TOOLKIT ON

UNACCOMPANIED AND SEPARATED CHILDREN

Inter-agency Working Group on
Unaccompanied and Separated Children

Alliance for Child Protection in
Humanitarian Action

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TOOL 01

Key international instruments and guidelines relating to UASC

1. Child-specific human rights instruments

- United Nations Convention on the Rights of the Child (CRC), 1989
  - Optional Protocol to the CRC on the Involvement of Children in Armed Conflict, 2000
  - Optional Protocol to the CRC on the Sale of Children, Child Prostitution and Child Pornography, 2000
  - Optional Protocol to the CRC on a Communications Procedure, 2011
- Rome Statute of the International Criminal Court, 1998
- Convention Concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour (International Labour Organization (ILO) Convention No. 182), 1999
- Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, and the Protocol against the Smuggling of Migrants by Land, Sea and Air, supplementing the United Nations Convention against Transnational Organized Crime (Anti-Trafficking Protocol), 2000
- The Hague Conference on Private International Law
  - Convention for the Protection of Minors, 1961
  - Convention on the Civil Aspects of International Child Abduction, 1980
  - Convention on Protection of Children and Cooperation in Respect of Intercountry Adoption, 1993, and its Recommendation Concerning the Application to Refugee Children and Other Internationally Displaced Children, 1994
  - Convention on Jurisdiction, Applicable Law, Recognition, Enforcement and Cooperation in Respect of Parental Responsibility and Measures for the Protection of Children, 1996
- Rules for the Protection of Juveniles Deprived of their Liberty, 1990

2. Humanitarian law instruments

- Geneva Conventions I, II, III and IV of 12 August 1949
  - Protocol Additional to the Geneva Conventions of 12 August 1949, and relating to the Protection of Victims of International Armed Conflicts (Protocol I), of 8 June 1977
  - Protocol Additional to the Geneva Conventions of 12 August 1949, and relating to the Protection of Victims of Non-International Armed Conflicts (Protocol II), of 8 June 1977

3. Instruments covering refugees and stateless persons

- Convention relating to the Status of Refugees, 1951
  - Protocol relating to the Status of Refugees, 1967
- Convention Relating to the Status of Stateless Persons, 1954
- Convention on the Reduction of Statelessness, 1961

4. Regional instruments and declarations

- African Charter on Human and Peoples' Rights, 1981
- Organization of African Unity Convention Governing the Specific Aspects of Refugee Problems in Africa, 1969
- African Charter on the Rights and Welfare of the Child, 1990
- African Union, African Union Convention for the Protection and Assistance of Internally Displaced Persons in Africa (Kampala Convention), 22 October 2009
- American Convention on Human Rights, 1969
- European Convention on Human Rights, 1950
- Cartagena Declaration on Refugees, 1984
- Council of Europe Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse, 2007

5. Additional general human rights instruments

- Universal Declaration of Human Rights, 1948
- International Covenant on Civil and Political Rights of 1966, and its Optional Protocol, 1976
- International Covenant on Economic, Social and Cultural Rights, 1966
- Convention on the Elimination of All Forms of Discrimination against Women, 1979
- Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, 1984
- Convention on the Elimination of All Forms of Racial Discrimination, 1965
- Convention on the Rights of Persons with Disabilities, 2006

6. Additional international law relevant to unaccompanied and separated children

- Hague Convention of 25 October 1980 on the Civil Aspects of International Child Abduction
- Hague Convention of 29 May 1993 on Protection of Children and Cooperation in Respect of Intercountry Adoption (Hague Adoption Convention)

7. United Nations Security Council resolutions relevant to children and armed conflict

- Security Council Resolutions 1261 (1999), 1314 (2000), 1379 (2001), 1460 (2003), 1539 (2004), 1612 (2005), 1882 (2009), 1998 (2011), 2068 (2012), and 2143 (2014)

8. Relevant soft law and guidelines

- Child Protection Working Group, *Minimum Standards for Child Protection in Humanitarian Action*, 2012
- European Union, *EU Guidelines on Children and Armed Conflict*, adopted by the European Union in 2003; updated 2008 and 2010
- International Committee of the Red Cross, *Inter-agency Guiding Principles on Unaccompanied and Separated Children*, 2004
- United Nations, *Integrated Disarmament, Demobilization and Reintegration Standards* (IDDRS), and *Operational Guide to the IDDRS*, 2006
- United Nations, *Guidelines for the Alternative Care of Children*, 2009
- United Nations Committee on the Rights of the Child, General Comment No. 6: Treatment of unaccompanied and separated children outside their country of origin, 2005, CRC/GC/2005/6
- United Nations Office for the Coordination of Humanitarian Affairs (OCHA), *Guiding Principles on Internal Displacement*, 1998, updated 2004
- United Nations High Commissioner for Refugees, *UNHCR Guidelines on Determining the Best Interests of the Child*, 2008
- United Nations High Commissioner for Refugees and the International Rescue Committee, *Field Handbook for the Implementation of UNHCR BID Guidelines*, 2011
- United Nations Children's Fund, *The Paris Principles: Principles and guidelines on children associated with armed forces and armed groups*, 2007
- United Nations Children's Fund, *Paris Commitments to Protect Children from Unlawful Recruitment or Use by Armed Forces or Armed Groups*, 2007

TOOL 02

Understanding the legal framework in your context[1]

Understand the legal framework applicable in your context by asking the following questions.

1. Is the country party to any of the following international instruments?

International human rights law:

☐ Convention on the Rights of the Child (1989)

☐ Optional Protocol to the CRC on the Involvement of Children in Armed Conflict (2000)

☐ Optional Protocol to the CRC on the Sale of Children, Child Prostitution and Child Pornography (2001)

International humanitarian law:

☐ The Geneva Conventions I, II, III, IV (1949)

☐ Additional Protocol I to the Geneva Conventions (1977)

☐ Additional Protocol II to the Geneva Conventions (1977)

International refugee law:

☐ Convention relating to the Status of Refugees (1951) and its Protocol (1967)

☐ Convention on the Reduction of Statelessness (1954)

Additional instruments:

☐ Hague Conference on Private International Law, various conventions

☐ African Charter on Human and People's Rights (1981)

☐ African Charter on the Rights and Welfare of the Child (1990)

☐ American Convention on Human Rights (1969)

☐ European Convention on Human Rights and Fundamental Freedoms (1950)

2. Does the country have any declarations or reservations to any of these international instruments that limit or affect its obligations regarding the protection or rights of unaccompanied and separated children, including asylum-seeking and refugee children?
3. Does the country have any relevant national legislation or policies in place regarding the protection or rights of unaccompanied and separated children, including asylum-seeking and refugee children?

[1] Adapted from Watchlist on Children and Armed Conflict, *The 1612 Monitoring and Reporting Mechanism Resource Pack for NGOs*, 2015, p. 50.

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TOOL 03

Threats to UASC and response

✸ *See the Minimum Standards for Child Protection in Humanitarian Action for specific guidance on prevention and response to these threats*

Threat to UASC	Vulnerability/risk	Response	Resources

Abduction, trafficking, sale, exploitation and illegal adoption	**Children's vulnerability to sale and other forms of exploitation is increased in the chaos following natural disasters**[1] and other emergencies, where national and international standards are more easily circumvented and a protection vacuum is created by the collapse of state systems.[2]
	
	This vulnerability is likely to be greater for UASC, who have lost the care and protection of their families.[3] The risks of abduction, trafficking for sale and exploitation, and illegal adoption of children may be *even greater* where there are pre-existing child rights violations, weak border controls or easy access to the affected country or location.
	
	Illicit adoption schemes that target 'orphans' have been exposed in a number of recent emergencies. **Adoption, particularly intercountry adoption, should not take place during the emergency phase**.
		Organizations working with affected UASC should:
		
		• **Advocate with the national authorities** and the international community for **effective, specific security and prevention measures**:
		  • Suspend international adoptions for a set, context-specific period.
		  • Deploy professional civilian police trained in detecting and intercepting illegal removal of children without documentation.
		  • Establish close monitoring, reporting and response mechanisms, particularly at airports, seaports and border crossings; **however, this should not prevent children from exercising their right to seek asylum in another country when fleeing war or persecution**.
		• **Raise awareness** among families/carers in the affected community, organizations providing care for UASC, residential care centre staff and all humanitarian actors of the risks of child abduction for trafficking or other purposes, through, for example, **information campaigns, radio broadcasts or public meetings**.
		• **Provide practical information to the affected community on prevention and response measures** based on specific risks or threats, such as contact details for law enforcement agencies or authorities to whom concerns or violations should be reported and a checklist of emergency procedures to prevent or respond to abduction or missing children.
			United Nations, Optional Protocol to the Convention on the Rights of the Child on the Sale of Children, Child Prostitution and Child Pornography, A/RES/54/263, 2000
			
			UNHCR, Guidelines on International Protection: The application of Article 1A(2) of the 1951 Convention and/or 1967 Protocol relating to the status of refugees to victims of trafficking and persons at risk of being trafficked, HCR/GIP/06/07, 2006
			
			1993 Hague Convention on Protection of Children and Cooperation in Respect of Intercountry Adoption
			
			2000 Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children
			
			International Organization for Migration, *Handbook on Direct Assistance for Victims of Trafficking*, IOM, 2007

Threat to UASC	Vulnerability/risk	Response	Resources

Abduction, trafficking, sale, exploitation and illegal adoption		• **Mobilize community groups and networks**; assess current activities to monitor and prevent the abduction of children, and assess any capacity-building needs. Where appropriate and necessary, **build the capacity of local organizations** working on recovery and reintegration of victims of trafficking or other abuses.
		• **Build on adoption-related preparedness activities**, including advocating for:
		  • Respect for and compliance with the United Nations Convention on the Rights of the Child; 1993 Hague Convention on Protection of Children and Cooperation in Respect of Intercountry Adoption; *Guidelines on the Alternative Care of Children*, United Nations, 2009; and 2000 Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children.[4]
		  • Cooperation of relevant embassy officials to prevent international movement of children without verified documentation linked to their country of origin, such as a birth certificate, ID or passport, which protects against future risk of statelessness.
		  • National, bilateral and multilateral measures to prevent trafficking of children for any purpose or in any form, such as codes of conduct for military and law enforcement personnel prohibiting engagement in or support to trafficking, regional cooperation agreements regarding victims' protection or assistance, and prosecution of traffickers.[5]
			IOM/UNHCR framework document – Developing Standard Operating Procedures (SOPs) to Facilitate the Protection of Trafficked Persons, Internal document, 2009
			UNHCR, *Refugee Protection and Human Trafficking: Selected legal reference materials*, 2008
			UNICEF, *Guidelines on the Protection of Child Victims of Trafficking*, UNICEF technical notes, 2006

Sexual exploitation and abuse	**The sexual exploitation and abuse of boys and girls by aid workers, peacekeepers and others is recognized as a global phenomenon prevalent in emergencies.**[6] However, it tends to be hidden, since children and their families often fail to speak out because of a mixture of fear, ignorance, stigma and powerlessness. Orphans and UASC are widely viewed as the most likely to be abused, often targeted by perpetrators because they lack parental protection and are least likely to report them to the authorities.	**Safeguarding children relates not only to staff conduct but also to creating a safe environment for children**. Fundamental to this is the prevention of and response to physical, sexual or emotional abuse or neglect, as well as keeping children safe from a much wider range of potential harm according to the principle of 'Do no harm'. **National authorities and humanitarian and human rights actors all have a responsibility to put in place their own internal systems to safeguard children, including preventing sexual exploitation and abuse.** The United Nations, alliances of non-governmental organizations and other international organizations have issued directives from the highest levels endorsing standards of zero tolerance for sexual exploitation and abuse; the	Minimum Standards for Child Protection in Humanitarian Action, Standard 9 United Nations Secretary-General's Bulletin on Protection from Sexual Exploitation and Abuse (PSEA), ST/SGB/2003/13 Inter-Agency Standing Committee PSEA Taskforce International Council of Voluntary Agencies, *Building Safer Organisations. Guidelines: Receiving and investigating allegations of abuse and exploitation by humanitarian workers*

Threat to UASC	Vulnerability/risk	Response	Resources
Sexual exploitation and abuse		responsibility to address this problem goes beyond child protection actors and is an organization-wide issue. **Organizations should have:** • **A written policy on preventing sexual violence and abuse** • **A strategy for its implementation** • **A code of conduct for staff and partner organizations.** **Programme measures to prevent and respond to sexual exploitation and abuse, adapted by context, include:** • **Raise awareness** and understanding among local populations of their rights and entitlements, the prohibition against humanitarian, development and peacekeeping personnel engaging in such acts, and how to report it when it occurs.[7] Use child-friendly approaches and engage young people themselves.[8] • **During programme design, undertake a risk assessment** to consider whether the proposed project or intervention might inadvertently cause harm to children/ vulnerable community members. • **Involve beneficiaries**, including women and children, in camp/shelter design and methods for distribution of goods and services in ways that reduce sexual exploitation and abuse. • **Work with communities to create an environment in which sexual exploitation and abuse is not tolerated and the potential for increased abuse within communities is recognized.**[9] • **Establish complaint mechanisms to facilitate reporting of abuse, including referral pathways. Confidential services**, including health care, psychological care and social support, should be available and accessible to everyone in the community.	UNHCR, *Sexual and Gender-based Violence against Refugees, Returnees and Internally Displaced Persons: Guidelines for prevention and response*, 2003 United Nations Human Rights Council, Report of the Special Rapporteur on the Sale of Children, Child Prostitution and Child Pornography, Najat Maala M'jid, A/HRC/19/63, 2011 United Nations, Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), A/ RES/34/180, 1979 Csáky, Corinna, *No One to Turn to: The under-reporting of child sexual exploitation and abuse by aid workers and peacekeepers*, Save the Children UK, London, 2008 ECPAT International, *The Psychosocial Rehabilitation of Children who have been Commercially Sexually Exploited. A Training Guide*, 2005 ECPAT International, Protecting Children from Sexual Exploitation and Sexual Violence in Disaster & Emergency Situations, 2006
Physical violence and harmful practices, including child marriage	**Physical violence and neglect against children can occur even in places often thought of as 'safe'** – homes, schools, care centres and communities – and by perpetrators who are both known and unknown to the child. Detention facilities are also likely sites of physical violence against children, particularly UASC.	**Organizations working with affected UASC should:** • Establish a child-sensitive and safe **counselling, complaint and reporting mechanism** for children experiencing physical violence or those who have witnessed such violence. • Through the case management system, **monitor situations of children vulnerable to violence**. • **Undertake careful selection of carers and monitoring of care arrangements for UASC**, continuing monitoring through post-reunification via the case management process. This is particularly important where existing residential care centres continue to operate.	Minimum Standards for Child Protection in Humanitarian Action, Standard 8 Report of the Independent Expert for the United Nations Study on Violence against Children, A/61/299, 2006 UN Standard Minimum Rules on Treatment of Prisoners, 1955

Threat to UASC	Vulnerability/risk	Response	Resources
Physical violence and harmful practices, including child marriage	**Given their lack of protective parental structure and bonds, UASC may be at elevated risk of physical violence, particularly when they are living in inappropriate, exploitative or abusive care situations. Those UASC who work or are detained may be 'easy targets'** for physical abuse by supervisors or peers, given that they do not have parents to advocate for or protect them. **There may also be elevated physical violence among children**, who may display their anger, frustration or other emotions through violence. Physical violence against children is often a **'hidden' problem**; among UASC, it may be even more difficult to uncover since UASC may have little knowledge of or ways to access help or may be afraid to report abuse. **Child marriage can be a negative coping mechanism** for families experiencing economic difficulties; UASC living with extended family members or unrelated carers may be particularly vulnerable to this risk because they may be used by their carers for financial gain. **In some cases, child marriage can constitute child prostitution or trafficking.** **There are dire physical, emotional and developmental consequences** of both sexual violence and child marriage, which can include early pregnancy, sexually transmitted infections including HIV, and physical and psychological harm. Furthermore, girls who marry early often drop out of school.	• **Where necessary, conduct an assessment on whether removal from a care arrangement is in the best interests of the child.** • Establish referral mechanisms and ensure all children affected by physical violence are referred to **appropriate medical care and other services.** • Conduct culturally appropriate **community awareness- raising and training for UASC, families, carers, residential centre staff and teachers** on parental care and non-violent disciplinary measures to encourage positive protective factors and change harmful attitudes and practices. • Advocate with authorities to **prohibit corporal punishment** and to enact, enforce and train police and prison workers on **legislation compliant with the minimum standards of treatment for prisoners.** • Facilitate **community-based peer outreach** on the dangers of physical violence and on positive outlets for emotions, and offer appropriate psychosocial support.	Joint Report of OHCHR, UNODC and the Special Representative of the Secretary-General (SRSG) on Violence against Children on Prevention of and Responses to Violence against Children within the Juvenile Justice System, A/HRC/21/25, 2012 UNICEF, *Child Disciplinary Practices at Home: Evidence from a range of low- and middle-income countries*, 2010 Office of the SRSG on Violence against Children, Tackling Violence in Schools: A global perspective. Bridging the gap between standards and practice, 2012 Joint report of the SRSG on Violence against Children and the Special Rapporteur on the Sale of Children, Child Prostitution and Child Pornography, Safe and Child-sensitive Counselling, Complaint and Reporting Mechanisms to Address Violence against Children, 2012 UNHCR, UNHCR Policy on Harmful Traditional Practices, 1997 UNICEF, *Ending Child Marriage: Progress and prospects*, 2014

Threat to UASC	Vulnerability/risk	Response	Resources
Sexual violence	**UASC can experience high rates of sexual violence and child marriage.** Though teenage girls are often the target, it is important to be aware of and sensitive to boys who may experience sexual violence, which often occurs in detention settings. **Sexual violence, often a shameful or stigmatizing experience in many cultures, tends to be a hidden phenomenon**; this is all the more likely among UASC who may hesitate to come forward about their experiences or not know about or be able to access assistance. UASC may be targeted for sexual violence precisely because they lack the protection of family structures; sexual violence may also be experienced by **children associated with armed forces or armed groups**, who may be taken as 'wives'.	**Organizations working with affected UASC should:** • Establish a child-sensitive and safe **counselling, complaint and reporting mechanism** for children experiencing sexual violence or child marriage. • Establish community structures to **track and report** cases of child marriage. • Facilitate access and immediate referral to appropriate confidential and comprehensive **services and support for survivors**. • Through the case management system, **monitor the situation of children who are vulnerable** to sexual violence or child marriage. • **Engage with local community and religious leaders** on the consequences of child marriage and sexual violence; seek allies within the community to change behaviours. • Liaise with livelihoods colleagues to ensure that **economic assistance** or programming is available to those vulnerable to negative coping behaviours, such as child marriage. • Where sexual violence is tied to a conflict or displacement, strategize **context-specific protective strategies** with partners in relevant sectors. • Where appropriate, refer incidents to and liaise with the UN Monitoring and Reporting Mechanism (**MRM**) on children and armed conflict, and the UN Monitoring Analysis and Reporting Arrangement (**MARA**) on sexual violence in conflict, as appropriate.	Minimum Standards for Child Protection in Humanitarian Action, Standards 9 and 10 United Nations, Optional Protocol to the Convention on the Rights of the Child on the Sale of Children, Child Prostitution and Child Pornography, A/RES/54/263, 2000 Rio de Janeiro Declaration and Call for Action to Prevent and Stop Sexual Exploitation of Children and Adolescents, 2008 Office of the SRSG on Sexual Violence in Conflict Office of the SRSG for Children and Armed Conflict UNHCR, *Sexual and Gender-based Violence against Refugees, Returnees and Internally Displaced Persons: Guidelines for prevention and response*, 2003 *Save the Children Psychological First Aid Training Manual for Child Practitioners*, 2012 Inter-agency Standing Committee, *Guidelines for Gender-based Violence Interventions in Humanitarian Settings: Focusing on prevention of and response to sexual violence in emergencies*, 2005 United Nations Office of the SRSG for Children and Armed Conflict, UNICEF, Department of Peacekeeping Operations, *MRM Guidelines, Field Manual and Training Toolkit*, 2010
Detention	**The strategies for survival that many UASC are forced to adopt may actually increase their risk of being detained.** They may then be held in a range of different places, including police cells, prisons, military barracks,	**International standards and norms require that arrest, detention and imprisonment of children be used as a measure of last resort and for the shortest possible period of time.** International guidance also requires that, if detained, children be kept separately from adults (unless with their family) and that conditions of detention	Minimum Standards for Child Protection in Humanitarian Action, Standard 14 UN Standard Minimum Rules on Treatment of Prisoners, 1955

Threat to UASC	Vulnerability/risk	Response	Resources
Detention	immigration detention centres or facilities intended for children, such as social welfare homes or special schools. **The specific vulnerabilities of unaccompanied and separated boys and girls to other forms of abuse tend to be heightened in detention settings**, which present many risks. UASC are likely to be even more vulnerable than detained children who are in contact with and in proximity to family members. **Compared with separated children who are detained with their relatives or caregivers, detained unaccompanied children are even more vulnerable**. They are probably less likely to have access to information about their rights and options, be given a voice in deciding their fate, have advocates to argue for their best interests or advancement of their cases. They are more likely to have difficulty establishing their age and therefore have difficulty benefiting from the significant safeguards and legal benefits associated with minor legal status. They may also have difficulty establishing their identity, including nationality, immigration status and any associated benefits; and be more vulnerable to accepting 'solutions' that may not be in their best interests. These vulnerabilities may also be more pronounced for child asylum-seekers or those associated with armed groups, who may be regarded by detaining authorities as 'criminals' or 'traitors', not victims.	support the objective of providing care and protection, maintaining education, promoting and sustaining health and self-respect, and encouraging attitudes and skills that assist in developing children's potential as members of society. The particular needs of girls are acknowledged. **Organizations working with affected UASC should:** • Identify and contact national and international agencies that are visiting the places where children are or may be detained. • Understand the locally applicable laws and regulations. • Where necessary, provide information on the rights and needs of detained UASC expressed in international standards and norms. • Establish a monitoring, reporting and response mechanism for detained children within their purview and seek relevant information regarding their cases and legal representation. • Ensure appropriate follow-up and response for detained UASC, including procedures for handover of released children to child protection organizations to assist with their reintegration into their communities.	UN Standard Minimum Rules for the Administration of Juvenile Justice or 'The Beijing Rules', 1985 UN Rules for the Protection of Juveniles Deprived of their Liberty ('Havana Rules'), 1990 Joint Report of OHCHR, UNODC and the SRSG on Violence against Children on Prevention of and Responses to Violence against Children within the Juvenile Justice System, A/HRC/21/25, 2012 International Committee of the Red Cross, *Children and Detention*, 2014 UNHCR, Beyond Detention: A global strategy to support governments to end the detention of asylum seekers and refugees, 2014-2019, 2014

Threat to UASC	Vulnerability/risk	Response	Resources
Child labour	**Emergencies often cause families to lose their livelihoods; for UASC, who have already lost parental support, there is even greater vulnerability to turning to child labour as a negative coping mechanism. Child labour can take many forms for UASC**: sexual exploitation and abuse in the form of child prostitution or trafficking, heavy labour and household labour to 'earn their keep'. **UASC may be forced into labour for reasons of economic necessity and survival or because of exploitation by their carers or others; they are particularly vulnerable to traffickers and exploitative employers because of their lack of parents' economic support**. Young mothers and older UASC in child-headed households may be particularly vulnerable because they are responsible for the survival of not only themselves but of younger children. The work can be **dangerous and carries risks** of death or disability; moreover, it often prevents children from pursuing education, and can lead to detention by authorities. For children on the move caught in an emergency, work may have been the reason for their 'strategic' separation in the first place.	Organizations working with affected UASC should: • **Undertake careful selection of carers and monitoring of care arrangements for UASC**, continuing monitoring through post-reunification via the case management process. • **Where necessary, conduct an assessment on whether removal from a care arrangement is in the best interests of the child**. • Establish a **monitoring and response mechanism** in affected areas, such as areas with mines or factories. • Work with cross-sector partners to ensure that UASC, carers and vulnerable families have **access to economic/livelihood support** to increase household income without child labour, as well as **education opportunities**, including vocational training. • Advocate with authorities to institute and enforce **laws and policies** in line with international standards. • Conduct culturally appropriate **community awareness-raising and trainings for UASC, families, carers, and communities** on the risks and consequences of child labour, including household labour.	Minimum Standards for Child Protection in Humanitarian Action, Standard 12 International Labour Organization (ILO) Convention No. 182, Worst Forms of Child Labour, 1999 ILO Convention No. 138, Minimum Age for Admission to Employment, 1973 *ILO Guidelines for Developing Child Labour Monitoring (CLM) Processes*, 2005 ILO, Supporting Children's Rights through Education, the Arts and the Media (SCREAM): A special module on child labour and armed conflict, 2011
Recruitment by armed forces and armed groups	**Recruitment of children by armed forces or armed groups is often an element of complex emergencies and armed conflict**, with disastrous consequences for children, including separation from their families, injury/death, trauma, sexual abuse, rape and early/forced marriage,		Minimum Standards for Child Protection in Humanitarian Action, Standard 11 *The Paris Principles: Principles and guidelines on children associated with armed conflict and armed groups*, 2007

Threat to UASC	Vulnerability/risk	Response	Resources
Recruitment by armed forces and armed groups	and detention, among other risks. **Recruitment of children into armed forces and armed groups is a major cause of family separation** in armed conflict and other situations of unrest.		ICRC, Plan of Action adopted at the 31st International Conference of the Red Cross and Red Crescent, 2011[10]
Lack of access to asylum procedures *When persons fleeing persecution or violence in their countries cross an international border, they can apply for refugee status. Sometimes, each person's case is considered individually, during which time they are asylum-seekers; in other cases, all persons fleeing a particular part of a country of a particular nationality might be given prima facie refugee status. All of the procedures relating to a person's status in relation to international refugee protection are called 'asylum procedures'. The host State, with the support of UNHCR, is responsible for these procedures.*	**Asylum procedures provide not only legal status in a host country but unlock an important range of rights and protections that go with them.** Lack of access to asylum procedures is a serious risk in emergencies in which displaced persons cross borders. UASC may have specific challenges in accessing asylum procedures, and even in accessing the territory of asylum. They may be affected by **refoulement** at the border, arbitrary detention, and lack of identification and access to services appropriate to their specific needs. **UASC may not know about or have difficulty accessing or navigating procedures** without the assistance of parents or other adults. **Lack of access to asylum procedures and the accompanying protection and assistance can put UASC at increased risk of violence, exploitation and abuse, including turning to negative coping mechanisms**, such as child labour or sex for survival. It can also make them more **vulnerable to trafficking and smuggling**.	**The host government, with the support of the UN High Commissioner for Refugees (UNHCR), will normally:** • Ensure that refugees, including UASC, are not refused access to territory. Advocacy and monitoring of border crossings may be necessary. • Ensure registration and refugee-status determination procedures are protective for UASC and are child-friendly. • Ensure that entry procedures are protective and UASC-sensitive, and that detention, especially of children, is a last resort. Ensure that refugee-status applications for unaccompanied children are prioritized. • Establish a referral mechanism to enable UASC to access services available to them regardless of their asylum status. • Advocate with authorities to reform asylum procedures and to oppose detention of asylum-seeker children, where relevant. **Child protection and other partners can provide support in the areas listed above, and can additionally help to:** • Provide training for personnel involved in asylum procedures on child protection and communication with children. • Support feedback mechanisms for children involved in asylum procedures and address any issues raised. • Produce child-friendly information, education and communication materials on asylum procedures with the participation of children. • Refer any UASC who are not registered or who have problems accessing asylum procedures to the relevant authorities and/or to UNHCR. • Provide support and protection for children whose asylum application is rejected.	UNHCR, *Guidelines on Policies and Procedures in Dealing with Unaccompanied Children Seeking Asylum*, 1997 UNHCR, Framework for the Protection of Children, 2012 UNHCR, *Guidelines on Protection No. 8: Child asylum claims under the 1951 Convention*, 22 December 2009

Threat to UASC	Vulnerability/risk	Response	Resources

Disability	In addition to the obstacles that all children with disabilities are likely to face in emergencies, **those who are separated from family may encounter extreme,**
	
	unnecessary, and exacerbated hardship and discrimination, and struggle to access appropriate care and support.
	
	Children with disabilities may be at greater risk of family separation; they may be less informed and less able to flee from danger; they may be abandoned by their families, particularly in flight over long distances, when the decision may be made to leave the disabled child behind for the welfare of other family members.
	
	UASC with a disability are likely to be more vulnerable and less able to keep themselves safe; they may lose their assistive devices and means of independence or access to long-term treatment, or they may struggle to access appropriate information, shelters, camps and food distribution sites. The humanitarian emergency can also negatively affect traditional ways of supporting disabled people, including children.[11] Moreover, children with disabilities are especially vulnerable to sexual violence,[12] a risk that is likely to be heightened for UASC with disabilities.
		Key UASC-sensitive approaches to disability include:
		
		• **Address needs of children with disabilities in emergency preparedness.**
		  • Identify non-emergency-related UASC with disabilities and ensure emergency preparedness will meet their specific, individual needs.
		  • Incorporate initiatives to prevent separation of children with disabilities by ensuring effective support to all children with disabilities.
		  • Involve local or community-based disability groups in preparedness measures. For example, plan ways to communicate information to children with sensory or intellectual impairments, and provide guidance for rescuing/evacuating children with specific transport needs if populations have to flee danger. Organize volunteers to care for children with disabilities and plan specific measures in evacuation sites to appropriately care for these children.
		• **Incorporate planning for appropriate care arrangements** for UASC with a disability. Ideally, this should be family-based care in communities, with the provision of training on meeting the needs of children with disabilities, as well as additional support and resources. Refer to the *United Nations Guidelines for Alternative Care* if the severity of the disability requires residential care or full-time medical care.
		• Ensure all UASC with a disability can access necessary **physical rehabilitation**, including assistive and mobility devices, services and appropriate psychological/psychiatric care, if necessary.
		• Promote **access to education and practical training** in inclusive settings.
		• Ensure **preparation and support for family reunification of UASC newly disabled** as a consequence of the emergency.
			UNICEF, *Promoting the Rights of Children with Disabilities*, UNICEF Innocenti Digest No. 13, 2007, 'Disability in conflict and emergency situations', p. 19
			
			UNHCR, Age, Gender and Diversity Policy, 2011

Threat to UASC	Vulnerability/risk	Response	Resources

[1] United Nations Human Rights Council, Report of the Special Rapporteur on the Sale of Children, Child Prostitution and Child Pornography, Najat Maala M'jid, A/HRC/19/63, 2011, para. 24.
[2] United Nations Human Rights Council, para. 46.
[3] United Nations Human Rights Council, para. 24.
[4] Also referred to as the Trafficking Protocol or United Nations TIP Protocol. This Protocol to the Convention against Transnational Organized Crime was adopted by the United Nations in Palermo in 2000 and entered into force on 25 December 2003.
[5] Global Protection Cluster Working Group, *Handbook for the Protection of Internally Displaced Persons*, 2010, p. 219.
[6] For example: Csáky, Corinna, *No One to Turn to: The under-reporting of child sexual exploitation and abuse by aid workers and peacekeepers*, Save the Children UK, London, 2008.
[7] Inter-agency Standing Committee Task Team on Accountability to Affected Populations and Prevention of Sexual Exploitation and Abuse, <www.pseataskforce.org/en>, accessed 8 January 2016.
[8] Humanitarian Accountability Partnership, *Change Starts with Us, Talk to Us!*, HAP, 2011, p. 58.
[9] Save the Children, 'Child protection in emergencies', Fact Sheet, November 2010, cited in: United Nations Human Rights Council, Report of the Special Rapporteur on the Sale of Children, Child Prostitution and Child Pornography, Najat Maala M'jid, A/HRC/19/63, United Nations, 2011, para. 29.
[10] International Committee of the Red Cross, Plan of Action adopted at the 31st International Conference of the Red Cross and Red Crescent, 2011, <www.icrc.org/eng/resources/documents/resolution/31-international-conference-resolution-2-2011.htm>, accessed 8 January 2016.
[11] Trani, Dr. Jean-François, and Dr. Maria Kett, *2nd Report on Affected and Excluded Vulnerable Children in Southern West Darfur*, Leonard Cheshire Disability and Inclusive Development Centre, University College London, 2009, p. 48.
[12] Handicap International and Save the Children, *Out from the Shadows: Sexual violence against children with disabilities*, Save the Children, 2011.

TOOL 04

UASC prevention and preparedness measures

General preparedness measures for organizations implementing programmes for unaccompanied and separated children (UASC)

Step 1: Assess risk, vulnerability and capacity to respond and build/develop/strengthen capacity, where necessary (*see Chapter 3.1*):

- Assess risk and vulnerability to separation – for example, in terms of hazards, vulnerability and childcare practices.
- Assess existing local practices for the prevention of family separation, reunification and provision of alternative care arrangements for UASC.
- Assess the level of functioning and capacity of government social welfare services and existing child protection services at the national and local level.
- Map local capacity to respond (in collaboration with the affected community, where possible).
- Identify potential national and international partners for identification, documentation, tracing and reunification (IDTR) and collaboratively plan geographic and functional divisions of responsibility, ensuring the inclusion of the International Committee of the Red Cross (ICRC) (where present) and National Societies.
- Implement capacity-building and training initiatives as necessary.

Step 2: Strengthen or establish coordination (see Chapter 4):

- Ensure that coordination, including of emergency preparedness, operates within the protection/child protection cluster or other emergency coordination framework, incorporates government/national partners where appropriate and is coordinated with the ICRC and National Societies.
- Ensure that coordination is integrated within the broader inter-agency coordination structure and that cross-sectoral linkages are established.
- Ensure that cross-border/regional coordination mechanisms are established or strengthened, where relevant.
- Where necessary, develop standard operating procedures (SOPs) or other tools (such as a Memorandum of Understanding or letter of intent) on the roles and responsibilities of those involved in IDTR and UASC programmes, including methods of referral, information-sharing and the role of community structures.
- Establish initial contact and discuss potential future collaboration with all relevant sectors involved in the wider humanitarian response.

Step 3: Ensure appropriate policies, standards, tools and procedures are available for work with UASC:

- Adopt and promote the use of common standards, and ensure availability, where possible, in relevant languages via urgent translation.
  - *Inter-agency Guiding Principles on Unaccompanied Children*, 2004
  - *The Alternative Care in Emergencies (ACE) Toolkit*, 2013

- Inter-agency Working Group on Unaccompanied and Separated Children (IAWG-UASC), *Guidelines for the Alternative Care of Children*, 2009
- *Moving Forward: Implementing the 'Guidelines for the Alternative Care of Children'*, CELCIS, 2012
- *Minimum Standards on Child Protection in Humanitarian Action*, 2012
- United Nations Committee on the Rights of the Child, *General Comment No. 6: Treatment of unaccompanied and separated children outside their country of origin*,[1] 2005
- *Guidelines on Policies and Procedures in Dealing with Unaccompanied Children Seeking Asylum*, United Nations High Commissioner for Refugees (UNHCR), 1997.[2]

- Where there are gaps in policy/procedures (for example, regarding caseload prioritization), develop these within the UASC coordination group.
- Promote the use of standard forms for IDTR (as agreed to by the global IAWG-UASC), adapting only if necessary for local context. Consider double language forms and ensure adequate supplies are distributed to relevant actors after training on their use.
- Prepare for the implementation of information management systems; a simple paper or Excel system can be used, or a decision can be made (where there is both the need and the human, technical and financial capacity) to implement a particular electronic database system[3] (*see Chapter 7.3*).
- Set policy/procedures on confidentiality and information security (data-protection protocols,[4] safe storage and data security in evacuations).
- Develop systems for analysis and rapid feedback of separation information during the emergency to prevent further separations.
- Adapt key advocacy messages on separation-prevention information campaigns to the local context and arrange for urgent translation of materials.

Specific preparedness measures to take with government, national organizations and civil society actors

Step 1: Advocate and build capacity (where required) to achieve the following:

Legal and policy framework:

- National child welfare laws (including legislation on adoption and fostering), which provide the necessary protection for UASC, including refugee children, in line with international humanitarian and human rights law, in particular the United Nations Convention on the Rights of the Child
- Policy to promote family/community-based care, limit the development of residential care and restrict its use to essential situations
- Policy to regulate residential care centres that includes registration and monitoring of all centres, implementation of record-keeping and case management measures, strict screening policies and procedures, and minimum standards of care
- Policy to avoid immigration detention of UASC and ensure fair and prompt access to the asylum process
- Policy and practical measures to monitor the potential for and prevent trafficking, abduction, recruitment of children into armed forces or armed groups and illegal adoption of UASC
- Policy on and access to legal documentation, including birth registration for newborn children in refugee and displaced populations, to protect against loss of identity or inaccessibility of services.

