



WAR CHILDHOOD MUSEUM

War Childhood Museum

ChildProtectionPolicy

Sarajevo, March 14, 2023

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Introduction

The War Childhood Museum (hereinafter WCM or the Museum) is the world's first museum to focus exclusively on childhoods affected by war. In its work, the Museum encounters several vulnerable groups; therefore, the approach, communication, and interaction with each of these groups need to be carefully prepared, implemented and monitored.

The vulnerable groups that the WCM works with include (but are not limited to): collection contributors (adults, children, and youth), researchers and other museum staff members, exhibit visitors (adults, children, and youth), and participants in the Museum's educational activities (adults and children).

As an institution that is committed to safeguarding the wellbeing of children and youth and upholding their rights as set out by the United Nations Convention on the Rights of the Child (UNCRC), the WCM has adopted a zero-tolerance policy for harmful behaviors towards children's physical and emotional wellbeing.

Our policy is based on:

- The United Nations Conventions on the Rights of the Child
- The standards on child protection as defined by the Keeping Child Safe Coalition
- Inputs of all WCM collaborators who work directly with children and youth

The WCM strives to create an environment where all children and youth are safe and protected. Accordingly, all WCM employees, volunteers, associates, or partners involved in any of the Museum activities have a responsibility to protect children and youth from all forms of abuse and are expected to play a role in the creation of a safe environment in which children and youth can learn and develop skills necessary to become agents of positive social change.

In line with the above stated, everyone within the organization is required to follow all the guidelines and procedures set forth by this safeguarding policy.

Policy goals

The policy affirms the WCM's commitment to ensure equal protection to all children and youth, regardless of their gender, age, ethnicity, race, religious affiliation, etc., from all forms of abuse, including physical abuse, sexual abuse, neglect, and emotional abuse.

In particular, the policy upholds the principles of safeguarding and protection of children from:

- harm resulting from poor practice during any of its operational activities
- harm resulting from the misconduct of staff, volunteers, interns, associates, partners, and others that are involved in any of the Museum's activities

- secondary trauma and re-traumatization, due to the sensitivity of the subject matter that the Museum is dealing with

When at the WCM, children are made aware, through a poster at the front desk, of their right to be safe from abuse. The poster also provides them with information on where to turn for help should they need any.

Definitions:

Child - A person under the age of 18

Youth - Young people between the ages of 15 to 30

Physical abuse – is the actual or potential physical harm caused by an action or lack of action of a responsible adult. Physical abuse may involve hitting, spanking, shaking, throwing, poisoning, burning or otherwise causing physical harm to a child.

Sexual abuse – involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact and penetrative or non-penetrative acts. This may also include involving children or young person in looking at, or in the production of, pornography, or encouraging children to behave in sexually inappropriate ways.

Neglect - Failure to properly supervise and protect children and youth from harm as much as feasible.

Emotional abuse – Is the persistent emotional ill treatment of a child that adversely affects his or her self-perception and development. It may involve conveying to the child or youth that he or she is worthless, unloved, and inadequate, or there only to meet the needs of another person; or imposing inappropriate expectations upon him/her. Acts include restricting movement, threatening, scaring, discriminating, corrupting, ridiculing, degrading, bullying, humiliating (e.g., asking potentially embarrassing questions, demanding potentially embarrassing action) or other non-physical forms of hostile or rejecting treatment.

Prevention

With an aim to prevent abuse and harm of children and youth involved in any of the WCM's activities everyone within the organization, including external collaborators, volunteers and interns are obliged to follow below stated guidelines. The guidelines are carefully developed in accordance with the WCM main pillars of operations that are research, exhibition, and education.

In addition, the WCM is conducting, on an ongoing basis (biannually), the risk assessment for all of the above-mentioned operations. Hereby the aim is to align the safeguarding guidelines with the findings of these assessments.

In case of a suspicion that child or young person is in a harmful or abusive situation, please follow

the procedure as outlined in the 'Procedures' section of this policy.

Children as collection contributors

Note: The WCM collection contributors are children whose lives were or are currently affected by armed conflict and who contribute to the WCM's collection by sharing their personal stories.

Children in/from conflict-affected, post-conflict, or protracted crisis settings often experience adversity, trauma, and disruption of daily routines that can make them particularly vulnerable. For the aforementioned reasons, establishing effective communication with these children requires particular attention and a great amount of sensitivity. With this in mind, we have created the following guidelines for communication with children in the context of the WCM research activities.

All WCM employees, volunteers, interns, associates, or persons involved in any stage of the research process are informed of, and required to, work in accordance with the guidelines:

- Communicate with children and youth in child and youth friendly and age appropriate way. It is very important that information given to children is clear, precise, and honest.
- Create a safe environment and encourage children to express their views freely. During the conversation, one should carefully listen to children, observe their reactions, and acknowledge their views, emotions, and experiences.
- Communicate with children in ways that are culturally sensitive and take into consideration the child's and youth's personality, lived experiences and current life conditions.
- During your conversation with a child or youth, do not focus on the traumatic experiences, but on facts and positive aspects.
- The identity and other personal information of children are not revealed to any third party.

Children as visitors/participants at the WCM educational activities

Note: This section is specifically intended for children and youth who are visiting the museum with an adult, group of children or youth, or on a school visit, and for children who take part in WCM educational activities (held at the Museum, school, and other premises).

Children and youth comprise one of the Museum's key visitor demographics. Taking into consideration the sensitive subject matter and the scope of the stories, a visit to the War Childhood Museum, may impact individual children and youth differently. Factors influencing a child's or youth's experience of the Museum's collection include: their knowledge on the topic, their family's experiences, and their own emotional predispositions.

Visit guidelines:

- Parents, guardians, teachers, and/or visit coordinator will receive clear instructions on the exhibition prior to entering.

