute /5 compressions of the heart - instilling 1/ and the second rescuer performs external compression of the heart, such as every five compressions stops to perform the infusion of air. When the rescuer is alone, perform the same actions in the following sequence - every 15 compressions of the chest bone to make two consecutive breaths.

In case of severe bleeding

Upon injury, accompanied by heavy bleeding, you must immediately make a compressive bandage:

- Pinching with fingers injured blood vessel to the underlying bone;
 - Stiffening limbs /over the wound/ with a rubber tube /Esmarh/ tourniquet or triangular cloth. Insert on the dressing a sheet with the exact time of the manipulation!
-



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-
- Compressive sterile dressing - with a sterile bandage or dressing package makes tight bandage around the wound.
 - In case of injuries and burns make dry sterile dressings to the wound using a triangular bandage or towel. In sprain, dislocation, fracture it is not allowed to do attempts to reposition the damaged limb. When injury is to the bone, joint system limb is immobilized with inflatable /wire/ rail or improvised - boards, umbrellas and more. The main requirement is to immobilize at least two neighboring damaged joints. In all cases, when the casualty is unconscious but breathing and has a heartbeat, it is necessary to put in the recovery position.

Person in charge: **EKATERINA VELEVA**

Mobile: **00359 899 100 636**



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Appendix



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Appendix 1: Declaration for familiarization with the child protection policy

DECLARATION

Undersigned:
(name, surname, family)

UCN:..... ID №:/....., issued by:

Permanent address:
.....

I hereby declare that I am aware of the PULSE Foundation Child protection policy, and agree to comply with requirements, guidelines and procedures of the policy.

I am aware of criminal liability under Article 313 of the Criminal Code for giving false information.

Date:/...../.....г.

DECLARER:



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Appendix 2: Declaration of confidentiality of information acquired at work

DECLARATION

за конфиденциалност на информацията, придобита по време на работа

Undersigned:
(name, surname, family)

UCN:..... ID №:/....., issued by:

Permanent address:
.....

I hereby declare that, in connection with the execution of the work which is entrusted to me by the management of the PULSE Foundation - Pernik,

- will observe the confidentiality of information that has become known to me in providing the service;
- will keep secret the personal data of staff and customers of the PULSE Foundation - Pernik in accordance with the requirements of the Data protection law and ethical principles of the helping professions;
- will not disclose personal information that has become known to me in the course of providing the service, and
- will observe the principle of confidentiality in professional discussions and meetings, group training or counseling;

I am aware of criminal liability under Article 313 of the Criminal Code for giving false information.

Date:/...../.....г.

DECLARER:



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Appendix 3: Declaration of informed parental consent

DECLARATION

of informed parental consent

Please fill out the form with your parent or guardian. The information will be considered strictly confidential.

<u>NAME</u>	<u>FAMILY NAME</u>

<u>BASIC INFORMATION</u>	
Address	Phone Mobile
E-mail	Date of birth

Contact person (parent or guardian) in case of EMERGENCY.

Name	Name
Address	Address
Phone Mobile	Phone Mobile

PARENT/GUARDIAN PERMISSION

I give my permission to be taken part in (Names of participant)	Signature and date
---	-----------------------



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If he / she needs emergency medical care, I give my permission to receive it by a qualified person	
<p>I give my permission for</p> <p>.....</p> <p style="text-align: center;">(Names of participant)</p> <p>to be photographed or filmed during the event with the aim of material to be used by the Advisory Council on Youth Policy to the Mayor of Pernik</p>	Signature and date

Additional information

Dietary requirements (eg vegetarian)	
Allergies	
Does he/she take any medications regularly? (If yes, please specify) Dose: Medicine:	
Is there anything else you would like to pay attention during your stay?	



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Appendix 4: Report form

REPORT FORM

Your name and e-mail:

Your position at the PULSE Foundation - Pernik:

Your relationship with the concerned child, if it exists:

Name of child:

Age and date of birth. If you do not have information indicate apparent age.

.....

With whom the child lives?

.....

Address, place of residence and contacts (if available)

.....

Report your suspicions or doubts about someone else? Specify details:

.....

A brief explanation of the reason for doubts, including dates, times, places and persons involved:

.....



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.....

Observations made by you - is there physical evidence?

.....

Behavioral signs? Indirect signs?

.....

Have you talked with the child? If so, what he/she says?

.....

Has anyone been alleged that he/she abused? If yes, provide details:

.....

.....

Have you consulted yourself with external agencies / professionals and / or have you reported to someone else? Provide details (name of person, name of organization, date and place).

.....

.....

Formulation of the signal:

Conclusion:

Date:/...../.....

Prepared by:



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Appendix 5: Risk Assessment Form

RISK ASSESSMENT FORM

Client name:

Information for the situation:

Information for violence:

Indications of a high risk of violence

Alcohol and / or other psychoactive substances (PAS) from the offender / family

.....

Access to weapons and / or use of weapons by the perpetrator

.....

The perpetrator exercised violence against children / persons / the elderly, etc

.....

Criminal salience of the perpetrator

.....

Connection with organized crime groups



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.....
The perpetrator was abused in the past / childhood
.....

The offender is systematically abused
.....

Emotional lability of the perpetrator
.....

Dependent behavior of the perpetrator
.....

Repeatability of violence and risky situations
.....

Violence done to the client by others
.....

Information on child abuse
.....

Information on violence against other children
.....

Aggressive behavior of the client
.....