Child protection systems:

- Functioning social welfare services, including the capacity for efficient case management, including monitoring and follow-up of children at risk
- Strengthened coordination between relevant child protection actors and social services, and agreement on ways of working to prevent and respond to separation in case of emergency
- Procedures and professional capacity to carry out a best interests assessment (BIA) and, where relevant, best interests determination (BID)
- Registration and updated registration of all children in alternative care. Systems in place for case tracking in the event of population movements, relocation or evacuation; policy and guidelines on ways to keep children safe in emergencies and actions if UASC go missing
- Mechanisms for monitoring families at risk of separation and referral mechanisms
- Measures to prevent the separation of children with disabilities and to ensure that the needs of disabled UASC are addressed in emergencies.
- Ensure accessibility for all children to the child protection system, including refugee-specific actions:
  - Ensure that national policies on UASC, including alternative care and family reunification, specifically consider the needs of refugee children and include relevant provisions to ensure that care is within refugee children's own community.

- Ensure that roles and responsibilities among the different government bodies responsible for child protection and refugee protection (such as the Ministry of Social Welfare and Ministry of Border Protection/Interior) are clearly defined in terms of UASC, and are trained on child protection and refugee protection.
- Ensure that state child protection services are adapted to the needs of refugee children (for example, by addressing linguistic, cultural, religious, geographic and socio-economic barriers)
- Ensure that refugee children access birth registration (see below).

Cooperation and mapping:

- Access to affected communities for those organizations working with UASC, as well as access to all children's residential care facilities
- Identification of key national actors involved in alternative care and their current roles and activities
- Inclusion of local leadership in the planning, management and delivery of alternative care through capacity building and training.
- Cooperation with relevant embassies/consulates to prevent illegal or inappropriate movement of UASC out of the country.

Specific preparedness measures to take with actors in the wider humanitarian community

Step 1: Advocate for organizations to help prevent separation and preserve family unity though incorporating into their planning the need to:

- Provide the necessary support for basic services, ensuring that all households have access to basic relief supplies, including family kits, health services, education and psychosocial support, as quickly as possible.
- Put resources into monitoring, supporting and managing family-based care options for UASC, rather than residential care, where possible.
- Limit the development of residential care options and restrict their use to those situations in which residential care is absolutely necessary.
- Provide appropriate material/financial support to vulnerable families, enabling them to continue to care for their children.

Step 2: Raise awareness about family separation, potential for separation, risks for UASC, and ways to prevent separation and preserve family unity:

- Offer to review practices, work alongside other actors, provide resources, or develop guidance regarding separation prevention.
- Emphasize the need for proper record-keeping, such as registers of all hospital admissions, discharges, deaths and medical evacuations.
- Offer to provide information/training on mainstreaming to prevent separation and preserve family unity.

✸ *See Chapter 3.1.4, Key messages to emergency actors in other sectors of the humanitarian response*

✸ *See Tool 9: Sample laminated card for cross-sector partners*

Step 3: Liaise closely with those actors undertaking humanitarian evacuations, including evacuation of children, to preserve family unity during evacuation:

- First protect and assist in place.
- Never be involved in involuntary evacuations.
- Organize and implement evacuations as part of a coordinated plan of action, including both the starting point and destination.
- Give families full information so that they can give informed consent.
- Whenever possible, evacuate children together with adult family members.
- Only evacuate children without family members as a last resort and as a temporary measure.
- Evacuate to the nearest safe and appropriate place, ensuring cultural/linguistic links and ease of return.
- Ensure supervision of placement/care of children by national or local welfare services.
- Maintain communication between children and their families, even where it requires special efforts.
- Maintain complete records of all evacuations.

Specific preparedness measures to take with the affected community (depending on the context and available time)

Step 1: Ask what affected populations have done to avoid separations in past emergencies and whether these ideas can be built on or supported.

Step 2: Take community-level actions such as:

- **Form or strengthen community child protection groups and work with families and children** to build their capacity to:
  - Analyse risks of separation.
  - Implement community measures, including awareness-raising, and teach children and parents skills to prevent separation; such as:
    - Teach children the names of their parents/home village, etc., and what they should do if they become separated.
    - Teach parents to talk to their children about what to do in case of flight and/or separation (in other words, make family plans).
    - Where relevant, talk to parents and children about technologies available to help in case of separation.
  - Identify, train and support community members for specific roles in preventing separation, for example, helping to support especially vulnerable children, including those who are very young or sick, disabled, living outside of family care or in child-headed households.
  - Discuss and plan for possible scenarios with communities, including movement or evacuation of children with disabilities; while it is important to be sensitive and not cause panic, people (including children) will feel more in control if they are prepared.
  - Prevent the recruitment of children into armed forces or armed groups.
- **Identify and monitor sites where potential family separation may occur** (such as rest stops on flight routes, transport hubs, border crossings or distribution sites), deploy child protection staff to implement context-specific preventative actions as necessary.
- **Strategically establish/identify appropriate 'lost children's posts,' child protection locations or 'focal points'** where anyone can come for information, UASC can be documented and decisions made about their care, and where information on children unaccounted for can be recorded. This could include Red Cross/Red Crescent local branches and volunteers working to restore family links, including those working in camps for internally displaced persons, those in transit and refugees. Ensure staff are clearly identified and make it clear that these are not places where children can be cared for or left.
- **Conduct information campaigns to inform communities in transit how to prevent separation and who to notify if they lose a child** (*see Chapter 3.1.4*).
- **Identify existing residential care centres** and work with centre staff to ensure that children are only placed there as a last resort, plan ways to keep the children safe and facilitate their return to, or at least contact with, their families.
- Incorporate disaster risk reduction or prevention of separation advocacy messages into **school curricula**.
- **Work with authorities and identify and support community networks to strengthen the capacity of child protection systems** at the local level (*see Chapter 6.1.1*).
- Work with communities and cross-sector partners to develop criteria and procedures to identify and **provide targeted support through social protection/livelihoods programmes to families vulnerable to separation**, though, for example, cash transfers; ensuring that all households have equal access to basic relief supplies and other services can help prevent 'strategic' separation (*see Matrix on p. 264 of the handbook: Cross-sector programmes supporting the well-being and needs of UASC*).

Step 3: Organize a public information campaign that uses:

- Culturally, socially and child-appropriate standard child protection messages (where possible), rapidly adapted to the culture/context[5] and translated into local languages/dialects; include materials in picture form for those unable to read
- A range of creative, relevant/appropriate media to deliver messages, such as SMS (text messaging), local radio, leaflets, posters, drama groups, ceremonies, songs/dance or announcements in public places and general distribution of humanitarian aid or health care (such as infant feeding)
- Trusted local people, elders, community leaders and children's voices; support children to develop and disseminate prevention of separation messages in communities, including classrooms and religious centres
- Messages that are developed with input from local communities, including children, tested before use and focus on positive actions, such as:
  - Promoting family unity and advantages of family-based care (as opposed to residential care, generally); outlining the risks of separation
  - Information for carers looking after other people's children, encouraging them to keep children with them if they must leave home

- Advice for those who lose children and for children who lose parents/carers (to report to authorities or humanitarian organizations)
- Advice for those who find a child who appears to be alone/lost (for example, check with people close to where the child is found before moving him/her away, keep items they are found with, and bring the child to the attention of the authorities or humanitarian organizations)
- Reassure individuals that symptoms of distress in children are normal during difficult times and give advice as to what they can do to help
- Ways to minimize risks to children sent away for care (for example, ensure the child understands the plans, reasons for and how to maintain contact)
- Ways to protect children (for example, not sending children without adults for food, water or firewood and arranging care for childcare while adults carry out these tasks; not entrusting children to strangers offering to provide care or jobs in exchange for food, shelter, or money)
- Ways to prevent separation, such as:
  - ID bracelets/labels for young children prior to planned population movements only, not to identify UASC
  - Teaching younger children their family name and the name of their home village or town, perhaps through songs or rhymes
  - Encouraging older siblings to take care of younger siblings
  - Not giving young children heavy loads to carry that may slow them down
  - Agreeing on a meeting point with everyone in the family in the event of separation
  - Methods to keep families together in crowds or long walks (such as, keep small children in front or give them something to hold).

✸ *See Tool 6: Prevention of separation messages for parents and carers*

✸ *See Tool 7: Prevention of separation messages for children*

Specific preparedness measures to take with local and international media

Step 1: Provide information explaining the following (including evidence and examples):

- How family tracing works, including the fact that the majority of UASC have living relatives with whom they can reunite
- The benefits of family- and community-based care and the risks of residential care
- The risks, problems, laws and guidelines associated with adoption in emergencies
- The risks, problems and guidelines regarding evacuation for medical or other purposes
- Guidelines/resources for journalists on protecting UASC from harm (use of images, confidentiality, protecting information on UASC locations).[6]

Step 2: Encourage media coverage of children that highlights children's resilience and the importance of keeping them with their family and community, instead of portraying them as helpless victims

[1] United Nations Committee on the Rights of the Child, *General Comment No. 6: Treatment of unaccompanied and separated children outside their country of origin*, www.refworld.org/cgi-bin/texis/vtx/rwmain?docid=42dd174b4, accessed 11 January 2016.
[2] *UNHCR Guidelines on Policies and Procedures in Dealing with Unaccompanied Children Seeking Asylum*, 1997, www.refworld.org/docid/3ae6b3360.html, accessed 11 January 2016.
[3] The International Committee of the Red Cross uses its own database and information management tools, but will agree on information-sharing, as appropriate, with humanitarian organizations working with unaccompanied and separated children, provided that the beneficiary (child or adult) has given his/her consent to the ICRC to share information with other organizations.
[4] *Inter-agency Child Protection Information Management System [IA CP IMS] Training Manual*, part 2, section VIII. Handouts/Additional Resources, Document 5, 'Template data-protection protocols', <http://cpwg.net/resource-topics/training-packages>, accessed 11 Janaury 2016.
[5] See Tools 6 and 7 for examples of standard child protection messages that can be rapidly adapted and translated for immediate use.
[6] For information on media guidelines, see Save the Children, *Interviewing Children: A guide for journalists and others*, Save the Children, 1998.

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TOOL 05

Sample core child protection messages, Horn of Africa drought, CPWG

Global Protection Cluster
Child Protection

Preventing and responding to child protection concerns

Horn of Africa drought, July 2011

BEFORE USING, PLEASE ENSURE THAT:

- MESSAGES ARE ADAPTED TO YOUR LOCAL CONTEXT (COUNTRY AND REGION)
- MESSAGES ARE FREQUENTLY UPDATED AS NEW INFORMATION BECOMES AVAILABLE
- MESSAGES ARE TRANSLATED INTO LOCAL LANGUAGES, IN SPEECH THAT IS ACCESSIBLE TO THE TARGET POPULATION.

BACKGROUND

As over 11 million individuals scramble for urgently needed humanitarian assistance, many are forced to leave their homes in search of food and water for themselves and their animals. A staggering 3,500 refugees are moving from Somalia into Kenya and Ethiopia on a daily basis. The drought in the Horn of Africa is fast developing beyond a mere nutritional emergency as different actors on the ground raise concerns regarding major protection issues. It is imperative, therefore, that protection-mandated agencies and actors do take necessary precautions to avoid further complication of the emergency and more suffering for the affected population.

This document contains key messages for parents, communities and children as well as protection actors on how to better protect children from harm and various kinds of violence. The information is grouped according to various child protection issues that have been identified as the most urgent at this point in the crisis, and according to the information currently available.

MAIN CHILD PROTECTION CONCERNS IN THE HORN OF AFRICA CRISIS

A rapid child protection assessment was carried out in Kenya in July 2011 in collaboration with the education sector. A preliminary review of the results of this assessment combined with other reports from countries affected by the drought reveal the following as the areas of primary child protection concern:

Separation from parents:

- Children left to relatives as parents move with livestock
- Children left at boarding schools as parents move in search of pasture and food
- Increased numbers of child-headed households (mostly in rural areas).

Increased cases of **human-wild animal conflict** as wild animals move closer to residential areas in search of food. Younger children are particularly susceptible to potential attacks from such animals.

Drastic **changes in school enrolment and attendance**:

- More centrally located schools are experiencing increased enrolment and are therefore over-stretched
- Rural and more remote schools are experiencing decreased enrolment, both because families can no longer
- afford it and because many families are forced to move in search of food and water for themselves and their animals
- Increase absenteeism and late arrivals
- Many day schools are boarding students beyond capacity since parents have left.

Child labour:

- Girls are left to take care of domestic duties while parents are away
- More children are working on construction sites, collecting scrap metals, etc. to help earn income.

Gender-based violence, including sexual violence, is reported to be happening in three different forms: randomly (displaced populations are in transit, or re-settle in insecure environments), opportunistically (transactional sex), and systematically (with the aim of perpetuating humiliation and shame).

HOW TO USE THE DOCUMENT

Please use this document only as a model. It includes messages that may or may not be necessary or appropriate to your context. The more context-specific the messages, the more effective your communication will be.

In addition to adaptation and translation, messages need to be tested before mass dissemination. Please contact communication specialists at the country or headquarters level if in-house communication capacity is deemed insufficient [*provide a contact for communication specialists at headquarters*]. Also **as more information becomes available on child protection issues, these messages should be revised** and, if necessary, expanded. The messages should

be **translated into all local languages**, using speech that is **accessible to the targeted population.** Technical language should be avoided as much as possible.

DISSEMINATION OF MESSAGES

Child protection messages can be disseminated through the media, via community activities and networks and, if appropriate, via written materials such as brochures or flyers. Some suggestions on dissemination venues and methods are included alongside recommended messages below. In selecting your medium, consider your audience: their sensitivities; their level of education and ability to read; communal, social and personal routines; cultural and religious norms; and other characteristics that may affect the way they produce or receive communication.

Examples of how messages to children and youth can be disseminated:

- At child-friendly spaces, adolescent-friendly spaces, temporary learning spaces and community/religious centres
- During delivery of health services (immunizations, etc.) and at water supply areas
- In comic form (perhaps as part of a booklet on health messages)
- Through educational games, skits or songs
- By integrating them into educational materials or lesson plans in schools or child-friendly spaces
- On banners and materials for information, education and communication (IEC)
- Through other creative ways that children come up with.

Examples of how messages to parents and other adults can be disseminated:

- Via local radio or newspapers
- Using megaphone/mosque announcements
- During distributions of ration cards, food, supplies, water
- During delivery of health services (such as immunizations)
- During parent-teacher meetings
- Through wallet-size cards with helpline and other vital numbers/information
- On television
- On banners and IEC materials
- On goods and physical objects such as jerry cans, school materials such as backpacks and protection kits (if distributed)
- At meetings of camp managers, community leaders or the entire community.

Examples of how messages to humanitarian workers, community workers and volunteers can be disseminated:

- Via intra- and inter-cluster coordination mechanisms and coordination with other sectoral cluster lead agencies
- SMS messages (text messaging) via the IOM (International Organization for Migration) humanitarian SMS service (if in place)
- Training and briefing sessions
- Wallet-size reference cards with key messages and helpline/other numbers.

MESSAGES TO PARENTS AND OTHER ADULTS CARING FOR CHILDREN

- Do your best to keep your family together, for example by ensuring your children know their names and where they are living, agreeing on a meeting point with your children in case you get separated, and not leaving your children alone for long periods of time and always in the care of a trusted adult.
- Notify humanitarian workers if your child gets lost or if you find a lost child. If you find a child who seems to be lost, do not assume that he or she *is* separated. Try taking the child around the nearest group of people to see if parents or carers claim him or her. Do not move a child until you are sure that he or she has genuinely been lost or abandoned.
- Beware of people offering to take care of your child or offering jobs (in exchange for food, shelter, medicine, money); such people may not always mean well and could hurt your children.
- Try to keep a hopeful and positive outlook. This will help your children have hope for the future. Recognize that this is a challenging time, but one that you can work to manage. You have tackled hardships at other times in your life.
- As a result of the crisis, your child may show signs of distress, including:
  - Difficulty sleeping, nightmares
  - Older children may behave like younger children, sometimes wetting their beds, clinging to their parents, crying frequent, sucking their thumb, or being afraid to be left alone
  - Some children may become unusually active or aggressive, while other children may become shy, quiet, withdrawn and sad.

These reactions are all NORMAL during disasters or difficult times. It is important to know that for most children these behaviours will disappear with time, as life returns to normal.

MESSAGES TO CHILDREN

- Know your name and where your family is if you are not together. Always inform your parents of where you are going if you leave your house.
- Beware of people offering to take care of you or offering jobs (in exchange for food, shelter, medicine, money); such people may not always mean well and could hurt you.
- If you lose your family, look for other parents and children you know, tell them that you have lost your family. If you do not know anybody, look for someone you think you can trust.
- Humanitarian aid is free –-no one has the right to touch you or demand favours from you in exchange for food or help.

MESSAGES TO ADOLESCENTS

- Beware of people offering to take care of you or offering jobs (in exchange for food, shelter, medicine, money); such people may not always mean well and could hurt you.
- If you lose your family, look for other parents and children you know, tell them that you have lost your family. If you do not know anybody, look for someone you think you can trust.

- Humanitarian aid is free – no one has the right to touch you or demand favours from you in exchange for food or help.
- You have the right to education and will be in a better position to support your family in the long run if you go to school. If you have to help your family now, try to do it in a way that it does not interfere with school.

MESSAGES TO COMMUNITIES

- Humanitarian aid is free! No one has the right to touch you or demand any sexual actions/favours from you. You have the right to complain and to report any exploitation or abuse by humanitarian workers.
- If you find a child who seems to be lost or abandoned, do not assume that he or she is separated. Take the child around the nearest group of people to see if parents or carers claim him or her. Do not move a child until you are sure that he or she has genuinely been lost or abandoned. Report lost children to a designated child protection officer or through a helpline
- By working together, everyone can cope better with this situation. Helping others and getting help from others is one of the best ways to cope with difficulties. Listen to others, provide them with comfort, and participate in regular social activities.
- Try to collectively support the most vulnerable, such as those living with disabilities, pregnant women, child-headed households, and those injured or sick.

MESSAGES TO NON-CHILD PROTECTION AID WORKERS

Child protection

- If you find a child who seems to be lost, do not assume that he or she *is* lost. Try taking the child around the nearest group of people to see if parents or carers claim him or her. Do not move a child until you are sure that he or she has genuinely been lost or abandoned. Ask the child his or her story; try to find out when and where he/she last saw family members. Contact the child protection sub-cluster coordinator [*provide name and contact details*].
- Children who have become separated from their parents in an emergency situation cannot be assumed to be orphans and are not available for adoption. As long as the fate of a child's parents and/or other close relatives cannot be verified, each separated child must be considered as still having relatives who are alive.
- If you become aware of any separated or abandoned children or other children requiring an urgent response, make a note of their whereabouts and alert the child protection sub-cluster coordinator and/or the local organization dealing with child protection [*give name and contact details*]. Do not remove the child from his/her current situation unless you have serious concerns about the child's well-being.
- Ensure and promote that families stay together, including during movements or evacuations, and avoid the removal of children from their families for any reason unless they need urgent medical attention. If populations are being moved, distribute identification badges for infants and younger children.
- Consider that children staying in temporary shelters with unrelated adults may be at risk; try to provide separate accommodation for girls and boys, women and men.

- When planning and constructing camps, ensure that safe spaces for children are provided.
- Youth are well-placed to provide assistance in disseminating key information, reaching out to their peers, and supporting efforts to initiate and maintain support facilities, including safe spaces.

General

- Schedule distributions in consultation with children and women as well as men and religious leaders in the community, since each group has different needs. Avoid distributions in places that are unsafe, such as concealed areas, or at times that are disruptive (during prayers, for example).
- Set up alternative distribution mechanisms for those with disabilities and/or medical conditions.
- Scale up school feeding programmes and other ways to encourage children to attend school on a daily basis.
- Ensure that those receiving aid have full access to information about what they can expect.
- The particular needs of women and adolescent girls in emergency situations must be respected. Their specific needs for privacy, hygiene and protection must be taken into account.
- Ensure that latrines, water points and other facilities are easily usable by children, including children with disabilities, well lit, in safe locations and do not in any way endanger girls or boys.
- Train staff and volunteers across all sectors of the response to the *Codes of Conduct and Prevention of Sexual Exploitation and Abuse*. Instigate a zero tolerance approach to anyone attempting to leverage favours of any kind in return for assistance.
- Set up a simple complaints mechanism for beneficiaries to report any exploitation or abuse by humanitarian workers from your organization and ensure their safety and right to confidentiality in the process.
- If you encounter protection problems or cases of women, men, boys or girls who are in need of protection intervention, contact the protection cluster coordinator [*insert name and contact details*].

MESSAGES TO CHILD PROTECTION ACTORS

- Registration of vulnerable children, women and families (including unaccompanied women and children and female-headed households) is crucial in order to ensure they have access to life-saving assistance (such as food, shelter and medical care).
- If you find a child who seems to be lost or abandoned, do not assume that he or she is separated. Try taking the child around the nearest group of people to see if parents or carers claim him or her. Do not move a child until you are sure that he or she has genuinely been lost or abandoned. Ask the child his/her story; try to find out when and where he/she last saw family members. Refer the child to the appropriate actors for care and family tracing.
- Children who have become separated from their parents in an emergency situation cannot be assumed to be orphans and are not available for adoption. As long as the fate of a child's parents and/or other relatives is not verified, separated children must be considered as still having close

relatives who are alive.

- Prioritize the processing of more vulnerable children (such as those with disabilities, infants and younger children, those clearly abandoned by their families, etc.) since they are more likely to fall through the cracks.
- Ensure and promote families staying together, including during movements or evacuations, and avoid the removal of children from their families for any reason unless they need urgent medical attention.
- Provide spaces for children to have safe play, access to non-formal education, and psychosocial support, etc. Encourage children to share their experiences, hopes and fears in creative ways (for example, through songs, drawings or drama). Ensure the participation of children with disabilities and/or injuries in such settings.
- Promote family and community-based care for children and discourage residential care options, such as orphanages, which can pull children out of families.

Terminology regarding mental health and psychosocial support

When communicating with non-specialists, use terminology that:

- Avoids words that also have clinical meaning (such as 'trauma')
- Is understandable to non-specialists
- Normalizes common reactions to difficult situations
- Reflects and reinforces the ability of people to deal with and overcome difficult situations
- Acknowledges and strengthens existing social support mechanisms within families and communities
- Reflects the collective and structural nature of causes and responses to distress.

In addition, take care to avoid terminology that could lead to disempowerment and stigmatization of people in distress.

Examples of recommended terms (can be used in place of terms to the right)	Examples of terms that are NOT recommended for use outside of clinical settings
Distress, anguish, tormented, overwhelmed Note: • In some situations, people use the word 'trauma' to refer to stress. • In many cases, we can simply refer to psychological and social problems/effects/difficulties and explain that there are moderate (normal) and severe (extreme) reactions.	Trauma
Terrifying, life-threatening, horrific events	Traumatic events
• Distressed children (children with normal reactions to the emergency) • Severely distressed children (children with extreme/severe reactions to the emergency)	Traumatized children
• Reactions to difficult situations • Signs of distress	Symptoms, psychological problems
Psychosocial well-being, mental health	
Structured activities	Therapy, psychotherapy

TOOL 06

Prevention of separation messages for parents and carers

If you must leave home in a hurry, here are a few simple things you can do to keep your family together.

Before you leave – Plan to keep your family together

- Teach all of your children or those you are caring for their **name**, the **address** of their home and both **parents'/carers' names**. To teach the youngest ones, try a rhyme or song.
- Agree with all family members on a **meeting point** in the event of separation or if they cannot return home; it may help to have an agreed second meeting place, in case the first meeting point is not safe.
- Prepare an **identity tag** for your youngest children with their name, your full name, phone number and the address to which you will be returning; you can also write the phone numbers of three to five trusted people who live in different locations and may be able to care for the child or know your whereabouts. The tag can be a label attached to their clothes or a necklace small enough so it cannot be taken off over a child's head. Place it inside a case or small plastic bag to protect it from water and wear. If you do not have time to prepare a tag, you can write the information on the inside of the child's clothing during your journey.
- **Plan ways to keep your family together in a crowd** (such as call-and-response songs involving each family member) and bring a rope or cloth in case you need to secure your child to you to prevent separation.
- If your child lives in a residential institution, such as an orphanage, hospital or boarding school, **bring your child home before leaving**. If this is not possible, plan with the residential centre and the child for how to maintain contact in the event of separation.
- When you leave, **go together as a family**. Do not send your children ahead.
- Tell your children – even the older ones – that if they are separated from you, to immediately **ask child protection or other humanitarian aid workers to get help** and registration for family tracing; showing them organizations' logos may help them remember where to turn for help.

During your journey – Keep your family together

- Do not let children stray from your side; make sure your children stay **close to you**.
- **Hold children's hands**. Use a rope to connect them to you and each other if the crowd is dense.
- Carry the **smallest children** in a carrying pack to leave your hands free, especially if you have other young children who need to hold your hand.
- Remind **older children** to hold hands with their younger siblings and to keep an eye on them.
- Do not give young children heavy loads to carry that might slow them down.
- **Beware of unknown people** offering to take care of your child ahead or offering jobs (in exchange for food, shelter, medicine, money); such people may not always mean well and could hurt your children.
- If you find a child alone, unless there is imminent danger, never move a baby or very young child from the location where you found him/her without first immediately asking whether anyone knows the child or his/her family. If possible, identify where the child comes from (including specific information such as village name, province, area or region of the home country, and ethnic connections). Do not remove objects or clothing found with the child and **immediately contact humanitarian organizations** [*provide phone number or focal point location*] to help trace the child's family.

What to do if you lose a child

- **Tell a child protection focal point (community leader/camp manager) or a humanitarian worker** that you have lost your child. That person should be able to record information about your child to help find him/her, link you to appropriate support, and advise you on next steps.
- If the child has just been lost, **stay where you are** to maximize the chance that your child will find you if he/she returns.
- If it is clear the child is not nearby during mass movement and it is safe/possible, try to **reach your family's agreed meeting point**. Your child may be ahead of you or share information about the meeting point with child protection workers, who will try to find you through family tracing.

(Adapted from de la Soudière, Marie, Jan Williamson and Jacqueline Botte, *The Lost Ones: Emergency care and family tracing for separated children from birth to five years. A working paper*, UNICEF, 2007, p. 6, and communication from a humanitarian protection adviser, World Vision International)

TOOL 07

Prevention of separation messages for children

If you must leave home in a hurry, here are a few simple things you can do to keep your family together.

Before you leave – Plan to keep your family together

- Teach all of your children or those you are caring for their **name**, the **address** of their home and both **parents'/carers' names**. To teach the youngest ones, try a rhyme or song.
- Agree with all family members on a **meeting point** in the event of separation or if they cannot return home; it may help to have an agreed second meeting place, in case the first meeting point is not safe.
- Prepare an **identity tag** for your youngest children with their name, your full name, phone number and the address to which you will be returning; you can also write the phone numbers of three to five trusted people who live in different locations and may be able to care for the child or know your whereabouts. The tag can be a label attached to their clothes or a necklace small enough so it cannot be taken off over a child's head. Place it inside a case or small plastic bag to protect it from water and wear. If you do not have time to prepare a tag, you can write the information on the inside of the child's clothing during your journey.
- **Plan ways to keep your family together in a crowd** (such as call-and-response songs involving each family member) and bring a rope or cloth in case you need to secure your child to you to prevent separation.
- If your child lives in a residential institution, such as an orphanage, hospital or boarding school, **bring your child home before leaving**. If this is not possible, plan with the residential centre and the child for how to maintain contact in the event of separation.
- When you leave, **go together as a family**. Do not send your children ahead.
- Tell your children – even the older ones – that if they are separated from you, to immediately **ask child protection or other humanitarian aid workers to get help** and registration for family tracing; showing them organizations' logos may help them remember where to turn for help.

During your journey – Stay with your family or trusted adults

- **Remember** your name, the names of your parents/carers, grandparents, aunts and uncles, where your home is and where your family is from. If possible, remember or write down their phone numbers.
- **Make a plan** with your parents/carers for where to meet if you are separated.
- If you leave home, always **tell** your parents/carers where you are going.
- When travelling, do your best to **stay together** with your family, someone you know very well and trust and, if possible, with your sister(s) and/or brother(s). This might mean holding hands, a rope or carrying a younger sibling.
- If someone offers you a ride on transport, **only get on with other family members** or an adult you know and trust.
- **Beware of unknown people** offering to take care of you or offering jobs (in exchange for food, shelter, medicine, money); such people may not always mean well and could hurt you.

What to do if you get lost

- **Help is available – Find humanitarian aid organizations and tell them you are lost**. This help is free – no one has the right to touch you or ask favours from you in exchange for help.
- If you lose your family, **stay with your siblings** (if you are lost together), look for other parents and children you know, and tell them you have lost your family. If you do not know anybody, look for a humanitarian worker or someone you think you can trust; this might be a religious leader, a village leader, teacher or shop keeper. He/she should be able to follow up with appropriate people who can help you.
- If you just lost your family, try to **stay near the area where you became lost**, if safe and possible. If you move with other people, tell the authorities/camp managers where you have gone.
- If you and your parents agreed on **meeting locations**, please tell only the person you trust and the child protection workers or camp manager, who will help you get there.
- Try to **keep** the clothes, jewellery, blankets or anything else that your family saw you with the last time you were together; these might help you and your family find each other again.

(Adapted from communication with a humanitarian protection adviser, World Vision International)

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

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

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

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TOOL 09

Sample laminated card for cross-sector partners

What to do if you come across an unaccompanied or separated child

Be alert: You can help keep families together

1. Who is an unaccompanied or separated child?

Unaccompanied children are children who have been separated from both parents and other relatives and are not being cared for by an adult who, by law or custom, is responsible for doing so. Separated children are those separated from both parents or from their previous legal or customary primary caregiver, but not necessarily from other relatives. These may include children accompanied by other adult family members.

2. Who is responsible for unaccompanied and separated children (UASC)?

[*Insert name/contact details of organization(s) and specific contact for UASC child protection*]

3. If you come across or are told about an apparent unaccompanied or separated child:

- Do not assume the child is lost – Verify that the child is unaccompanied or separated. If the child is alone, the parent/caregiver may be close by, so first ask people nearby if someone knows the child.
- Keep the child where he/she is, unless the child is at risk.
- Assess the situation for immediate risks (environmental, abuse, exploitation) and take action to address risks, where necessary.
- Link the child to an appropriate focal point, such as a camp manager or community leader. [*Adjust as appropriate to the context*].

- Record basic bio-data on the child to give to the child protection agency for family tracing: Name, age, sex, current location, home location and name/relationship with current caregiver (if any). If a child is unable to provide information, you should do the following:
  - If the child is with a group of people, ask whether anyone has information about the child and record any details that may help with tracing, including where he/she was found, with whom, and where the group travelled from. If the child is in the care of extended family or community members, advise them where to take the child for documentation for tracing.
  - If the child is alone, ask if those nearby know the child and, unless there is imminent danger, remain at that location for a while, in case someone is looking for the child.
  - Do *not* remove the child unless there are serious protection concerns.
- Call the child protection agency in charge of UASC [contact details listed under point 2], share the child's bio-data and location with them, and organize next steps.
- Inform the child of what will happen next.
- Support the child protection focal point to address the child's immediate needs by linking to services. However, ensure that the child's clothes and belongings are kept with her/him; these might help in the process of tracing the child's family.

4. Do not:

- Remove the child from the location or care situation, unless he/she is at immediate risk.
- Promise the child that you will find his/her parents or caregiver.
- Leave the child on his/her own without an appropriate focal point.
- Share information about the child with anyone else aside from the responsible child protection organization or focal point.

TOOL 10

Family tracing and reunification kit supply list, IAWG UASC

INTER-AGENCY WORKING GROUP ON UNACCOMPANIED AND SEPARATED CHILDREN (IAWG-UASC) Pre-positioned and self-contained standard Family Tracing and Reunification Kits *1 kit to service a team of 10 people (1 per hub)		
Item	**Quantity**	**Description/type**
Notebooks	20	
Pens	40	
Standard paper	2 x ream	
Pencils (for drawing)	2 x boxes	
Plastic folders	10	
Carbon copies	1 x ream	
Backpacks	10	
Badge name tags	10	
Dry-erase board material	1 x 2m rollable	
Dry-erase markers	2 x boxes	
Digital cameras. For digital cameras:	3	
Non-rechargeable batteries	6	
Rechargeable batteries	3	
Memory card	1	
Memory stick (password protected)	1	
Megaphones	3	
Trunk (metal)	1	
Identification bracelets	box of 500	
Multi-converter plugs	3	
Resources on family tracing and reunification		
CD of key guidelines, tools and training materials related to unaccompanied and separated children	1	

INTER-AGENCY WORKING GROUP ON UNACCOMPANIED AND SEPARATED CHILDREN (IAWG-UASC) Pre-positioned and self-contained standard Family Tracing and Reunification Kits *1 kit to service a team of 10 people (1 per hub)		
Inter-agency Guiding Principles on Unaccompanied and Separated Children	2 x French, 2 x English	Hard copy
Inter-agency suite of standard registration forms for unaccompanied and separated children and other vulnerable children; generic child protection; and family tracing and reunification. Long and short forms.	2	Hard copy
Fact sheet on Inter-agency Child Protection Information Management System	2	Hard copy
Alternative Care in Emergencies Toolkit	2	Hard copy

TOOL 11

Sample terms of reference for a UASC technical working group

Terms of Reference for the Inter-Agency Child Protection Case Management & Information Management System Steering Committee

A. BACKGROUND INFORMATION

Guinea, Liberia and Sierra Leone are facing the largest Ebola viral disease (EVD) outbreak ever recorded. The cumulative number of confirmed cases stands at 13,676 across the three countries, with an estimated 2,100 child deaths. Additionally, an estimate 7,500 children have lost at least one parent and now face stigma and discrimination from some of their relatives and neighbours.

Life can be traumatic for children living in EVD-affected countries. Death and grieving surround them. They watch medical personnel in masks and protective gear take away bodies and spray liquids around the homes of the lost. They are missing school, which has been closed because of the outbreak. Children are even discouraged from playing with other children and often confined to their homes. No aspect of a child's life is untouched by this outbreak, and children do not know how to respond. While public health professionals are working to stop the outbreak, the extreme circumstances in the affected countries also require critical child protection services to ensure children are protected from

harm. The Government of Sierra Leone, through the Ministry of Social Welfare, Gender and Children's Affairs (MSWGCA) and in partnership with UNICEF, is scaling up efforts to build and strengthen the resilience and adaptive capacities of EVD survivors and the affected population, especially children, to better cope with the impact of risks and hazards of the crisis. It is doing so in collaboration with its partners in the child protection, psychosocial with gender pillar and with local communities.

Given the scale of the EVD response required, the MSWGCA in partnership with UNICEF, as co-pillar leads, are working with other child protection agencies. Their aim is to strengthen child protection coordination structures and ensure that appropriate alternative care arrangements, including kinship and foster care, are made available to unaccompanied and separated children, while also conducting family tracing to reunite these children with their families.

As part of this effort, 13 Observational Interim Care Centres (OICC) have been opened in 12 districts to provide care for a 21-day quarantine period for children who have been in contact with the virus and are without parental care. Plans are urgently under way to open another four OICCs through the MSWGCA and partners. Standard operating procedures (SOPs) have been developed under the leadership of the MSWGCA and Ministry of Health, and have been approved by the National Ebola Response Centre for operationalization. The OICC will be mainly staffed by survivor health staff and workers.

The cumulative number of children documented by UNICEF through the Family Tracing and Reunification network is 15,258 (7,594 boys and 7,664 girls), of which 7,968 (3,985 boys/3,983 girls) have lost one or both parents and 552 (253 boys/299 girls) are unaccompanied. These cumulative numbers are registered in a database led by the MSWGCA, but upon registration, tracing and ongoing follow-up is problematic given the high volume and centralized management of the database.

In order to provide an accurate and shared evidence base for child protection response, the MSWGCA and its partners are currently taking immediate measures to secure a common dataset on persons who are infected or have been in contact with the virus, disaggregated by district, gender, age and admin level 3, to inform the response in all districts and guide policy initiatives and programming response.

It is important to note that the global Child Protection Information Management System (CPIMS) database has been customized as a web-based application site and can interface with external database and information systems. This means that data can be moved electronically into the centralized data repository on a regular and timely basis. The multi-user software possesses six important design features: availability, manageability, reliability, scalability and is secure and user-friendly. However, the incumbent Steering Committee and the child protection inter-agency working group will evaluate these six qualities highlighted during the course of this assignment.

The MSWGCA and UNICEF's contribution to improving data management within the overall EVD response also includes the establishment of a common activity set among partners in the affected countries; a corresponding common indicator set; ongoing tracking of the needs and the response; and timely analysis and sharing of incoming data on child protection with partners, including government.

The completion of this assignment will facilitate the establishment of an effective CPIMS with databases set up in the MSWGCA and all child protection agencies working in the EVD epidemic response. The effective functioning of the national CPIMS to be developed will support case management, including tracking the situation of children within the continuum of care, identifying child protection concerns and the well-being of children that are in need of care and protection, as well as those placed in community-based alternative care arrangements.