- Objects and stories adapted for children and youth are well marked both in the exhibition (with smiling faces signs put up at a child's height) and on the audio guide/mobile application. The selection of objects and stories suitable for children was completed after several multidisciplinary team meetings that consisted of a child psychologist, an expert on children's rights, an anthropologist, and history teachers.
- The brief introduction provided by the Museum's guides prior to entering the exhibition is given in a child and youth friendly manner.
- Accompanying adults are left to decide whether they will expose children to objects and stories containing elements of violence, wounding, or death. They are in a better position than the Museum's staff to assess how prepared a child is for such content.
- In case of school/group visits to the Museum, teachers should prepare students prior to the visit. In order to facilitate these preparations, the WCM have put together the following documents (in Annex):
 - 'Guidelines for Visit Coordinator', which contains practical information regarding the visit and safeguarding policies for ensuring the safety and wellbeing of children.
 - 'Info Sheet for Parents' which provides a brief introduction about the Museum, its collection, and activities.
 - 'Children's Guide' describes, in a child-friendly manner, the type of stories and objects exhibited at the WCM.
 - 'Youth Guide' describes, in a youth-friendly manner, the type of stories and objects exhibited at the WCM.
- Prior to the visit, teachers/visit coordinators are advised to visit the exhibition on their own in order to prepare better. These preparations may also help teachers to identify children and youth with traumatic or potentially traumatic experiences/findings from their immediate surroundings, and teachers are advised to pay special attention to them during the visit to the Museum.
- During the visit, teachers/visit coordinators should follow the WCM guides instructions. If they disregard the WCM safeguarding guidelines, the Museum's staff will remind them about the WCM's policies and regulations whose primary consideration is given to the best interest of a child and young person.

Workshops organized by the War Childhood Museum (also created by the previously mentioned expert team) are conducted both in schools and on the Museum's premises and for children and youth of varying age groups.

Workshop guidelines:

- Materials and assignments during workshops are child and youth friendly and age appropriate.
- Every child and young person should have an equal opportunity to participate at discussions and activities during workshops.
- All involved in the delivery of the workshop should encourage children and youth to express their thoughts regarding participation, informing the children/youth of their right to opt-out

of activities that they are not comfortable with. The Museum staff is expected to conform with and respect their decision without questioning it.

- All involved in the delivery of the workshop should foster discussions, listen to children and youth carefully, and take their views seriously.
- Due to the sensitivity of the subject matter, it is extremely important to observe the children's and youth's reactions and acknowledge their emotions and experiences.
- All museum staff interacting with children and youth should use positive encouragement.

Safeguarding measures related to recruitment and training

The following section provides a list of safeguarding measures related to recruitment and training procedures of the staff, volunteers, associates, and external contractors:

- Recruitment processes have strong child and youth safeguarding checks in place. Recruitment interviews and employment contracts highlight a commitment to protection of physical and emotional wellbeing of children.
- The highest standards of selection and verification procedures are applied. All candidates for any position at the WCM must provide a police record check.
- References provided by selected candidates are crosschecked.
- Prior to initiating working for the WCM, all staff, volunteers, interns, associates, and external contractors receive training on how to sensitively and safely interact with children. In addition, they are required to read and sign the WCM Code of Conduct (in Annex) and the Child Protection Policy, confirming their understanding of, and commitment to safeguarding children.
- During trainings, debriefings and/or other team meetings, all those whose positions entail direct contact with children and youth share their insights and experiences from everyday practice. The discussions and reflections serve as a basis for enhancing the WCM safeguarding policies and their implementation.
- With an aim to minimize all potential risks, the WCM management provides clear written instructions to all who are in direct contact with children and youth during any of the WCM activities.
- All WCM partner organizations are required to demonstrate their commitment to safeguarding the wellbeing of children and youth by sending their child protection policies to the WCM management.

Electronic safety

Following are the WCM guidelines on ensuring safety of children from abuses in electronic media:

- Obtain written permission from a child or young person and their guardian before taking photos or videotaping. Permission is to be obtained without coercion and both child or young person and their guardian should be informed about the usage of materials. Notwithstanding the consent, assess the potential consequences and act in the best interest of the child concerned.

- Consult on what photography or filming is appropriate with the WCM management. In the case that WCM is working overseas, consult with the Museum's partners who operate in those areas and are familiar with the local context.
- Personal information that could reveal the identity of a child or young person is confidential and should be communicated externally only in cases previously approved by child or young person, their guardian, and the WCM management
- Unauthorized access or inappropriate use of all the materials is strictly prohibited.
- Posting material with children and youth on social media channels is not allowed unless approved beforehand by a child or young person, their guardian, and the WCM management. Geotagging of images or materials with children is forbidden.

Safeguarding Team (ST)

In order to ensure adherence to guidelines listed in this policy, the WCM has formed a safeguarding team (ST) whose responsibilities are to champion, support and communicate on child safeguarding and to deal with child safeguarding incidents (CSI).

The ST consists of:

- 1) Appointed Safeguarding Officer (SO) who acts as a focal point for reporting and dealing with incidents. Any potential CSI is to be firstly reported to the SO. Along with that, the SO's responsibilities are, inter alia, monitoring, evaluation, training, and promotion of child safeguarding.
- 2) Head of Research (HoR) supports the Safeguarding Officer, particularly in reporting and dealing with the CSI. The HoR receives the report about potential CSI simultaneously with the SO (completed reporting form is automatically sent to these two recipients). This system serves as an internal/additional control mechanism. By distributing responsibilities among different actors within the organization the above-mentioned mechanism ensures that no one person has absolute control over the decisions, thus guaranteeing proper execution of the guidelines listed in this policy.

Management responsibilities

WCM management provides effective oversight of WCM employees, volunteers, interns, associates, or partners involved in any of the Museum activities through support, and training.

Procedures

Definition of Child Safeguarding Incident (CSI)

A child-safeguarding incident is a situation where the WCM Child Protection Policy and/or the Code of Conduct have been breached. Any reported concern or incident is taken seriously and listened to carefully. We differentiate the following categories of CS incidents:

- 1) Internal:
 - a) Child or young person (contributor, visitor, or participant in the WCM educational activities) is involved in a reported CSI, either as victim or perpetrator.
 - b) Staff member, volunteer, intern, associate, or external contractor is involved in a reported CSI as a perpetrator.

The WCM will address every internal CS concern or incident and if needed report it to the external authority (e.g., the police or court). The WCM will address the incident, even if the external authority does not hold the incident to be in breach of the applicable national law.

- 2) External:
 - a) Child or young person is not in direct contact with the WCM staff member, volunteer, intern, associate or external contractor, and the perpetrator has no links or associations to the WCM.
 - b) WCM is involved in dealing with the external incident indirectly (i.e., through reporting it to the responsible external authority).