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Use of alcohol or other PAS by the client

.....

Feelings of guilt, shame, fear which the client suffers from

.....

Polarity of attitudes and relationships

.....

Tendency of dependent behavior of the client

.....

Lack of willingness to seek help and protection

.....

Lack of support in the social network

.....

Family models and concepts justifying violence

.....

Low socioeconomic status

.....

Family environment:

Health status:

Mental state:

Education / school attendance:

Employment (parent):

Models for coping with the risk:

**Information for received support from institutions, social service providers and others.
Achieved results:**

The client (the parents) attitude to the current situation:

Registered needs:	
<i>Accommodation</i>	
<i>Safety</i>	
<i>Daily and humanitarian needs</i>	
<i>Social</i>	
<i>Psychological</i>	
<i>Health</i>	
<i>Legal</i>	
<i>Educational</i>	
<i>Free time</i>	
<i>Others</i>	



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Formulation of the application:

Conclusion:

Date:/...../.....

Prepared by:



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Appendix 6: Needs assessment

ASSESSMENT

OF THE CHILD NEEDS

Internal information:

Child name

UCN.....

ID №....., issued on.....

by.....

Date of adoption of the system of care

Date of service

Goal (by the action plan).....

.....

Deadline.....

Place of service: **Pernik, 2 Sredets Str.**

What service will be provided:

1. Crisis intervention	6. Preventive programs (Youth Club)
2. Individual counseling	7. Social work and mediation
3. Family counseling	8. Legal counseling
4. Interactive group	9. Crisis center: a/ up to three months;
5. Occupational or art therapy and others	b/ up to six months ceġa;

(Please check the requested service)

Regulated contacts with parent(s) :

.....



CHILD PROTECTION POLICY

PULSE Foundation

Address: 2 Sredets Str., Pernik
2300, Bulgaria

Telephone #: +359 76 60 10 10
+359 76 60 33 60

web page:

www.pulsfoundation.org

e-mail: pulse.women@gmail.com

Religion:

Native language.....

Education.....School.....

Class....., Year

GP..... Phone.....

Health status.....

Registering physical chronic diseases (asthma, diabetes, hypertension, and other cardiovascular diseases, drug or alcohol addiction, mental illness, etc.)

Document 1

Family information:

Parents

Mother.....UCN.....

Permanent address.....phone.....

Father.....UCN.....

Permanent address (if different)

Phone.....

Guardian.....UCN.....

Permanent address.....phone.....

Siblings, other significant people for child:

Name:
.....

Address.....phone.....

Name:
.....

Address.....phone.....

Name:
.....

Address.....phone.....



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Name:

.....

Address.....phone.....

Other important information for the child:

.....
.....
.....

Document 2

Family information:

1. Do parents live together

.....

2. Do they have marriage

Yes / No

3. Attitude in the family

.....
.....
.....

4. Do the relatives offer assistance in any family child care, emotional support, practical and financial assistance, information and advice

.....
.....
.....

5. Does a family member suffer from.....

6. Housing.....

7. Work and income.....



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8. Do parents work; permanent or temporary job

.....

9. Does the working schedule reflect by a negative way on the child

.....

10. Are the incomes adequate to the minimum standards for family life

.....

11. Does the family regularly pay the household bills

.....

12. Other important information for the family

.....

.....

.....

Document 3

NEEDS ASSESSMENT

of...../.....

(Names of the child, UCN)

poor health		poor mental health		physical disabilities		problem with alcohol, drugs		educational difficulties	
yes	no	yes	no	yes	no	yes	no	yes	no

CARE PLAN

of...../.....

(Names of the child, UCN)

Long-term goal.....

(based on the Care plan)



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Does the family live in own home	Yes	No
Is family threatened with homelessness	Yes	No
Is home crowded	Yes	No
Is the home equipped with basic amenities	Yes	No

Present:

1. Key consultant.....
Name *Signature*

2. Parent(s).....
Name *Signature*

3. Child.....
Name *Signature*

Coordination:

4. Manager of the PULSE Foudnation
Name *Signature*

5. Social worker from CPD, responsible for the case.....
Name *Signature*



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Appendix 7: Care plan

CARE PLAN

CLIENT NAME:.....
 PERSONAL DATA: (UCN).....
 ID №.....issued on.....from.....
 ADDRESS:
 PHONE:
 FIRST CONTACT WITH THE CENTER:
 DIRECTED BY:
 MAIN GOAL: Provide psychological support and counseling to the child

SHORT-TERM GOAL № 1:

1	2	3	4	5	6
№	Measures taken to social services and protection entity (performed therapeutic support, planned activities, accommodation in social institution, etc.)	An employee of the PULSE Foundation - Pernik performing social service of the person (position, first name and surname)	Planned sessions	Deadline	Redirecting the person after the social service and protection (person, place, date)
...
...
...

SHORT-TERM GOAL № 2:

1	2	3	4	5	6
№	Measures taken to social services and protection entity (performed therapeutic support, planned activities, accommodation in social institution, etc.)	An employee of the PULSE Foundation - Pernik performing social service of the person (position, first name and surname)	Planned sessions	Deadline	Redirecting the person after the social service and protection (person, place, date)
...
...



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e-mail: pulse.women@gmail.com

Prepared by:

Consultant:.....

Coordination by:

Leading social worker from the CPD:.....

Person using social services:.....

Parent / Guardian:.....

Chairperson of the PULSE Foundation - Pernik:

Date:/...../.....