B. CONTEXT OF AN INTER-AGENCY CHILD PROTECTION CASE MANAGEMENT & INFORMATION MANAGEMENT SYSTEM (IA CP CM & IMS)

There is growing demand for evidence-based programming, and national institutions and child protection humanitarian agencies, including donors, are facing increasing demand by the general public, donors and communities themselves to demonstrate attributable results from humanitarian action in response to the EVD epidemic.

The MSWGCA has statutory responsibility to monitor and report on child protection and child well-being programmes. It also has responsibility to ensure the availability of child-focused data and provide continuous and regular data for other government institutions, decision-makers and programme implementing partners that reflect performance in the child protection sector; such data can also be used to provide evidence of the achievements of the EVD epidemic programme response. Monitoring and reporting are needed to make informed decisions about programme implementation, to demonstrate that resources are being used effectively and efficiently, and to make conclusions regarding the extent to which EVD epidemic programmes can be judged a success or failure.

The database system is intended for monitoring and reporting on child well-being and protection. It will be used for organizing, storing and presenting data in a uniform way to facilitate data sharing at all levels – national, district, chiefdom, ward levels across government departments, child protection NGO partners, and donors. The system to be developed will support both standard indicators and user-defined indicators and will be compliant with international statistical standards to support open access and widespread data exchange. The system will operate both as a desktop application as well as on the web, so it can be accessed from anywhere.

The system provides an ideal tool for evidence-based planning, results-focused monitoring, and advocacy purposes. In sum, the MSWGCA, UNICEF, and other

child protection partners aim to help track and report on the progress of Sierra Leone's children towards realizing their rights to access humanitarian assistance and beyond.

Generally, the anticipated IA CP IMS focal functions are as follows: collect, store, process, and disseminate data related to child protection in emergencies, providing timely, relevant information to stakeholders using functional and user-friendly interfaces. In its normal operations, the CPIMS employs both manual and ICT functions. The establishment of the IA CP IMS also promotes an institutional culture that utilizes objective information for policy formulation and implementation and seeks to sustain the policy process through accurate, reliable and timely statistical information.

C. TECHNICAL VISION AND APPROACH

- To establish and strengthen the implementation of an IA CP IMS as part of a wider effort to collect, analyse and disseminate information on child protection and well-being to ensure long-term sustainability and usage of the database system.
- To strengthen the technical capacity of the MSWGCA and child protection agencies at all levels to adapt IA CP IMS to their national monitoring strategies and thereby effectively use CP IMS technology to monitor progress in child protection in emergencies and social welfare interventions.
- To provide access to timely and relevant information that is necessary for solutions.
- To help close data gaps and improve data quality.

D. COORDINATION

In order to build consensus among partners on the parameters of the CP CM & IMS and establish effective mechanisms on the coordination of care and support to all vulnerable children that are affected by the EVD epidemic, a partners meeting will be organized by the MSWGCA in coordination with the national child protection working group. The working group comprises the following organizations: UNICEF, Save the Children, International Rescue Committee, FHM, World Vision, CARITAS, XXX, and other government ministries – Ministry of Health, Ministry of Education, and XXX to:

- Share the child protection, gender and psychosocial pillar EVD epidemic results framework, district plans and strategy
- Identify and share common understanding, approaches, challenges and promising practices in planning, developing and managing an IA CP CM & IMS and coordination of care and support to survivors of the EVD epidemic and other populations impacted by the current emergency
- Stimulate effective coordination mechanisms among stakeholders to develop strategies and take actions that will strengthen EVD programme implementation at all levels to support the establishment of the IA CP IMS and effective coordination of humanitarian action
- To establish an IA CP CM and IMS Steering Committee at the national level that will provide technical oversight and guide the planning, establishment and management of the IA CP CM & IMS.

- Build consensus and agree on the parameters of the IA CP CM & IMS and coordination of care.

The MSWGCA will continue to provide the required leadership, overall coordination and commitment to work with all relevant stakeholders, leverage resources and continually assess the status of the development of the IA CP IMS and share this information with all concerned. Therefore, the MSWGCA will serve as a chair and secretariat of the IA CP CM & IMS Steering Committee, and UNICEF will serve as co-chair.

E. TASKS OF THE NATIONAL CP CM & IMS STEERING COMMITTEE

An efficient working group comprising technical experts from relevant ministries and non-governmental organizations, including child protection agencies and donors, is organized to lead the development, management and sustainability of the IA CP CM & IMS.

I. Overarching objective of the IA CP CM & IMS Steering Committee

The development and maintenance of an IA CP CM & IMS is a significant undertaking and will require the technical and financial input of many different actors with experience and expertise. The Steering Committee will be an important part of this effort. The primary objective of the Steering Committee is to support the ongoing efforts of the MSWGCA to provide technical input in the course of planning, designing, implementing and managing child protection cases of all children identified or referred to the social welfare system. The Steering Committee will hold regular meetings to plan, discuss and track progress made so far and to identify and contribute to the management of risks associated with the development and long-term maintenance of the IA CP CM & IMS.

II. Specific tasks of the Steering Committee

1. Provide technical input into the development of IA CP CM & IMS strategic documents.
2. Provide technical support regarding issues related to planning, developing and managing the IA CP CM & IMS.
3. Provide inputs to the development of a well-prioritized and realistic action plan to monitor and report sector indicators and activities.
4. Develop a case management process, including SOPs and data protocols.
5. Provide input for the development of relevant indicators so that the IA CP CM & IMS database has timely, valid, integrated, precise, reliable and consistent information.
6. Provide input into the data management processes with an emphasis on the source, collection, collation, analysis, reporting and utilization of data. This will contribute to the achievement of the expected outcome and results indicators, including their relevance, efficiency, effectiveness, coverage, and coherence with EVD humanitarian action.
7. Identify, quantify and contribute to the efforts of the MSWGCA to control risk to ensure that the product developed is used for its intended purpose.

8. Provide technical input into the development of data-quality assessment tools, the definition of a harmonized data-flow system, development of user-friendly data collection tools, and a data-entry system.
9. Provide insight and suggestions to identified consultants/consulting firms hired for specific activities related to conducting a situation analysis of data systems and data use, aggregation of core indicators that will be used to collect data/information from relevant stakeholders, development of the data management system, taking into account the use of appropriate software and hardware and verify quality of their outputs; provide capacity development.
10. Provide input regarding the content of training to relevant stakeholders in the use, maintenance and administration of the IA CP CM & IMS at both national and district levels.
11. Provide input into draft documents delivered by the staff that are working on the development of the system.

III. Deliverables of the Steering Committee

- A clear strategy and roadmap with a definite time frame for the establishment of the IA CP CM & IMS
- Relevant indicators identified and data flow system developed
- Regular coordination meetings held at the national level and with district structures
- Case management process, SOPs and data protocols developed
- Contribute to technical feasibility and risk mitigation in the planning, development and management of the system
- Follow up on the efficient integration of child-related issues and data residing with other stakeholders and partners.

F. STEERING COMMITTEE COMPOSITION, MEMBERSHIP REQUIREMENTS AND STRUCTURE

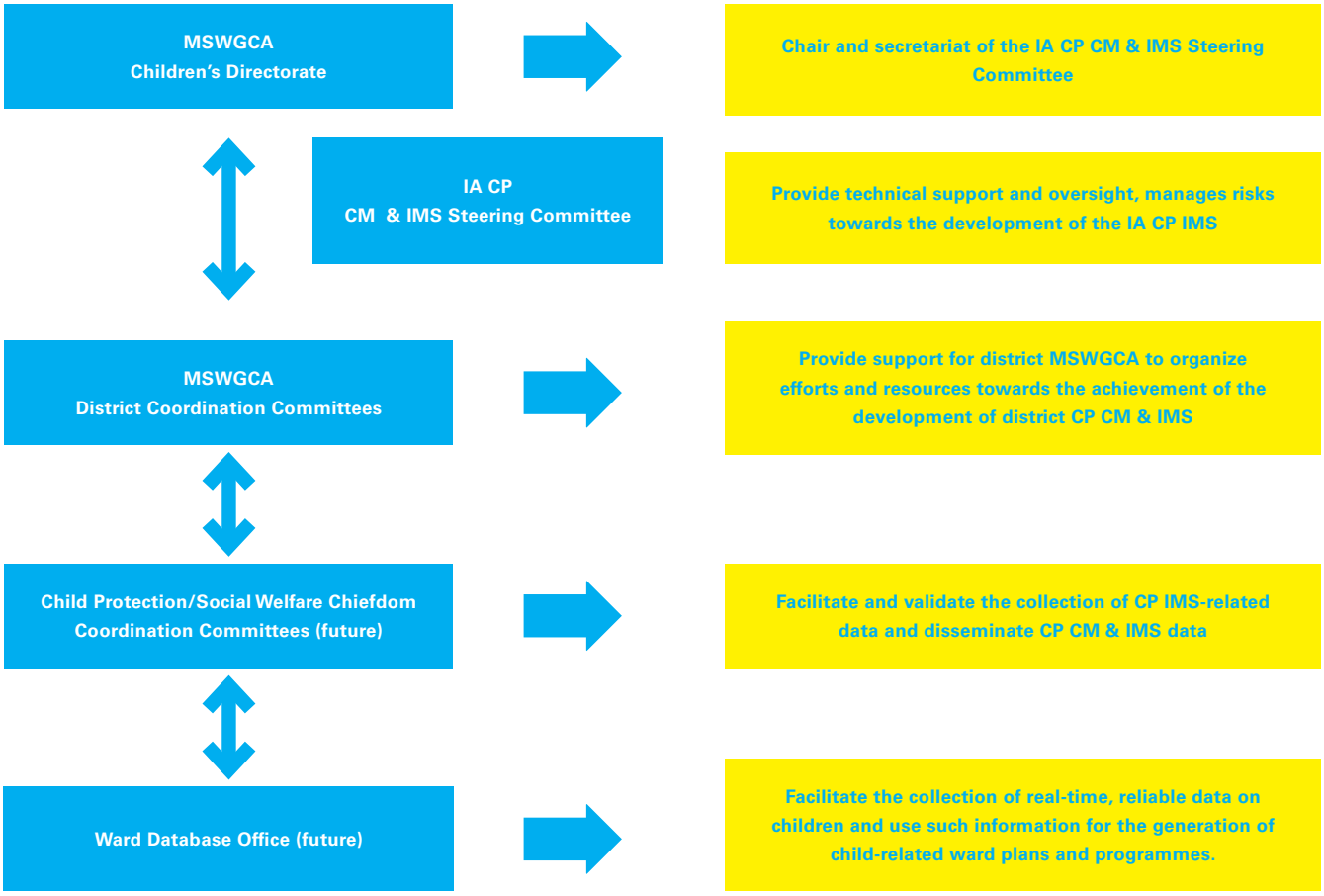
Key government ministries and agencies, UN agencies, donors and NGOs working in the child protection sector can be represented by a person or two (as appropriate) in the Steering Committee. The experts representing these entities should be closely involved in monitoring and evaluation (M&E) of endeavours to promote the well-being of children and/or technically adept in child-related data management systems. While the MSWGCA will chair the Steering Committee, other member organizations will be assigned specific tasks, as appropriate.

Composition of the Steering Committee

The Steering Committee will be composed of different line ministries, donors and partners based on their experience in planning, developing and managing relevant management information systems and databases. The composition of the Steering Committee is MSWGCA.

The representatives of the above-mentioned stakeholders should come from different disciplines and include, for example, a M&E specialist, information technology specialist, and programme specialist.

Structure of the national CP CM & IMS Steering Committee at the national level and its interaction with district coordination structures



Accountability of the national CP CM & IMS Steering Committee

The MSWGCA has overall responsibility and accountability based on its mandate to ensure that the IA CP CM & IMS is developed and sustained in coordination with all relevant government ministries, and other child protection partners. It will provide the required oversight throughout this process.

The IA CP CM & IMS Steering Committee is accountable to the MSWGCA's Children's Directorate, and will coordinate work in the planning, development and management of the IA CP CM & IMS. The District Coordination Committees are also accountable to their respective MSWGCA structures. Regarding technical support and coordination, the national effort for the IA CP CM & IMS will be coordinated by MSWGCA with support from UNICEF and other child protection agencies and donors. This includes technical capacity building of other partners, while district structures will receive support from the Child Protection Working Group.

Linkages between the IA CP CM & IMS Steering Committee and the District CP CM & IMS Coordination Committees:

- MSWGCA, in collaboration with its partners, will establish District CP CM & IMS Coordination Committees in all 14 districts.
- The District Coordination Committee is accountable and reports to the IA CP CM & IMS Steering Committee national/MSWGCA Children's Directorate.
- The District Social Welfare, Gender and Children's Affairs (DSWGCA) office will lead the district coordination structure office.
- Members will include relevant stakeholders, similar to the national level
- The District Coordination Committee will follow up and support the establishment of IA CP CM & IMS at district and lower levels, ensuring linkages with the national CP IMS and sustainability.
- Joint IA CP CM & IMS Steering Committee and District Coordination Committee meetings
- will be held on bi-monthly basis.
- District Coordination Committee chairperson/DSWGCA representative will share progress reports at the bi-monthly meetings.

Chairpersonship and the responsibility of the chair

The Director of Social Services of the MSWGCA will chair the Steering Committee at the national level, while the District Social Services Officer of the DSWGCA will act as chair at the district level at the same time serving as secretariat to coordinate the implementation of tasks to be identified. The responsibilities of the chair include:

- Sets the agenda for each meeting
- Ensures the agenda and supporting materials are delivered to members in advance of meetings
- Encourages broad participation from members
- Ferrets out and shares information relating to the planning and development of the IA CP CM & IMS.

G. MEETINGS AND LOCATION

- The IA CP CM & IMS Steering Committee shall meet on a monthly basis with extraordinary meetings held when necessary and called by the chair.
- The Steering Committee will meet at the MSWGCA conference room and adequate provisions are made to ensure that member of the committee are accommodated.
- The agenda for the upcoming meeting, minutes of the previous meeting and any other documents/information to be considered at the meeting shall be sent to members three to five business days in advance of the next Steering Committee meeting.

Meetings will be held on the second Friday of each month at 10:00 a.m.

TOOL 12

IOM/UNICEF guidelines on assistance and protection to children affected by humanitarian crises

International Organization for Migration-UNICEF

Guidelines on Assistance and Protection to Children Affected by Humanitarian Crises,

Focus on Unaccompanied and Separated Children

IOM and UNICEF Regional Offices for West and Central Africa

I. BACKGROUND

1. Recognizing successful collaboration between the International Organization for Migration (IOM) and UNICEF in countries affected by crises in the region (West and Central Africa[1]), and the value added that this cooperation has had on CPiE (Child Protection in Emergencies) programming, in particular for unaccompanied and separated children (UASC), IOM and UNICEF joint and coordinated efforts increase chances that durable solutions for children affected by humanitarian crises correspond to their best interests.
2. Established in 1951, IOM is the leading inter-governmental organization in the field of migration. IOM works to help ensure the orderly and humane management of migration, to promote international cooperation on migration issues, to assist in the search for practical solutions to migration problems and to provide humanitarian assistance to migrants in need, including refugees and those internally displaced. UNICEF's mandate, based on the 1989 Convention on the Rights of the Child, encompasses the protection of children from all forms of violence, abuse and exploitation, including in emergencies, and in refugee contexts. Consequently, IOM and

[1] The IOM West and Central Africa Regional Office covers 23 countries, whereas the UNICEF West and Central Africa Regional Office covers 24. The additional country is the Democratic Republic of the Congo, which the regional IOM office does not cover.

UNICEF have complementary mandates for protecting migrant/mobile and displaced children.

3. Migrant and mobile children are among the most vulnerable in emergencies, and therefore they are at higher risk of exploitation, abuse and mistreatment, whether in a camp or displacement setting or while on their journeys, or at departure and at transit points (camp and camp-like settings, transit centres, etc.). Unaccompanied and separated children[2] comprise a large portion of children affected by conflict and natural disasters and are part of the mixed flows IOM and UNICEF are assisting in the framework of past and ongoing crises in the region. Most specifically, UASC may be subjected to discrimination or engagement in the worst forms of child labour, sexual exploitation, detention and hazards brought about by mobility, etc.
4. These proposed joint guidelines for West and Central Africa make reference to the global Memorandum of Understanding signed in 2006 between UNICEF and IOM, and aim at reinforcing the "specific programmatic goals and areas of collaboration" concerning child protection (3.a) among parties in the region.
5. These proposed joint guidelines should serve as the identified areas of cooperation between the two agencies and guide the country offices ahead of programmatic interventions. They could serve as a basis for field-level cooperation and could be complemented and contextualized with specific standard operating procedures (SOPs could be developed at the country as well as the subregional level) and/or Letter of Agreement/Letter of Understanding with a joint UNICEF-IOM annual work plan covering actions in-country.

II. DEFINITIONS[3]

- A **separated child** is a child who is separated from both parents or from his/her previous legal or customary primary caregiver, but not necessarily from other relatives. Separated children may therefore include children accompanied by other adult family members.
- An **unaccompanied child** (also called unaccompanied minor) is a child who has been separated from both parents and other relatives and is not being cared for by an adult who, by law or custom, is responsible for doing so.
- **Identification** is the process of establishing which children have been separated from their families or other caregivers, and where they may be found.
- **Registration** is the compilation of key personal data: full name, date and place of birth, father's and mother's name, former address and present location. This information is collected for the purpose of establishing the identity of the child, for protection and to facilitate tracing.
- **Documentation** is the process of recording further information in order to

[2] These guidelines focus on vulnerabilities affecting UASC and aim to give direction to specific programming for UASC, which reflects the dimension around which cooperation of both agencies is most prevalent at the moment. This should not imply that other dimensions of child protection programming are not prevalent.

[3] All the definitions in this section are taken from the *Inter-agency Guiding Principles on Unaccompanied and Separated Children* (ICRC et al., 2004).

meet the specific needs of the child, including tracing, and to make plans for his or her future. This is a continuation of the registration process and not a separate undertaking.

- **Tracing**, in the case of children, is the process of searching for family members or primary legal or customary caregivers. The term also refers to the search for children whose parents are looking for them. The objective of tracing is reunification with parents or other close relatives.
- **Verification** is the process of establishing the validity of relationships and confirming the willingness of the child and the family member to be reunited.
- **Reunification** is the process of bringing together the child and family or previous care-provider for the purpose of establishing or re-establishing long-term care.
- **Interim care**: In emergencies, interim care must be provided for children separated from their families until they are reunited, placed with foster parents or other long-term arrangements for care are made. This may include fostering, other forms of community-based care or institutional care.
- **Fostering** refers to situations where children are cared for in a household outside their family. Fostering is usually understood to be a temporary arrangement and, in most cases, the birth parents retain their parental rights and responsibilities. The term fostering is used to cover a variety of arrangements as follows:
  - **Spontaneous fostering**, where a family takes in a child without any prior arrangement – this is a frequent occurrence during emergencies and may involve families from a different community in the case of refugee children
  - **Arranged fostering**, where a child is taken into the care of a family as part of an arrangement made by a third party, usually an agency involved in social welfare such as a government department, a religious organization, or a national or international non-governmental organization (NGO) – this arrangement may or may not be covered by formal legislation.

III. KEY GUIDING PRINCIPLES

Best interests of the child

The best interests of the child constitute the basic standard for guiding decisions and actions taken to help children, whether by national or international organizations, courts of law, administrative authorities or legislative bodies. *The Inter-agency Guiding Principles on Unaccompanied and Separated Children* should be taken into account when determining the best interests of the child in a given situation.

The principle of family unity

All children have a right to a family, and families have a right to care for their children. UASCs must be provided with services aimed at reuniting them with their parents or primary legal or customary caregivers as quickly as possible. If large numbers of children are separated from their parents or other relatives

in an emergency, priority should be given to the most vulnerable, weather separated or unaccompanied, taking into account that the latter are likely to be more vulnerable.

Child participation

Programmes should actively engage children in the prevention of and response to family separation. In determining the measures to be adopted with regard to UASCs, the child's views and wishes should be elicited and taken into account. All boys and girls should be supported to express their views, and these views should be respected and given due weight in relation to the child's age and maturity. Children must be kept informed about plans being made for them and, as far as possible, involved in decision-making about placement, care, tracing and reunification. To allow for a well-informed expression of such views and wishes, it is imperative that such children are provided with all relevant information concerning, for example, their entitlements, services available, including means of communication, the asylum process, family tracing and information on the situation in their place of origin. In guardianship, care and accommodation arrangements, and legal representation, children's views should also be taken into account. Such information must be provided in a manner that is appropriate to the maturity and level of understanding of each child. As participation is dependent on reliable communication, where necessary, interpreters should be made available at all stages of the procedure.

Non-discrimination

The principle of non-discrimination, in all its facets, applies in respect to all dealings with separated and unaccompanied children. In particular, it prohibits any discrimination on the basis of the status of a child as being a refugee, asylum-seeker, internally displaced person (IDP) or migrant.

Confidentiality

All people involving in the IDTR (identification, documentation, tracing and reunification) process must protect the confidentiality of information received in relation to an unaccompanied or separated child. Confidentiality of personal data must be respected and applied to all the stages of data collection and data processing, and should be guaranteed in writing. All IOM and UNICEF staff and individuals representing third parties who are authorized to access and process personal data are bound to confidentiality. This obligation applies in all settings, including health and social welfare. Care must be taken that information sought and legitimately shared for one purpose is not inappropriately used for that of another.

IV. GENERAL OBJECTIVES

6. To suggest sector-specific areas of cooperation between IOM and UNICEF country offices in favour of UASC affected by humanitarian crisis (migrants and those internally displaced). The areas mentioned in these guidelines are not exhaustive and can be updated regularly as needed. These suggested areas could then be reflected in the agencies' strategies, planning documents, programming and response plans at the country level. The

nature of engagement will be context-specific and based on discussions between IOM and UNICEF at the country level.

7. To promote a spirit of complementarity, facilitate collaboration, coordination and synergies among the clusters and agencies working together and to effectively respond to emergencies and ultimately maximize impact for children affected by humanitarian crises, including unaccompanied and separated children, including both migrants and IDPs.
8. To ensure respect for international standards, specifically the *Minimum Standards for Child Protection in Humanitarian Settings* (2012) and *Inter-Agency Guiding Principles on Unaccompanied and Separated Children* (2004) as well as reinforce roles and responsibilities while ensuring accountability to children.

V. Areas of cooperation and suggested roles and responsibilities

a. **Joint assessment**
b. **Child protection data collection and data sharing**
c. **Pre-identification/rapid registration of UASC for the IDTR process**
d. **Transfer and/or transport of UASC**
e. **Temporary care arrangements**
f. **Psychosocial support**
g. **Prevention of family separation and awareness-raising**
h. **Coordination processes**
i. **Advocacy and fundraising.**

a. Joint assessment IOM-UNICEF

IOM could make available or propose to conduct assessment (through the Displacement Tracking Matrix, if activated[4]) and research on child mobility in order to support UNICEF and its implementing partners to better define the magnitude of needs and response for children.

IOM, UNICEF and its partners could jointly conduct comprehensive field assessments or include analysis of the situation for migrant and internally displaced children into ongoing or planned evaluation and/or assessment missions.

b. Child protection data collection and data sharing

Internally displaced persons

When IOM is in charge of data collection operations for internally displaced persons (if Displacement Tracking Matrix is activated, for instance), specific child-focused variables (specific age groups, questions linked to separation or alternative care history, etc.) could be included in data collection tools, in consultation with UNICEF and the child protection sub-cluster. When data collected indicate that children are at risk of separation or separated, they will be referred to UNICEF and child protection partners.

[4] The Displacement Tracking Matrix is a system composed of a variety of tools and processes designed and developed to track and monitor population displacement during crises.

IOM and UNICEF could agree on a specific Displacement Tracking Matrix reporting template dedicated to child-focused variables. These tools could assist both agencies as well as other key protection actors to target the response, provide referrals of ambiguous[5] and critical cases, and improve planning as well as monitoring needs and build prevention activities.
Specific agreements on personal data sharing could be developed between IOM and UNICEF and include respect for confidentiality and other data protection principles.

Migrant children
When IOM is in charge of registration of migrants, or returnees at camps, departure, transit or arrival points, specific child-focused variables could be included into the registration operations, management and coordination, and referral systems. These variables could be agreed upon with UNICEF and range from specific age brackets to specific questions on separation history. Ad hoc variables could be added depending on the humanitarian context and needs.
IOM and UNICEF could agree on a specific reporting template dedicated to child-focused variables. These tools could assist both agencies as well as other key protection actors to target the response, provide referrals of ambiguous[6] and critical cases, and improve planning as well as to monitor needs and build prevention activities.
Specific agreements on personal data sharing could be developed between IOM and UNICEF and include consent, respect for confidentiality and other data protection principles.

c. Pre-identification/rapid registration for the IDTR process
Internally displaced and migrant UASC
On the basis of the above-mentioned definitions and in coordination with UNICEF and the other members of the child protection sub-cluster/working group (when applicable), IOM can ensure the pre-identification of UASC and use the agreed upon form. Identification bracelets or other means of identification (such as badges, marks with permanent pen or other more discreet forms of identification) could be provided for those UASC who have been pre-identified through the use of the form (UNICEF to provide bracelets or any other means of identification to IOM if available, in particular for those under 5, in order to prevent loss of identity should separation occur).
IOM can use this form as a tool to refer pre-identified UASC to UNICEF and its implementing partners involved in IDTR. A list of all referred, pre-identified UASC should be sent by IOM to UNICEF and its implementing partners and maintained on a regular basis (daily or weekly).
In this context, IOM could also consolidate into a specific report the pre-identified UASC with their geographic location. This should help UNICEF and implementing partners to better respond to the needs and, if necessary, to geographically re-orient programmatic responses in order to strengthen the IDTR process – including strengthening the referral system on the ground.

5 Cases at risk of separation and cases where links with accompanying adults have to be further checked.
6 Ibid.

IOM can be involved in the other phases of IDTR, such as documentation, tracing, and support for child protection partners in reunification (logistic and transport, for example), if resources and staff capacities allow. IOM involvement during these steps in the assistance process should be agreed to on a country-specific basis with UNICEF and be in line with the established/or to be established SOPs, where roles and responsibilities of all child protection actors are spelled out. Agreed-upon forms (taken from the Child Protection Information Management System) could be used by IOM.

d. Transfer and/or transport of UASC

   In coordination with UNICEF and other child protection actors, IOM can transfer the pre-identified UASC to the appropriate interim care facilities agreed to with respective governments, UNICEF and members of the child protection sub-cluster/child protection working groups (if applicable), according to the number of children, age, sex and other vulnerabilities.

   Upon request by the relevant child protection actors, transportation for family reunification could be included in IOM's overall transportation services under special child-friendly and security conditions.

   The transfer conditions should respect general child safety principles (consent of legal guardian, escort if children are 15 or under, special considerations of safety and trustworthy companionship for children between 16 and 18, medical escort in case of pregnant girls and special attention for girl mothers and disabled child, etc.).

   On those occasions when the agency following up on the separated/unaccompanied child is not able to carry out family reunification, specific agreements could be made by IOM with UNICEF and partners to ensure the presence of social workers, child protection actors, or other trusted humanitarian actors to accompany children to temporary sites or to their final destination and to guarantee a formal handover to parents.

e. Temporary care arrangements

   In coordination with UNICEF and other child protection actors, identified UASC can be placed by IOM in temporary care facilities (these could be camps, camp-like settings, transit centres or other available temporary facilities). These care facilities would be agreed upon with respective governments, UNICEF and members of the child protection sub-cluster/child protection working groups (if applicable), according to the number of children, age, sex and other variables.

   Legal guardians[7] for UASC should be also determined during the time children are in temporary facilities and child protection measures taken in agreement with them, in accordance with *Child Protection Minimum Standards* (including referral to cater to specific needs that may arise during the time spent in temporary facilities).

[7] Example of legal guardians: ministry of social affairs personnel, shelter personnel, judge of minors, appointed legal guardians, UN agencies as appointed by the legal guardian, etc. Legal guardians are defined by the law of the country where the unaccompanied or separated child has been identified.

f. Psychosocial support

UNICEF and partners provide psychosocial counselling, referral support and follow up in transit care facilities, ensuring availability of recreational activities and materials as well as supervisory staff. UNICEF and partners provide care and psychosocial support to children, with special attention to those particularly vulnerable.

When IOM is implementing psychosocial support activities in countries, IOM can include in these activities a specific focus on children in displacement sites, transit centres and in child-friendly spaces, through staff deployments or child-friendly materials.

During the time in which UASC are placed in these temporary care facilities, their legal guardians are in charge.

g. Prevention of separation and awareness-raising

Internally displaced and migrant children

IOM can use its operational presence in both camps for IDPs or camp-like settings at departure, transit and arrival points as a way to channel agreed-upon child protection sensitization messages. Messages should be agreed upon with UNICEF/other child protection actors and, when applicable, endorsed by the child protection sub-clusters/working groups.

These child protection sensitization messages can refer to prevention of family separation, child trafficking, child recruitment, child marriage, and other key messages on child abuse, neglect and exploitation.

h. Coordination processes

IOM and UNICEF agree to work in close collaboration and coordination. IOM is encouraged to participate in the child protection sub-cluster or working group to increase information-sharing and strengthen responses, prevention work and case management.

UNICEF should encourage and foster IOM participation in these fora and other ad hoc coordination opportunities, such as national/regional/local IDTR technical working groups – depending of the context.

i. Advocacy and fundraising

Both parties, in coordination with child protection actors and the sub-cluster or working group (if existing), are encouraged to conduct joint meetings with the donor community to inform them about the underlying causes of child mobility, magnitude of needs and required additional resources (visibility of all partners involved should be ensured). IOM and UNICEF could develop joint concept notes and/or proposals to raise funds as well as inform decision-makers on the situation of children to improve coordination, preparedness and response plans.

TOOL 13

Standard Operating Procedures for Emergency Response to Unaccompanied and Separated Children in Jordan

I. BACKGROUND

These standard operating procedures (SOPs) establish the roles and responsibilities of government agencies (Family Protection Department (FPD), Ministry of Justice (MOJ) and Ministry of Social Development) and UN agencies (UNHCR, UNICEF, UNRWA) and other case management national and international agencies (IRC, IMC, JRF, IFH/NHF) regarding the working procedures for the care and protection of unaccompanied and separated children (UASC) as part of the refugee response in Jordan.

These SOPs were developed as a result of a consultative process, between November 2013 to November 2014, involving participating members of the UASC Task Force (TF) under the Child Protection Sub Working Group in Jordan.

This document along with several supporting annexes form the UASC SOPs document. These SOPs will be updated every 12 months by the TF unless otherwise required due to significant changes in the overall framework related to child protection in Jordan. These UASC SOPs should be read in conjunction with the Interagency Emergency Standard Operating Procedures for prevention of and response to Gender-Based Violence and Child Protection in Jordan.

II. TERMINOLOGY

Separated Child: A separated child is a child who is separated from both parents or from his/her previous legal or customary primary care-giver, but not necessarily from other relatives. This may, therefore, include children accompanied by other adult family members.[1]

Unaccompanied Child: An unaccompanied child is a child who has been separated from both parents and other relatives and is not being cared for by an adult who, by law or custom, is responsible for doing so.[2]

1 *Inter-agency Guiding principles on Unaccompanied and Separated Children*, 2004.
2 *Inter-agency Guiding principles on Unaccompanied and Separated Children*, 2004.

Orphan child: An orphan is a child, both of whose parents/caregivers are known to be dead. In some countries, however, an orphan is defined as a child who has lost one parent/caregiver.[3]

Family Tracing and Reunification: Tracing in the case of UASC is the process of searching for family members or primary legal or customary care-givers. The term also refers to the search for children whose parents are looking for them. The objective of tracing is reunification with parents or other close relatives.[4]

Verification: Verification is the process of establishing the validity of relationships and confirming the willingness of the child and the family member (s) to be reunited.[5]

"Verification must be carried out for every child. When tracing is successful, an assessment should verify that family reunification is in the best interests of the child. In cases where there are serious concerns, it may be necessary to involve the appropriate local authorities [...] local communities for any further action or future support required."

Best Interest Assessment (BIA):[6] Is the UNHCR's assessment tool for protection of individual children. Individual casework with children at risk, including unaccompanied and separated children, must be based on an assessment of protection needs with recommendations for interventions and referrals. A BIA is essential before any action affecting an individual child of concern to UNHCR is taken, unless a BID is required. Overall, a BIA should be seen as an essential element of case management and general child protection work. It supports child protection actors in any decision or action taken on behalf of a child in line with Article 3 of the Convention on the Right of the Child (CRC).

A BIA should be conducted as soon as a child has been identified to be at risk. The identification of a child at risk can happen at arrival, but more often occurs during the course of displacement through UNHCR or partners, or through community-based protection mechanisms.

Best Interests determination (BID)[7] describes the formal process with strict procedural safeguards designed to determine the child's best interest for particularly important decisions that affect him or her. It needs to facilitate adequate child participation and involve decision-makers with relevant areas of expertise, who can identify and balance all relevant factors in order to assess the best option. The process must be documented. UNHCR uses this procedure for particularly important decisions affecting the child that require stricter procedural safeguards in order to identify his or her best interests (cf. page 10 when BID is required).

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3 *Inter-agency Emergency Standard Operating Procedures for prevention of and response to Gender-Based Violence and Child Protection in Jorda*n, 2013
4 *Inter-agency Guiding principles on Unaccompanied and Separated Children*, 2004
5 *Inter-agency Guiding principles on Unaccompanied and Separated Children*, 2004
6 UNHCR, *Guidelines on the Formal Determination of the Best Interests of the Child*, 2007
7 UNHCR, *Guidelines on the Formal Determination of the Best Interests of the Child*, 2007

Alternative Care:[8] Alternative care is the care provided for children by caregivers who are not their biological parents. This care may take the form of informal or formal care. Alternative care may be kinship; foster care; other forms of family-based or family-like care placements; residential care; or supervised independent living arrangements[9] for children.

Key Guiding Principles

- **Best interests of the child**: Decision making regarding care arrangements and family reunification should always be guided by a holistic and comprehensive assessment of the child's situation and what will be in his/her best interests. It should be conducted by competent and trained child protection staff.
- **Preventive Care for Children**: "Support efforts to keep children in, or return them to, the care of their family or failing this, to find another appropriate and permanent solution."[10]
- **Family-based care**: Family-based care is preferable to the use of residential care, particularly over the long-term.
- **Community-based care**: The core approach of alternative care in emergency and refugee settings is 'community-based.' Refugee children should be cared for within the refugee community not with host country caregivers to prevent loss of their refugee status and identity.

Standard case management principles for SOPs[11]

- Promote the child's best interest
- Ensure the safety of the child
- Comfort the child
- Ensure appropriate confidentiality
- Involve the child in decision-making
- Treat every child fairly and equally (principle of non-discrimination and inclusiveness)
- Strengthen children's resiliencies

Key Relevant Rights of Separated and Unaccompanied Children

- The right to non-discrimination (art. 2 and art 22 for refugees CRC)
- The right to life and survival (art. 6 CRC)
- The right to health and development (art. 6 CRC)
- The right to a nationality, legal identity and birth registration (art. 7CRC)
- The right to not be separated from their parents (art. 9 CRC)
- The right to participate in decisions about their future (art. 12 CRC)

8 United Nations Guidelines for the Alternative Care of Children, Article 29 (b) & (c), 2009
9 In the context of Jordan, the independent living arrangements are called "supervised groups", with the support of a mentor from the community.
10 United Nations Guidelines for the Alternative Care of Children, Article 2 (a), 2009
11 Inter-agency Emergency standard operating procedures for prevention of and response to Gender based Violence and Child Protection in Jordan, 2013

III. OBJECTIVES

The overall objectives of the Standard Operation Procedures (SOPs) are to:

i. Standardise and summarise procedures for UASC that all organisations working with UASC should adhere to; ensure compliance with the internationally agreed standards described in the Inter Agency Guiding Principles on Unaccompanied and Separated Children;[12] and ensure compliance with relevant national laws and procedures.
ii. Clarify roles and responsibilities of agencies working within the spirit of complementarity and cooperation so that each member knows the role for which the agency stands accountable for in the process of (i) case management through Best Interest Procedures (BIA/BID) and follow-up; ii) family tracing and reunification (iii) alternative/interim care arrangements ; and (iv) durable solutions.
iii. Ensure that UASC receive the care and protection they need.

IV. PROCEDURES

The detailed procedures for each step for responding to separated and unaccompanied children are described below.