The WCM is to report the “external” incident to the responsible external authority (e.g., police or court) and to provide them with further information if necessary.

Reporting

All concerns and incidents are taken seriously and reported by the first person who learnt about it to the WCM Safeguarding Officer and Project Manager, within the 24 hours. Any information relating to the incident must be treated with confidentiality.

The details of the CSI are recorded in the Child Protection Incident Report Form (in Annex). The Form can be found on the website of the WCM. Upon submission, the Form is automatically sent to the SO and PM. The reporter can choose for the Form to be send anonymously.

The duty to report any CSI or concern is included in the contract of all staff members, volunteers, interns, associates, and external contractors. Any failure to report is to be followed by appropriate measures.

Initial incident assessment

In order to determine the nature of an incident or concern, it is important to conduct initial incident assessment. This includes gathering of basic information about the alleged victim and/or perpetrator from their personal files and other available resources that may contain any relevant information.

In the process of gathering the basic information, it is vital to assess the immediate risk for the safety of an alleged victim and/or person who reported the incident and to look at the potential conflict of interest¹ among those responsible within the WCM team for dealing with any reported incidents.

¹The term “conflict of interest” in a CSI response refers to situations where:

Outcomes of these assessments serve for deciding on the subsequent steps.

During this initial stage, the alleged perpetrator(s) should not be confronted as this may put an alleged victim(s) or the person who reported the incident at risk or/and it may undermine any further internal or external investigation.)

The initial incident assessment is conducted by SO in consultation with the PM within 48 hours after having received the report, unless there is conflict of interest with PM. In case conflict of interest lies with SO, PM conducts the initial incident assessment. The management is informed about the outcomes of the assessment, unless the SO and the PM determine that conflict of interest lays with the management. In that case, the Board of Trustees will fill in the role of the management.

Responding

The data collected in the process does not serve to verify or reject the reported, but rather to plan for a further course of action.

In case the findings of the initial incident assessment indicate an immediate risk for the safety of an alleged victim and/or the person who reported the incident, immediate measures to mitigate the risks are undertaken. These include distancing or excluding the alleged perpetrator from all the WCM activities while conducting further assessment on the allegations.

In order to determine adequate measures for each of the incidents, we have categorized the internal incidents as following:

- Low-profile internal incidents that are in accordance with the level of seriousness dealt with internally. In dealing with the incident, the SO, PM and management may also consult other WCM team members that can support and advise them during the decision-making process. Decisions on course of actions are made by the SO and PM and management gets informed.
- High-profile incidents that require particular attention are dealt with by the SO, PM, and the management. Unlike the low-profile incidents, the high-profile incidents always include professional advice and support of external experts. Based on inputs of SO, PM and external experts, the WCM management decides on further steps, and informs the rest of the team involved in the process of dealing with the incident.

Full incident assessment

The organizational level to which the incident has been referred to (in line with the findings of the initial incident assessment) conducts full incident assessment.

In the process of the full incident assessment, it is vital to gather more information about the

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- 1) A person, within the WCM team which is responsible for dealing with any reported incidents, is allegedly involved in the CSI.
 - 2) Those responsible to deal with the CSI failed to act in line with the organisational standards and procedures

incident from all resources available as well as to review the details of all previous reports. Depending on the nature of the concern, which is established on the full incident assessment, the responsible organizational level, in consultation with others involved in dealing with an incident, decides on further steps.

Assessment areas

The following criteria are referred to when conducting Initial and/or Full incident assessment:

- Should the immediate protection measures be implemented?
- Need to ensure that the child or young person has access to medical and therapeutic support?
- Should the incident be reported to the local police?
- Does the incident have elements indicating that it should be put under criminal investigation?
- Ways to cooperate with responsible external authority.
- Parties at local, national, and international level that need to be informed about the CSI?

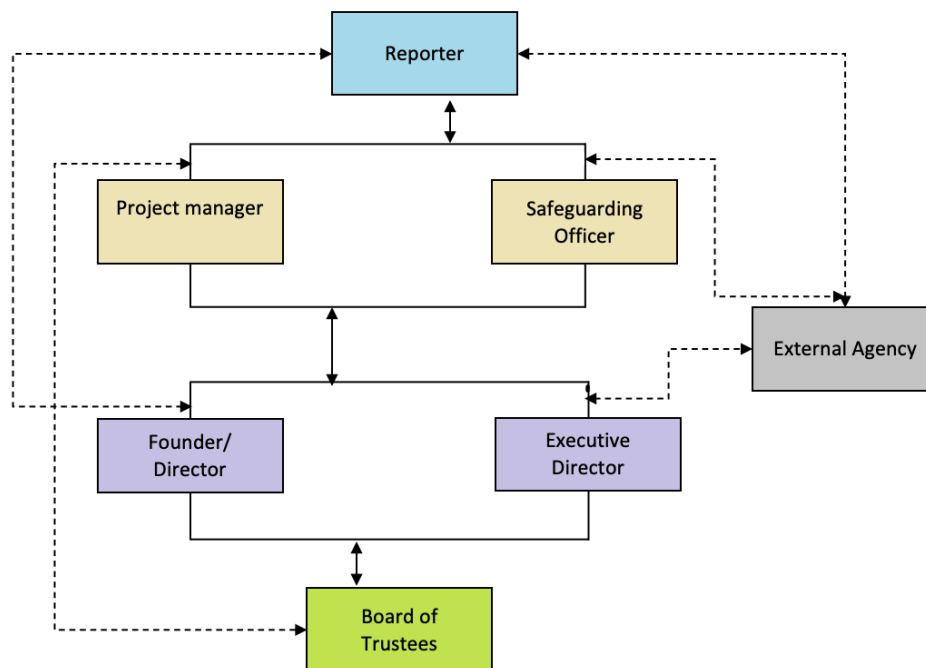
Action Plan

The action plan outlines the full course of action following the final incident assessment. All reasoning and decisions are well documented.

For low-profile internal incidents, the SO and PM define the action plan. The management has to agree on the proposed actions and is responsible for their effective implementation.

For high-profile internal incidents, the WCM management, in consultation with SO, PM, and external experts defines the action plan and is responsible for its effective implementation.

