

TOOL 08

Contextualized messages on child protection from Jordan, UNHCR



Slogan: Stay with your children whenever safe to do so. Always make sure they are with someone you trust

Children are usually safest and are best protected from harm when they are cared for by their parents or other trusted caregivers. Keep all your children, including adolescent girls and boys, with you, whenever safe to do so. If you cannot stay with them, leave them with someone you know and trust. If you know of children under 18 who are living without their parents, contact the UN High Commissioner for Refugees (UNHCR) or one of the organizations listed below so they get the support they need.

Supporting messages for refugee children

- If you are going to play or to school, always tell your family/caregivers where you are going, when you will be back, and which road you are taking (if you are going far from home).
- If your parents are planning to travel without you, it is important that arrangements are made for you to stay with a relative or another trusted adult. You should talk to your parents about this before they leave.
- Have a plan with your parents/caregivers on what to do if you get lost or separated from them. Agree in advance on somewhere safe where you can all meet up or someone you can contact if you get separated.
 - Make sure you know:
 - » Your full name and your parents' names
 - » Where you are living currently
 - » Phone numbers of your parents
 - » Where your parents are going.
- If you have been separated from your parents, caregivers, brothers or sisters who would normally take care of you, help is available to try to locate your family and also to make sure you have a safe, supportive environment until reunification with your family is possible. Find someone you know or who you can trust (neighbours, shop owners, imams, officials, those

wearing badges or carrying identification) and tell them that you have been separated from your family.

- Beware of strangers offering to take you away and promising education, employment or marriage. These offers are not always genuine and you could be at risk of violence, exploitation or abuse. Report anything you feel may be suspicious.
- If you are not *living* with your parents or other members of your family, contact an organization that works to support children and that can provide help to you and anyone taking care of you. This can include help to keep you safe, provide you with financial or other kinds of assistance and, if needed, help in locating and reunifying with your family.
- If you are living alone, with people you don't know very well or are looking after your sister(s) and/or brother(s), help is available to find someone to help care for you and keep you safe until you can be reunited with your family.
- If you know someone else not living with their parents, help them to contact the organizations listed below for support.

If you or someone you know needs help because you have become separated from your family or caregivers, contact:

UNHCR Information line (refugees): 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)

UNHCR Duty phone: 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)

IRC 24-hour hotline (in camps): 077 507 7792

IMC 24-hour hotline (outside of camps): 079 578 5095

Jordan River Foundation (outside of camps) family support hotline: 110

Supporting messages for adults

- Children will always be better protected in a family setting. Do everything you can to keep your children with you whenever it is safe to do so.
- If you are going to be travelling away from home without your children – for example, if you need to return to Syria temporarily – be sure to make arrangements for your children to stay with trusted adults while you are away.
- Make a plan with your children for what they should do if they become separated from you. Agree in advance on somewhere safe where you can all meet up or someone your children can contact if you get separated. Make sure that this is a plan your children will feel comfortable with.
 - Make sure your children know:
 - » Their full names
 - » Where you are living currently
 - » Phone numbers
 - » Where you are going.
- If you are aware of children without parents living near you, contact a child protection organization in your area (see below).
- If you are struggling to care for your child and need help, you can seek assistance from people around you and one of the organizations listed below.

- If you have been caring for children who are here without their families and this is becoming difficult to manage, you can speak to a child protection caseworker to find out what support might be available. It is always best for children to remain in a family environment.
- Beware of strangers offering to take your children away and promising education, employment or marriage. These offers are not always genuine and you could be at risk of violence, exploitation or abuse. Report anything you feel may be suspicious.

If you want help because your child or someone you know has become separated from his/her family or caregivers, contact:

UNHCR Information line (refugees): 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)

UNHCR Duty phone: 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)

IRC 24-hour hotline (in camps): 077 507 7792

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