4.1 Prevention of Separation

Prevention of separation within Syria is currently not within the scope of these SOPs. However, there are separations occurring within Jordan that needs to be addressed as described in the table;

[12] *Inter-agency Guiding Principles for Unaccompanied and Separated Children , 2004*

4.1 PREVENTION OF SEPARATION

PROCESS	ACTIONS	WHO	WHERE
Further separation or long-term separation can be prevented through identification of UASC.	Awareness-raising Protection monitoring and outreach on: identification and referral of UASC (including prevention of secondary separation) to other sectors, government officials and communities	IMC/NHF/JRF/IRC UNHCR/ IRD/ SCJ and Mercy Corps UNRWA and Tdh	Countrywide (as per the referral pathway)
Targeting of humanitarian interventions in a way that does not create secondary separation	Advocate for a sensitive programme planning and implementation to ensure that provision of services and assistance does not promote secondary (further) separation	As above	As above
Family separation can occur during medical evacuation at the border	Advocate with and support to border officials to ensure medical evacuation does not take place without consideration of measures for ensuring family unity	UNHCR	Countrywide
	Awareness raising with agencies providing medical care to refer cases of UASCs to case child protection management agencies	IMC/NHF/JRF/IRC UNHCR/UNICEF	Countrywide
UASC might face greater challenges in accessing Jordan	Ensure immediate referrals of UASC wanting to enter to Jordan to UNHCR for advocacy purposes	IMC/NHF/JRF/IRC UNHCR/UNICEF / UNRWA	Countrywide
Children become UASC when parents or main caregivers move to another location within or outside Jordan including return to Country of Origin	Target Community structures (including districts meeting, refugee committees, CSC, etc.) with training and awareness raising on the need to maintain family unity.	IRC, IMC, JRF, IFH, UNHCR, the CPWG through the Amani Campaign	Countrywide
	Continue protection monitoring and outreach activity, to identify UASC and report to UNHCR BID supervisor for required follow-ups (as above)	IRC, IMC, JRF, IFH, UNHCR, Mercy Corps, IRD, Care International	Countrywide

4.2 IDENTIFICATION AND REFERRAL OF THE UASC

ENTRY POINTS FOR IDENTIFICATION	ACTIONS	WHO?	WHERE
At registration/ verification sites Identification during the Registration[13] process	Documentation of the UASC identified in registration interview	UNHCR Registration team (office and outreach teams)	Identification takes place country wide and UNHCR has the following registration centers: • Amman • Irbid • Raba Sarhan • Refugee Camps • EJC
	Electronic sharing of the UASC list with case management agencies. • UNHCR direct implementation country wide • IRC in Zaatari and Azraq camp • IMC in Irbid and Zarqa , Mafraq, Jerash, Ajlun, Ramtha, Balqa • JRF in Amman and in the South through CBOs' • NHF in KAP and Cyber City	UNHCR Registration/CP Focal Points	Country wide
At reception areas:[14] Identification during reception of newly arriving refugees in camps	Receiving referrals. Conducting Best Interest Assessment	IRC/UNHCR	Refugee Camps
During provision of services (hospitals, schools, CFS, YFS, WSS, etc.)	Referring identified UASC / missing children requests to UNHCR or UNRWA for the Palestinian children	All the partners	Country wide
Protection Monitoring, Community outreach and active identification	Register cases and communicate with the relevant UNHCR CP area focal point to ensure registration of the UASC status in the ProGres, case management and implementation of BIA/BID as required	IRC/UNHCR	Refugee Camps
		JRF/UNHCR	Amman
		IMC/UNHCR NHF/UNHCR	Ramtha, Mafraq, Irbid, Jerash, Ajloun, Balqa & Zarqa KAP and Cyber City
		UNHCR	Country wide
Child Protection and other refugee committees	Identification and referral of the UASC to UNHCR CP/Registration by applying the standard case management principles (page 3)	All organisations supporting protection committees	Country Wide

[13] 'Registration' here is referring to UNHCR Registering a person as a refugee, rather than 'registration' of a child for family tracing (a term often used in family tracing and reunification programmes).
[14] Registration, protection unit, monitoring unit, verification unit, return office, etc.

4.3 DOCUMENTATION OF THE UASC

PROCESS	ACTIONS	WHO?	WHERE
Basic bio data of all identified UASC is documented on the UASC Tracking Sheet	1. All identified UASC are documented on one central UASC Tracking Sheet[15]/ ProGress and referred to case management agencies.	UNHCR CP and registration	Country wide
	2. Case management agencies update UASC Tracking Sheets[16] and send them back to UNHCR (adding any new identified cases)	Child protection case management agencies	Country wide
All the UASC documented on the Best Interest Assessment (BIA)[17] benefit from case management	• Document child's case using the BIA Form (including taking photos if not available) • Complete the Consent Form for all children • Keep UASC Tracking Sheet updated with cases each agency has been allocated. • Share copies of BIA and other relevant documents with UNHCR weekly.	Child protection case management agencies	Country wide

[15] UASC identified through UNHCR Registration that require referral to case management agencies will be referred through the UASC Tracking Sheet (copying UNICEF if it is a UNICEF partner) or spread sheets that have the same fields as the UASC Tracking Sheet: (Separation status; Individual ID Number and any Ration Card Number, Full name (four if possible), Date of birth (DD/MM/YY), Sex, Current address and telephone number (where possible), Full names of any caregivers, Date and location of registration)
[16] CP IMS/ RAIS will be used
[17] A BIA should be conducted as soon as possible after UASC are identified as refugee families may change location often and so any delays could result in loss of ability to locate the child and or caregivers.

4.4 CASE MANAGEMENT FOR THE UASC

PROCESS	ACTIONS	WHO?	WHERE
Undertake all stages of case management as outlined in the national SOP which can be found at http://data.unhcr.org/s yrianrefu-gees/working_ group.php?Page=-Countr y&LocationId=107&Id=3 5 Cases of Domestic violence is indicated and the unaccompanied or separated child needs to be removed from his current care arrangement	Take necessary direct action on the case including developing an individual care plan which should be included in the BIA and reviewed/ approved by the case worker' supervisor. Make required referrals using the **Interagency Referral Form**. **BIA is conducted and clear recommendation for follow up should be noted**	UNHCR	Country Wide
		IMC	Irbid, Ramtha, Jerash, Ajloun, Mafraq, Zarqa and Balqa
		IRC	For UASC in Zaatari Camp For UASC in Azraq Camp
		UNHCR/JRF	Amman/ South
		UNHCR/NHF FPD and Juvenile Courts	KAP and Cyber City camps Country wide

Service Provision

Aside from the specific services of family tracing and reunification, alternative care placement and determination of the best interests of the child that will be outlined in these SOPs, the UASC may need other support services required by other children at risk to be tailored to their specific needs. These services are outlined here in summary and more detail is included in the national SOPs.

- **Protection**, including legal aid, at reception centres upon arrival in country and safe shelters
- **Best interests determination**, please refer to the section 4.7 on BID panel (in complex cases, prior to family reunification)
- **Registration at UNHCR**, which documents their separation and care arrangement status
- **Education**,[18] including non-formal19[19] and informal education20[20]
- **Health, including physical and mental health**
- **Tailor made assistance** and support to foster caregivers or supported independent living in line with applicable referral pathways.

Psychosocial services including life skills, child and youth friendly spaces, to support separated and unaccompanied children and the families

[18] Formal education: Certified education services provided by the Ministry of Education public schools (grades 1-12)

[19] Non-formal education: Certified education services following MOE's NFE curricula (2 years course). The eligibility of students to NFE includes those who have missed more than 3 years of school or have never been enrolled in formal education in Jordan. When completed 2 years of NFE, the participants will receive a certificate, which equals to a public school 10th grade completion

[20] Informal education: Educational activities that range from recreational activities to literacy numeracy, and life skills sessions. These educational activities are not certifiable by the Ministry of Education and not specifically bound to certain age or target group

4.5 FAMILY TRACING OF THE UASC

PROCESS	ACTIONS	WHO?	WHERE
Cross-border and in-country	Referring to UNHCR CP focal points when tracing is needed; providing any updated information that may help with tracing process	Case management agencies	All locations
	UNHCR traces the family through its system[21]	UNHCR	For in country and cross-border tracing
	Referral to ICRC if UNHCR tracing is unsuccessful	UNHCR	For in country and cross-border tracing
	Establishment and maintenance of family links	UNHCR Case management agencies	All locations
	Feedback on any action taken to case management agencies within 24 hours	UNHCR	All locations

UNHCR child protection case managers directly contact parents, relatives when phone numbers are provided. UNHCR ensures an open line of communication with parents. When facing difficulties of contacting them, or support is needed for any formal process/documentations with the authorities UNHCR offices are contacted for their support. In very limited number of cases where needed, legal AID could communicate with the embassies of other countries for support

4.6 FAMILY VERIFICATION

PROCESS	ACTIONS	WHO?	WHERE
Standard and simplified verification	Verify through completion of **Child Verification Form** and **Adult Verification Form** and taking other necessary steps following the outcome of this process (after review and approval by the supervisor).	All agencies described below for the different types of tracing	All locations
	Verification following prior arranged reunification or tracing by the child / family with agency support	Case management agencies	As described in case management section
	Verification following tracing by UNHCR	UNHCR	All locations
	Provide information that may support verification upon request.	UNHCR	All locations

All actors involved in the case shall alert each other if there are any situations that require a Best Interests Determination prior to family reunification in complex cases. Reunification processes which may involve departure from camps or the country (to the urban setting, to a third country, to Country of Origin) should be conducted/approved by UNHCR.

4.7 Family Reunification

Family reunification must be documented on the Family Reunification Form. All movement of children, which involves bail out process, inter-camp transfer, traveling or return, should be coordinated with UNHCR

4.7 FAMILY REUNIFICATION

PROCESS	ACTIONS	WHO?	WHERE
Manage family reunification including preparation of the child and adult, transportation and paperwork.	• Prepare the child and family members for reunification using the Preparation of Child and Caregiver Checklist. • Completion of Family Reunification Form. • Ensure that the bailout procedures are followed for children leaving the camp to be reunified with family • Follow any processes described in the Guidance Note on the Transportation of Unaccompanied Children.	Case management agencies in coordination with UNHCR as required For bailout procedures, UNHCR coordinates directly with SARD	All locations

4.8 Best Interests Determination[22]

Best Interests Determination (BID) describes the formal process with strict procedural safeguards designed to determine the child's best interests for particularly important decisions affecting the child.

A BID for UASC is required before any decision or action affecting the life of a child in the following situations:

1. **Temporary care arrangements** for all refugee unaccompanied children
2. **The identification of durable solutions** voluntary repatriation; local integration or resettlement
3. **The possible separation of a child from her/his parents** (or person holding custody rights by law or custom) against their will if competent authorities are unable or unwilling to take action
4. **The identification of durable solutions or care arrangements**, where the custody situation remains unresolved & national authorities are unwilling or unable to adjudicate on the custody
5. **Prior to family reunification in complex cases**: e.g. where there are doubts about the relationship between the claiming caregiver and the child, or where there are signs of a history of abuse within the family, after long-term separation and when there is evidence of false documentation and when the legal custody is suspect.

[22] See Annex/Addendum for more information on BID and UNHCR Guidelines: Determination of the Best Interests of the Child (2007) UNHCR

4.8 BEST INTERESTS DETERMINATION

PROCESS	ACTIONS	WHO?	WHERE
Case management	Completing the Best Interests Determination Report Form and submitting to BID supervisor at least 1 week prior to regular BID panel;[23] presenting cases to the panel, following- up on recommendations of the panel, prioritisation of cases. Urgent cases in need of ad hoc BID panel, completing the Best Interests Determination Report Form and submitting to BID supervisor at least 48 hours prior to BID panel	Case management agencies	All locations
Supervision	Ensuring implementation of BID standards, convening and coordinating BID panels. BID reports prepared by caseworkers of case management agencies should be reviewed by the caseworkers' supervisors prior to the submission of the BID report to the UNHCR BID supervisor. The UNHCR BID supervisor should endorse the BID report prior to the BID panel	UNHCR BID supervisor in camps and urban settings	Camp based panel held in Zaatari and Azraq. Urban panel held in Amman for Amman and the South and in Irbid for Irbid including KAP and CC

[23] BID panel meetings take place on Thursday in both Amman and Zaatari camp

4.9 Temporary and long-term alternative care arrangements

Alternative care arrangements shall start concurrently with tracing activities. BIA should be completed for all the cases (unaccompanied and separated children).

4.9 TEMPORARY AND LONG-TERM ALTERNATIVE CARE ARRANGEMENTS

PROCESS	ACTIONS	WHO?	WHERE
Assessment/ Screening of current informal care arrangements for Separated Children (kinship care)	Completion of the **BIA** to establish if current care is safe and stable	Child protection case management agencies	As described under case management
	For safe and suitable care arrangements, provide legal advice to caregivers on formalisation through Shariah court. Refer to UNHCR for legal advice if formalisation is requested.	Case management organisations (initial counselling) UNHCR legal advice	Countrywide
	For unsafe / unsuitable care arrangements, conduct **BID** (see above in which BID is required, paragraph 3).	Child protection case management agencies to prepare the BID report And UNHCR to call for a BID panel meeting	As above
	Refer to FPD if child needs to be removed against will of current caregivers due to violence, abuse or neglect	FPD	Country wide

4.9 TEMPORARY AND LONG-TERM ALTERNATIVE CARE ARRANGEMENTS

PROCESS	ACTIONS	WHO?	WHERE
For all Unaccompanied children in need of care arrangement	Completion of the BIA to establish the need for assigning a foster care arrangement for Unaccompanied Children	Child protection case management agencies	As above
Screening of spontaneous care arrangements for Unaccompanied Children	For safe and suitable care arrangements, completion of the Foster Parent / Mentor Screening Form and Reference Check and Foster parent/Mentor profile form	Child Protection Case Management Agencies	
	Formalise care arrangements through BID procedures[24]	BID Panel	Countrywide
	Formalise care arrangements through court	Ministry of Social Development and Ministry of Justice	Countrywide
	For unsafe / unsuitable care arrangements, conduct BID procedures	Child protection case management agencies to prepare the BID report Participation of the Behavioural monitors and UNHCR to call for a BID panel meeting	As above
Placement of UAC in temporary hosting family	Conduct BIA and match the child with a prospective foster parent / mentor through review of profiles.	Case management agencies (IRC/IMC/NHF/JRF/UNHCR)	Placement of UAC in hosting family
	Place child with host family for up to three weeks	Case management agencies (IRC/IMC/NHF/JRF/UNHCR)	
	If placement lasts more than 3 weeks, then formalise care arrangements as per process described above (BID and formalisation through court)[25]	BID panel, MOSD and MOJ	
Placement of child in formal foster care/ Supervised Group living	Identification of prospective foster parents / mentors by completing the Foster Parent / Mentor Screening Form and Reference Check.	Child protection case management agencies	As above
	Approval of prospective foster parent / mentors	BID Panel	Country-wide
	Complete the Foster Parent / Mentor Profile Form	Child protection case management agencies	As above
	Conduct BIA and match the child with a prospective foster parent / mentor through review of profiles. Conduct BID	Child protection case management agencies	As above
	Approval of the care placement through BID	BID Panel	Country-wide
	Formalisation of care placement through court	Ministry of Social Development and Ministry of Justice	Country-wide

4.9 TEMPORARY AND LONG-TERM ALTERNATIVE CARE ARRANGEMENTS

PROCESS	ACTIONS	WHO?	WHERE
	Completion of the Alternative Care Placement Form and Alternative Care Agreement.	Case management agencies	As above
On-going monitoring of all care arrangements for all Unaccompanied and Separated Children (UASC)	Monitoring SC care arrangements through completion and monitoring / updating of the care plan throughout the above process Monitoring of UAC care arrangements	Child protection case management agencies Child protection case management organisations under supervision of MOSD/ MOJ/UNHCR	As above

[24] Please refer to the procedures for formalizing the alternative care for Refugee Unaccompanied and Separated children
[25] Please refer to the Procedures for formalizing alternative Care for Refugee Unaccompanied and Separated children

Types and timelines for alternative care

Every child will benefit from a BIA as a minimum requirement, BID will be completed as explained above.

The following types of alternative care are available for UASC:

1. Formalisation of existing family care arrangements
   - This includes existing family care arrangements for separated children (also known as 'kinship care') and unaccompanied children living in informal foster care
   - These arrangements should be maintained when found to be in best interest of the child (that is safe, stable and suitable)
2. Placement of the child into care of family member
   - If in the best interests of the child, the child may be placed with a family member who is willing and capable of providing care arrangement for the child
   - It will usually be in a child's best interests to be placed with a family member unless protection concerns are identified
3. Temporary hosting
   - Hosting families will be identified to provide temporary care for children who are unaccompanied. This arrangement is to provide emergency care for unaccompanied children who arrive in camps, while relatives are traced or alternative caregivers can be identified, so that children can be accommodated in family based care rather than temporary shelters
   - Hosting families will be pre-screened and selected using standard criteria to be able to host children for a temporary period of time. If the care arrangement continues for more than 3 weeks then procedures for formal foster care for unaccompanied children will be implemented
4. Formal fostering
   - Foster families will be selected from among the refugee population (Syrians in the case of Syrians, Iraqis in the case of Iraqis) or for a

specific child from among the child's existing social network.

- Foster families will be screened to develop a pool of standby hosting parents
- Foster families can be used for those UAC who cannot be reunified with parents or family members or UASC for whom their current care arrangements are not in their best interest
- For individual children, the foster family must be matched with the child[26]
- Formal foster arrangements must be reviewed by BID and forwarded by MOSD for MOJ's approval. A foster family will be provided with temporary guardianship for a child. The family will be responsible to provide care for the child. Further, the family will be able to take day-to-day decisions regarding medical care, school enrolment, legal decisions etc. MOSD will supervise this arrangement and must authorise international travel during this period
- A review of the care arrangements will be conducted after 6 months by BID panel. Long-term legal guardianship may be transferred to the foster family on a case by case basis based on the BID Panel recommendation. Such an arrangement must always be in child's Best Interest. At this stage, the family may apply for a passport for the child to travel with them

5. Supervised Group Living

   This could to be the best option for UAC for whom family based care is not possible and who are accustomed to significant independence. The appropriateness of this type of care arrangement will be carefully considered on a case by case basis and should only be considered for boys 15 years old or older. This option is not appropriate for adolescent girls who should be placed in family in the current context. Child headed households where the head of the household is an adolescent boy may be placed under the supervision of a community mentor where placement in foster family is not possible.

   - This arrangement involves maximum 3 adolescent boys living in tent/ caravan (for camps) or apartment (in communities(, supported by a 'mentor'
   - The mentor should be someone who lives nearby and who could visit the place every day
   - The case worker will select and screen and match the 'mentor' using the same process as for foster families, including using criteria, checking their references and providing training
   - Placement would be approved/formalised in same process as foster families
   - A case worker from the case management agency would provide on-going support to the mentor
   - Supervision of this arrangement will be provided by the MOSD Behavioural Monitors
   - For legal purposes, the unaccompanied children while in supervised group

[26] The matching process takes into consideration both the child and the foster family's background, which include cultural customs, religious beliefs, place of origin, tribes (etc.) to ensure the placement of the child within the family will be in the best interests of the child.

living should remain under the supervision of the MOSD Behavioural Monitors. In addition, significant decisions (e.g. legal and major medical related) will be made by the MOSD Behavioural monitors. Mentors will be given responsibilities for the daily decisions of the child (e.g. school enrolment) based on recommendations by case worker, and approved by BID panel.

4.9 Monitoring/Follow up

Follow-up visits are designed to:

- Provide support and guidance to both the child and the caregiver on developing and maintaining a healthy and protective relationship
- Monitor and detect any problems arising between the child and the caregiver or if the care plan is being followed as planned
- Ensure the child and the family are accessing services and community resources in line with the care plan
- Frequently, update the child and the caregiver on the progress made towards long-term care solutions, specifically around family reunification
- Monitor for and mitigate the risk of abuse, neglect, violence or exploitation of the child
- Update the child and the caregiver on the family tracing efforts and exchanging information on the issue which might have emerged since the last visit

Monitoring visits for the first three months for the case worker should be for:

- Separated children at least 1 visit per month during this period
- UAC at least 2 visits per month and phone call every month (2 weeks after the home visit)

If protection concerns are identified, monitoring should be more regular as per the recommendations of the BID and care plan.

Following the 12 week period, the monitoring may be reduced to every 12 weeks thereafter, unless there are protection concerns and no further pending referral actions that are more urgent than the 12 week monitoring timeframe allows for.

If it is not possible to:

- Trace the child's relatives after two years of active tracing
- Or the relatives are located and after mediation are unwilling or unable to take the child
- Or the child is unwilling to be reunified with the relatives

Then the Caseworker will need to prepare and present a BID report to the BID panel (See 4.7) to guide the consideration of long-term care options available to the child. This process should follow the BID Guidelines[27] and Handbook for the Implementation of BID procedures.[28]

[27] UNHCR, Guidelines: Determination of the Best Interests of the Child, 2007
[28] UNHCR, Field Handbook for the Implementation of UNHCR BID Guidelines, 2011

For unaccompanied children or separated children placed in formal fostering the initial placement order will be for maximum of 6 months. The caseworker must provide written reports to the designated MOSD Behavioural Monitor after 3 months and facilitate a home visit to the child after 6 months.

After six months the care arrangements must be reviewed by the BID panel and returned to MOJ for extension of the placement order. At this point the length of placement will be at the discretion of the court, based on recommendation from the BID panel. A written report must be provided to the MOSD Behavioural Monitors at 9 and 12 months during the first year. After the first years, the frequency of the written should set in the individual care plan.

4.10 Case Closure of UASC

The child's case may be closed when most of the following have been achieved:

a. The child has been placed in long-term care and this care arrangement has been formalised
b. A minimum of 2 years have gone by since the placement and approval of the BID panel
c. Follow up has been conducted as a minimum every 12 weeks
d. All specified elements of the permanency plan have been implemented
e. The long-term caregiver is satisfied that they no longer need support with the placement
f. The child has fulfilled all necessary integration criteria. The child is:
    i. protected from abuse, violence, exploitation and neglect
    ii. engaged with education and / or training activities
    iii. receiving any necessary health care
    iv. Actively participating in social activities
    v. Expressing willingness to remain in the long-term care placement

Or

- A permanent plan has been developed and implemented involving supported independent living, small group homes or foster care, and the child has turned 18 and received services for a minimum of 12 months to support their independent living.

Or

- A child turns 18 whilst in interim care and has received services for a minimum of 12 months to support their independent living.

Or

- The child dies, and all necessary investigations in to cause of death have been conducted and concluded.

Or

- The child is reunified and reintegrated in her or his family after successful tracing

Or

- Resettlement or departure to a third country, voluntary or spontaneous return

Or

- The child cannot be found or contacted for 6 con

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TOOL 14

Sample briefing note – tracing approach of the ICRC and Nigerian Red Cross society for UASC as a result of armed conflict, ICRC

Tracing approach of the international committee of the red cross and the nigerian red cross society for unaccompanied and vulnerable separated children as a result of the armed conflict in nigeria

To the Attention of: Representatives in Nigeria of UNHCR, UNICEF, Child Protection Agencies and Ministry of Women Affairs and Social Development

The present document aims at reinforcing our mutual understanding on the tracing approach in favour of unaccompanied and vulnerable separated children as a result of the armed conflict/violence in Nigeria.

The International Committee of the Red Cross (ICRC) underlines that all activities in favour of children are guided by the 'best interests' principle.

ICRC, Nigerian Red Cross Society and Restoring Family Links

In the frame of its mandate and subsequent activities in restoring family links between family members separated by armed conflicts and other situations of violence, the ICRC, in cooperation with the Nigerian Red Cross Society (NRCS), is engaged in activities in favour of persons separated as a result of the armed conflict/violence in Nigeria.

Family links are restored and maintained through phone calls and Red Cross Messages, via tracing of family members and by family reunifications, in compliance with certain criteria.

The Red Cross Restoring Family Links (RFL) team in Nigeria consists of ICRC delegates and field officers as well as staff and volunteers of the NRCS. Tracing activities are coordinated in Abuja for Nigeria.

Tracing and family reunifications for unaccompanied and vulnerable separated children

All unaccompanied children and vulnerable separated children looking for their parents are assisted with phone calls and Red Cross Messages, if relevant. The same applies for parents looking for their unaccompanied and vulnerable separated children.

Red Cross criteria

Red Cross criteria follow the *Inter-Agency Guiding Principles on Unaccompanied and Separated Children* (2006). Registration criteria for tracing and possibly for reunifying these children with their families are as follows:

- The separation is a direct result of the armed conflict/violence.
- The children are separated and not accompanied by a family member or
- The children are separated but accompanied by a family member or by their legal guardian; and

1) the child is vulnerable or (2) the caretaker is vulnerable.

It is worth underlining that the vulnerability of a child and/or his/her caretaker can change over time. The ICRC is ready to review cases of children who have become vulnerable (or their caretakers) and register them accordingly.

Family tracing

Active tracing work is currently ongoing in Nigeria and in the neighbouring countries, carried out by the ICRC in cooperation with the National Societies of the Red Cross, based on information collected from children and their caretaker(s). When families are found, family news is exchanged thanks to phone calls and Red Cross Messages.

Family reunifications

When tracing is positive, the question of family reunification is given immediate attention. The decision about whether to facilitate a family reunification is based on a best interests assessment on a case-by-case basis performed by ICRC staff. A final decision is made towards a family reunification if the family has been located and living conditions assessed; the child, the current caretaker/foster family and the child's located family agree with the reunification; a document is signed by the parents and by the child; the security situation has been assessed and is deemed safe. Subsequently, the authorities are notified of the upcoming reunification.

When it is unclear whether reuniting the child with the located family member is the most appropriate solution, the ICRC may reconsider the reunification.

The Red Cross conducts at least one post-reunification visit to the child and family within two months after the reunion. If specific protection and/or assistance concerns are identified, the child is referred to any other competent organization/authorities.

Cases for which tracing remains negative

If tracing for unaccompanied and vulnerable separated children remains unsuccessful, the ICRC will inform relevant authorities and organizations in order to address the situation of the child and to identify durable arrangements.

Coordination and information-sharing

In line with its mandate and fundamental principles of neutrality and independence, the Red Cross is not part of the UN-led coordination mechanism. Nevertheless, in order to avoid duplication of efforts, the Red Cross participates in sector and coordination meetings as an observer.

Facts and figures on Red Cross activities should not be included in the cumulative figures on activities carried out by the UN and its partners.

The Red Cross is bound to protect the confidentiality of the interviews carried out with the persons benefiting from its tracing services and of all information related to it. It has its own internal data management system.

Your questions and comments are welcome. You can address them to:

Contacts in Nigeria

Ms. XXX, ICRC Protection Coordinator and/or Ms. XXX, ICRC Tracing Delegate at the ICRC Delegation in Nigeria. You may address your queries to xxxemail addressxxx with copy to xxxemail addressxxx.

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TOOL 15

Resolution 10 and 'minimum elements to be included in operational agreements between movement components and their external operation partners', ICRC

Resolution 10

MOVEMENT ACTION IN FAVOUR OF REFUGEES AND INTERNALLY DISPLACED PERSONS AND 'MINIMUM ELEMENTS TO BE INCLUDED IN OPERATIONAL AGREEMENTS BETWEEN MOVEMENT COMPONENTS AND THEIR EXTERNAL OPERATIONAL PARTNERS'

The Council of Delegates,

continuing to express its deep concern about the need to improve protection and assistance to the tens of millions of persons who have been forcibly uprooted and displaced by armed conflict, violations of international humanitarian law and human rights as well as natural or other human-induced disasters; and about people who have migrated to avoid untenable circumstances and find themselves in a situation of vulnerability in their new country of residence; *noting* the profound vulnerability that often accompanies the return of refugees and internally displaced persons ('IDPs') to their places of origin;

recalling and reaffirming the resolutions on this topic adopted by the International Conference of the Red Cross and Red Crescent (Resolution XXI, Manila 1981; Resolution XVII, Geneva 1986, Resolution 4A, Geneva 1995 and Goal 2.3 of the Plan of Action of the 27th International Conference, Geneva 1999) as well as the resolutions adopted by the Council of Delegates (Resolution 9, Budapest 1991, Resolution 7, Birmingham 1993 and Resolution 4, Geneva 2001);

recalling that resolution 4 of the 2001 Council of Delegates *inter alia* requested the components of the Movement to ensure that their activities for refugees, IDPs and migrants are carried out in respect of the Fundamental Principles of the Movement and existing policy at all times, particularly when they are acting as implementing partners for other humanitarian actors;

welcoming the document prepared by the ICRC and the International Federation entitled 'Movement Action in Favour of Refugees and Internally Displaced Persons: Report on the implementation of resolution 4 of the 2001 Council of Delegates';

commending the components of the Movement for their valuable contributions to improving the response to the plight of refugees, IDPs and migrants;

1. *calls* upon the components of the Movement to continue to pursue and

develop their activities for refugees, IDPs and migrants, in accordance with their respective mandates and in respect of the Fundamental Principles, striving always to adopt a global approach addressing all stages of displacement – from prevention through displacement to return, resettlement and re-integration – as well as the needs of resident populations in accordance with the Principle of Impartiality;

2. *recalls* the obligation of National Societies to inform the International Federation Secretariat and/or the ICRC of any negotiations likely to lead to a formal agreement with any United Nations agency or other international organisation; and reminds National Societies that the International Federation and/or the ICRC must concur with the terms of any such agreements, in particular those concluded with the Office of the United Nations High Commissioner for Refugees (UNHCR);
3. *welcomes* the document entitled 'Minimum Elements to be Included in Operational Agreements between Movement Components and their External Operational Partners' attached hereto and *calls upon* all components of the Movement to comply with these Minimum Elements when formulating operational partnerships with all external organizations and/or agencies, particularly, but not exclusively, UNHCR.

Annex to Resolution 10 of the 2003 Council of Delegates

MINIMUM ELEMENTS TO BE INCLUDED IN OPERATIONAL AGREEMENTS BETWEEN MOVEMENT COMPONENTS ANDTHEIR EXTERNAL OPERATIONAL PARTNERS

The following elements should be referred to when negotiating or reviewing operational agreements between Movement components (National Societies, the International Federation Secretariat and ICRC) and external organizations (United Nations Agencies, intergovernmental organizations, international and national non-governmental organizations) in order to ensure any such agreement reflects coherence with Movement Fundamental Principles, policy and practice and complementarity among the components of the Movement.

Movement components are advised to consult with and notify other Movement components prior to the signature of any operational agreements with external partners. According to the International Conference 1981, Manila, National Societies are obliged to consult ICRC and the Federation Secretariat in advance of signing any agreement with UNHCR.

SUBSTANTIVE CONTENT

1. **Adherence to Movement principles and policies**
   National Societies and other Movement components must be able at all times to act in adherence to the *Fundamental Principles of the Red Cross/ Red Crescent Movement*, particularly those of independence, neutrality and impartiality. In addition, the issue of serving only the needs of the Partner's targeted population (i.e. refugees in most cases) and not balancing this with

serving the needs of others in the surrounding vicinity who may be facing similar hardship (adhering to Impartiality principle) needs to be monitored. Serving only specific beneficiary groups could result in the National Society not being able to fulfil its duty to assist all those affected without distinction, which in turn could result in a negative image for the National Society. A holistic approach should be adopted, which takes into account both the needs of the refugees and/or IDPs and those of the local population, which may be experiencing even harsher living conditions than the refugees themselves.

National Societies and other Movement components must also adhere to and respect at all times, the Statutes of the *International Red Cross and Red Crescent Movement* and the *Agreement on the Organisation of the International Activities of the Components of the International Red Cross and Red Crescent Movement* (Seville Agreement) as well as the *Principles and Rules for Red Cross and Red Crescent Disaster Relief* and the *Code of Conduct*.

The necessity for the National Society and other Movement components to adhere to Movement policies, such as the policy on the Regulations on the use of the Emblem of the Red Cross or Red Crescent by National Societies and the policy related to the armed protection of humanitarian aid should be clearly described and followed at all times.

Of paramount importance is the absolute imperative for Federation Secretariat, National Society and ICRC personnel to adhere to the principles expressed in the 'IASC Policy Statement on Protection from Sexual Abuse and Exploitation in Humanitarian Crisis', which has been signed by both the Federation Secretariat on behalf of its membership, and by the ICRC.

If at any time, the ability to act in coherence with the above is compromised, National Societies or other Movement components must have the immediate reflex and ability to suspend or terminate the Agreement with the external Partner (*see section 10*).

2. **Identity**

   The Agreement must reflect that the National Society or other Movement component will at all times clearly display its own individual identity and be clearly associated to the International Red Cross and Red Crescent Movement. It will not assume the identity of the Partner agency through the displaying of double logos or emblems on equipment or through the adoption of vehicle licenses. Its identity must not be compromised at any time while conducting its responsibilities under said agreement. The Regulations on the Use of the Emblem will be followed at all times. The protective emblem will only be utilized in conformity to regulations.

GENERAL ADMINISTRATIVE AND MANAGEMENT CONTENT

3. **Define Partners clearly and correctly**

   In the title and introductory paragraph of the Agreement, use the legal/official name of the National Society or other Movement component and the organization involved. These names may be followed in parenthesis by the abbreviated name which then should be used throughout the Agreement.

4. **General Situation Background and Purpose of the Agreement**
   The context and situation that is leading to this Agreement should be clearly described.

5. **Stated Goal (or outcomes) and Objectives**
   The Agreement must state the overall goal or outcomes to be achieved through the working relationship and the objectives needed to be accomplished in order to achieve this goal.

   Beneficiary determination
   In all operational partnerships, the external Partner must respect the need for the Red Cross/Red Crescent Partner to adhere to the requirement to meet the needs of all persons needing assistance and protection. For example, this may include persons not explicitly considered 'convention refugees' but rather persons who may be even more vulnerable due to the absence of legal status. In order to prevent tensions from mounting in the geographical area, vulnerable persons in the surrounding community may also be assisted.
   For this reason, it is advisable for the Red Cross/Red Crescent component to be actively involved in the assessment of needs, which in turn, determines the beneficiary population.

   Continuum of Support
   Care should be taken when determining the goal, to ensure the project is not overly restricted to one period of time in the beneficiary's experience, but rather linked to longer term needs leading to durable solutions such as societal integration, medical needs, family reunification, repatriation and legal guidance.

6. **Delineation of roles and responsibilities of each Partner to the Agreement**
   The primary roles and responsibilities of *each* Partner must be stated clearly, clarifying what they can and cannot expect from each other. Within these roles, the issue of accountability for resources and the achievement of specific objectives must be detailed. Responsibilities for the following should be clearly articulated:
   - assessment of needs,
   - determination of beneficiaries,
   - planning, formulation of project objectives,
   - implementation, with details of specific roles and responsibilities outlined,
   - protection and advocacy,
   - financial management including internal and external auditing of accounts,
   - financial and narrative reporting as well as monitoring and evaluation should be described clearly,
   - monitoring and evaluation.

   Additionally, of importance, is the clear establishment of who is responsible for the security of the staff and volunteers while fulfilling their responsibilities.
7. **Resource Contributions**

The financial, material and human resource contributions to be made by each Partner in order to fulfil their respective commitments in the Agreement should be outlined. Care must be taken by both institutions involved in the partnership, to ensure that the Red Cross/Red Crescent Movement Partner's capacity is not diminished or overwhelmed, but rather is enhanced.
To avoid the common unfortunate situation where a National Society or other Movement component is actually in financial arrears as a result of such Agreements due to overhead costs not remunerated by the Partner organization, attention should be given to ensuring adequate financial coverage. Such a situation could be prevented through a procedure of advancement of funds and rigorous and regular quarterly project review meetings (see next section).

8. **Description of project coordination and management mechanism**
A description of how the overall project will be coordinated and managed between the two Partners should be outlined clearly in the agreement.
Focal Points: Each party will appoint a focal point to serve as the primary liaison between the Parties, to ensure the successful fulfillment of activities.
Coordination Meetings: Meetings will be organized as required and will involve other concerned parties if warranted. Formal quarterly project review meetings will occur which will review the implementation plan, reporting and financial management to ensure the agreement is being implemented as planned. The outcomes of these meetings will be utilized to suggest any project revisions and to guide decisions regarding project revision and/or including prolongation.

9. **Agreement provisions**
   9.1. Commencement, termination and project finalization
   The exact date that the Agreement comes into effect must be stated as well as when the active project implementation is to be terminated. Additionally, the date of the project finalization should be stated, at which time the completion of all required reporting, hand over of equipment and materials as necessary, should be completed.
   9.2 Review, revision, prolongation
   Through the establishment of regular joint monitoring, the review and possible revision or prolongation of certain Agreement elements will be mutually decided. These decisions will be reflected in written and signed addendums to the original Agreement.
   Three months prior to the project termination date, as part of the quarterly Project Coordination meetings, decisions will be taken regarding the need to prolong the contract or to adhere to the original project end date.
   9.3 Suspension or disengagement clause
   9.3.1 In the event of circumstances beyond the control of the Partners
   The Partners have the right to immediately suspend or cancel the Agreement in the event of circumstances beyond their control such as a major change in the conditions or environment. Particularly, should there be a change from a situation of peace

to one of internal tension, disturbances and/or armed conflict, the National Society or other Movement component must have the possibility to withdraw from the Agreement immediately. If the ability of the National Society or other Movement component to adhere to the Fundamental Principles, or Movement policy or procedures is compromised, it must not hesitate to withdraw from the Agreement immediately. This can take the form of a temporary suspension of the contract until an identified period of time has passed or a change of circumstance has occurred, following which, upon consultation with and agreement of other Movement components, the Agreement can be resumed. Alternatively, a complete disengagement and termination of contract can occur.