Referral path



Review

Low-profile incidents are reviewed three times per year by a competent member of a Board of Trustees that is tasked with evaluating the response and management of the CSI in general.

High-profile incidents are reviewed according to their development but at least once a month by a competent member of the Board of Trustees that is tasked with evaluating the response and management of the CSI in general. The results of the review are shared with the entire team that has dealt with the CSI. If the findings reveal instances of serious non-compliance with the standard set out in the WCM child protection policy, further incident management will be led by the Board.

Incident closure (both low and high profile)

Once the action plan has been fully implemented, the WCM management (based on the recommendations of the SO and PM and/or external experts) closes the CSI and informs the team involved in dealing with the incident about its decision.

In cases where any external authority was involved in any segment of the response to the incident, the WCM management cannot close the incident until the external authority does so.

Final report

The final report outlining key findings and steps undertaken in the process of responding to the incident is prepared by the WCM's SO and Project Manager. The report together with the SO and PM's recommendations on how to improve the child protection policy implementation is sent to the management, whose role then is to find the best ways to put these into practice.

The final report and other documents related to the CSI are kept in the WCM's records.

Information to the reporter

After closing the CSI, the SO informs the person who reported the incident about the outcomes in a way that does not jeopardize the confidentiality requirements of all persons involved.

The reporter is informed of the possibility to appeal.

Accountability/Evaluation

The implementation of the WCM's child protection policy is reviewed every two years by a competent external agency that is tasked with monitoring and evaluating the compliance with the safeguarding measures, reporting system in place, outlined response, and management of the CSI. The agency holds the WCM management accountable for processes referring to child protection.

Looking into policy, its implementation in practice and CSI provides opportunities for learning and enhancing the WCM'S system in place for safeguarding the wellbeing of children and youth.

List of Annexes:

- 1) 'Guidelines for Visit Coordinator'
- 2) 'Info Sheet for Parents' ('Guide for Parents/Guardians')
- 3) 'Children's Guide' ('Guide for Children')
- 4) 'Guide for Youth'
- 5) The Code of Conduct
- 6) Child Safeguarding Risk Assessment Tool
- 7) Child Protection Incident Report Form
- 8) Initial Reporting Form
- 9) Full Incident Assessment
- 10) Status Report for High-Profile CSI
- 11) Action Plan
- 12) Final CS Report
- 13) Annual Statistical Report

Guidelines for Visit Coordinators

Dear visit coordinators:

Thank you for expressing interest in taking your class/group on a trip to the War Childhood Museum. The War Childhood Museum is the world's only museum dealing with experiences of childhood affected by armed conflict.

The Museum is committed to ensuring that everyone has access to its collections. In order to ensure the highest quality of your visit to the Museum, we bring you an overview of things you should consider in the process of planning your visit.

As an institution that is committed to safeguarding the wellbeing of children and youth and upholding their rights as set out by the United Nations Convention on the Rights of the Child (UNCRC), the WCM has adopted a zero-tolerance policy for harmful behaviors towards children's physical and emotional wellbeing. It is mandatory for everyone working at the Museum and any teacher or chaperone visiting the museum to abide by the Museum's Child Protection Policy, procedures and guidance.

In line with the premise that safety and wellbeing of children are of paramount importance, we have adopted a number of policies and regulations aiming specifically at preventing secondary trauma and re-traumatization of children and youth who visit the Museum.

By going beyond the standard language of trauma and suffering, our goal is to show that a wartime childhood is a complex and multi-layered experience that also encompasses the concepts of resilience, creativity, imagination, and agency that are usually left out of global discourse surrounding children and armed conflict.

Visit coordinators are responsible for:

- Ensuring the safety and proper conduct of students visiting the WCM.
- Aiding the children's understanding of the exhibition's content and the theme that the WCM deals with.

Visit coordinators must ensure students' adherence to the following rules:

- Students must be accompanied by an adult chaperone at all times
- Students must be considerate of other visitors who have the right to visit the exhibition undisturbed. Running and talking at a higher volume is not allowed
- Students are not allowed to touch the items on display nor eat/drink in the exhibition space. Mobile phones should be put on silent

Taking into consideration the subject matter and the scope of its materials, a visit to the War Childhood Museum, may impact individual children differently. Factors influencing a child's experience of the Museum's collection include but are not limited to: their prior knowledge of the topic, their family's experiences, and their own emotional predispositions.

With this in mind, we kindly ask you to be attentive to student responses during the visit. You can do this by watching for student's emotional responses (e.g. crying, long pauses, somber expressions, and visible distress) and asking them open-ended questions about the stories. For example, you can use questions such as, "What do you see?" and "Why do you think that object was chosen for display?" Instead of answering questions for the students, help them find the answers by looking at the exhibits, reading the stories, and/or talking to museum staff.

The museum staff will assist you as best they can, however, since you, the visit coordinator, have a greater understanding of your students' emotional needs and concerns, you are the monitor of their responses and need to ensure they are not adversely affected. Should you know anything about a particular student that might make them more sensitive to some of the artifacts or stories, please email the museum before your arrival. That way museum staff can subtly help you to guide the student away from potentially triggering displays. The artifacts with the smiley faces next to them are suitable for younger audiences.

If at any point, a student is feeling overwhelmed, a chaperone can bring the student to the book corner, next to the front desk. There the student can drink water, have a chocolate, read a children's book, or colour.

Having read the policies and rules for visitors, here is some practical information you need to know regarding your trip:

- It is recommended that teachers/visit coordinators visit the Museum before bringing their students (admission for teachers is free)
- The admission cost is 2 KM per student for BiH schools
- Minimum adult supervision ratio is 1:15
- Recommended duration of the stay at the Museum is approximately 60 min (visit to the exhibition + Q&A session) If the children are participating in WCM's educational workshops, the visit will last between 80 and 130 minutes, depending on the children's age group.
- Please be punctual
- Lockers and hangers for students and teachers to store their possessions are available at the Museum's premises and are free of costs
- All of WCM's facilities are wheelchair accessible and audio guides are made available to persons with visual impairments

We appreciate your interest in the War Childhood Museum and hope to see you and your class soon!

Kind regards,
WCM Team

Info Sheet for Parents/Guardians

Dear Parent/Guardian:

You are receiving this letter because your child's class is going on a field trip to the War Childhood Museum (WCM). To make this the best possible trip for your children, we thought we would introduce ourselves, so you would have a greater idea of where your child is going and what questions they might have afterward.