Prior to this clause being invoked, consultation will take place between the Partners. The suspension or termination will take place effective immediately or within one month following the consultation. During this time, all possible attempts will be made by both Partners to ensure the needs of the beneficiaries continue to be met by other means.

10. **Non-adherence to Agreement clauses**

Should there be a disagreement that cannot be resolved regarding the implementation of the Agreement or the adherence to certain clauses, a consultation meeting will take place between the Partners. Should it be decided, despite invoking the Dispute Settlement clause, to dissolve the partnership as a last resort, it will be done within a minimum of sixty days, maximum of ninety days time frame. During this time, all attempts possible will be made by both partners to ensure the needs of the beneficiaries continue to be met by other means.

Any of the Partners may withdraw from the Agreement with sixty days written notice.

11. **Signatures of authorized representatives**

Before the Agreement is signed, the National Society or other Movement component is obliged (Resolution 4, Council of Delegates 2001) to inform the other Movement components of the negotiation that is leading to a formal Agreement between them and any agency of the United Nations or any other international organization. The International Federation and/or the ICRC must concur with the terms contained in an Agreement with the National Society in order to ensure coherence and complementarity.

Copies of an Agreement with a National Society should be sent by the National Society to the International Federation and the ICRC for their information. Copies of Agreements signed by other Movement components should in turn be provided by them to the other components as well.

Once this has been done, the Agreement needs to be signed by a duly authorized representative of each Partner to signify agreement. Under the signature the name of the signatory and his/her designation within his/her respective organization must be clearly stated. Such authorization may

depend upon the respective constitution or statutes, or internal regulations of the National Society. Unless there is a specific local provision to the contrary, the person to sign on behalf of a National Society will most likely be its Secretary General.

12. **Mechanism for dispute settlement**

Regardless of the nature of the relationship between the Partners at the time of the agreement, differences or unforeseen problems may arise once the project is under way, or the situation may change, making it difficult for one of the parties to uphold their commitments. It is therefore important that the Partners agree in advance on a method to resolve issues as they arise. These procedures should be detailed in the agreement.

Settlement of disputes should begin at the country level and be referred if necessary to the Regional level, and then the International headquarters level. At any time, appropriate third-party intervention could be sought to aid in resolution as appropriate, including consultation with other Red Cross/Red Crescent Movement components.

Reference documents:

- Regulations on the Use of the Emblem of the red cross or the red crescent by National Societies
- Policy related to the armed protection of humanitarian aid
- Fundamental Principles of Red Cross/Red Crescent Movement
- Agreement on the International Activities of the components of the Red Cross and Red Crescent Movement ('Seville Agreement')
- Code of Conduct for organizations taking part in disaster relief operations
- IASC Statement and Plan of Action for Protection from Sexual Abuse and Exploitation in Humanitarian Crisis, April 2002
- Statutes of the International Red Cross and Red Crescent Movement adopted by the 25th International Conference of the Red Cross at Geneva in October 1986 and amended by the 26th International Conference of the Red Cross at Geneva in December 1995)
- Principles and Rules for Red Cross and Red Crescent Disaster Relief, Geneva, 1995
- Resolution of the 2001 Council of Delegates and background papers for 'Movement Action in Favour of Refugees and Internally Displaced Persons'.

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TOOL 16

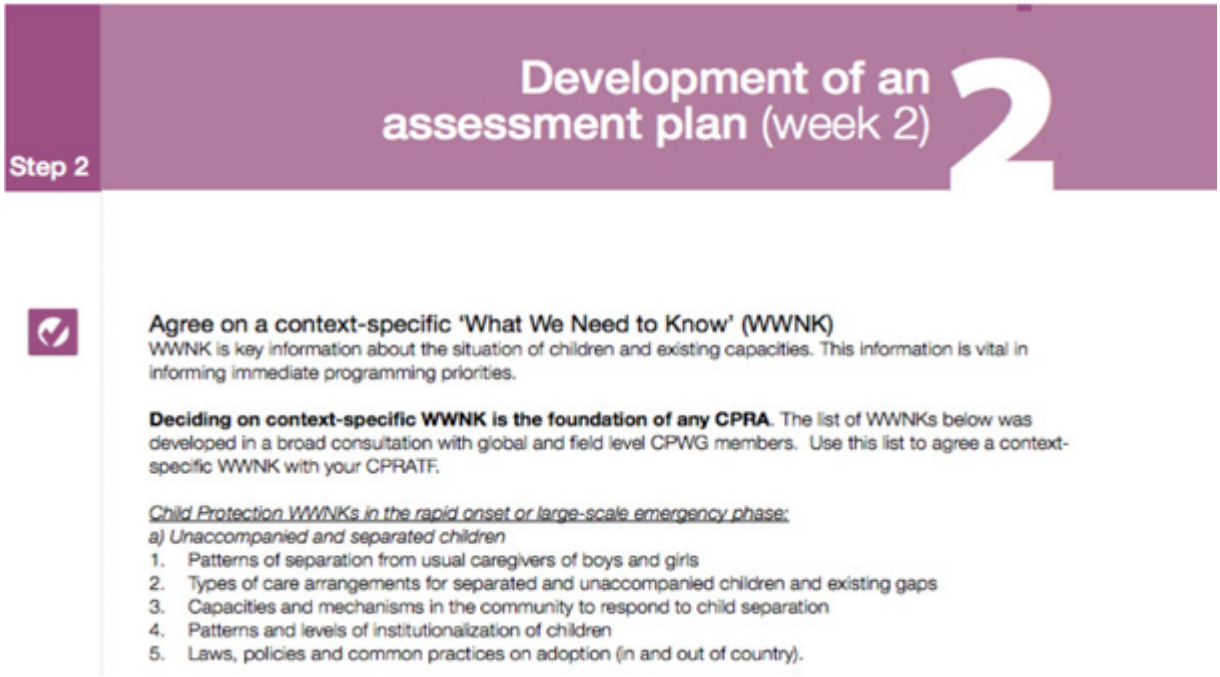
Sample assessment tools from various sources

International Organization for Migration Displacement Tracking Matrix (DTM) – Sample assessment, Nigeria

L. PROTECTION OF CHILDREN, WOMEN, AND OTHER VULNERABLE PERSONS			
10.1.a.2 Security is provided on-site?	◯ Yes ◯ No ◯ Unknown ◯ No Answer, why? _____	10.1.e.1 Security incidents are reported in the site?	◯ Yes ◯ No ◯ Unknown ◯ No Answer, why? _____
10.1.b.1 Who provides the main security in the site?	◯ Self Organized ◯ Police ◯ Military ◯ Local Authorities ◯ Community Leaders ◯ Unknown ◯ Political Leaders ◯ Religious Leaders ◯ None ◯ Other, specify? _____ ◯ No Answer, why? _____		
10.2.g.1 Most common type of security incidents reported occurring in the site	◯ Alcohol/drug-related disturbance ◯ Friction with host community ◯ Unknown ◯ Friction among site residents ◯ Armed conflict ◯ Theft ◯ Crime ◯ None ◯ Other, specify? _____ ◯ No Answer, why? _____		
10.2.h.1 Most common type of GBV incidents reported occurring in the site	◯ Sexual harassment/molestation ◯ Exchange of goods/food for sex ◯ Sexual abuse ◯ Domestic violence ◯ Rape/attempted rape ◯ Unknown ◯ None ◯ Other, specify? _____ ◯ No Answer, why? _____		
10.2.h.4 Most common type of physical violence and traditional harmful practices reported occurring in site	◯ Early/forced marriage ◯ Female genital mutilation/cutting ◯ Forced recruitment ◯ Forced family separations ◯ Other forms of exploitation (forced labor/forced begging) ◯ None ◯ Unknown ◯ Other, specify? _____ ◯ No Answer, why? _____		
10.2.i.1 Most common type of child protection incidents reported occurring in site	◯ Child separated from their care givers (or just child separation) ◯ Child recruitment? ◯ children involved in WFCL (forced labor/forced begging) ◯ Child physical & emotional abuse ◯ Intentional physical violence ◯ Sexual violence ◯ Missing Children ◯ Abducted Children ◯ None ◯ Other, specify? _____		
10.2.i.4 Most reported problem in receiving support	◯ Fighting between recipients at distribution points ◯ Not enough assistance for all entitled ◯ Lack of Documentation ◯ Some specific groups are excluded ◯ People need to bribe for assistance ◯ Exclusion of children without adult supervision ◯ Assistance was physically inadequate for most vulnerable ◯ Non-affected groups are given humanitarian assistance ◯ Interference in distribution of aid ◯ Assistance did not respond to the actual need ◯ Exclusion of families for unknown reasons ◯ Distribution excludes women-headed HHs ◯ Distribution excludes children-headed HHs ◯ Distribution excludes elderly persons and people with disabilities ◯ Unknown ◯ None ◯ Other, specify? _____ ◯ No Answer, why? _____		
10.1.c.1 No. of designated safe/recreational places for children	#	10.1.f.1 Do the majority of people have ID card or other documentation?	◯ Yes ◯ No ◯ Unknown ◯ No Answer, why? _____
10.1.d.1 Number of designated safe/social places for women	#	10.2.j.2 Reporting/referral mechanism for incidents	◯ Yes ◯ No ◯ Unknown ◯ No Answer, why? _____
10.3.a.3 Do women feel unsafe in the site?	◯ Yes ◯ No ◯ Unknown ◯ No Answer, why? _____		
10.3.a.1 Do men feel unsafe in the site?	◯ Yes ◯ No ◯ Unknown ◯ No Answer, why? _____		
10.3.a.2 Do children feel unsafe in the site?	◯ Yes ◯ No ◯ Unknown ◯ No Answer, why? _____		
10.2.n.1 Relationship amongst IDPs	◯ Excellent ◯ Good ◯ Poor ◯ Unknown ◯ No Answer, why? _____		
10.2.o.1 IDPs Relationship with Host Communities	◯ Excellent ◯ Good ◯ Poor ◯ Unknown ◯ No Answer, why? _____		
10.1.s.1 Is there adequate lighting in the majority of communal point? (WASH facilities, public spaces…)	◯ Yes, there is lighting and it is adequate ◯ No lighting ◯ Yes, there is lighting but it is NOT adequate ◯ Unknown ◯ No Answer, why? _____		

Child Protection Rapid Assessment (CPRA) Toolkit – UASC sections

Developing an assessment plan (Step 2, Tool 2):



Step 2

Development of an assessment plan (week 2)

2

Agree on a context-specific 'What We Need to Know' (WWNK)

WWNK is key information about the situation of children and existing capacities. This information is vital in informing immediate programming priorities.

Deciding on context-specific WWNK is the foundation of any CPRA. The list of WWNKs below was developed in a broad consultation with global and field level CPWG members. Use this list to agree a context-specific WWNK with your CPRATF.

Child Protection WWNKs in the rapid onset or large-scale emergency phase:

a) Unaccompanied and separated children

1. Patterns of separation from usual caregivers of boys and girls
2. Types of care arrangements for separated and unaccompanied children and existing gaps
3. Capacities and mechanisms in the community to respond to child separation
4. Patterns and levels of institutionalization of children
5. Laws, policies and common practices on adoption (in and out of country).

Sample questions to add to a Multisector Initial Rapid Assessment (MIRA):

Are there children in this location who have been separated from their usual caregivers since the emergency?

If yes:

- What are the main causes of separation?
- Which children are most affected?
- What is their living situation?
- Who, if anyone, is providing care for them?[1]

[1] Questions are adapted from the CPRA Toolkit (2011).

CPRA Desk review sample questions (Part 2, Tool 1):

#	Question	Type of Data
00	Population data with age and gender disaggregation for the affected area.	Pre & Post emergency
	a) Unaccompanied and Separated Children	
a.1	Do parents intentionally separate their children from the family? Under what circumstances? How common is this issue?	Pre-emergency
a.2	How do communities respond to separation?	Pre-emergency
a.3	Are there large numbers of children reported as separated, unaccompanied or missing since the emergency? If yes, how many? What are the age groups? Are girls and boys affected differently, and how?	Post-emergency
a.4	Is there ongoing separation?	Post-emergency
a.5	What are the laws and regulations on national and international adoption? And how well are they enforced (before and after the emergency)?	Pre & Post-emergency
a.6	What are the regulations on institutionalization and monitoring of institutions?	Pre & Post-emergency
a.7	Are communities providing interim solutions to separation?	Post-emergency
a.8	Are there childcare institutions in place? Are there new ones being established?	Pre & Post-emergency
a.9	Are there reported incidents of separation of infants?	Post-emergency
a.10	If yes to a.9, what are the care arrangements provided for separated and unaccompanied infants?	Post-emergency
a.11	Is there a history of child trafficking or widespread international adoption? If so, how are boys and girls affected?	Pre-emergency

CPRA Key informant interview – Sample questions (Part 2, Tool 2):

[start by saying: "I will start by asking you some questions about …"]
1. Unaccompanied and Separated Children

1.1 Are there children in this _ _ [camp/village/city, etc.]_ _ who have been separated from their usual caregivers since the _ _ [define a recall period] _ _? ☐ Yes ☐ No ☐ [don't know] [if NO or Don't know, skip to 1.5]

1.1.1 [If YES to 1.1] What do you think are the main causes of separations that occurred since the _ _ [define a recall period] _ _? [tick all that apply] ★

- ☐ 1. losing caregivers/children due to medical evacuation;
- ☐ 2. losing caregivers/children during relocation;
- ☐ 3. caregivers voluntarily sending their children to institutional care;
- ☐ 4. caregivers voluntarily sending their children to extended family/friends;
- ☐ 5. caregivers voluntarily sending their children to work far from parents/usual caregivers;
- ☐ 6. disappearance of children/caregivers in the immediate aftermath of the _ _ [earthquake/attack/…]_ ; [this only applies to rapid-onset emergencies]
- ☐ 7. continued disappearance of children/caregivers (i.e. more recent disappearance);
- ☐ [add more context specific options]
- ☐ [other (specify) _]

1.1.2 [If YES to 1.1]
How many children do you think have been separated from their usual caregivers in this _ _ [camp/village/city, etc.] _ since the _ [define a recall period] _?
[read out the options if necessary]

- ☐ 1-10 ☐ 11-20
- ☐ 21-50 ☐ 51-100
- ☐ >100 (specify _ _ _ _ _ _ _ _ _ _ _ _)
- ☐ [Don't know]

[if "don't know", skip to 1.2]

How do you know this? ★

- ☐ personal observation ☐ government data
- ☐ camp management ☐ word of mouth
- ☐ other (specify) _

1.2 [If yes to 1.1] Regarding children who have been separated from their usual caregivers since the [define a recall period] do you think that …[read out each block separately and allow the KI to respond block by block. Do not read out "do not know"]

1.2.1
- ☐ there are more girls than boys who have been separated [or]
- ☐ there are more boys than girls who have been separated [or]
- ☐ no clear difference ☐ [do not know]

1.2.2
- ☐ separated children are mainly under 5 [or]
- ☐ separated children are mainly between 5 and 14 [or]
- ☐ separated children are mainly older than 14 [or]
- ☐ no clear difference ☐ [do not know]

1.3 Do you know if there are any infants or young children under the age of [you can define a specific age group here, e.g. under 2] who have been separated from their usual caregivers since the _ [define a recall period] _?
☐ Yes ☐ No ☐ [don't know]

1.4 Are there children in this _ [camp/village/city, etc.]_ who do not live with any adults (unaccompanied minors)?
☐ Yes ☐ No ☐ [don't know] [if NO or Don't know, skip to 1.5.1]

1.4.1 [If YES to 1.4] How many unaccompanied children do you think there are? [read out the options if necessary] ☐ 1-5 ☐ 6-10 ☐ 11-20 ☐ 21-50 ☐ >50 (specify _ _ _ _ _ _ _ _ _ _ _ _) ☐ [Don't know] [if "don't know", skip to 1.5.1]	How do you know this? ✿ ☐ personal observation ☐ government data ☐ camp management ☐ word of mouth ☐ other (specify) _

1.4.2 [If yes to 1.4] Do you think that …[read out each block separately and allow the KI to respond block by block. Do not read out "do not know"]

1.4.2.1	☐ there are more unaccompanied girls than boys [or] ☐ there are more unaccompanied boys than girls [or] ☐ no clear difference ☐ [do not know]
1.4.2.2	☐ unaccompanied children are mainly under 5 [or] ☐ unaccompanied children are mainly between 5 and 14 [or] ☐ unaccompanied children are mainly 14 and older [or] ☐ no clear difference ☐ [do not know]

1.5.1 Are there persons unknown to the community who have offered to take children away from this _ _ [camp/village/city, etc.] _ _ promising jobs or better care (e.g. foreigners who want to provide care for children in another country)? ☐ Yes ☐ No [if NO, skip to 1.5.2]

[If YES to 1.5.1] Tell us what happened: Who came? What did they want? What happened? Were children taken away? If so, how many girls and how many boys were taken away? What is the age group of removed children?

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

[thank the KI for answering the questions to the previous section and continue to the new section]
2. Care for Separated and Unaccompanied Children

2.1 I want you to think about the children who are no longer with their usual caregivers, where do they live now? [Write down the response on the left side and code it based on the category codes. The supervisors are responsible to review the coding]

I. _____ [category code: _____]
II. _____ [category code: _____]
III. _____ [category code: _____]
IV. _____ [Other]
V. _____ [Other]

[Categories and codes]:
FCO: foster care arrangement outside the community;
IFC: informal foster care in the community;
FFC: formal/ governmental foster care in the community;
CHH: live on their own;
CLS: live on the street; [add context specific options]

2.2 If you come across a child who does not have anyone who can care for him/her, what would you do? [tick all that apply]

☐ 1. care for the child myself
☐ 2. keep the child for a short time while I find a long term solution
☐ 3. find someone in the community to care for the child
☐ 4. inform the police about the child's situation
☐ 5. inform others (specify _____)
☐ 6. find someone outside the community to adopt the child
☐ 7. take the child to an agency/NGO that deals with children (specify _____)
☐ 8. do nothing (ask why _____)
☐ other (specify _____)
☐ don't know

2.3 Are there institutions/children homes in this area that provide care for orphans or separated children?
☐ Yes ☐ No
☐ [don't know]
[If NO, skip to 3]

2.3.1 [If YES to 2.3] What kind of services do they provide? [tick all that apply]
☐ Day care ☐ Residential care
☐ Recreational activities
☐ Other (specify) _____

Collect contact info if appropriate and possible: _____

CPRA Site report - Sample headings and questions (Part 2, Tool 5):

1. Unaccompanied and Separated Children	
1.1 Are there children in this _ _ [camp/village/city, etc.] _ _ who have been separated from their usual caregivers since the _ _ [earthquake/attack/...] _ _? ☐ Yes ☐ No ☐ Response not clear Comments: _ _ _

1.3 Do you know if there are any infants or young children under the age of [you can define a specific age group here, e.g. under 2] who have been separated from their usual caregivers since the _ [earthquake/attack/…] _?

☐ Yes ☐ No ☐ Not clear

Comments: _ _ _

2. Care for Unaccompanied and Separated Children	
2.1 I want you to think about the children who are no longer with their usual caregivers. Where do they live now? [Rank in the order of frequency and considering the source of the information. Indicate the frequency in (. . . . .).] I. category code: _ _ _ _ (. . . . .) II. category code: _ _ _ _ (. . . . .) III. category code: _ _ _ _ (. . . . .) IV. Other (1): _ ; (. . . . .) V. Other (2): _ . (. . . . .) ☐ Response not clear Comments: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

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TOOL 17

Step-by-step guide to UASC programme development

Follow these steps to develop programmes for unaccompanied and separated children:

STEP 1: Understand, assess and analyse the situation

Analyse the situation, identifying causes of separation while also looking at the context, including the current response of government and communities. Analyse attitudes towards separation, broader child protection risks, resources and existing community-based, faith-based and formal responses to UASC.

STEP 2: Plan & coordinate programme response

Design analysis-based programmes in a strategic and participatory way, with clear objectives, outcomes, activities, roles, responsibilities and timelines for implementation/exit. Design and implement programmes that adhere to established standards/guidance and are responsive to the needs of UASC, children vulnerable to separation, communities and other stakeholders. Build partnerships and coordinate actions, for example, with government and local communities, including children, to access and strengthen local capacity, commitment and sustainability.

STEP 3: Implement programme response

Implement programmes in coordination with other child protection actors and the wider humanitarian response, building a common vision of programme success for UASC, sharing plans and discussing harmonization of approaches. This includes securing funds (including for the post-emergency phase), recruiting/training staff, and building communities' capacity.

STEP 4: Monitor and evaluate

Monitor, review impact and evaluate programmes against clear indicators that generate useful information to improve programme performance throughout the programme cycle.

Incorporate the following accountability measures throughout each phase:

- **Ongoing, participatory monitoring** that involves both rights-holders and duty-bearers (if feasible) and is tied to agencies' reporting processes and staff performance systems.
- **Social-impact analysis**, including gender analysis, throughout the programme.

Information-sharing with intended recipients on their entitlements, as well as establishing **complaints mechanisms** whereby rights-holders and other stakeholders can report concerns about possible malpractice, unfair process, discrimination or abuse of power by agency staff.

TOOL 18

Minumum standards for Child Protection in Humanitarian Action

STANDARD 13
UNACCOMPANIED AND SEPARATED CHILDREN

This standard is based on the Inter-Agency Guidelines on Unaccompanied and Separated Children (UASC) and the Guidelines for the Alternative Care of Children. It is designed in two parts: Part A focuses on identification and registration, documentation, tracing families and reuniting children with their caregivers if they have become separated from them during an emergency. Part B focuses on the interim or alternative care for children who need these services following an emergency. These have been designed to be read together.

Children separated from their parents and families because of conflict, disaster or population displacement, or because of economic or social reasons, are at increased risk of violence, abuse, exploitation and neglect in an emergency. These children have lost the care and protection of their families at the moment when they need them the most.

It is important to recognize that separation can result from a variety of causes. Children can accidentally become separated during flight to safety, during an attack or during a population movement. They may have been entrusted by a parent to someone else, separated during provision of health services to themselves or their caregiver, picked up by another family or aid worker after having been left by a parent looking for survival resources, abandoned, abducted, or orphaned. They may also have run away. The basic assumption, until tracing efforts demonstrate otherwise, should be that a child has someone with whom he or she can be reunited. Absolutely avoid referring to these children as “orphans”.

Separated children are those separated from both parents, or from their previous legal or usual primary caregiver, but not necessarily from other relatives. As a result, this may include children accompanied by other adult family members. Unaccompanied children (also called unaccompanied minors) are children who have been separated from both parents and other relatives, and who are not being cared for by an adult who, by law or custom, is responsible for doing so.

STANDARD

Family separation is prevented and responded to, and unaccompanied and separated children are cared for and protected according to their specific needs and their best interests.

A. KEY ACTIONS - IDENTIFICATION, DOCUMENTATION, TRACING AND REUNIFICATION (IDTR)

PREPAREDNESS

- Review/map national legal frameworks and community systems related to child protection mandates and procedures for working with children without appropriate care, including prevention and response to family separation, and build on this as much as possible and as much as is appropriate;
- develop Standard Operating Procedures (SOPs) that clarify the roles and responsibilities of those involved in IDTR and programmes related to UASC. This should include methods for referral and information sharing, and the role of community structures;
- set up a common Family Tracing and Reunification (FTR) database (possibly decentralized), unless this already exists (consider the inter-agency Child Protection Information Management System, IA CP IMS);
- review the inter-agency agreed common registration forms and determine if they need to be further adapted to the local context. Prepare forms in two or more languages (i.e. multi-language forms) depending on the context;
- identify, train and mentor local interviewers, staff and social workers, community volunteers and responsible officials on the inter-agency guidelines on unaccompanied and separated children, age-appropriate methods for interviewing children, and procedures to be followed for completing and managing the forms to be used locally;
- provide copies of relevant forms to partner organizations and agencies, once their personnel have been trained;
- by working with families and key community members, design prevention of separation materials and tools (for example, leaflets, stickers, hotlines for missing and found children, radio campaigns) and tell children, families and humanitarian workers to whom they should refer cases (see Standard 3 and 16);
- stock FTR supply kits; and
- identify potential national and international partners for IDTR, and, collaboratively with the government, plan geographic and functional divisions of responsibility, ensuring the inclusion of the International Committee of the Red Cross (where present) and the International Red Cross and Red Crescent Movement.

RESPONSE

- Assess the scope, causes and risks of family separation;
- prevent family separation, for example, in reception and arrival areas, or during planned population movements at hospitals (e.g. ensure that all children admitted or with a parent wear a wrist band with their name and other identifying information);

- agree within one week, with the relevant government body and within the child-protection working group (or similar coordination structure), on standardized registration forms and draft operating procedures for IDTR;
- agree within one week on the basic elements of an information and case-management system, including a system and procedures for sharing information and geographic and functional areas of responsibility;
- develop a proactive and systematic strategy to identify unaccompanied and separated children, for example, at registration points; by visiting village after village; during distribution; or by targeting specific locations where UASC are seen, such as hospitals and orphanages;
- train personnel and volunteers who will carry out IDTR activities;
- rapidly set up places where separated children and parents of missing children can register, receive information and access services;
- develop a referral system for separated/missing children and raise awareness in communities and families about IDTR services;
- ensure that UASC have access to services and that they can be prioritized for assistance and protection procedures, and that they have equal access to schools;
- establish mechanisms regularly and systematically to monitor the safety and wellbeing of UASC;
- start tracing and reunification immediately, and make sure there is sufficient staff and relevant logistic equipment (e.g. cameras, computers, printers, locking filing cabinets, transportation);
- keep children, families and caregivers regularly updated on the progress of tracing;
- avoid public dissemination of information that might unintentionally encourage families to abandon children or falsely present them as being without care (e.g. based on the assumption that children without care will be given special assistance), and review activities in other sectors (health, nutrition, WASH, camp management, distribution, public information) and work jointly to ensure that their programmes do not cause voluntary or accidental family separation (e.g. through families assuming unaccompanied children will be given special assistance);
- for separated children, assess as soon as possible whether care arrangements are appropriate and in their best interest interests while tracing continues, and ensure regular monitoring of their interim situation, protection and wellbeing;
- after successful tracing results, verify relationships between a child and adults, assess the willingness and capacity of the receiving adults to provide appropriate care, determine the child's wishes and best interests, provide the receiving family such material assistance as may be necessary to permit care at the same level as other children in the population, and prepare both the child and the caregiver before they are reunited;
- make sure there is timely and periodic follow-up for children who have been reunited to make sure they are cared for and protected. Do not assume that children reunited with relatives will necessarily be well cared for, and ensure close monitoring of such children until it is clear that the nature of care is adequate; and

- when a child is reunited or placed with a relative, ensure that the adult assuming responsibility for care publicly signs a form accepting responsibility for the child, and arrange for one or more respected local leaders publicly to sign a form agreeing to monitor the child's wellbeing and report any problems to the body responsible for child protection and care.

B. KEY ACTIONS - ALTERNATIVE CARE

PREPAREDNESS

- Strengthen the existing foster care system, including through contingency planning, so that it can be expanded in case of an emergency;
- identify and disseminate relevant national law, polices, guidelines, etc. related to alternative care;
- within the government and civil society, identify the key national actors regarding alternative care and their current roles and activities;
- identify relevant traditional mechanisms for providing care for children who are outside of family care;
- provide training on the Guidelines on Alternative Care for Children and introduce the Alternative Care Toolkit;
- support and strengthen local capacities (including government) and support and build the capacity of the main organisations and people to lead on the planning, management and delivery of interim and alternative care; and
- map current interim care structures and mechanisms and identify which might be suitable for meeting the needs of unaccompanied and separated children.

RESPONSE

- Make sure that needs assessments include children's living situations, supportive community structures and systems, and the different alternative care options available (see Standards 4 and 5);
- in consultation with local actors, actively seek to prevent unnecessary family separations, through targeting assistance at especially vulnerable family groups;
- develop a surveillance system (involving personnel at potential points of abandonment) to identify newly unaccompanied children who may have been relinquished in the hope of their receiving assistance, and, if previous caregivers can be quickly identified, assess whether providing specific material or food assistance can enable safe reunification;
- support and develop care services in keeping with the Guidelines for the Alternative Care of Children (specifically the emergency care section) and the Alternative Care in Emergencies Toolkit;
- continually review care arrangements, such as foster care and residential care facilities, to make sure that they are not creating incentives for abandoning children;

- regularly check to make sure that only those children who genuinely need alternative care are placed in interim care;
- develop a care plan for each child in interim or alternative care as quickly as possible and in consultation with the child, his or her family and other important people in the child's life;
- systematically follow up all children in interim or alternative care at least once every 12 weeks; and
- make no permanent decision about a child's alternative care arrangement as long as there is a chance of tracing family members, before available tracing avenues have been exhausted, and never, in any event, within the first year of the beginning of active tracing, unless there are exceptional circumstances (BID guidelines promote 2 years).

MEASUREMENT

OUTCOME INDICATOR	OUTCOME TARGET	NOTES
1. Surveillance systems and services are in place to prevent unnecessary separations	Yes	(3) "Appropriate" and "protective" to be defined in country or context (9) "Appropriate interim care" can be defined in country according to the Alternative Care Toolkit (ACE)
2. Percentage of children registered for tracing that has been reunified and stayed with their family for more than six months	90%	
3. Percentage of registered UASC in appropriate and protective care arrangements	100%	
ACTION INDICATOR	**ACTION TARGET**	
4. Adapted registration forms, SOPs, information, referral and case-management systems in place within one week of the emergency	Yes	
5. Percentage of registered UASC who are reunited with their caregivers	90%	
6. Mechanisms in place for registration and receiving information and for active tracing of immediate family members and relatives	Yes	
7. Percentage of children who have received at least one follow-up visit within one month of being reunited with caregivers	100%	
8. Percentage of registered UASC in appropriate interim or long-term alternative care	100%	
9. Percentage of registered unaccompanied children in log-terme alternative care who are receiving monitoring visits at least once a month	90%	

GUIDANCE NOTES

1. First days:

It is vital to assess the situation for UASC and to initiate co-ordinated responses in the first 48 hours following an emergency. Steps should be taken to help reunite families as quickly as possible, and to organise immediate, interim care if this is realistic. Humanitarians should collaborate with relevant governmental bodies and support them to carry out appropriate roles. Focal points can be identified within communities and services, and given contacts for emergency referrals. Where possible and appropriate, key messages can be widely disseminated through mass media, urging caregivers to stay with their children and to continue to care for children who have lost their families – as well as registering these children with child protection focal points.

2. Preventing separation in organizations and communities:

From the start of an emergency, and building on community assessments on causes of separations as well as existing community structures to prevent and respond to separations, communities should be informed of practical measures to avoid 'losing their children,' such as attaching identification tags to babies and young children, and teaching children vital information about their family identity and the location of emergency meeting points. Humanitarian workers should be trained in how to ensure that children are protected and family unity preserved in delivering humanitarian aid and during exercises to relocate populations. Provision of support to interim caregivers by child protection agencies should be carried out in a way that it does not create incentives for other children to register as separated, and which does not undermine the sustainability of the care arrangement. Work with agencies involved in medical and security evacuations, and ensure that family unity is promoted and maintained within evacuation procedures.

3. Coordination:

Strong coordination is essential to promote effective and protective programme responses for UASC. Coordination should build on existing child protection coordination mechanisms, involving all relevant government organisations and national and international agencies. This group should coordinate work on assessment, registration criteria, adapting forms, defining roles and responsibilities, and developing standard operating procedures for working with UASC. Family tracing and reunification, as well as the provision of interim care, need be undertaken in accordance with existing legal frameworks and should involve statutory duty bearers. ICRC and National Red Cross and Red Crescent Societies (NRCS) have the mandate to carry out tracing in the context of armed conflicts or across international borders. Family reunification across international borders of refugee children must be undertaken in close coordination with UNHCR, and in accordance with the best interests procedure. For refugee children returning to their country of origin, specific procedures and considerations apply.

4. Identification:

If separation is identified as an issue during assessments, set criteria to decide which children should be registered. Depending on the scale of the emergency and capacities of the agencies involved, it may be necessary initially to focus on unaccompanied children, deferring the identification and documentation of children who are separated but in the care of an adult known to them. An inter-agency identification and referral mechanism should be developed as the first step in setting up standard operating procedures. Identify and train key actors who can identify UASC at key locations, such as entry or registration points for camps, medical facilities, feeding centres, market areas in urban contexts, residential care centres, and detention facilities. Work with camp management and distribution registration personnel to identify UASC by making sure that the ages of all household members are recorded, and that unrelated children, households where the oldest member is a child, and children on their own are all identified. Ensure that the community is informed of the importance and purpose of identifying separated children, to avoid creating pull factors or fear in the communities that these children are going to be taken away.

5. Registration and documentation:

Registration involves recording a child's basic data. Documentation involves recording all the information needed to carry out tracing, defining a child's care and protection needs, and developing a case-management plan. These may take place at the same time, or documentation may involve further interviews with the child. The Inter-agency Working Group on Unaccompanied and Separated Children (IAWG-UASC) has agreed common forms for registering UASC and documenting family tracing needs. These forms can, if needed, be adapted by the UASC co-ordination mechanism specific to the context. Registration and documentation should be carried out by trained staff, in a way that avoids causing children unnecessary distress and which does not lead to further separations. Make clear in registration and documentation forms whether children are in the care of an adult whom they know and trust, and whether siblings are also present. Staff carrying out the registration should confirm that children are genuinely separated by seeking information from the children and community members. Prioritise infants and young children for full documentation, ensuring that anyone who brings a very young child for care, or accompanying older children, are immediately interviewed to avoid losing important information. Missing children should be documented on behalf of family members who are looking for them.

6. Inter-Agency Child Protection Information Management System:

The IA CP IMS is the standard system for managing information that is used to support case management in emergencies. It includes the IAWG-UASC forms, procedures on sharing information and data protection, and a web-based database, and comes with guidelines and a training manual. The IA CP IMS helps with activities to trace families by:

- Recording information on individual UASC
- Sorting action lists by caseworker or location
- Tracking actions taken on cases

- Flagging overdue actions
- Allowing UASC and registered missing children to be matched
- Helping to share case information between areas and agencies.

It also provides monitoring and evaluation on how effective programmes are, and analysis of child protection trends. Using the IA CP IMS will need dedicated data officers within each agency, and necessitate the continued capacity building of caseworkers and data officers.

7. Tracing:

Tracing is the process of searching for a child's primary legal or usual caregivers and other family members. The aim of tracing is to find a long-term solution that is in the child's best interests, which usually means reuniting the child with their parents or other close relatives. It also refers to the search for children whose parents are looking for them. Tracing is carried out in a number of ways using a number of different methods. The approach taken should be developed based on analysing risks to UASC. Mass tracing can be carried out using radio broadcasts, on the internet, during community meetings, using posters, and through photo boards. Case-by-case tracing involves active searching by caseworkers for family members in places of origin or separation. Information on individual family members can also be found using population registration databases. Tracing can be particularly effective when it links with community networks such as extended family systems and religious groups.

8. Verification:

Verification is the process of checking whether a claimed relationship is real, and confirming the willingness of the child and the family member to be reunited. It is essential to assess the conditions for reuniting children, and to ensure that the child is not handed over to the wrong person. Verifying a relationship is usually done by matching information from both parties. More in-depth checks may be needed for infants, young children, and children who have difficulty communicating. It is also essential to carry out a best interest assessment to make sure that both the child and the parents are willing and able to reunite, and that an action plan has been developed to support the child's move back into the family. Depending on the child's history in the family or the cause of the separation, it may be necessary and appropriate to mediate between the child and family member. Some time may be required for this, or to determine whether reunification with parents or adult siblings or placement with a relative is in the child's best interests.

9. Family reunification:

Reuniting families is the process of bringing together the child and family or previous caregiver to establish or re-establish long-term care. The child, family and community should be prepared for the return of the child (see Standard 15). Reuniting children with families should be carried out in line with the legal framework of the country. Support should take a community-based approach, and any material help given should be agreed between organisations. Reuniting families across borders should be carried out using ICRC and National Red Cross and Red Crescent Societies, and UNHCR in the case of refugees.