A Brief Explanation of the Museum's Beginnings and Purpose

In 2013, the book *War Childhood* was published. It is through the process of creating this book that the idea for the WCM was conceived. In 2010, a question was posited online, asking people what their war childhood experience was like. More than 1,000 people responded to the online call. In their responses, many would mention an item or attach a picture when explaining their war childhood. The response curator, Jasminko Halilović, began to wonder what would happen to all of these priceless objects and stories in several years, if they weren't preserved. That same year, a small team of three formed to help actualize this vision.

The team grew. In 2017, the WCM opened. More than 4,000 objects and stories have been donated so far. People, who were children during the war, have donated their personal objects and explained how these objects illustrate what a war childhood was like for them. The 4,000 objects and accompanying stories reveal what war is like through the eyes of children.

The Museum has expanded its activities and currently operates in Lebanon, Ukraine, and the United States – becoming an international platform that gives voice to current and former war children. The Museum seeks to be a place that illustrates not only trauma and sufferings but also the resilience of children. It illustrates those children, despite the difficult circumstances they find themselves in, remain active agents in shaping their everyday life.

How to Approach the Visit

Due to the sensitive nature of the subject matter, the Museum can elicit strong emotions in people of any age. We would like you to know that we are very sensitive in introducing this topic to children.

We have a strong safeguarding commitment towards children and vulnerable adults. In line with that, we have adopted a zero-tolerance policy for harmful behaviors towards children's physical and emotional wellbeing. We will partner with your child's teachers and chaperones to help ensure they have a fruitful visit to the museum.

Please tell your child to let a teacher, chaperone, or museum staff member if, at any point, they feel overwhelmed and would like to leave the gallery area. There is a book corner for them to sit in and read or color.

Our exhibition hall has a modified museum tour for younger students. On this tour, students will not be able to see all objects and stories. The objects and stories they are going to see will have smiles in front of them and contain more uplifting subject matter.

When your child returns from the field trip, we recommend that you follow up with them. Ask them open-ended questions about the museum and how it made them feel.

For any questions regarding the specifics of your child's trip, please contact the visit coordinator. For any general inquiries regarding the museum, our e-mail address is info@warchildhood.org

Kind Regards,

War Childhood Museum
(Muzej ratnog djetinjstva)
Logavina 32
71000 Sarajevo
Bosnia and Herzegovina

Children's Guide

Dear Children,

We've heard you're coming on a field trip to the War Childhood Museum! We are so excited to host you! We want you to know that all people working at the Museum are asked to follow the rules that will make you safe and well.

We are a museum dedicated to telling the stories of children who grew up during war times. At the Museum, we will show you some of the things that they played with, wore, owned, and treasured.

Before your visit to the Museum, we have a tiny task for you. We want you to look around your classroom and your neighborhood. We want you to think about the fact that you all have different family members, and different lives – even if you are currently in the same room or live on the same street. Now think of the fact that there are millions of kids around the world all with different families, experiences, and cultures.

Now consider the following questions:

- What is an object that is special to you?
- Do you and your friends respond the same way to similar experiences?
- Do you think that children who grow up in war times play with similar things that you do?

We, at the War Childhood Museum, know that children are loving, smart, strong, and resilient. In fact, we believe that you are a big part of what will lead the world to a more peaceful future.

We can't wait to host you at the Museum and to hear some of your suggestions for how we can work toward a more peaceful world.

Kind Regard,

War Childhood Museum
(Muzej ratnog djetinjstva)
Logavina 32
71000 Sarajevo
Bosnia and Herzegovina

Guide for Youth

Dear Teens,

We heard you will visit us at the War Childhood Museum and look forward to that. The War Childhood Museum deals with the experiences of people whose childhoods were affected by armed conflict. Inside the Museum, you will find personal belongings such as diaries, letters, books, clothing, and toys, but next to each item you will also find a story, or rather a memory of the owner of that item. These stories take different angles to show in what ways an armed conflict affects childhoods: they show how children and young people go to school in these circumstances and how the schools are organized, they reveal how, and from where, can one obtain food and clothing, they tell of the experiences of those who had to flee their homes, but also of the resilience of children and youths.

Before you start your visit, we have a small task for you. We want you to take note of the people in your classroom and your surroundings. Think about how all of us have different family members and live different lives – even if we currently occupy the same room or live on the same street. Now think about how there are millions of children around the world who live and grow up in different families, cultures, and circumstances, making their experience different from yours. Also, think about how life brings us many experiences. Many of them are beautiful, but sometimes we find ourselves in a difficult situation that we have no control over. However, what we can always control is our behavior and the way we respond to that situation. Try to recall one such experience that you had. What was it that helped you deal with the situation you were in?

We at the War Childhood Museum know that young people are smart, strong, and resilient, and we believe that it is you who will lead the world to a more peaceful future. We look forward to spending time with you at the War Childhood Museum and want to hear your ideas on ways in which all of us can help create and build a more peaceful world in the future.

All the best to you and see you soon at the War Childhood Museum!

Kind regards,

War Childhood Museum
(Muzej ratnog djetinjstva)
Logavina 32
71000 Sarajevo
Bosnia and Herzegovina

The Code of Conduct

The content of this Code is valid from the date of circulation and is applicable to all staff members at the War Childhood Museum (WCM), especially those who work directly with children and youth, including but not limited to the following:

- Management staff;
- Research staff;
- Educators;
- Museum guides;
- Volunteers;
- Interns;
- Associates and external contractors.

With an aim to ensure a safe and child and youth friendly environment, the WCM established a framework of principles, standards, and guidelines, upon which organizational and individual practices are based. The framework itself is founded on the four guiding principles of the United Nations Convention on the Rights of the Child (CRC):

- Non-Discrimination/Equality
- Best Interests of the Child and Young Person
- Survival and Development
- Participation/Inclusion

The framework affirms the WCM's commitment to ensure equal protection to all children and youth, regardless of their gender, age, ethnicity, race, religious affiliation, etc. from all forms of abuse, harm, and violence.

In line with the above mentioned, the WCM assumes responsibility for wellbeing of all children participating in any of its activities (conducted either at the Museum's premises or elsewhere). Even though this responsibility is shared with parents/guardians, teachers, and other accompanying adults, as well as with the Museum's partnering organizations, the WCM requires strict adherence to standards and guidelines stipulated by this Code.

The following is strictly prohibited:

- Carrying out any act that endangers physical safety and psychological wellbeing of children;
- Exposing children to any form of violence, manipulation or exploitation (physical, sexual, emotional);
- Using degrading disciplinary measures, or using humiliating or degrading terms with children and youth either directly or indirectly;
- Physical contact between staff/volunteers/associates and children which is not considered to be strictly within a professional framework;

- Being alone with a child without notifying another adult or without the presence of other people;
- All forms of discrimination, including that on the basis of gender, colour, race, nationality, religion, age, disability, sexuality, physical features or political beliefs;
- Giving gifts to a child or materials not related to the project in which the child is enrolled;
- Accepting any gifts of financial value from a child or young person;
- Discussing personal issues in the presence of a child or young person;
- Discussing a child's or young person's personal matters in front of other children or colleagues;
- Communicating with a child or young person via phone or through any form of social media without the knowledge and consent of the WCM management;
- Taking photographs or other images of children and youth which are not considered to be strictly within a professional framework;
- Recording videos of children or youth which are not considered to be strictly within a professional framework;
- Distributing photographs/videos of children or youth for purposes outside the scope of the WCM activities;
- Distributing photographs/videos of children or youth without parental/guardian and WCM's management's consent.

Appropriate disciplinary and/or other measures will be taken in cases of non-compliance with the above listed.

Child Safeguarding Risk Assessment Tool ²

RISK AREAS							
Local context, programme scope and setting	Contact with children	Staff	Partners	Associates	Services	External communication	Income generation
POTENTIAL RISKS							
1	1	1	1	1	1	1	1
Are your programmes located in communities where child abuse and/or harmful cultural practises are prevalent?	What level and type of contact and interaction do staff have with children?	How do you recruit staff?	What is your partner’s impact upon or contact with children?	Who are your associates and how are they engaged with your organisation?	What services do you provide that target children and families?	What images and information on children does your organization use?	How do you raise funds or generate income?
2	2	2	2	2	2	2	2
Is the situation assessment conducted regularly to understand the context?	What level and type of contact or interaction do the partners and associates (e.g.consultants, contractors, service providers) have with children?	Do you make proper reference and police checks on staff?	Where are partners located?		How have those services been designed?	How is this information stored and presented, to whom?	Are children involved in some way?

² This tool is based on the risk assessment tool used in the Child Safeguarding Standards developed in 2014 by Keeping Children Safe (page 28).

RISK AREAS							
Local context, programme scope and setting	Contact with children	Staff	Partners	Associates	Services	External communication	Income generation
POTENTIAL RISKS							
3	3	3	3	3	3	3	3
	Do you allow external visits in your programmes?	Is there a high turnover of staff?	What risks does their organisation present for children?		What consideration has there been for children accessing the services?	Do you allow staff to refer to the organization in their personal social media?	
4	4	4	4	4	4	4	4
		Do you have temporary or volunteer staff?	Do they have their own policy or do they work according to yours?		Have you considered the needs of different children – boys/girls?		
5	5	5	5	5	5	5	5
		Do all staff have induction training on child safeguarding?			Who delivers those services?		

National child safeguarding risk register ³

Areas of risk	Risk factors	Risk significance	Mitigating strategy	Actions to implement
Local context, programme scope and setting	1.			
	2.			
	3.			
Contact with children	1.			
	2.			
	3.			
Staff	1.			
	2.			
	3.			
Partners	1.			
	2.			
	3.			
Associates	1.			
	2.			
	3.			

³ This tool is based on the chart used in the Child Safeguarding Standards developed in 2014 by Keeping Children Safe (page 30 - 31).

Areas of risk	Risk factors	Risk significance	Mitigating strategy	Actions to implement
Services	1.			
	2.			
	3.			
External communication	1.			
	2.			
	3.			
Income generation	1.			
	2.			
	3.			

Definition of Risk Significance levels	
High	Highly likely to happen and significant impact on child
Medium	Either highly likely to happen or significant impact on child
Low	Less likely to happen and less of an impact on child

Child Protection Incident Report Form

Email this form to mersiha.began@warchildhood.org and mirela.geko@warchildhood.org within 24 hours of first learning of the incident.

Date of Report:		Location:	
Reported by			
Your name:		Your position:	
Your phone numbers:		Your email address:	
Contact Details of a Child Being Protected			
Family name:		First name:	
Date of Birth:	Country of origin:	Current location:	
Address and Contact Details:			
Who does the child live with?			
Are any other children involved? If yes, please elaborate.			
Person who caused the problem (the offender)			
Family Name:		First Name:	
Age:	Country of origin:	Current Location:	
Address and contact details:			
How is this person involved with the WCM?			
What is this person's relationship with the child?			
Are there any other people who caused the problem? If yes, please elaborate.			
Facts (details of the incident/report)			
Date of the incident:	Time of the incident:	Location of the incident:	
How did you become aware of the incident?			
I witnessed it. Other staff told me. Child being protected told me.			
Other (specify):			

Were there any other witnesses to the incident?

Yes__ No__

If yes, please provide name, position and contact details:

Please describe the specific child abuse incident:

Protection

What immediate action has been taken to protect the child?

Initial Reporting Form

Incident no: _____

Email this form to jasmino.halilovic@warchildhood.org and amina.krvavac@warchildhood.org within 24 hours of first learning of the incident.

Details of the reporter:

Name: _____

Current location: _____

Telephone: _____

Mobile: _____

E-mail: _____

Position in or relationship to WCM, its partner organizations or others associated to WCM:

Relationship to child:

Details of the concern:

Include details of the incident (what, who, where, when), what the reporter has observed, physical and emotional state of child/young person (any bruises, behavior and mood). Did the reporter speak directly to the child/young person? Did the child/young person report or disclose abuse? If so, what was said (use exact words of the child/young person)? If not, how did the reporter learn about the incident? Was anyone else there that saw what happened? If yes, who?

When was the report made?