10. Follow-up:

Long-term separation or changes in a family's circumstances caused by conflict or chronic poverty can lead to difficulties in the reintegration process. Ongoing follow-up should be carried out, supplemented by community-based monitoring. The amount and type of follow-up needed will depend on an evaluation of the needs of each child. Due to the variety of reasons for which children may initially have become separated and the higher risks associated with reunification with persons other than parents, careful monitoring is necessary (see Standard 15).

11. Preserving family unity:

Not having enough food, shelter, education or livelihood opportunities can prompt children to leave their families or cause caregivers to abandon children, hand their care over to organizations or care facilities, or send them to live with extended family members in the hope that they will receive better care. Children may find themselves at risk of recruitment into armed forces or groups, abandonment, being trafficked or exploitative labour. Child-protection agencies should work with other humanitarian sectors to make sure that families at risk of being separated receive access to basic services, social protection or support to protect their livelihoods so that they can stay together. Residential care facilities can serve as a pull factor leading to family separation, and should only be considered as an alternative care option for the shortest possible time.

12. Interim care:

Interim care refers to care provided to separated children while families are traced and before decisions are reached about permanent care. Child-protection agencies should prioritise support to family-based alternative care options in emergencies. Programming can include spontaneous informal care arrangements including kinship care, or identifying, screening and supporting caregivers within the community with whom children can be placed for agreed periods. If there is a formal foster-care system, programming may support expansion and strengthening of the system. Where realistic and appropriate, children should be kept within their community of origin, and sibling groups should be kept together. Avoid support through residential care, as this can increase the likelihood of a family separating and can undermine children's wellbeing. Families under stress are less likely to send their children into care by foster families than to a residential institution. If residential care is the only realistic care option, facilities should be supported to achieve minimum standards of care and strong protection procedures. The placement in residential care should be temporary while family-based care options are developed. All children in interim care should receive follow-up visits, and have their care placements reviewed regularly, to monitor their protection situation and wellbeing. For older teenagers, and even some child-headed households, supported independent living may be explored.

13. Alternative long-term care and adoption:

If it is not possible to reunite a child with her or his family, or not in a child's best interest to do so, consider alternative long-term care options. Children should not be left in their interim-care placements indefinitely without a review process to decide what long-term care options will be best. Decisions on long-term care should be taken through a judicial, administrative or other recognised procedure, and should be based on a thorough assessment of the child's best interests, needs and available care options. A permanent family placement is likely to be in a child's best interests. Alternative long-term care options can include adoption, supported independent living for older children, and staying in formal foster care. Adoption may be national or international and involves a permanent change in legal status using legal mechanisms. The Hague Convention on the Protection of Children and Cooperation in Respect of Inter-Country Adoption (HC-93) provides the legal framework for making sure that international adoption is carried out in the best interests of children. Family tracing should be the first priority and inter-country adoption should only be envisaged for a child once these tracing efforts have proved fruitless, and where stable in-country solutions are not available. Child-protection agencies should support authorities to achieve the standards set out in HC-93.

TOOL 19

Tools and resources to support programme design

Programme cycle stage	Purpose	Tools/skills	Resources
Step 1: Understand, assess and analyse the situation ✱ *See Chapter 5*	To understand the immediate and underlying causes of separation and potential solutions	Stakeholder analysis; key informant and focus group interviews; problem-tree analysis; participatory approaches; participatory rapid appraisal	• Child Protection Working Group, *The Child Protection Rapid Assessment Toolkit*, 2011. • Action for the Rights of Children, *Foundation Module 3: Programme design* and *Critical Issue Module 6: Separated children*, 2009. • Save the Children, *Getting It Right for Children: A practitioner's guide to child rights programming*, 2007. • Global Protection Cluster Working Group, *Handbook for the Protection of Internally Displaced Persons*, 2010.
Steps 2 & 3: Plan, coordinate and implement programmes	To develop a technically sound and sustainable programme, responsive to the needs of UASC and their communities	Programme planning/ launch workshop; child rights programming approaches; logical framework analysis; programme cycle results; programme management	• Norwegian Development Cooperation, *Results Management in Norwegian Development Cooperation: A practical guide*, 2008. • ·Active Learning Network for Accountability and Performance, *Protection: An ALNAP guide for humanitarian agencies*, 2005. • Action for the Rights of Children, *ARC Resource Pack*. • United Nations Office for the Coordination of Humanitarian Affairs, *Child Protection Gender Marker Tip Sheet*, 2011.
	To set out programme outcomes/goals; identify activities linked to time frame and goals (for example, who, what, when and which budget, stakeholders, objectives, monitoring indicators and tools)	Child rights programming approaches; logical framework analysis	• Action for the Rights of Children, *Foundation Module 3: Programme design* and *Critical Issue Module 6: Separated children*, 2009. • UK Department for International Development, *DFID Tools for Development*, 2003. • Child Protection Working Group, *Minimum Standards for Child Protection in Humanitarian Action*, 2012.

Steps 2 & 3: Plan, coordinate and implement programmes	To build partnerships, capacity, commitment and sustainability; to leverage resources; to expand benefits/ impact	Community mobilization; develop child protection systems	• Action for the Rights of Children, *ARC Foundation Module 6: Community mobilisation*. • Save the Children UK, *The Consultation Toolkit*, 2009. • Save the Children UK on behalf of the Child Protection Working Group, *Child Protection Systems in Emergencies: A discussion paper*, 2010. • UNICEF, *Partnering with Religious Communities for Children*, 2012.
Step 4: Monitor and evaluate	To generate useful information for improving programme performance	Participatory monitoring and evaluation systems	• Emergency Capacity Building Project, *Good Enough Guide: Impact measurement and accountability in emergencies*, 2007. • Action for the Rights of Children, *Foundation Module 3: Programme design*. • Child Protection Working Group, *Minimum Standards for Child Protection in Humanitarian Action*, 2012. • Inter-agency Standing Committee, *Guidelines on Integrating Gender-Based Violence Interventions in Humanitarian Action*, 2015. • Inter-agency Standing Committee, *IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings*, 2007.

TOOL 20

Key questions when considering support for government use of an Inter-agency Child Protection Information Management System

Key questions to ask when considering supporting to a government for use of an Inter-agency Child Protection Information Management System (IA CP IMS)

Part A: Questions for the supporting international non-governmental organization (INGO)/UN agency or, in the absence of such a supporting agency, for the Steering Committee

The purpose of asking these questions is to further understand the level of willingness of the government to work in cooperation with the IA CP IMS project, to assess the internal and external capacity of the government, and the likely duration of the current government.

1. **Regarding the nature of the government**
   - 1.1. What is the type of government?
     - » Democratically elected
     - » Voted in through a controversial election
     - » Military junta
     - » Dictatorship
     - » Caretaker government
     - » Other
   - 1.2. What is the remaining term of the government in power?
     - » Less than 1 year
     - » 1-2 years
     - » 3-5 years
     - » Indefinite
     - » Other (specify)
   - 1.3. What is the decision-making process?
     - » Decisions are generally made democratically in the parliament
     - » In the cabinet
     - » By executive order of the President
     - » In an autocratic manner
     - » Other (specify)

1.4. What is the general political trend?
   - » The general political trend allows sustaining the decisions taken by the previous government
   - » The policies/decisions change with the change of government
   - » Certain core decisions are respected by all parties coming to power
   - » Child protection/child rights issues are sensitive, and decisions around them are avoided/unclear/constantly changing, etc.

1.5. Is the government involved in an armed conflict (internal or international)? What is the current nature of any armed conflict(s)/ hostilities that the government is involved in or threatened by?

2. **Regarding child protection laws and systems in place**

(Answers to most of the questions below may be obtained through secondary sources such as the Committee on the Rights of the Child website and US State Department reports website)

2.1. When did the government sign, ratify or accede to the Convention of the Rights of the Child and its two Optional Protocols?

2.2. Does the government follow the regular reporting mechanism under these treaties?

2.3. Which ministry or department generally represents the government before the Committee on the Rights of the Child?

2.4. What is the mechanism for alternative/shadow reporting?

2.5. Which are the independent child rights agencies/networks in place for alternative reporting? Who supports these agencies (government/ UNICEF/SC/other donors, ombudsperson)?

2.6. Do government departments generally incorporate the concluding remarks of the Committee on the Rights of the Child in the national plan of action or other plans for children for child rights promotion? Any recent evidence of this?

2.7. What are the principal legal instruments within the country to protect children's rights? Have there been any significant legislative or policy reforms on child rights and protection in line with the Committee on the Rights of the Child? If so, what are they?

2.8. What other key international treaties affecting children is the government party to?

3. **Regarding child protection practice**

3.1. Which ministry or ministries are responsible for child protection and how is this being decentralized?

3.2. Does the ministry have appropriate staffing and budgeting in place for child protection? What is currently in place?

3.3. Does this ministry have a specific child protection strategy? If so, what are the key elements of the strategy?

3.4. Is there any representation by children in the national plan of action or other processes for children in the country (for example, a children's parliament)?

4. **Regarding the child protection capacity within the government**
   4.1. What do INGOs/UNICEF consider to be the key concerns/ recommendations related to the government's use of the information management system (IMS)?
   4.2. What is the social service capacity of the government to implement the IMS, particularly in emergencies? Can the government take the lead in using the IMS during an emergency?
   4.3. What are the key child protection concerns that need to be addressed with a national case management system?

End of Part A

Part B: Questions for the government and UNICEF

The purpose of asking these questions is to make sure that the IA CP IMS is an appropriate tool for the context and that there can be a good working relationship between the government, UNICEF and the IA CP IMS project.

1. **Regarding the situation of children**
   1.1. What is the size of the current and estimated caseload of vulnerable children, separated by sub regions, if possible?
   1.2. What different child protection issues are being/will be addressed through the national system? Are these already being addressed without an IMS?
   1.3. What are or will be the different government responses/interventions for the different child protection concerns identified above? In what ways will the government respond to these concerns programmatically, judicially, etc.?
   1.4. Within government ministries, who specifically oversees and responds to issues related to child rights and protection?
   1.5. What is the current or planned coordination among government departments and among the government and UN, INGO, NGO or other actors? How will complementarity of activities be ensured instead of duplication?

2. **Regarding capacity**
   2.1. What is the available child protection capacity within the government (both in terms of numbers of staff and positions) that are able to respond meaningfully to children at each stage of case management (social workers, counsellors/psychologists, lawyers specializing in children's affairs, judges for juvenile courts, etc.) that will be/are being identified? If not deemed enough, what is envisioned for the future?
   2.2. Is there funding available for data entry officers for a sustained period of time? (The exact number needed will depend on the size of the caseload).
   2.3. Is there funding available for computers that will be dedicated for use by data entry officers only, and funding for other hardware needs such as external hard drives, disks, paper forms, etc.?

2.4. Is there someone with child protection expertise and authority able to:
- Commit time to make sure that the database is customized according to the needs of the programme and according to child protection 'best practices'?
- Oversee the administration of the IMS to ensure that it is being used appropriately and effectively to support the programme?
- Can the above points be incorporated in current job descriptions? (In other words, these tasks should not be left to a database focal person who does not have significant child protection expertise).

2.5. Is there funding to cover the costs of a support visit by the project coordinator and/or regional/head office child protection adviser to facilitate an initial workshop to set up or transfer the IMS?

3. **Regarding information management**

3.1. What information is currently (or will be) gathered by each governmental office/partner agency at the field level:
- Which form(s), reflecting which stages of case management, will be used by which agency and for what purpose?
- If paper forms are used currently, how many copies are taken of each form and where are they stored/sent?
- What language is staff using to complete the forms and to collate or share information?
- Is the information gathered electronically now (in Excel, Word or other format) and, if so, how is it used to support the programmes?
- How is the information secured to maintain confidentiality?

3.2. What have been the challenges and opportunities of the current IMS (if there is one already established)?

3.3. What are the information needs of staff based in provincial or zonal offices such as mass tracing lists, lists of children who need to be followed up on, children with specific protection concerns, referrals and transfers, statistics, etc.?
- Who needs access to paper forms?
- Who needs access to electronic data?
- How often?

3.4. What are the information needs of staff based in the ***national office***, such as statistics, mass tracing lists across field offices, referrals and transfers across field offices, etc.? Who needs access to paper forms? Who needs access to electronic data? How often?

3.5. What are the logistical or other constraints in ***information gathering*** to take into account to ensure that data collected supports your programmes efficiently?

3.6. What are the logistical or other constraints in ***information-sharing*** to take into account to ensure that data collected supports your programmes efficiently?

3.7. Will the data be centralized? Who will analyse trends in the centralized data? Who will they share this with and how will it be used to support the programme?

3.8. What are the key concerns in terms of data confidentiality and data

security in this country context? How can the data be protected when it is gathered, transferred, shared, etc.? Is there a high risk of others trying to get hold of data for malign purposes? What are domestic data protection laws? Would the government be willing to abide by the data protection protocols for the IMS?

3.9. Describe feasible ways to share or transfer data at the field level and to a central location, taking into account logistical constraints and data security issues.

3.10. Who 'owns' the data? Where will the data ultimately be stored? Who will have access to this data?

4. **Regarding cooperation between the government, UNICEF and the IA CP IMS project (to be answered by UNICEF)**

4.1. How does the government believe that using the IA CP IMS will support their work? What are their expectations?

4.2. Does the government understand the nature of the IA CP IMS project? (That is, we do not just provide software, but oversee the quality use of the system.)

4.3. Is the government willing to sign a Memorandum of Understanding with UNICEF and/or other bodies outlining their planned cooperation in working together to strengthen the national child protection system, including through use of the IMS?

4.4. Will there be any third party, such as government affiliated NGO/ independent NGOs, consultants or other actor assigned or outsourced on behalf of the government?

4.5. If so, what will be the role of the government in the process of monitoring, handing over, delegating or outsourcing? How will data security and confidentiality be ensured?

4.6. In case of any unpredictable changes in the government system in the country, how will the government ensure the safe transition of the project to a reliable party and maintain confidentiality of the data?

4.7. How long does the government plan to use the IA CP IMS?

4.8. What support does the government foresee/request from the IMS and/ or partners?

End of Part B

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TOOL 21

Core staff functions for an emergency response to unaccompanied and separated children (UASC)

Staff category	Function	Other considerations
Senior level child protection coordinators and managers	**Overall programme management:** • Attend coordination meetings • Recruit staff and support, mentor and supervise case workers • Carry out assessments/situation analysis • Develop partnerships with government actors/ other partners, and develop standard operating procedures (SOPs) • Write programme proposals and advocacy statements/messages • Support establishment of information management and case management systems and processes.	There is often a rapid turnover of staff in the initial stages of an emergency and, thus, succession planning will need to be considered early on. High staff turnover also has budget implications, in terms of training budgets, higher travel costs, and possible instalment payments to staff, for example. Continuity is important; for example, Save the Children aims for no more than one change in focal person in the first three months, after which a permanent person is in place (staying at least 12 months or the duration of the response if less than one year).
Child protection case managers	**Monitor the quality of all case management activities** – including identification, documentation, tracing and reunification (IDTR), alternative care arrangements and case management – and identify actions to address gaps. **Provide regular training, supervision and mentoring** to case workers.	Case managers should, wherever possible, be qualified social workers and should be responsible for prioritizing and assigning cases as well as reviewing and approving case assessments and action plans. The recommended ratio of case managers to case workers is 1:10-15.
Child protection case workers and, in some instances, community volunteers	**Carry out child protection programme work related to prevention and response to family separation**, including case management and IDTR activities, working directly with affected children, families and volunteers/community members participating in the emergency response. **Facilitate/monitor appropriate alternative care arrangements**, including, where necessary, a dedicated staff member to identify and train foster families and to monitor quality of interim care centres, group homes, etc. **Prepare for and follow up after reunifications.**	Caseworkers and volunteers should be of mixed gender, where possible,[1] and should speak the same language as the affected population. If there are children from marginalized ethnic groups, ideally there should be case workers from the same ethnic group. Recommended ratio for case management is approximately 25 active cases to 1 caseworker.

Child protection case workers and, in some instances, community volunteers	**Conduct a best interests assessment (BIA)** for refugee UASC and other children at risk and prepare best interests determination (BID) reports, when required. Community volunteers may undertake para-social work activities with UASC and other children at risk, for example, where access is difficult or caseloads are very large.	
Information management officers	**Manage programme needs for information**, gather and analyse assessment and response data. **Support the work of the coordination group for UASC**; for example, prepare updated information on recent findings for members of the group. **Interface with other agencies/media.**	Information management officers are usually designated to support their agencies/organizations. However, depending on the context and the need, their function can also be partly to support inter-agency coordination groups.
Information management officers		An evaluation of the emergency child protection response to the Haiti earthquake showed that the absence of a dedicated information officer to the child protection cluster early in the emergency severely affected its capacity to process data.[2]
Information technology and data management staff	**Establish an information management system (IMS)** and establish/implement data protection protocols and procedures. **Provide training** on relevant IMS and digital documentation tools, where in use. **Perform data management**, including data entry.	The information management team, including data entry staff, can make an important contribution to quality control and case management. When included in the child protection team and trained in basic child protection issues, data entry staff are more likely to identify problems with forms and gaps in case management. In this way, an IMS can act as an audit tool.
Administrative staff	**Undertake procurement, data entry, travel arrangements, financial management, human resources and administrative support.**	A case management system will require significant administrative support to manage individual case files and records (filing, storing, closing cases and archiving).
Drivers and logisticians	**Transport staff, partners and volunteers** to carry out all prevention, IDTR and follow-up activities. **Transport children** as necessary, for example, to alternative care provision or family reunification.	Emergency work with UASC is heavily dependent on reliable transport; cars, motorbikes and bicycles may all be required. Communications equipment is essential for staff working in remote areas.

[1] See: Child Protection Working Group, *Child Protection in Emergencies (CPIE) Competency Framework*, 2010, p. 47, on recruiting teams with gender balance.
[2] Child Protection Working Group, *Key findings of the Global Child Protection Working Group (CPWG) Learning and Support Mission to Haiti*, 2010, p. 4.

TOOL 22

Additional staff competencies related to preventing and responding to child separation, CPWG child protection in emergencies (CPIE) competency framework

(CHILD PROTECTION WORKING GROUP, CHILD PROTECTION IN EMERGENCIES (CPIE) COMPETENCY FRAMEWORK, 2010, P. 26)

Areas of focus	Competencies	Behaviours – Level 1	Behaviours – Level 2	Behaviours – Level 3
Prevention of and response to the separation of children from their families	Understanding separation	Understands the link between separation and vulnerability	Carries out capacity building on key issues related to separated children and their support	Organises and facilitates inter-agency capacity building initiatives on working with separated children in emergencies
		Demonstrates understanding of the different situations of separation		
		Understands preserving family unity as a key principle for working with separated children	Demonstrates familiarity in using the Inter-agency Guidelines for Separated and Unaccompanied Children	Applies the principles outlined in the Inter-agency Guidelines to programs, adapting these in accordance
	Preventing and responding to separation	Identifies the main and potential future reasons for both primary and secondary family separation in emergencies	Designs prevention interventions targeting the areas of separation at groups at risk	Promotes inter-agency and inter-sectoral prevention of separation activities
		Identifies and registers separated and unaccompanied children, knowing where is best to do so	Ensures children identified are appropriately registered	Oversees the identification and registration of separated children ensuring information is collected and stored securely, and methods of identification and registration are capturing the most vulnerable children
		Identifies the main local mechanisms for family tracing	Designs and implements an emergency family tracing intervention	Innovates family tracing and reunification strategies that suit the context
		Understands the roles and responsibilities of different actors working with children	Coordinates with other relevant agencies to ensure quality and coverage of various elements of a family tracing and reunification programme	Holds consultations with national authorities and co-ordinates with members of the Working Group on Separated and Unaccompanied Children
		Understands the necessity and benefits of using case management processes and tools	Develops a case management system that suits the requirements of the program	Ensures that the case management system used reflects best practice and is based on promoting the best interest of the child
			Ensures data protection protocols and procedures are agreed on and understood	
			Is familiar with using the Inter-agency CP Information Management System (IMS)	Adapts the IMS to suit the specific situation and requirements of the program
		Is aware of debates and policy on institutional care and alternatives	Liaises with local and national authorities responsible for alternative care	Develops an overview of systems of traditional and formal care that existed prior to the emergency and their current levels of functioning
		Identifies current and possible interim care options for separated children in the local context	Support the identification and development of interim care options for separated children in need of interim care, prioritising community-based alternatives	Establishes effective working relationships with governmental authorities responsible for family preservation and alternative care
			Ensures potential risks to children in interim care placements have been considered and mitigated against	Ensures a system for monitoring and reviewing placements for children is developed and followed

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TOOL 23

Terms of reference for child protection specialist (UASC), emergency (SURGE) missions

Title:

Child Protection Specialist on Unaccompanied and Separated Children

Reports to:

Child Protection Chief

Duration:

Three-month deployment with a possibility to extend to six months

Location: _____

BACKGROUND

The core commitments for children call for the rapid provision and deployment of qualified personnel to act in the first eight critical weeks of humanitarian response and provide guidance for action beyond that, moving towards defined benchmarks.

PURPOSE

The purpose of this deployment is to support the UNICEF country office to scale up its emergency response programme related to unaccompanied and separated children (UASC) to ensure fulfilment of UNICEF's core commitment 4. This includes ensuring interventions are in place to prevent and address family separation and to promote family-based care where possible, in coordination with partners.

MAIN RESPONSIBILITIES AND TASKS

- In consultation with other child protection partners, and government if appropriate, provide leadership for the establishment of child protection coordination structures for preventing and addressing family separation and unaccompanied/separated children as a result of the emergency.
- Together with partners in the child protection sub-cluster and/or protection cluster, conduct a rapid child protection assessment that considers children separated from their families, using agreed inter-agency assessment tools. Where the cluster system is not activated, UNICEF should lead this assessment.
- Review and analyse capacities of existing programmes and support services for interim care, family tracing and reunification of unaccompanied and separated children implemented by all agencies and sectors, including government, throughout the affected area with a view to their rapid strengthening and scale-up.
- Support rapid capacity-building initiatives, including training of partners to carry out identification, documentation, interim care, psychosocial support, family tracing, reunification and follow-up of unaccompanied and separated children, as well as prevention of family separation (primary and secondary).

- Advise on and provide technical assistance in the design, preparation, scale-up, implementation, monitoring and evaluation of protection programmes for unaccompanied and separated children.
- Develop and/or support systems for and coordination of rapid identification and documentation of unaccompanied and separated children, including use of the Inter-Agency Child Protection Information Management System and RapidFTR where possible.
- Identify opportunities to work with other sectors to strengthen overall protections for unaccompanied and separated children by integrating protection activities within their emergency response programmes.
- Assist in the development of appropriate communication and information-sharing on issues pertaining to unaccompanied and separated children as part of an overall communications and advocacy strategy for child protection.
- Undertake field visits to monitor programmes on unaccompanied and separated children and conduct periodic programme reviews with partners.
- Support procurement and distribution of supplies related to interventions for unaccompanied and separated children, in coordination with UNICEF Operations.
- Monitor the trends and emerging evidence of child protection concerns and the response by government; analyse this information to advise on the child protection response vis-à-vis unaccompanied or separated children.
- Produce monthly summary reports (with data) on family separation in the affected areas and programme progress (results) for unaccompanied and separated children.
- Represent UNICEF Child Protection in inter-agency working groups on unaccompanied and separated children.
- Provide inputs on child protection concerns related to unaccompanied or separated children and UNICEF's response thereto in all UNICEF, inter-agency and government planning and reporting processes.

MINIMUM QUALIFICATIONS AND COMPETENCIES

- Advanced university degree in social work, international relations, law, child psychology or other relevant field.
- A minimum of five years' experience with UNICEF and/or other relevant actors, including experience with child protection programming for unaccompanied and separated children in natural disaster and/or armed conflict contexts.
- Knowledge of UNICEF's core commitments to children in humanitarian action, key international standards and guidelines related to unaccompanied or separated children, as well as the humanitarian cluster approach.
- Fluency in English (verbal and written). Good written and spoken skills in the language of the humanitarian operation and knowledge of another United Nations language an asset.

TOOL 24

Template budget for response to separated and other affected children, IRC

International Rescue Committee
2010 Response to Separated and Other Affected Children

			Expenses Line Item	Units	Month/ days	Unit price US$	Total amount US$
Acc. Code		**T3**	**Project Direct Costs**				
			National Staff				
	7055	EKID	Family tracing & reunification manager				
	7055	EKID	Child protection officer				
A. PERSONNEL	7055	EKID	Case officers				
	7055	EKID	Data entry clerk				
	7055	EKID	Case workers				
	7055	EKID	Drivers				
			Vehicles				
			Computers				
D. EQUIPMENT			Printer/photocopier				
			Scanner				

	7500	EKID	**Family Tracing & Reunification** Outreach work, tracing, and case management materials (phones/bulk photocopies of forms, materials)
	7500	EKID	Tracing kits (digital camera, memory cards, backpacks, pens, crayons, notebooks, plastic folders, raincoats)
	7500	EKID	Training materials
	7500	EKID	Reunification kits
C. DIRECT ASSISTANCE	7500	EKID	**Interim care** Direct assistance for unaccompanied minors & family
	7500	EKID	**Child-Friendly Spaces**
	7500	EKID	Animators' stipends
	7500	EKID	Animator/education trainings
	7500	EKID	Materials (variety of age-appropriate toys, blackboards, paper, colouring books, etc.)
	7500	EKID	Activities/events/awareness-raising

TOOL 25

Sample confidentiality and data protection checklist, IA CP IMS

This checklist is designed to be an ***active document*** that complements your data protection protocols. At the time the IA CP IMS is established, agencies are required to adapt the template data protection protocols to their context. Similarly, child protection managers are encouraged to adapt this checklist to match their data protection protocols. Managers should then review the checklist on a regular basis to ensure that their data protection protocols are being followed.

- *When was the password on the database last changed?*
- *Was that new staff member fully inducted into the data protection protocols?*
- *Does the lock on the filing cabinet work?*
- *Are children's names on the outside of any paper files?*
- *Do senior managers know what their responsibilities are in the event of an evacuation?*

Child protection managers: Review the checklist and ensure your data protection protocols are being followed!

For organizations using the Inter-agency Child Protection Information Management System (IA CP IMS)

Child protection managers: Review the checklist and ensure your data protection protocols are being followed!

General data protection

- An assessment has been done in-country of the applicable domestic data protection laws and any possible implications for staff and the organization.
- An assessment has been made of the level of sensitivity of the data being collected and security risks specific to the context, and these have been communicated to all child protection staff, information technology staff, security managers and senior managers in-country, and to the head office.
- Staff have been informed about and trained on data protection protocols and are aware of the specific procedures for protecting data within their organization and/or inter-agency programme(s).
- Staff have been asked to identify security risks specific to their context and to explicitly think through the possible implications for children, their families and communities – and for the organization – if data gets into the wrong hands. All staff in contact with the data have a strong understanding of the sensitive nature of the information, the importance of data confidentiality and security.
- Data protection protocols (adapted from the IA CP IMS template) have been put in place in the form of a written data protection policy and an obligation to uphold this document has been written into the contracts of staff that will come into contact with the data. For example: data entry clerks, child protection officers, information technology staff, child protection managers, senior management, etc.
- Staff understand that all cases will be allocated a code based upon an agreed standard coding format, and that the code should be used to refer to the

case either verbally, on paper or electronically, in place of any identifiable information, such as name or date of birth.

- Child protection managers have provided staff with culturally and contextually appropriate guidelines for obtaining informed consent from children, including guidance on when a child can be judged to have the appropriate level of maturity to be able to give informed consent. Managers are satisfied that child protection staff have sufficient knowledge and skills in this area.
- Children and/or their caregivers are giving their informed consent for the agency/agencies to gather and store their data before any information is recorded. Signed paper consent forms are being kept in a locked filing cabinet.
- Child protection staff are aware that when obtaining informed consent, children may highlight particular information they do not want shared with certain people, and that this must be recorded and respected.
- Information is not being passed to a third party without the informed consent of children and/or their caregivers.
- Information is being shared with other child protection staff members or other agencies within the network strictly on a 'need to know' basis. On the rare occasion that information may need to be shared with a third party, (for example, if withholding the information risks harm to the child or others), staff should do so in consultation with the child protection manager at the highest level of the agency or agencies involved, and let the 'best interests of the child' be the guiding principle.[1]
- A written 'standard operating procedure' describing each agency's roles and responsibilities for data protection, and a diagram illustrating how information will be passed securely within and among organizations, has been agreed upon. All staff are aware of this and have access to it.
- Managers are satisfied through verification that other organizations that they may exchange data with have robust data protection protocols in place. These will usually be the same data protection protocols developed by the inter-agency network at the time the system is set up.
- Provisions have been made for children to be able to access their information as and when they need to do so. This includes having a quiet space available for children and making sure a child protection staff member can be present.
- Provisions have been made for staff working directly with children to debrief for their own well-being. This includes scheduling regular debriefings within work plans. All staff understand that information disclosed by staff about children should be discussed anonymously.
- Managers make time on a regular basis for carrying out spot checks to make sure that all data protection protocols are being followed.

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1 "The term 'best interests' broadly describes the well-being of a child. Such well-being is determined by a variety of individual circumstances, such as the age, the level of maturity of the child, the presence or absence of parents, the child's environment and experiences. Its interpretation and application must conform to the Convention on the Rights of the Child and other international legal norms, as well as with the guidance provided by the Committee on the Rights of the Child in its 2005 General Comment No. 6 on the treatment of unaccompanied and separated children outside their country of origin. Source: UNHCR, *UNHCR Guidelines on Determining the Best Interests of the Child*, May 2008, <www.unhcr.org/refworld/docid/48480c342.html>, accessed 20 January 2016.

- Managers update and disseminate data protection protocols as soon as a situation/context changes, which could affect the security of the data. Such changes could include shifts in governmental relations, a deteriorating security situation, etc.

Paper file security

- Paper documentation for each child is stored in its own individual file, clearly labelled with an individual I.D. code. Names of children are NOT on the outside of the paper files.
- Paper files are being kept in a secure place, accessible only to responsible individuals specified by the child protection manager. This usually means that they are stored in a lockable filing cabinet, and the keys are kept with the data entry clerk. No one else should be given independent access to the paper files without permission.
- Paper files are being transferred by hand between people responsible for the information. This should be the data entry clerk and child protection staff designated by the child protection manager. During transfer, the files should be stored in a sealed box or sealed envelope.
- Managers or the data entry clerk have reviewed paper files to ensure there are no original documents in the files. This is so that destruction of paper files can be carried out without hesitation in the event of an emergency evacuation. If any original documents are on file (such as original birth certificates), these should be scanned and then returned to the child.
- Paper files and/or filing cabinet drawers have been marked with a colour-coding system according to the sensitivity of data they contain, indicating the order of priority in which they should be removed/destroyed in the event of an evacuation. For example, a piece of red tape across the front of a filing cabinet indicates that it contains highly sensitive information. Such a system can be useful during an emergency evacuation/relocation, where the staff member in a position to remove/destroy the data may not be familiar with the particular filing system.
- Rooms containing paper and electronic information are being locked securely when the data entry clerk leaves the room. Data entry clerks are aware of the importance of being vigilant as to who is entering the room and for what purpose.

Electronic data security

- Computers have up-to-date anti-virus software to avoid corruption and loss of information.
- Data entry clerks are changing their passwords on a regular basis.
- Child protection staff are aware that information should be transferred by encrypted and password-protected files, whether via the Internet or memory sticks (USB drives). Memory sticks should be passed by hand between people responsible for the information. The people responsible are the data entry clerk and individual child protection staff, as designated by the child protection manager. In exceptional circumstances, the child protection manager may need to identify a non-child protection staff member to be designated for this task. In this circumstance, the staff member must be briefed on the data protection protocols and sign them. During transfer,

files should be encrypted, password-protected and erased immediately after transfer, including from the recycling bin folder of computers.

- At least two backups should be made on a weekly basis – one stored in the location of the database and the second sent for secure storage in a designated off-site location (for example, a UNICEF national office.) Staff responsible for the data at the second site must follow the same data protection protocols.

Emergency evacuation/relocation plan

- In the event of an evacuation, management must ensure that the computer(s) where the database is set up, its back-up systems and paper files are moved to a safe location. When moving database assets and paper files is not possible, management should ensure that electronic files are completely erased or the assets destroyed, and that paper files are shredded or burned. The off-site electronic back-up copy will then become the only source of information on the children.
- A clear evacuation/relocation plan has been put in place, which includes a 'scheme of delegation' dictating who has responsibility for making decisions regarding removing or destroying data and who has responsibility for removing and destroying data (who has primary responsibility; who has responsibility if the primary person is out of the office; who has responsibility if the secondary person is out of the office, etc.).
- The evacuation/relocation plan for electronic and paper data has been incorporated into the standard evacuation/relocation plan for the whole agency by security managers/senior staff.
- The country director, security manager, logistics manager, information technology manager, senior management team and child protection staff are aware of the sensitive nature of data being collected and are able to recite their individual responsibilities detailed in the evacuation/relocation plan.
- A briefing on the evacuation/relocation plan has been added to the standard induction checklist for relevant staff. Typically, this includes child protection staff, information technology staff, security manager, logistics manager, senior managers and country director.
- Managers have carried out an 'evacuation/relocation drill' to ensure that each individual knows her/his responsibilities and is able to act quickly in an emergency evacuation. This is particularly pertinent if working in an insecure area.

Lead agencies

- Lead agencies in an inter-agency network are responsible for overseeing that all other agencies have appropriate data protection protocols in place, including evacuation/relocation plans.
- If an evacuation/relocation occurs, lead agencies should coordinate with other agencies in the network to ensure that all agencies are able to evacuate without compromising data security and confidentiality to the extent possible within the given security constraints.
- Lead agencies should contact the steering committee and/or project coordinator as soon as possible to alert them to the evacuation/relocation and seek support, as necessary.

TOOL 26

Sample informed consent form

Informed Consent Form to Store & Share Information – Confidential

This form should be read to the child/guardian in his/her own language. It should be clearly explained so that she/he can fully understand the content. For any services that you wish to refer the child to, consent should be noted in the assessment. If the child/caregiver (or case worker – see point 3 below) wishes to withhold information from any service provider, this should be clearly documented below.

Hello, my name is_____ and I am working with (name of the organization/institution). The (name of the organization/institution) is an organization/institution that works to support children and their families.

I'd like to ask you some questions about your situation, so that I can understand the challenges you are facing. Is it ok if I ask you some questions?

I might take some notes to help me to remember what you said. I might share these notes with other organizations working here, if they need that information to be able to support you.

Is it ok with you if I share these notes with other organizations working here if they need that information to be able to support you?

You can let me know if you would like to keep anything that you tell me confidential from anyone else. (Social worker to ask about this again under section 6)

Authorization to be marked by either the parent/caregiver or the child (see standard operating procedure guidance on when a child can provide consent for himself or herself). Please circle either 'child' or 'parent/caregiver' to indicate who is giving consent.

1. I, _____, give my permission for _____(name of agency) to:

store my personal details in their case management system (paper and electronic). **Yes ☐ No ☐**

2. I give _____ (name of agency) permission to intervene on/manage my case. **Yes ☐ No ☐**

3. It has been explained to me that _____ (name of agency) will only share information about my case with a service provider if I have given my consent for them to do so. (This will be discussed as part of the case action planning process in the assessment). Information can be withheld in all or in part. **Yes ☐ No ☐**

4. I understand that releasing this information would mean that a person from the agency/service may come to talk to me. At any point, I have the right to change my mind about sharing information.

5. I understand that some information about my situation that cannot identify me in any way may be shared as part of a report.

6. If the client wants to withhold all/part of the information he/she has provided from individuals/agencies (as documented in the referrals section of the assessment), make note of which information should be withheld from which agencies/person(s) here.

Reasons for withholding information (can select multiple):

Fear of harm to himself/herself ☐

Wants to communicate information himself/herself ☐

Other reason (specify)

Child/caregiver's signature/fingerprint

Date (DD/MM/YY)

If the case manager is required to document the child's confidential information without a child's or caregiver's consent, check this box and the case manager must sign above. ☐

Such situations may occur when this child is without his or her parents/previous primary caregiver and in cases where the child is in imminent danger (including sexual violence or severe neglect). In these situations, the case manager – in consultation with his/her supervisor – may reveal that information to other service providers without the child's/caregiver's consent if this is seen to be in the child's best interests.