Time: _____ Date: _____ Reporting place: _____

Child/young person details:

Complete as many details as possible

Name: _____

Sex: Male Female Other

Age: _____ Date of birth: _____

Current location: _____

Contact details: _____

Language/s spoken: _____

Any disability: _____

School: _____

Class: _____

Teacher: _____

Relationship to WCM, its partner organizations or others associated to WCM:

Name and contact details of legal guardians/care takers:

What else is known about the child/young person?

Who is suspected or alleged to have harmed or put a child/young person at risk:

Complete as many details as possible

Name: _____

Sex: Male Female Other

Age: _____

Current location: _____

Contact details: _____

Language/s spoken: _____

Relationship to WCM, its partner organizations or others associated to WCM:

Occupation: _____ Employer: _____

Relationship to child/young person: _____

Any other information?

What are the current whereabouts of the person? If possible, provide physical description.

Note: If there is more than one person involved in the incident, please provide the above information for all involved.

Note: The alleged person(s) must be presumed innocent until proven otherwise.

Initial assessment of the reported incident

Current safety of the child/young person?

Include information on any immediate safety concerns such as access of alleged perpetrator to the child and what has been done to protect the child/young person.

Has any emergency medical or other immediate support been provided? If so what, when and by whom? Is medical attention required?

Who else is informed? *(e.g. national authorities, other agencies, family members, other individuals)*

Do the criteria for a high profile incident apply?

Yes

Please provide more details:

No

Is there any conflict of interest at the level of the organization responsible to deal with the incident which requires an escalation to the next level up?

Yes

Please provide more details:

No

Actions taken to date? *(e.g. referral to the police, social welfare etc.)*

Reported by:

Signature:

Date:

Place:

Full Incident Assessment

Incident no:

Immediate protection and medical and/or therapeutic support measures for the victim:
<i>What is the current situation of the victim? Are there any immediate safety concerns?</i>
<i>Has any emergency medical or other immediate support been provided? Is medical attention required?</i>
<i>What other support measures for the victim are needed? Can they be organized by WCM, its partner organisations or others associated to WCM or is external support required?</i>
Cooperation with external authorities:
<i>Can the incident be referred to an external authority? If yes, which one (e.g. police, governmental authority, court, child welfare authority)?</i>

Does the incident fulfil criteria of a criminal offence? What are the legal obligations of WCM?

How to cooperate with and best support the responsible external authority?

Informing the child's/young person's legal guardian/caretaker:

Who is responsible for informing the family of origin?

What kinds of support can WCM, its partner organizations or others associated to WCM offer to the family? Can this support be organized internally or external support is required?

Involving other stakeholders:

Which other parties at local, national and/or international level need to be informed?

Are there any legal requirements regarding informing other parties about the incident?

Has a crisis communication plan been prepared?

Additional information:

Please provide any additional information on the victim or on the alleged perpetrator and/or other persons who put the child at risk that were not included in the initial report.

Risk assessment:							
What is the risk?	Who is at risk?⁴	What factors place them at risk?	What controls are in place?	Risk rating H,M,L⁵	What additional agreed controls are to be put in place?	By whom?	By when?

⁴ Example: Other persons at risk could be other pupils, the alleged perpetrator (who at this stage must be presumed innocent until proven otherwise and might be at risk of retaliation), witnesses, the person who reported the alleged abuse. The risks for these persons are to be assessed in the subsequent rows. The potential reputational risk for WCM from media exposure also needs to be considered.

⁵ The risk rating DOES NOT imply a classification of the form of abuse, i.e. to determine or decide if the incident is a 'severe' or 'mild' form of child abuse. As stated in our CPP we take all forms of child abuse equally seriously. The rating relates to each identified risk, for example, if the alleged perpetrator is a teacher who is still in contact with his pupils, then the risk is that other children may be abused by him and so you would rate the risk as 'High'. The mitigating action would be to suspend him/her and deny him/her all contact with the children.

Prepared by:

Print Name:

Signature:

Date:

Management sign off:

Signature:

Date:

Print Name:

Signature:

Date:

Status Report for High-Profile CSI

Incident no: _____

Note: The status report should provide a clear and accurate picture of the incident. It is drafted by the SO and updated regularly depending on the development of the incident. It is a tool for management. Therefore, please keep the report short.

Date:

Introduction

- *Background of the incident – strictly anonymous!*
- *Summary of the allegations/concerns received so far*
- *Steps taken by the SO and PM and/or the WCM management and/or external agency to address the incident*

Main reporter(s)

- *Brief information about main reporter(s) – strictly anonymous!*
- *Summary how the communication with the reporter(s) is established/maintained*

Internal cooperation

- *Summary how the cooperation between the actors dealing with the CSI is established/maintained*
- *Obstacles, challenges that may hinder incident management*

External support

- *External support contracted for the incident (e.g. external consultant to the investigation team)*

- *Summary how the external support is / will be provided – who, how, when?*

Media coverage, crisis communication

- *Is the External Communications advisor or any other relevant colleague involved in dealing with the incident?*

- *Has the reputational risk assessment been conducted?*

Investigation

- *Decision to conduct an investigation – by whom, when*

- *Setting up an investigation team*

- *Summary of the investigation process*

- *Main findings of the investigation*

Follow-up

- *Action plan – drafted / approved by whom, when*

- *Current status of the implementation*

Overview of incident management and timelines

Actions and status of the process	Person responsible for the defined action	Summary of the current status of the incident Insert color rating of the incident (see below) and timeline in weeks (indicate target dates)
Initial steps <i>(steps taken after receiving an allegation, concern)</i>		
Initial report		
Initial incident assessment		
Contact crisis management team		
Full incident assessment		
Investigation planning <i>(setting up an investigation team, external support, logistics)</i>		
Draft terms of reference (ToR)		
Approval of the ToR		
Identify investigators		

Finalize investigation dates		
Confirm arrival dates for the investigation team members		
Share ToR with investigation team		
Briefing meeting: ToR, set-up, roles and responsibilities, investigation plan, risk assessment and logistics		
Investigation		
Investigation starts		
Initial meeting of the investigation team and the WCM and members of the Board		
Closing meeting of the investigation team, the WCM and members of the Board		
Compile investigation report		
Report submitted to the line manager who commissioned the investigation		
Approval/endorsement/comments		

Follow up		
Action plan prepared as per recommendations		
Approval of the plans for the follow up actions		
Implementation of the plan update		
Inform reporter of investigation outcomes		

Color rating

	Tasks / Objectives
Major obstacles	Major obstacle that can severely hamper or stop the investigation. Support required.
Facing challenges	Facing challenges. Delays expected. Still under control
On track	On track.