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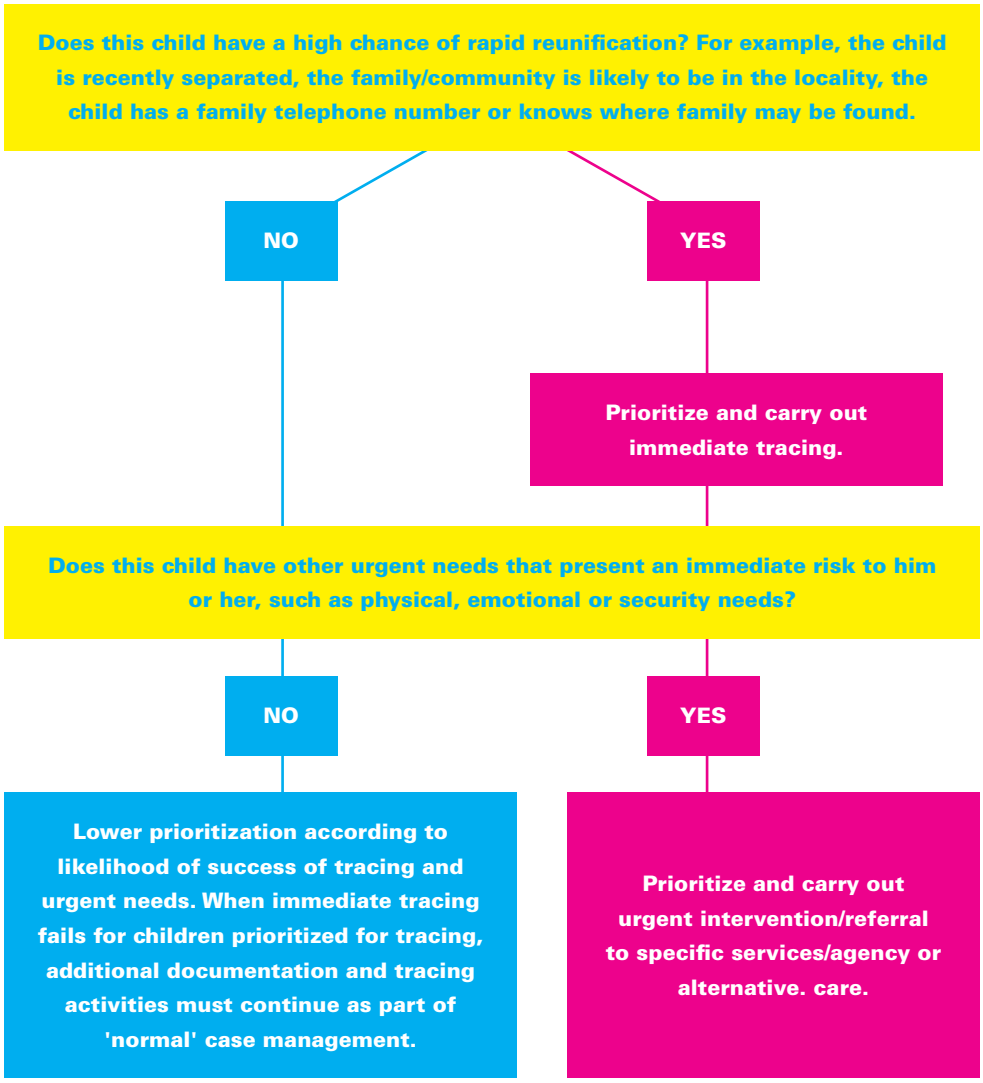
TOOL 27

Sample prioritization tool for UASC

Prioritization of unaccompanied or separated children (UASC) for family tracing:
Priority 1: There is enough information or the circumstances of the separation make rapid family reunification very likely.
• Start tracing action immediately.
Priority 2: There is enough information or the circumstances of the separation enable family tracing to start, but it is likely to be somewhat complicated/time consuming.
• Start tracing action after working on Priority 1 cases.
Priority 3: There is not enough information or the circumstances of separation do not enable family tracing to start.
• Caseworkers return to the child and current caregivers to obtain more information.
Prioritization of unaccompanied or separated children for referrals to services for basic needs or protection interventions:
Priority 1: High risk/Critical (for example, the child needs medical attention)
• Immediate action needed.
Priority 2: Medium risk
• Action needed within a reasonable, specific time frame (for example, within two weeks).
Priority 3: Low risk
• No current significant concerns; continue monitoring regularly.

COMBINING TRACING AND PROTECTION PRIORITIZATION CRITERIA FOR THE SAME UNACCOMPANIED OR SEPARATED CHILDREN:



TOOL 28

Vulnerability and resilience criteria[1] for differential interventions with unaccompanied and separated Somali and South Sudanese children in the Horn of Africa and Sudan/South Sudan

Introduction

Conflict, food shortages, population displacements and migration flows in the Horn of Africa and South Sudan have led to large numbers of children living apart from their primary caregivers and vulnerable to a range of protection issues. Some of these children, however, may not require targeted child protection interventions, since they might be receiving care and protection from extended kinship networks or exhibit other resiliencies that reduce their level of vulnerability. The vulnerability and resilience criteria set out in the grid on page 4 were designed to support the case management of Somali and South Sudanese children living in situations of displacement both in countries of origin and as refugees across borders. They facilitate a more nuanced analysis of which children should receive different types of interventions, such as case management support, information, signposting to services and monitoring by community-based mechanisms.

Principles for applying vulnerability and resilience criteria

- While unaccompanied and separated children (UASC) are maintained as a central focus of programming, vulnerability and resilience criteria should emphasize interlinking protection issues and the children's resilience (that is, the ability of each child to anticipate, withstand and recover from adversity, based on a child's characteristics and personality traits, and risk and protective factors in their immediate and wider environment), facilitating a more holistic view of each child's protection needs and resources.
- To be effective, the vulnerability and resilience criteria suggested in the grid must be ***adapted according to the context*** in which they are applied.
- While providing a framework for analysing priority needs within an overall caseload, the criteria should be used as a guide only and should ***never supersede the vulnerability and resilience analysis undertaken during the assessment of an individual child's protection needs***.

[1] Drafted in consultation with the Inter-agency Working Group for Unaccompanied and Separated Children, 2013. These criteria and accompanying matrix can be adapted for different contexts.

- Children's ***vulnerabilities and resilience change over time*** as the developing child interacts with an evolving context and as personal circumstances change. Community-based mechanisms should be enabledcapacitated to ensure monitoring of children so that children with protection and support needs are identified and referred for assessment and support, as appropriate.

Five dimensions of vulnerability and resilience (*see grid on page 4*)

1. *Degrees of separation*

   While maintaining the standard distinction between 'unaccompanied' and 'separated', this dimension facilitates differentiation between separated children living with close relatives and those living within extended kinship systems that may be known or unknown to them. In Somali communities in the Horn of Africa and South Sudanese communities in South Sudan and surrounding countries, it is common for children to spend periods of time away from their primary caregiver but within the kinship system. Children in such care arrangements need not be considered in need of case management unless they meet additional vulnerability criteria.

2. *Contact with caregiver/family of origin*

   Recognizing that many separated children maintain contact and communication with their primary caregivers, and that much family separation is resolved through community and kinship networks, this dimension enables differentiation between children who still have contact with their primary caregiver and those who need support to locate and re-establish contact with them, thereby facilitating the targeting of family tracing interventions. In volatile and fluid contexts, children can fall out of contact with their primary caregivers and may then need to be prioritized for interventions.

3. *Reasons for separation*

   This dimension recognizes the multiple and often interlinking reasons why children become separated from their families, and the impact this may have on their well-being and prospects for reunification. Some separation is accidental. For example, children may lose their caregivers during flight or by force, as when children are escaping from being targets for persecution, such as in abduction or recruitment. While some families may choose to separate, such separation may be considered a negative coping strategy to ensure the survival of individual members of the family in situations of drought or conflict. Other separation may be considered to fall within community norms or may be cyclical to facilitate access to services or participation in agricultural cycles.

4. *Interlinking protection issues*

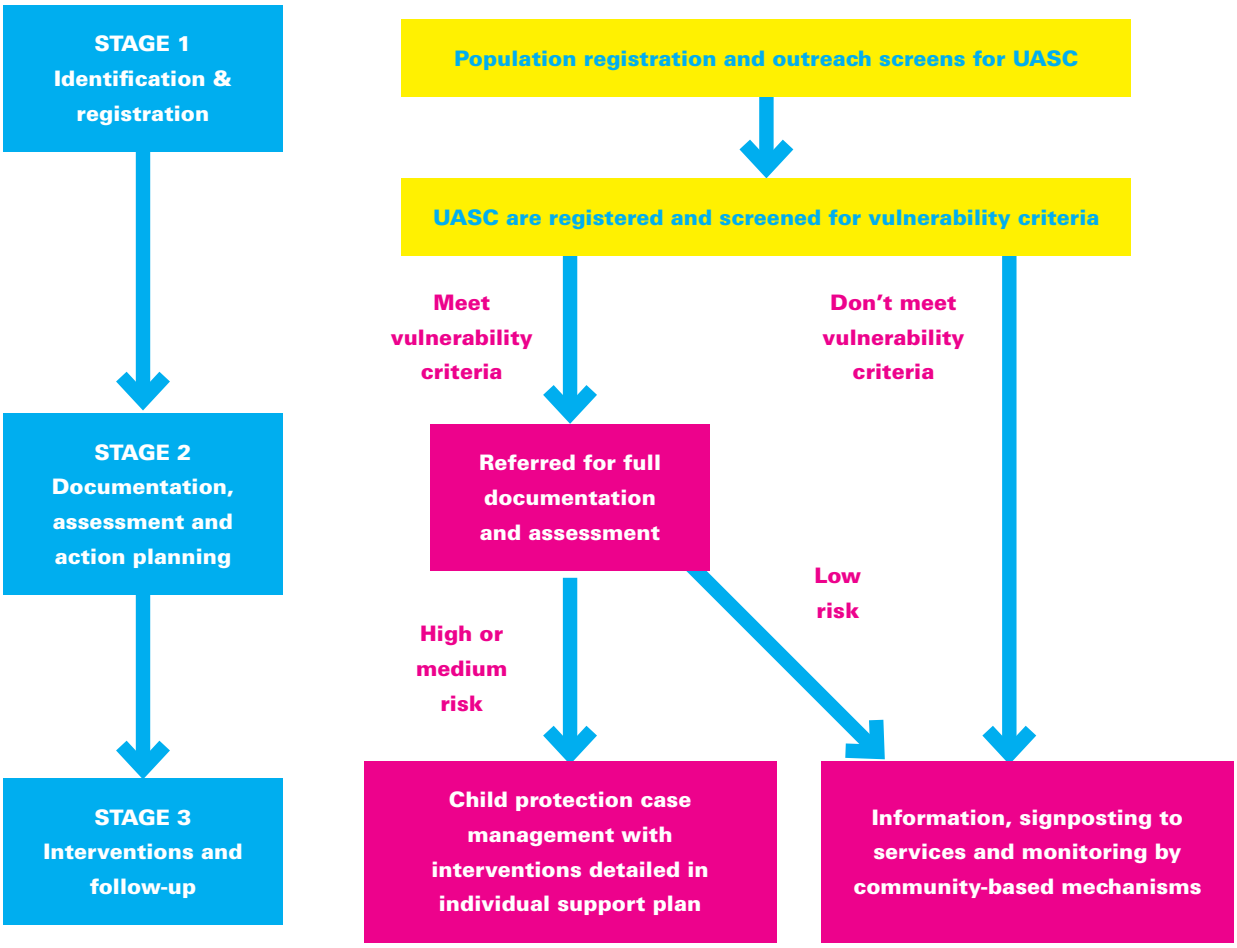
   This dimension recognizes that, by nature, separation increases children's vulnerability to a range of external risks. Taking a systems-strengthening perspective, the interlinking protection issues require a broader range of response interventions than family tracing and interim care. The first

four protection issues listed in column 4 are common in refugee and displacement contexts across the Horn of Africa and South Sudan. Other protection concerns should be identified according to context, through security and/or child protection assessments. Additional protection criteria should then be added to column 4. If certain children are identified through the assessment as at increased risk based on specific characteristics, these characteristics should be added to the final dimension on 'individual characteristics of vulnerability'.

5. *Individual characteristics of vulnerability and resilience*
   This dimension recognizes that certain characteristics make some children more vulnerable to protection risks than others. Children under the age of 5 have specific care needs and should be prioritized for full documentation to maximize opportunities for family tracing. Adolescent girls are at increased risk of sexual abuse and exploitation, including early marriage. Child-headed households can be difficult to place in interim care and may require monitoring and support to live independently. Children with disabilities and chronic illnesses, including HIV, are at increased risk of abuse, neglect and social exclusion, and may require support to access specialized services. Underage mothers may also need support to access health and nutrition services and to care for and protect their children and themselves.

Differential interventions

In the grid of vulnerability and resilience criteria on page 4, those categories that should be used to prioritize children for a case management assessment are highlighted in bold text. This means that ***if a child meets any one of these criteria, he/she should be individually documented and assessed for case management needs***. Separated children who meet the italicized criteria in the first three columns should be registered, but may not need to be prioritized for individual documentation and assessment. Through the individual assessment process, child protection case workers should categorize each child as at high, medium or low risk. Those who are considered to be low risk can be referred for information, signposting and monitoring by community-based mechanisms. A plan should be developed to guide the full case management of those who are considered to be high or medium risk.


STAGE 1
Identification & registration
STAGE 2
Documentation, assessment and action planning
STAGE 3
Interventions and follow-up
Population registration and outreach screens for UASC
UASC are registered and screened for vulnerability criteria
Meet vulnerability criteria
Don't meet vulnerability criteria
Referred for full documentation and assessment
High or medium risk
Low risk
Child protection case management with interventions detailed in individual support plan
Information, signposting to services and monitoring by community-based mechanisms

Instructions for Use

1. Contextualize the vulnerability and resilience criteria and standardize across child protection agencies:
   a. Remove, add and adapt definitions according to context.
   b. Undertake an assessment of security and protection risks to children in the population.
2. Adapt screening, registration and documentation tools to reflect definitions and capture vulnerability criteria and resilience indicators:
   a. Ensure that population registration tools are adapted to screen for unaccompanied and separated children.
   b. Ensure that registration tools incorporate vulnerability criteria and resilience indicators.
3. Establish referral, information-sharing procedures and data protection protocols to ensure that information on unaccompanied and separated

VULNERABILITY CRITERIA FOR DIFFERENTIATING INTERVENTIONS FOR UNACCOMPANIED AND SEPARATED CHILDREN

<table>
<tr><th>1. Degrees of separation</th><th>2. Contact with caregiver/family of origin</th><th>3. Reasons for separation</th><th>4. Interlinking protection issues</th><th>5. Individual characteristics of vulnerability/ resilience</th></tr>
<tr><td>Unaccompanied
5.</td><td>No contact and does not know where they are
5.</td><td>Targeted for persecution[2]
4.</td><td>Survivor of sexual violence</td><td>Children under the age of 5
5.</td></tr>
<tr><td>Separated staying with unknown clan member
4.</td><td rowspan="2">No contact but knows where they are
3.</td><td>Abandoned/orphaned
4.</td><td>Association with armed group or armed force</td><td>Adolescent girls (age 12–17)
4.</td></tr>
<tr><td>Separated staying with unknown relative
3.</td><td>During displacement/ population movement
3.</td><td>Children in conflict with the law</td><td>Child-headed households
4.</td></tr>
<tr><td>Separated staying with known clan member
2.</td><td>Some communication
2.</td><td>Relocated because of food shortage/loss of livelihoods
2.</td><td>Smuggling/trafficking</td><td>Children with disabilities/chronic illness
4.</td></tr>
<tr><td>Separated staying with known relative
1.</td><td>Frequent communication
1.</td><td>Seasonal migration/ access to services/ search for opportunities
1.</td><td>Current security and protection risks in context</td><td>Underage mother
4.</td></tr>
</table>

[2] "The term 'persecution' can be considered to involve serious human rights violations, including a threat to life or freedom, as well as other kinds of serious harm or intolerable situations as assessed with regard to the age, opinions, feelings and psychological make-up of the applicant." United Nations High Commissioner for Refugees, Child Asylum Claims, 2009.

children are passed to the appropriate child protection agency.

4. Train staff and community workers on definitions and vulnerability and resilience criteria and their purpose, and the use of screening, registration and documentation/assessment tools.
5. Monitor and periodically review the effectiveness of vulnerability and resilience criteria for targeting interventions and addressing child protection risks, and continue to adapt criteria/indicators as appropriate.

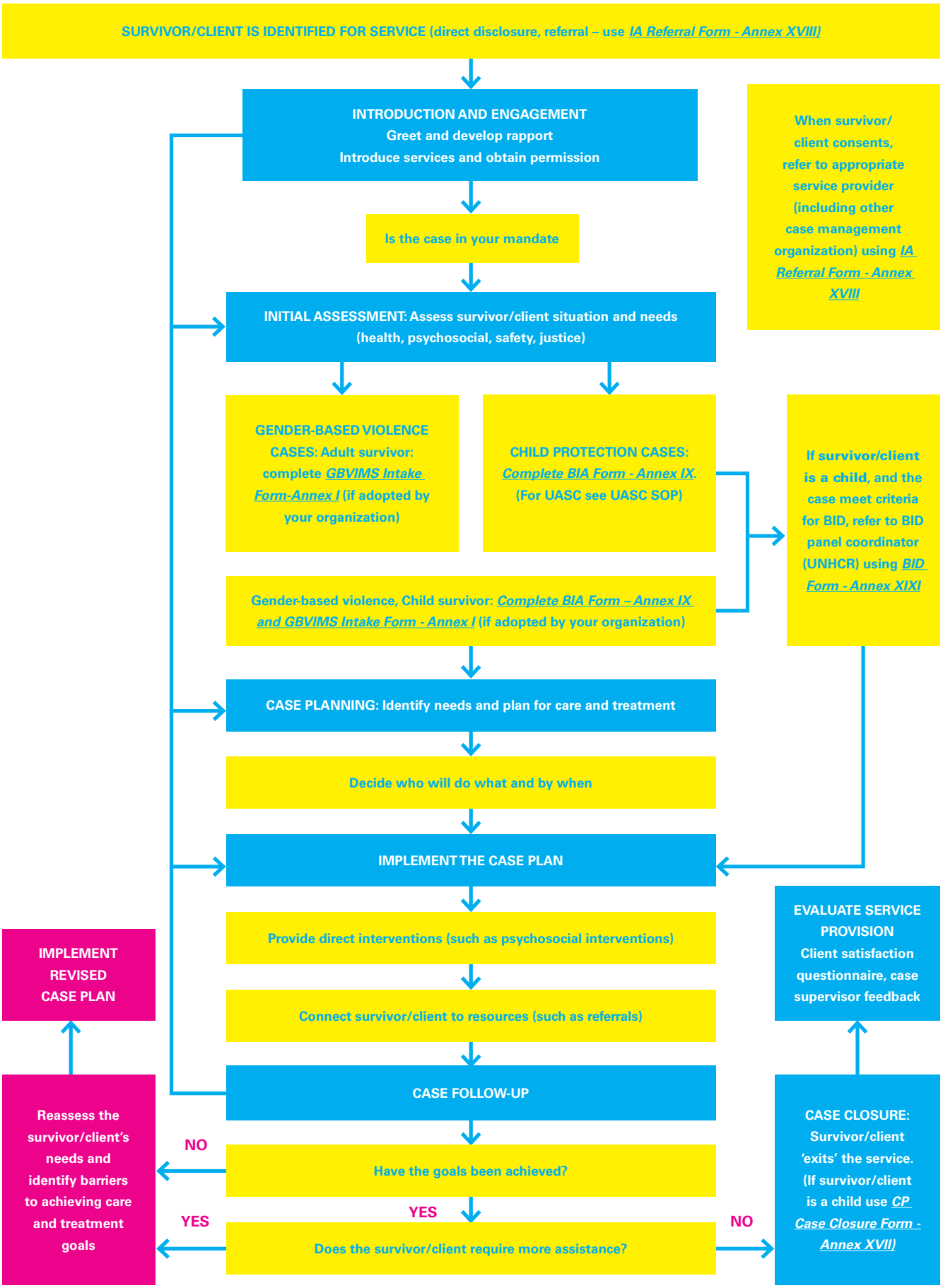
Additional resources:

International Committee of the Red Cross, *Enhancing Protection for Civilians in Armed Conflict and Other Situations of Violence*, ICRC, 2012, <www.icrc.org/eng/resources/documents/publication/p0956.htm>, accessed 1 February 2016.

TOOL 29

Sample case management flow chart, UNHCR, Jordan

(Adapted from caring for child survivors of sexual abuse, IRC/UNICEF, 2012.)


SURVIVOR/CLIENT IS IDENTIFIED FOR SERVICE (direct disclosure, referral – use IA Referral Form - Annex XVIII)
INTRODUCTION AND ENGAGEMENT
Greet and develop rapport
Introduce services and obtain permission
When survivor/ client consents, refer to appropriate service provider (including other case management organization) using IA Referral Form - Annex XVIII
Is the case in your mandate
INITIAL ASSESSMENT: Assess survivor/client situation and needs (health, psychosocial, safety, justice)
GENDER-BASED VIOLENCE CASES: Adult survivor: complete GBVIMS Intake Form-Annex I (if adopted by your organization)
CHILD PROTECTION CASES: Complete BIA Form - Annex IX. (For UASC see UASC SOP)
If survivor/client is a child, and the case meet criteria for BID, refer to BID panel coordinator (UNHCR) using BID Form - Annex XIXI
Gender-based violence, Child survivor: Complete BIA Form – Annex IX and GBVIMS Intake Form - Annex I (if adopted by your organization)
CASE PLANNING: Identify needs and plan for care and treatment
Decide who will do what and by when
IMPLEMENT THE CASE PLAN
Provide direct interventions (such as psychosocial interventions)
Connect survivor/client to resources (such as referrals)
CASE FOLLOW-UP
Have the goals been achieved?
NO
YES
Does the survivor/client require more assistance?
YES
NO
Reassess the survivor/client's needs and identify barriers to achieving care and treatment goals
IMPLEMENT REVISED CASE PLAN
CASE CLOSURE: Survivor/client 'exits' the service. (If survivor/client is a child use CP Case Closure Form - Annex XVII)
EVALUATE SERVICE PROVISION
Client satisfaction questionnaire, case supervisor feedback

TOOL 30

Sample best interests assessment form, UNHCR

UNHCR
The UN Refugee Agency

Best Interests Determination (BID) Report[1]

Section 1: Overview

Camp/location	**Linked cases**
BID file no.	**Case referred by**
Registration number	

Status of the child	**Purpose of BID**
☐ Unaccompanied	☐ Durable solution
☐ Separated	☐ Care arrangements
☐ Orphan	☐ Separation
☐ Other	☐ Other
	☐ None of the above

Priority of the case *(mention reasons)*

☐ Urgent	Specify:
☐ Normal	
Special needs of the child:	

Child's basic bio-data *(refer to registration form)*	
	Where relevant, indicate if information is an estimate
Full name	
Alias	
Age	
Gender	
Date of birth	
Place of birth	
Date of arrival in the country	
Date of arrival at current location	
Nationality	
Ethnicity	
Religion	
Current address	
Registered address	
Current caregiver	
Related case(s)	
Linked BID(s)	

I. Background information

Ethnicity	
Religion	
Languages spoken	
Level of education	

Mother[3]	
Mother's name	
When did you last see your mother?	
Where?	
Where do you think your mother is now?	
Does she have a telephone number?	

Father	
Father's name	
When did you last see your father?	
Where?	

Where?	
Where do you think your father is now?	
Does he have a telephone number?	

Siblings		
Name	Age/Sex	Current whereabouts

II. History of separation[4]

Suggested questions: How did you become separated from your family? (Indicate time, place of separation, as well as causes of separation.) Why did you leave your home country? How did you travel to (name of the country of asylum)? (Indicate mode and route of travel, names of persons who assisted and their relationship to the unaccompanied/separated child). When did you arrive in (name of the country of asylum)? Do you have any relatives or friends in (name of the country of asylum)? If so, provide name, relationship and contact details (if available). Is there anything else you would like to say about your flight?

III. Protection needs & care assessment

Living & care arrangements
Suggested questions: With whom do you currently live? (Note names, ages, gender.) Is there an adult in (name/location in country of asylum) who is looking after you? If so, note name, relationship, contact information. How did you find this place to stay? How is your relationship with your caretaker and/or housemates? What are your activities (chores) in the household? What are the activities (chores) of the other children in the household? Do you feel you are treated similarly as the other children? Do you like to stay with this family? Are you happy here?

Safety & security
Suggested questions: Do you feel safe in this place? If not, what are the reasons? Did any incidents happen? (If yes, describe.) Can you describe the place where you are staying? Note the number of rooms, conditions and how many people are living in the place, etc.

Health & access to medical care
Suggested questions: Do you feel healthy? If not, please, explain type of sickness/how you feel physically. Do you have access to medical care? If not, explain why.

Access to food
Suggested questions: Do you have a UNHCR/World Food Programme (WFP) ration card? Do you receive food rations? If yes, how much and when? Do you think you have enough food? If not, please, explain. What did you eat yesterday?

Water & sanitation
Suggested questions: Do you have access to clean water? How far is the water point? Are appropriate sanitation facilities in place where you live? Are there any risks for you related to collecting water or using the sanitation facilities?

Education
Suggested questions: Do you currently attend school or any educational activities? Please describe (name of the school/training course, grade, regularity of attendance, etc.). If not, explain why not. Did you go to school prior to the separation? Do you like to go to school? If yes, what do you like most in school? If not, explain the reasons. Are the other children in the home going to school?

Child's daily activities
Suggested questions: Do you play with other children? If so, what do you do and where? How many hours per day? Do you currently work to earn some money? If so, what do you do? How many hours per day? What do you do with the money you earn?

Protection & psychosocial well-being
Suggested questions: Where/to whom do you go to discuss problems or ask for help/assistance? Do you receive support from your community? From whom and what type of support? If not, please explain. Do you feel safe from harm? Do you have any particular worries? Do you sleep well? Do you have nightmares? If yes, how often?

Tracing
Suggested questions: Would you like to receive help to find some of your family members? If so, note whom the child would like to trace and any information the child has about relatives' location. If not, what are the reasons you do not want to find your parents? Is tracing of family members taking place? If yes, by which agency? Have you been informed about the results? Do you have additional needs?

Other
Suggested questions: Is there any other information you would like to share with me today?

IV. Home visits

Suggested questions: Note the name, age and gender of persons present in the home at the time of the visit. Who is currently living with you in this home? (Note names, ages, gender.) How long have you been living here? Who prepares the food? How often do you eat? What types/kind of food do you eat? Where do you sleep in this home? How do you spend your time? What do you like to do? How do you feel about living in this home? Are you happy here?

V. Information to be filled out by the assessor

Suggested questions: Does the child look healthy? If not, explain. Does the child have nutrition problems? Are there (urgent) medical needs? If so, please explain. Does the child have sufficient clothing? Please describe impressions about the home. Does the child appear frightened/withdrawn/unhappy (please provide details)? Are there (urgent) protection needs or risks to be addressed (please provide details)?

VI. Verification interview with adult caretaker/foster family (only if applicable)

Name of caretaker	
Gender	Age
Ethnicity	Relationship to the child
What is the name of the child's mother?	What is the name of the child's father?
Suggested questions: Where did the child used to live? (Provide name of province, village.) How did the child become separated from his/her family? What information do you have about the child and his/her life? When did you first meet the child? How long has the child been living with you? How did the child come to live with you? Are you in contact with the child's parents or other relatives? If so, please provide contact information. How is your relationship with the child? Are you able to continue caring for her/him? Is the child healthy? Is there any other information you would like to share with me today?	

VII. Child's drawing[5]

VIII. Summary and recommendations

Case summary + identified needs + observations

Recommended follow-up actions/referral	
☐ Safe haven ☐ Refugee status determination (RSD) ☐ Protection ☐ Medical assistance ☐ Alternative care ☐ Psychosocial support ☐ Counselling ☐ Food ☐ Water/sanitation ☐ Education ☐ Shelter ☐ Recreational/community activities ☐ Regular home visits	Other specific assistance (specify): Need for BID ☐ Priority ☐ Normal

IX. Action plan (order of priority)

Action/follow-up required	Agency/service provider responsible	Action taken + date	Status[6]

Date of next home visit	Date of review of this case
Signature of child welfare officer	Signature of review officer
Date	Date

[1] This form is taken from Annex 3 of *UNHCR's* Field Handbook for the Implementation of UNHCR BID *Guidelines*. See the Guidance note in the handbook for a list of questions to be used for the interviews, as well as additional information on using this form.

[2] Obtain consent at the beginning of the interview with the child/caregiver.

[3] This information on family members (mother/father/siblings, their whereabouts, etc.) needs to be collected in case of unaccompanied or separated children. Please specify if the previous primary caregiver of the child is from the extended family.

[4] Refer to the Guidance note for the Sample BIA Form (*see footnote 1*).

[5] In this section children who are separated can draw a family tree or their previous home. They can indicate different rooms of the family home and who lives in which room. Such drawings help highlight family relations and other useful tracing information. The child can also draw her or his village, old neighbourhood or town, and draw important buildings, such as the school or mosque.

[6] Indicate in this column the status of the case and mark it in colour, for example: green: on track, yellow: delay in implementation, but not a major problem and red: requires urgent action by management/supervisor of those responsible for follow-up and indicate 'DONE' – if all action have been taken.

TOOL 31

Best Interest Determination Report Form UNHCR

UNHCR
The UN Refugee Agency

Best Interests Determination (BID) Report[1]

Section 1: Overview

Camp/location	**Linked cases**
BID file no.	**Case referred by**
Registration number	

Status of the child	**Purpose of BID**
☐ Unaccompanied	☐ Durable solution
☐ Separated	☐ Care arrangements
☐ Orphan	☐ Separation
☐ Other	☐ Other
	☐ None of the above

Priority of the case *(mention reasons)*

☐ Urgent	Specify:
☐ Normal	
Special needs of the child:	

Child's basic bio-data *(refer to registration form)*	
	Where relevant, indicate if information is an estimate
Full name	
Alias	
Age	
Gender	
Date of birth	
Place of birth	
Date of arrival in the country	
Date of arrival at current location	
Nationality	
Ethnicity	
Religion	
Current address	
Registered address	
Current caregiver	
Related case(s)	
Linked BID(s)	
Name of father	
Name of mother	
Siblings	

Tracing	
Started on	Status

Interviews		
Person interviewed	**No. of interviews**	**Date of interviews**

	Name	**Organization**
Interviewer		
Reviewing officer		
Interpreter		
Note:		

Documentation attached	
1.	
2.	
3.	
4.	
5.	
6.	

Section 2: Options and recommendations

Part I – Brief summary information on the case
Please *briefly summarize key issues*, such as current care arrangement, information on parents and family, and the options under consideration.

Part II – History prior to flight/separation
Please record the child's recollections about the flight/separation, and evidence provided by persons close to the child (if interviewed). Indicate how this information has been verified.

Part III – Current situation
Please describe the current living situation of the child, to include: Current care arrangement, living conditions, safety, relationships with foster parents/siblings/caregivers/other family members; community networks, education and school attendance; assessment of child's age and maturity, physical and mental health and any specific needs assessment. Please state who has been contacted and who provided information, such as the child, family, persons close to child, caregivers, teachers, neighbours, social workers/NGO staff.

Part IV – Available options & analysis
Please indicate all the available options and follow-up mechanisms and analysis of each. Please refer to all the factors included in the Annex 9 checklist[2] in recommending what is in the child's best interests, under the following headings: *Views of child, Family and close relationships, Safe environment, Development and identity needs.*

Final recommendation
Please provide the final recommendation and reasons.

Name of the assessor	
Signature of the assessor	Date

Name of reviewer	
Comments by reviewer to the report	
Signature of reviewer	Date

Section 3: Panel decision

This section should be completed and signed at the BID panel sessions. The signed page should then be scanned in order to protect the information included, attached to sections 1 and 2 of the form and converted into a pdf document.

The panel

☐ Approves the recommendations
☐ Defers decision (please explain why)
☐ Does not approve the recommendations (please explain why and provide the panel's recommendation)
☐ Reopens the case (please explain why, and who requested the reopening)
☐ Closes the case

Full reasons for decision

Follow-up actions required (check and specify)

☐ None	☐ Refer child for • Alternative care arrangements • Protection measures • Educational assistance • Psychosocial assistance • Material assistance • Medical assistance
☐ Provide counselling to the • Child • Biological parents • Foster parents/caregiver	
☐ Undertake formal tracing	
☐ Other *(explain)*	

Comments

Signatures of panel members

Name	Organization	Signature
Date		

[1] Drawn from Annex 5 of UNHCR's *Field Handbook for the Implementation of UNHCR BID Guidelines*.
[2] Refers to Annex 9 in UNHCR's *Field Handbook for the Implementation of UNHCR BID Guidelines*.

TOOL 32

Questions to ask while developing data protection and information-sharing protocols[1]

Data protection protocols

- **Legal framework**: What is the national legal framework that pertains to information about unaccompanied and separated children (UASC)? Is there a mandatory reporting requirement if children share self-incriminating information?
- **Long-term ownership**: Who will have long-term ownership and storage responsibility for the data? Will children be at risk if there is a future change of government through election or coup?
- **Relationship with government information management system (IMS)**: What would be an appropriate relationship between data related to case management of UASC and any government-managed data for wider child protection programming?
- **Relationship with data on sexual violence and on grave violations against children in armed conflict**: What would be an appropriate relationship between UASC-related case data and data related to sexual violence and to monitoring and reporting on grave violations against children in armed conflict? How will this relationship be perceived by parties to the conflict and by the civilian population?
- **Evacuation plans**: Where there is ongoing conflict and risk of loss of field bases, are all staff in the field base aware of the sensitive nature of the data and trained in what to do in terms of removal or destruction of data in the event the field office is abandoned?
- **Discussing cases with managers**: Staff may need to discuss difficult cases to seek support and guidance. Are staff aware of the protocols related to how they should discuss cases with their managers?

Information-sharing protocols:

- **Data gathering**: Who will gather information (on paper forms/handheld devices)? Which staff, from which agencies, in which locations? For what purpose?
- **Data entry**: Who will enter this information into the database? Which staff, from which agencies, in which locations? Does all information gathered need to be entered into a database? For what purpose?
- **Data storage**: Where will the paper files be stored? Where will the electronic data be stored? Who will have authorized access to these data, and for what purpose? Who will have 'ownership' of and be responsible for storage of data long term?
- **Data consolidation**: Is there a need for information to be synchronized at a central location? Who will be responsible for this? With what frequency?
- **Data sharing from the central hub**: What different types of information do different staff, field offices and agencies need from the 'central hub' (lists, statistics, etc.)? How frequently do they need this information?
- **Data sharing between agencies**: Is there a need to share information between agencies? For what purpose? If so, which agencies in which locations? What is the minimum amount of data that would need to be shared?
- **Informed consent**: When gathering, storing and sharing data about a child, it is important to seek his or her informed consent (or informed assent for young children). Children need to understand why information may need to be shared and should give their permission for agencies to do this on their behalf. How will agencies confirm to each other that they have obtained informed consent for data sharing?

[1] Adapted from the Paris Principles Steering Group, 'Chapter 16: Information Management Systems', *Child Recruitment, Release, Reintegration Handbook*, 2015.

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TOOL 33

Sample information-sharing protocol

Protection Cluster Information-Sharing and Data Confidentiality Protocol,

Turkey Cross-Border Operations

Overview

According to Inter-agency Standing Committee (IASC) guidelines, cluster/sub-cluster coordinators "are responsible for generating up-to-date cluster-specific information (for example, contact lists, meeting minutes, standard forms, policy or technical guidance, datasets, needs/gap analysis, etc.) and sharing it with the UN Office for the Coordination of Humanitarian Affairs (OCHA) in order to support inter-sector/cluster data sharing." In addition, where needed, cluster/sub-cluster coordinators are responsible for "establishing a data confidentiality and privacy policy within their sector/cluster, which ensures that sensitive, personally identifiable datasets are suitably anonymized."[1] This protocol has been developed in accordance with IASC guidelines.

Purpose

The Protection Cluster, which includes the Child Protection Sub-cluster and the Gender-based Violence Sub- cluster – referred to in this protocol as the Protection Cluster unless otherwise specified – strives to inform all relevant

[1] *IASC Operational Guidance on Responsibilities of Cluster/Sector Leads and OCHA in Information Management.*

humanitarian stakeholders about protection needs, gaps, trends and response in the Syrian Arab Republic. Due to the complex security and operational environment for cross-border actors providing services from Turkey, and in line with the Sphere Protection Principle of 'Do not harm,'[2] the information-sharing protocol prioritizes the safety and security of those who may be identifiable from the information (affected populations, Protection Cluster members, their staff and partners).

In order to achieve a more informed protection analysis and response, the Protection Cluster encourages its members to be proactive in sharing all relevant information with the cluster coordinators to enable regular, credible protection situation/coverage analysis and response monitoring and analysis and recommendations. This is essential to inform both the development and implementation of the Protection Cluster strategy. This approach will make sure to address the partners' implementation needs and risks to other sector/clusters when needed, respecting the information confidentiality agreed through this document. The aim is to ensure inter-cluster response planning and implementation processes at the Turkey operations level, as well as for the broader humanitarian response – that is, for the whole of the Syrian Arab Republic.