Compiled by:

Action Plan

Incident no: _____

Finding of the initial/full assessment	Related action	Person responsible for implementation	Completion deadline

Prepared By:

Print Name

Signature

Date

Management sign off:

Print Name

Signature

Date

Incident no: _____

DETAILS OF THE REPORTER:

Name: _____

Current location: _____

Telephone: _____

Mobile: _____

E-mail: _____

Position in or relationship to WCM, its partner organisations or others associated to WCM:

Relationship to child/young person:

CHILD'S YOUNG PERSON'S DETAILS

Name: _____

Sex: _____

Age: _____ Date of birth: _____

Current location: _____

Contact details: _____

Language/s spoken: _____

Any disability: _____

Relationship to WCM, its partner organizations or others associated to WCM:

Name and contact details of legal guardians/care takers:

DETAILS OF THE ALLEGED PERPETRATOR:

Name: _____

Sex: Male Female Other

Age: _____

Current location: _____

Contact details: _____

Language/s spoken: _____

Relationship to WCM, its partner organizations or others associated to WCM:

Occupation: _____ Employer: _____

Relationship to child/young person: _____

If known, please provide number and nature of child safeguarding concerns the alleged perpetrator has previously been associated with.

CHILD SAFEGUARDING INCIDENT:

Physical abuse

Sexual abuse

Emotional / Psychological abuse

Neglect

Violation of child's privacy

Death

Other, please specify: _____

Child abuse incident / child safeguarding concern(s) occurred:

Date: _____ Time: _____

Place: _____

Child abuse incident / child safeguarding concern(s) reported:

Date: _____ Time: _____

Place: _____

Details of the incident:

Did the criteria for a high-profile incident apply?

Yes

Please provide more details:

No

Was there any conflict of interest at the level of the organization responsible to deal with the incident which required an escalation to the next level up?

Yes

Please provide more details:

No

ACTIONS TAKEN

Actions defined as a result of the full risk assessment of the case

Action	Person responsible for implementation	Completion date	Results

Child safeguarding investigation carried out:

Yes

From: _____ To: _____

Place: _____

Name of the person: _____

Professional background: _____

No

MAIN CONCLUSION OF THE INVESTIGATION:

Allegations turned out to be true

Allegations turned out to be false

Findings not conclusive

IF REPORTED CONCERN(S) FOUND SUBSTANTIATED, WHAT ACTIONS WERE TAKEN:

LESSONS LEARNT, RECOMMENDATIONS AND APPENDICES

Please state lessons learnt (deficiencies of safeguarding measures and its implementation, risk management, recruitment and reporting system, response to incidents etc.):

Please state recommendations (recommendations to prevent possible incidents and improve the reporting and responding processes in the future):

List of appendices (initial child safeguarding incident report, interview reports, key documents and correspondence):

Reported by:

Signature:

Date:

Place:

Annual Statistical Report

1. Internal child safeguarding incidents <u>reported</u> in the period of January 1st to December 31st.																		
Programme setting where alleged incident was reported	Number of incidents					Number of victims						Number of perpetrators (persons committing the incident)						
	Physical abuse	Sexual abuse	Emotional abuse	Neglect	Violation of children's privacy	Total	Physical abuse	Sexual abuse	Emotional abuse	Neglect	Violation of children's privacy	Total	Adult-to-child				Child-to-child	Total
													WCM employee	PO employee	WCM volunteer, associate, partner	Other adult	Children and young people	
WCM BiH																		
WCM Ukraine																		
WCM Holland																		
WCM USA																		
TOTAL																		

Remark:

In case of multiple type of abuse, CSI are counted as follows:

- If sexual abuse occurred in combination with physical and possibly emotional, count it as sexual abuse.
- If physical abuse occurred in combination with emotional abuse, count it as physical abuse.
- If emotional abuse occurred in combination with neglect, count it as emotional abuse.

Programme setting where alleged incident was reported	Number of incidents						Number of victims						Number of perpetrators (persons committing the incident)					
	Physical abuse	Sexual abuse	Emotional abuse	Neglect	Violation of children's privacy	Total	Physical abuse	Sexual abuse	Emotional abuse	Neglect	Violation of children's privacy	Total	Adult-to-child				Child-to-child	Total
													WCM employee	PO employee	WCM volunteer, associate, partner	Other adult		
WCM's premises																		
PO in Lebanon																		
PO in Ukraine																		
Washington, D.C.																		
TOTAL																		

Remark:

In case of multiple type of abuse, CSI are counted as follows:

- If sexual abuse occurred in combination with physical and possibly emotional, count it as sexual abuse.
- If physical abuse occurred in combination with emotional abuse, count it as physical abuse.
- If emotional abuse occurred in combination with neglect, count it as emotional abuse.

3. Numbers of closed internal CSI in the period January 1st to December 31st. The number of reported incidents is to be taken from the tab 1.

Program setting where alleged incident was reported	Incident status	
	Incidents reported	Incidents closed
WCM's premises		
PO in Lebanon		
PO in Ukraine		
Washington, D.C.		
TOTAL		

1. External child safeguarding incidents reported in the period of January 1st to December 31st.																		
Programme setting where alleged incident was reported	Number of incidents						Number of victims						Number of perpetrators (persons committing the incident)					
	Physical abuse	Sexual abuse	Emotional abuse	Neglect	Violation of children's privacy	Total	Physical abuse	Sexual abuse	Emotional abuse	Neglect	Violation of children's privacy	Total	Adult-to-child				Child-to-child	Total
													WCM employee	WCM	PO employee	WCM volunteer, associate, partner	Other adult	
WCM BiH																		
WCM Holland																		
WCMUkraine																		
WCM USA																		
TOTAL																		

Remark:

In case of multiple type of abuse, CSI are counted as follows:

- If sexual abuse occurred in combination with physical and possibly emotional, count it as sexual abuse.
- If physical abuse occurred in combination with emotional abuse, count it as physical abuse.
- If emotional abuse occurred in combination with neglect, count it as emotional abuse.