To guarantee the safe delivery of protection programmes, the overall approach to dealing with information entrusted to, or originating from, the Protection Cluster is based on the understanding that the work of the Protection Cluster should be open and transparent, except if the nature of the information concerned is deemed confidential.[3]

The Protection Sector/Cluster recognizes the benefits of information-sharing, including:

- Better triangulation of information and corroboration of evidence
- More informed decision-making
- Improved inter-agency collaboration
- Increased access to information on needs and gaps
- More effective intervention, support and targeting of resources
- Improved protection of individuals at risk
- Conducting a joint analysis
- Building a common understanding of the protection situation
- Better access to resources and lessons learned.

Application

This policy applies to all Protection Cluster partners: Protection Cluster, Child Protection Sub-cluster and Gender-based Violence Sub-cluster coordinators, information management officers (IMOs) and all Protection Cluster members.

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2 The Sphere Project – Protection Principles, <www.spherehandbook.org/en/protection-principle-1-avoid-exposing-people-to-further-harm-as-a-result-of-your-actions/>, accessed 1 February 2016.

3 This information-sharing protocol does not include specifications for sharing individual case-related data. Information-sharing related to individual cases will be elaborated in standard operating procedures (SOPs) and other relevant documents specific to the sector/cluster/sub-sector/clusters.

Agreed principles and commitments

The Protection Cluster will abide by IASC guideline[4] on information management, sharing and confidentiality, and operates on the principle that humanitarian information/data should be made accessible to all humanitarian actors, unless sharing the data threatens the humanitarian space and safety of the organization, its staff, partners and beneficiaries.

- The Protection Cluster agrees that information management and exchange should be based on collaboration, partnership and sharing with a high degree of participation and joint ownership.
- The Protection Cluster members agree to share information/data related to assessment and monitoring of protection issues, situation and response with the Protection Cluster coordinators for anonymization, consolidation, cluster-specific analysis and preparation of regular information products on behalf of the Protection Cluster as well as for sharing with Protection Cluster members and other relevant humanitarian stakeholders.
- The Protection Cluster coordinators agree to store information and data shared by Protection Cluster members in a secure manner that is clearly articulated to the Protection Cluster members.
- The Protection Cluster coordinators and members agree to utilize/share information in a manner that recognizes the sensitivities associated with this humanitarian response and respects the need for confidentiality, anonymization and approval of Protection Cluster members prior to further sharing of information provided by Protection Cluster members.
    - Given the contextual and operational concerns of Protection Cluster members operating cross-border, all identifiable information (organization name and location beyond the sub- district level), which is not utilized for cluster (internal) operational planning and field-level coordination[5] will be kept with the Protection Cluster coordinators and information management officers (IMOs) at the Turkey operational level to minimize the risk regarding safety of Protection Cluster members, their staff and partners.
- When sharing sensitive information with Protection Cluster coordinators, Protection Cluster members are responsible for classifying the information shared to indicate whether it can be shared and with whom (based on the table at the end of this policy) to ensure that the Protection Cluster coordinators adopt suitable security measures to prevent the information from being compromised or inappropriately disclosed. This applies when sharing information outside of standard information exchanges (for example, 4W or contact details). See table at the end of this Protocol for the classification of standard information types.
- Protection Cluster coordinators are responsible for extracting and protecting information that cannot be shared, prior to sharing cluster information with

[4] IASC Operational Guidance on Responsibilities of Cluster/Sector Leads and OCHA in Information Management.

[5] At present, cluster members are sharing identifiable (organizations' names, focal points) and detailed geographic information (below sub-district level) for dignity kit distributions, emergency response planning and referral pathway development. The cluster coordinators anticipate additional operational scenarios, tools and documents, which will practically require de-anonymization and detailed geographic information.

relevant humanitarian stakeholders (such as OCHA, donors, etc.).

- Protection Cluster coordinators and members have the responsibility to:
  - Ensure that the identity of individuals and organizations involved in the Protection Cluster will be protected as requested/required by Protection Cluster members, and shared only with the approval of Protection Cluster members.

Breaches to the protocol[6]

Should there be a breach by any of the participating members (including Protection Cluster coordinators and IMOs) to this information-sharing protocol, a meeting will be called for all members within 10 days to discuss the breach and develop a resolution.

If a meeting is not possible within 10 days or if a resolution cannot be reached, senior management from Protection Cluster participants of coordination agencies should hold a meeting to determine the course of action. If needed, an external interlocutor from one of the inter-sector coordination fora or from the Global Protection Cluster may be approached to facilitate the discussion and resolution.

Protection Cluster members may stop sharing data if the protocol is breached and will inform Protection Cluster coordinators in writing with the reasons for stopping the flow of data. While the matter is being resolved, and if Protection Cluster coordinators are not involved in the breach, it is recommended that Protection Cluster members continue to share data to inform field-level response. The Protection Sector/Cluster consolidated information will not be shared externally until the breach is resolved.

The resolution of a breach or suspected breach must be agreed to by all members of the Protection Cluster.

6 Adapted from the *GBVIMS Inter-Agency Information Sharing Protocol*, <www.gbvims.com/gbvims-tools/isp/>,

Information type	Information-sharing category	Level of anonymization	Disclosure protocol
4W data monthly inputs	Internal – Protection Cluster coordinators/information management officers (IMOs)	N/A – Protection Cluster members do not anonymize data information	Limited – not circulated by IMOs until anonymized and data aggregated per the information-sharing category. Only shared with active members of the Protection Sector/Cluster who share 4W data
	Internal – Protection Cluster members	Non-identifiable (coded) organizations; all activity info visible; sub-district level location; disaggregated population figures	Restricted – Protection Cluster members do not circulate 4W data of the cluster
	External – OCHA IMOs in Gaziantep and/or Amman	Non-identifiable (coded) organizations; all activity info visible; sub-district level location; disaggregated population figures	Limited – OCHA at the Gaziantep level will compile all data received and share with IMOs in Amman for WoS consolidation
	External – Whole of Syria (WoS) protection sector focal points	Non-identifiable (coded) organizations; all activity info visible; sub-district level location; disaggregated population figures	Limited – WoS Protection Sector focal points will compile and circulate to hub Protection Sector coordinators as well as with the WoS Inter-Cluster/ Sector Coordination Group
	External – public	Not shared publicly	Restricted – Not shared
Protection dashboard	Internal – Protection Cluster coordinators/IMOs	Non-identifiable; cluster and sub-cluster population figures are aggregated and presented at the sub-district level, broad activity information presented as percentages in the drafting	Public – Protection Sector coordinators may share with the humanitarian community, donors, OCHA, etc.
	Internal – Protection Cluster members	Non-identifiable; cluster and sub-cluster population figures are aggregated and presented at the sub-district level, broad activity information presented as percentages	Public – Protection Sector/ Cluster members may share with the humanitarian community, donors, OCHA, etc.
	External – OCHA in Gaziantep	Non-identifiable; cluster and sub-cluster population figures are aggregated and presented at the sub-district level, broad activity information presented as percentages	Public – OCHA Gaziantep may share with the humanitarian community, donors, OCHA, etc.
	External – WoS Protection Sector focal points	Non-identifiable; sector/cluster and sub- sector/cluster population figures are aggregated and presented at the sub-district level, broad activity information presented as percentages	Public – WoS Protection Sector focal points may share with the humanitarian community, donors, OCHA, etc.

Information type	Information-sharing category	Level of anonymization	Disclosure protocol
Protection dashboard	External – public	Non-identifiable; sector/cluster and sub- sector/cluster population figures are aggregated and presented at the sub-district level, broad activity information presented as percentages	Public – Protection Sector coordinators may share with the humanitarian community, donors, OCHA, etc.
Meeting minutes	Internal – Protection Cluster coordinators/IMOs	Non-identifiable organizations (in the drafting of the minutes)	Limited – active members of the Protection Cluster who attend meetings and share 4W data
	Internal – Protection Cluster members	Non-identifiable organizations unless otherwise prior approval from organization	Limited – member organizations may circulate internally to appropriate persons within their respective organizations
	External – OCHA IMOs in Gaziantep and/or Amman	Not shared with OCHA IMOs	Restricted – not shared
	External – WoS Protection Sector focal points	Non-identifiable organizations unless otherwise prior approval from organization	Restricted – WoS focal points may not circulate minutes any further
	External – public	Not shared publicly	Restricted – not shared
Training requests and/or invitations	Internal – Protection Cluster coordinators/IMOs	Not anonymized NB: This refers to trainings conducted by the sector coordinators or IMOs	Limited – organizations may circulate internally and request more information from the coordinators
	Internal – Protection Cluster members	Not anonymized NB: This refers to trainings conducted, planned and needed by cluster members	Limited – organizations may circulate internally and request more information from the providing organization
	External – OCHA, NGO Forum, Partnership Initiative or other bodies/organizations	Not anonymized NB: This refers to trainings conducted by OCHA, NGO Forum, etc.	Limited – organizations may circulate internally
	External – WoS Protection Sector focal points	Not anonymized NB: This refers to trainings conducted by or through the WoS	Limited – organizations may circulate internally
	External – public	Not anonymized NB: This refers to trainings conducted by or through external actors	Limited – organizations may circulate internally
Protection Cluster member contact information	Internal – Protection Cluster coordinators/IMOs	N/A – Protection Cluster members provide Protection Cluster coordinators and IMOs with appropriate contact information	Restricted – not shared

Information type	Information-sharing category	Level of anonymization	Disclosure protocol
Protection Cluster member contact information	Internal – Protection Cluster members for field-level coordination[7]	Not anonymized – Organizations' names and the areas/scope of their work will be shared; geographically at the appropriate level; organizational/service focal points contact information will also be shared	Limited – shared with operationally relevant cluster members, not to be shared further beyond the cluster members per the contact list
	Internal – Protection Cluster members	Not shared without the consent of the organization – Protection Cluster members may request to be put in touch with specific cluster members. Protection Cluster coordinators or IMOs would first confirm with the organization before facilitating the connection	Restricted – not shared without consent
	External – Inter-cluster coordinators	Not anonymized - Organizations' names, a focal point (contact info) can be shared with relevant cluster coordinators to address non-protection-related issues[8]	Limited – Protection Cluster coordinators will only share with other cluster coordinators as needed
	External – OCHA IMOs in Gaziantep and/or Amman	Not shared without the consent of the organization – OCHA may request to be put in touch with specific sector/cluster members. Protection Cluster coordinators or IMOs would first confirm with the organization before linking the two	Restricted – not shared without consent
	External – WoS Protection Sector focal points	Not shared	Restricted – not shared
	External – public	Not shared	Restricted – not shared
Assessments[9] and reports	Internal – Protection Cluster coordinators/IMOs	Not anonymized unless member sharing provides an anonymized version	Limited – circulated to Protection Cluster members and uploaded to the Protection Cluster dropbox
	Internal – Protection Cluster members	Not anonymized unless member sharing provides an anonymized version	Limited – organizations may circulate internally
	External – OCHA IMOs in Gaziantep and/or Amman	Not anonymized unless member sharing provides an anonymized version	Restricted – not shared without consent from organization(s)
	External – WoS Protection Sector focal points	Not anonymized unless member sharing provides an anonymized version	Restricted – not shared without consent from organization(s)
	External – public	Not anonymized unless member sharing provides an anonymized version	Restricted – not shared without consent from organization(s)

Information type	Information-sharing category	Level of anonymization	Disclosure protocol
Email communication	Internal – Protection Cluster coordinators/IMOs	Not anonymized – communication between the Protection Cluster coordinators or bilaterally with individual members is not blind copied	Restricted – not shared beyond the sector/cluster coordinators
	Internal – Protection Cluster members	Non-identifiable organizations – Protection Cluster coordinators blind close copy (bcc) all communication to the Protection Sector/Cluster; disclosed emails may be permitted exceptionally in such cases as thematic follow-up discussions, task forces, working groups or committees, or action points agreed upon by specific members	Limited – organizations may circulate internally
	Internal – Protection Cluster members for planning or field-level coordination	Not blind close copy – email addresses of relevant Protection Cluster members will be visible to all Protection Cluster members in copy	Restricted – Protection Cluster members do not circulate the non- blind correspondence further
	External – Inter-cluster coordination for planning for field-level coordination[1]	Not blind close copy – email addresses of relevant Protection Cluster members will be visible to all Cluster Coordinators and respective members in copy	Limited – Protection Cluster coordinators will only share with other Cluster coordinators as needed
	External – OCHA, NGO Forum, Partnership Initiative or other bodies/organizations	Not anonymized	Limited, organizations may circulate internally
	External – WoS Protection Sector focal points	Not anonymized	Limited, organizations may circulate internally
	External – Public	Not anonymized	Public, may be widely shared
Sector strategy paper	Internal – Protection Cluster coordinators/IMOs	Non-identifiable – broad activity/ strategic information presented. Geographic detail at district level	Public – Protection Cluster coordinators may share with the humanitarian community, donors, OCHA, etc.
	Internal – Protection Cluster members	Non-identifiable – broad activity/ strategic information presented. Geographic detail at district level	Public – Protection Cluster members may share with the humanitarian community, donors, OCHA, etc.
	External – OCHA, NGO Forum, Partnership Initiative or other bodies/organizations	Non-identifiable – broad activity/ strategic information presented. Geographic detail at district level	Public – OCHA Gaziantep may share with the humanitarian community, donors, OCHA, etc.
	External – WoS Protection Sector focal points	Non-identifiable – broad activity/ strategic information presented. Geographic detail at district level	Public – WoS Protection Sector focal points may share with the humanitarian community, donors, OCHA, etc.

Information type	Information-sharing category	Level of anonymization	Disclosure protocol
Sector strategy paper	External – public	Non-identifiable – broad activity/ strategic information presented. Geographic detail at district level	Public – Protection Cluster coordinators may share with the humanitarian community, donors, OCHA, etc.
Sector work plans	Internal – Protection Cluster coordinators/IMOs	Not anonymized – Protection Sector/Cluster focal points/ members responsible for certain processes will be named	Limited – circulated to Protection Cluster members and uploaded to the Protection Cluster dropbox
	Internal – Protection Cluster members	Not anonymized – Protection Sector/Cluster focal points/ members responsible for certain processes will be named	Limited – organizations may circulate internally
	External – OCHA IMOs in Gaziantep and/or Amman	Non-identifiable organizations (in the drafting of work plans)	Public – OCHA Gaziantep may share with the humanitarian community, donors, OCHA, etc.
	External – WoS Protection Sector focal points	Non-identifiable organizations (in the drafting of work plans)	Public – WoS Protection Sector focal points may share with the humanitarian community, donors, OCHA, etc.
	External – public	Non-identifiable organizations (in the drafting of work plans)	Public – Protection Sector coordinators may share with the humanitarian community, donors, OCHA, etc.

[7] Field-level coordination refers to the operational planning and execution of Protection Cluster activities/services – that is, dignity kit distributions, emergency or contingency planning and response, referrals, etc., to facilitate timely and effective response.
[8] Example: If a Protection Cluster member identifies a gap with non-food items (NFIs) in a specific location, the Protection Cluster coordinators will directly link that member with the NFI/Shelter coordinators without first seeking permission from the reporting cluster member.
[9] Assessments refer to assessments/surveys carried about by individual Protection Cluster members or a small group of Protection Cluster members; large-scale, multi- agency and multisectoral assessments may be bound by different sharing standards.
[10] Examples include the Gender-based Violence-Health Strategy Task Force, the Protection-CCxCM Reference Group, Mine Action Reference Group and the Family Tracing Task Force.

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TOOL 34

Template for an information-sharing protocol agreement

Information-sharing protocol for organizations working with unaccompanied and separated children:

[LIST PARTICIPATING ORGANIZATIONS][1] and **[CONSOLIDATING AGENCY]**[2] in **[GEOGRAPHIC REGION COVERED BY THE INFORMATION-SHARING PROTOCOL (ISP)]**

Purpose

This information-sharing protocol sets out the guiding principles and describes procedures for sharing personal data of unaccompanied and separated children (UASC) for the purposes of enhancing their protection and for family tracing and reunification, as well as to share aggregated and anonymized data for analysis purposes. **[FULL NAME OF AGREED-UPON CONSOLIDATING AGENCY]** (**[CONSOLIDATING AGENCY'S ACRONYM]**) in its capacity as **[CONSOLIDATING AGENCY'S ROLE]** for work in **[OPERATIONAL / GEOGRAPHIC REGION] in [NAME OF COUNTRY]**. The protocol is meant to facilitate information-sharing among participating actors. Note that this information-sharing protocol does not cover individual case referrals for UASC to access services – this should be covered by case management standard operating procedures (SOPs).

The signatories to this agreement recognize that sharing and receiving personal data relating to UASC will contribute towards improved family tracing and reunification and protection outcomes for children, as well as improved inter-agency coordination, identification and targeting of gaps, prioritization of actions, and improved programming of prevention and response efforts. It may also result in improved advocacy efforts, increased leverage for fundraising

[1] The participating organizations should be those agencies that work directly with UASC in case management and family tracing and reunification. Organizations that do not collect personal data on UASC themselves should not be part of the ISP.

[2] The consolidating agency would be the agency that centralizes information on UASC, where applicable.

and resource mobilization, and improved monitoring. All agencies will protect information to ensure that no harm comes to any child, service provider or the community from information-sharing efforts.

Ground rules

- Information submitted by data-gathering organizations to **[CONSOLIDATING AGENCY]** will be submitted in the agreed-upon format.[3]
- The information shared by data-gathering organizations will be consolidated by **[CONSOLIDATING AGENCY]** into a monthly aggregate report. This report, containing only aggregate statistics and trends, will be shared back to the participating organizations for further shared analysis.
- All agencies will protect information to ensure that no harm comes to any child, service provider or the community from information-sharing efforts.
- Information-sharing should only happen with the **consent or assent of child and caregiver, and/or where it is in the child's best interests**.
- New partners who are working with UASC will be added to the protocol once they have met the following criteria:
  1. They have received the appropriate training and follow-up support for information-sharing relating to UASC.
  2. They have reviewed the ISP and discussed the process for information-sharing within the UASC Task Force/Working Group.
  3. They have organizational buy-in for data-sharing.
  4. Signatories to this ISP have been consulted regarding the inclusion of new partners to this agreement.
- Following signature of the protocol, the focal points for data-gathering organizations and the consolidating agency have a **responsibility to train their colleagues** about the standards and procedures outlined in this information-sharing protocol: notably, that UASC data are shared on a **[FREQUENCY]** basis among ISP signatories in the manner outlined in this document; any requests from external actors for access to consolidated UASC information must be directed to the **[CONSOLIDATING AGENCY]** focal points in order to begin the authorization process among the data-gathering organizations; UASC data are not to be used for follow-up or investigation on individual cases/survivors by any other than the agency responsible for the child's case. They should also explain to their colleagues that any question or request for UASC information should be directed to their respective organizations' UASC focal points.

Data security

[CONSOLIDATING AGENCY] and the data-gathering organizations will ensure that all data are safe and secure and will implement appropriate procedures to maintain confidentiality of the data. Organizations will submit an Excel

[3] Note that where information is being consolidated for family tracing and reunification purposes, it will be necessary to share identifiable, personal data, including names of the child and caregiver. Where data are being consolidated for reporting and analysis purposes, anonymized data will be sufficient.

document and will employ password protection. The ***password for these submitted files*** has been agreed upon by each data-gathering organization and shared with **[CONSOLIDATING AGENCY]**.

[CONSOLIDATING AGENCY] has outlined during the creation of this protocol how the data will be:

- Received
- Stored/deleted
- Protected in the computer
- Used by (who has access to the data and the computer).

The **[FREQUENCY]** reports in **[TYPE OF DATA TO BE SHARED]** form are shared with the **[CONSOLIDATING AGENCY]** UASC focal points/liaison, in the organization's capacity as **[CONSOLIDATING AGENCY'S ROLE]**. In case the security situation further deteriorates in **[GEOGRAPHIC REGION COVERED BY ISP]**, hampering **[CONSOLIDATING AGENCY]**'s or the participating organizations' abilities to protect and assist UASC or their information, the information-sharing protocol will be reviewed and consequently adapted to respond to the changing environment. The **[UASC Partners/Task Force]** will develop contingency plans for data security and information-sharing should the security situation change.

[FREQUENCY OF CONSOLIDATION] Consolidation

[The specific purpose, which clearly lays out the goal of information-sharing, should be elaborated here. The following are example purposes for an ISP on UASC, but this should be adapted to the context.]

The specific purpose of the Consolidation is to support family tracing and reunification of UASC through maintaining a centralized database of UASC and the relatives that they wish to trace for the purpose of data-matching with requests from relatives seeking children.

AND/OR

The specific purpose of the Consolidation is to support the protection and care of UASC through maintaining a centralized database of such children to maximize efficiency and minimize duplication of services provided to them.

AND/OR

In addition, the specific purpose of the Consolidation of anonymous data on UASC is to analyse the profile and trends of such children in order to support participating agencies in better providing services for these children.

[FREQUENCY OF CONSOLIDATION] Consolidation

1. **Frequency**: Participating organizations will submit **[elements data]** (defined in Annex **XX**) for all new cases reported during the previous period to **[CONSOLIDATING AGENCY]** by the **[AGREED UPON DAY OF SUBMISSION]** of each **[FREQUENCY]** in a password protected document. For the purpose of compilation and data-sharing, this is the only reporting format that will be requested.
2. **Areas of coverage**: The aggregate reports will reflect the following geographic areas based on the participating organizations providing data. **[TABLE/LIST GEOGRAPHIC AREAS AND ASSOCIATED ORGANIZATIONS]**
3. **[CONSOLIDATING AGENCY]** will consolidate all submitted data and create an aggregate **[FREQUENCY]** database and/or report (see Annex **XX**) with all participating gathering organizations' identifying information removed. The anonymized report will be sent back to all participating organizations by the **[AGREED UPON DAY OF SUBMISSION]** of each **[FREQUENCY]**. This [FREQUENCY] report will be shared back to all participating organizations with a summary of key findings by **[CONSOLIDATING AGENCY]** within **[AGREED UPON TURN-AROUND TIME]** of the **[FREQUENCY]** data analysis meeting.
4. Any potential matches in data between children and relatives, or potential double recording of children, will be communicated individually by **[CONSOLIDATING AGENCY]** to the focal point of the concerned agency/agencies within **[AGREED UPON TURN-AROUND TIME]**.
5. The UASC ISP signatories will meet once a **[FREQUENCY]** to discuss trends and patterns in reporting, and any challenges in information-sharing relating to family tracing and reunification and case management of UASC. **[CONSOLIDATING AGENCY]** will compile the analysis during this meeting to include in a **[FREQUENCY]** report on UASC trends in **[AGREED UPON GEOGRAPHIC AREA]**. The format of this report will be agreed upon by the actors during this **[FREQUENCY]** meeting. The aim of the **[FREQUENCY]** report is to provide a snapshot of UASC reporting in **[AGREED UPON GEOGRAPHIC AREA]** to inform responses and advocacy across agencies and for external uses as necessary (such as sectoral meetings).
6. Agency focal points: The individuals responsible for the submission of data and for sending compiled **[FREQUENCY]** reports are listed in the UASC focal point document (**Annex XX Focal Point Document**). Each organization or agency that is part of the UASC Task Force should have a primary and secondary UASC focal point to fulfil the roles and responsibilities (**See Annex XX Roles and Responsibilities**) related to UASC information-sharing. In the case of staff turnover, each agency is responsible for designating a new focal point, doing a complete handover of UASC responsibilities, and communicating this change to the **[CONSOLIDATING AGENCY]** UASC focal point/liaison, who will be responsible for updating the UASC Focal Point Document. In case no update is provided about the new UASC focal point, **[CONSOLIDATING AGENCY]** UASC focal point/liaison will contact the senior management of the concerned agency to obtain the new focal point details, and update **Annex XX Focal Points Document**.

[Name Frequency of CONSOLIDATION (if there are additional) to include points listed above]

When others request information on gender-based violence (GBV)

Internal and donor reporting

[CONSOLIDATING AGENCY] and participating organizations are authorized to use consolidated statistics on UASC for their internal and donor reporting requirements.

When sharing data for their internal reporting requirements, organizations and agencies should maintain data protection standards of confidentiality and security. With that purpose in mind they should send the following caveat along with UASC statistics:

> *The data shared are only from identified cases, and are not necessarily representative of the total number of UASC in **[AREA OF COVERAGE]**. These statistical trends are generated exclusively by UASC service providers who provide case management services for UASC in locations across **[AREA OF COVERAGE]** and with the consent/assent of children and/or their caregivers, in line with their best interests. The following information should not be shared outside your organization/agency. Failure to comply with the above will result in the suspension of sharing UASC statistics in the future.*

[CONSOLIDATING AGENCY] and participating agencies can share information with each other without seeking approval from all the signatories. Additionally, individual agencies may authorize external sharing of their information bilaterally with another organization.

It is not recommended to include the media as a pre-approved point for information-sharing since context and security situations can change rapidly. Media requests should be handled on a case-by-case basis and in a transparent manner.

Pre-approved information-sharing to non-ISP signatories

The agencies/entities below have been approved by all ISP signatories to access the agreed-upon consolidated, anonymized data reports for the specific purposes mentioned.

Who	Location	Purpose	Format

Every **[FREQUENCY]**, **[CONSOLIDATING AGENCY]** UASC focal point/liaison will prepare and share the agreed tables and/or summary of trends (**Annex XX: Dataset to be Shared with Pre-Approved Non-ISP Signatories**) including the caveat above with the following pre-approved external actors, who have been agreed upon by all signatories to this ISP.

The standard consolidated data reports to be shared with pre-approved external actors will be shared by **[CONSOLIDATING AGENCY]** with all signatories **XX** days before sending the reports. These **XX** days will provide the signatories with an opportunity to review the reports and raise any potential errors and/or concerns.

If any of the pre-approved partners request information that is outside of the pre-approved format or purpose, they should also submit a request according to the criteria listed in the following section.

Other external actors

Each time external agencies or actors not already approved for data-sharing by the ISP signatories submit a request for any other consolidated UASC data, **[CONSOLIDATING AGENCY]** UASC focal points/liaison will issue a written request to each of the participating organizations for authorization to share aggregate consolidated data. Each request for authorization to share consolidated UASC data will specify:

- The reason/purpose for the request for information
- What the information will be used for
- How the information will be used
- How the information produced with the consolidated data and analysis will be fed back to the participating organizations
- A written guarantee by the receiving party to not disseminate the report to any other party or use it for any purpose beyond that which was requested and authorized.

The consolidated data will be shared only after receiving authorization from one of the identified focal points from each of the data-gathering organizations.

If signatories to the ISP (other than **[CONSOLIDATING AGENCY]** UASC focal points/liaison) receive requests from external agencies or actors not already approved for data-sharing by the signatories, they should inform and send this request to **[CONSOLIDATING AGENCY]** UASC focal points/liaison so that the appropriate action is taken.

When a request for authorization to share data is submitted by [**CONSOLIDATING AGENCY]**:

1. The request will be sent by **[CONSOLIDATING AGENCY]** UASC focal point/liaison to both the primary and secondary focal points of each organization.
2. **[CONSOLIDATING AGENCY]** UASC focal point/liaison will call the focal points of each organization to inform them about the request received, and ask them to provide their written feedback to the request within **5 business days**. **[CONSOLIDATING AGENCY]** UASC focal point/liaison will also follow up with the organizations' focal points by telephone.
3. If no response is received from the organizations' focal points, **[CONSOLIDATING AGENCY]** UASC focal point/liaison will follow up with the senior management of the non-responsive organization(s). If no response is received from senior management after 5 business days, it does not imply automatic authorization to share the data externally.
4. If after following the above steps, the organization(s) has/have still failed to provide feedback, **[CONSOLIDATING AGENCY]** UASC focal point/liaison will contact those organizations that have already provided their authorization, and ask them whether they agree to share the aggregated data excluding the data collected by one (or more) signatories that is/are not responding to the request.
5. If all organizations still agree to data-sharing, then data will be shared excluding the data collected/compiled by the non-responsive organization(s).

[CONSOLIDATING AGENCY] UASC focal point/liaison will remove all participating organizations' identifying information.

A party that has been authorized to receive consolidated UASC data must agree to not disseminate the information to any other sources in the written request they submit to **[CONSOLIDATING AGENCY]** UASC focal point/liaison. The party has to direct any requests they receive for access to this shared data to **[CONSOLIDATING AGENCY]** UASC focal point/liaison.

When written authorization for external data-sharing is attained from organizations working with UASC, **[CONSOLIDATING AGENCY]** UASC focal point/liaison will share the data along with the following relevant caveats in writing:

1. ***The data are only from identified cases***. The consolidated data are not necessarily representative of the total incidence or prevalence of UASC in any one location or group of locations. Sufficient explanation of limitations

on identified cases and trends in reporting should be properly highlighted in any external communication after permission is received from contributing agencies. This information is confidential and cannot be reproduced without the authorization of the UASC actors.

2. The aggregate data are based on **non-identifiable data** submitted from participating organizations for the purposes of:
   - Prevention and response to family separation programme planning, monitoring and evaluation by [CONSOLIDATING AGENCY] and partners
   - Identification of programming and service delivery gaps
   - Prioritization of actions and next steps
   - Improved service delivery
   - Policy and advocacy
   - Resource mobilization.
3. The data shared should be accompanied by the following **caveat**:

   *The data shared are only from identified cases, and are not necessarily representative of the total number of UASC in **[AREA OF COVERAGE]**. These statistical trends are generated exclusively by UASC service providers who provide case management services for UASC in locations across **[AREA OF COVERAGE]** and with the consent/assent of children and/or their caregivers, in line with their best interests. The following information should not be shared outside your organization/agency. Failure to comply with the above will result in the suspension of sharing UASC statistics in the future.*

Media and external advocacy institutions

Due to the impact it can have if data are shared inappropriately, all information requests from the media and external advocacy institutions will be carefully scrutinized. Any request for UASC consolidated information needs to be made in writing, including information on how the data will be used to **[CONSOLIDATING AGENCY]** who can then share the information after receiving authorization from all participating organizations as outlined above.

By this information-sharing protocol, the ISP signatories understand that they can refer any request for UASC consolidated information to **[CONSOLIDATING AGENCY]**, which can then share the data after receiving authorization from all data-gathering organizations in response to the written request. Any denial of authorization should be accompanied with an explanation that can be shared in a non-identifiable format with the requesting party at **[CONSOLIDATING AGENCY]**'s discretion.

Time limit

Once agreed, this information-sharing protocol will take effect from the agreed-upon date for information-sharing to begin and will be on trial basis for **XX** months from the date the ISP has been signed. After this time, the signatories will review the effectiveness of, use of, and adherence to the protocol. In the absence of a new agreement, this protocol will automatically be renewed for

[PERIOD OF TIME], until a revised version[4] can be agreed upon.

To ensure regular review, an ongoing agenda point on UASC information-sharing will be included at the end of the monthly child protection or UASC coordination meetings to inform participating actors of information-sharing protocol issues that require follow-up discussion.

Breaches

In cases of breach by any of those participating in this information-sharing protocol, a meeting will be convened including all participating agencies' UASC focal points within one week to discuss the matter and to determine appropriate action to be taken. If a meeting cannot be convened within one week or a resolution cannot be reached, then the following process should be undertaken:

- A meeting will be convened including **[OPERATIONAL LEVEL]** senior management team from all participating agencies to discuss the matter and determine appropriate action to be taken within one (1) week.
- If unresolved, the matter should be referred to the **[NATIONAL LEVEL]** within two (2) weeks of the breach or suspected breach.
- If unresolved, the matter would be referred to the global level of the participating agencies for support within one (1) month.

This resolution process should not impact regular information-sharing, if resolved.

Participating organizations reserve the right to stop sharing data if the ISP is breached and will inform **[CONSOLIDATING AGENCY]** in writing with the reasons for stopping the flow of data. While the matter is being resolved, and if **[CONSOLIDATING AGENCY]** is not involved, it is recommended that data-gathering organizations continue to share data with **[CONSOLIDATING AGENCY]** to inform field level activities (that is, programming and service delivery gaps). UASC consolidated information will not be shared externally until the breach is resolved.

The resolution of a breach or suspected breach must be agreed to by all organizations that are signatories to this protocol. In the event that the resolution cannot be agreed upon, signatories have the option to terminate, in writing,[5] their inclusion in the protocol and the protocol will be revised accordingly.

[4] If it is agreed that a revision is not necessary, the dates can be updated and the agreement again signed.

[5] The individual who signed the information-sharing protocol would communicate the organization's withdrawal.

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TOOL 35

Template data protection protocol, Inter-agency Child Protection Information Management System

The following document reflects best practices for protecting data. For those using or considering use of the Inter-agency Child Protection Information Management System (IA CP IMS), it may be used as a guide when developing data protection protocols for your programme. The information below should be reviewed and adapted to meet the specificities of the country and context you are working in.

It is important to remember that information on children belongs to the children. Those who keep this information do so on their behalf and should use it only in their best interests and with their informed consent. The following data protection protocols are based on the concept of confidentiality, which is a central component of the principles of best interests and participation for children.[1]

Confidentiality means ensuring that information disclosed to you by a child is not used without his or her consent or against his or her wishes and is not shared with others without his or her permission, except in exceptional circumstances. Information can be stored or transmitted verbally, on paper or by electronic data.

Confidentiality is in the best interests of children because it prevents the misuse of information about them for purposes beyond their control, including for purposes leading to their exploitation, stigmatization and abuse – either intentionally or unintentionally. It also helps to ensure that their views and opinions are heard and respected at all times.

General data protection

1. It is important to have a clear understanding of the context you are working in. Before starting to use the database, an assessment should be carried out

[1] These principles are outlined in the United Nations Convention on the Rights of the Child and the Organization of African Unity African Charter on the Rights and Welfare of the Child.

that reviews all applicable domestic data protection laws and the possible implications they might have for staff and the organizations involved. This process should also take into consideration the level of sensitivity of the data that will be collected relative to the security risks specific to the context. In cases where data will need to be shared or transferred across borders, agencies should consider potential constraints to protecting data (for example, security officials at borders who may request to access data).

2. All staff involved in the work should be aware of the data protection protocols and the security implications of sensitive data.
3. All agencies holding information on children should have a written data protection policy, based on the principle of confidentiality, which should ideally be framed within the agencies' broader child protection policy. An obligation to uphold this policy should be written into staff contracts.
4. All children about whom information is gathered should be allocated a code based on an agreed upon standard coding format. This format may indicate areas of identification or areas of origin but should guarantee the anonymity of the child. The code should be used to refer to the child's case either verbally, on paper or electronically, in place of any identifiable information, such as name or date of birth. All files should be stored according to the allocated code.
5. Access to information on children should be limited only to those who need to know it and to whomever the children agree to know it. Those gathering information should explain to the child exactly why they are gathering it, how it will be used and by whom. Their informed consent is central to gathering and sharing information, and should be given, where possible, in written form.
6. Children should be given the opportunity to highlight any information they do not want disclosed to any particular person. For example, they may not want their family to be told personal details about them that they would rather communicate face-to-face.
7. In exceptional circumstances, information disclosed by children can be shared against their wishes if it is considered – after careful evaluation – in their best interests to do so, but the reasons for doing so must be clearly explained to them. There is no hard or fast rule for disclosing information shared by a child, but generally, information should be shared when the child or another person is at risk of being harmed. Because this is subjective, each case should be considered individually, and decisions to disclose information should be taken at the highest level of the agency or agencies involved.
8. After gathering information, it should be passed only to a person designated to receive it, for clearly defined purposes, such as a line manager or partner agency. Information-sharing lines must be clearly mapped out and understood by all staff. Passing information between different agencies requires that all agencies concerned comply with the standard data protection protocols.
9. Children have the right to access and review information held about them. Agencies holding information should therefore make provisions for them to be able to access their information as and when they need to do so.
10. Staff working directly with children must receive regular debriefs for their

own well-being. During debriefs, information disclosed by staff about children should be discussed anonymously. If there is a need to break such anonymity, this should be done with the person designated to receive the information and in conformity with the best interests of those concerned.

11. It is important for managers to make sure that the data protection protocols are being followed and that they are updated when needed (for example, if changes in the context occur).

Paper file security

12. Each case should be stored in its own individual file, clearly labelled with the individual case code on the outside of the file. It is **imperative** that the child's name does not appear on the outside of the file.
13. Paper files should be kept in a secure place, accessible only to the person responsible for the information. This usually means that they are stored in a lockable filing cabinet and the keys kept with the person responsible for the information. No one else should be given independent access without permission.
14. Paper files should be transferred by hand between people responsible for the information. During transfer, the files should be stored in a sealed box or sealed envelope. In exceptional circumstances the child protection manager may need to identify a non-child protection staff member to be designated for this task. In this circumstance, the staff member must be briefed on the data protection protocols and sign these.
15. Original documents (such as birth certificates) should be scanned and then returned to the child. Original documents should not be stored in paper files so that destruction of paper files can be carried out without hesitation in the event of an emergency evacuation/relocation.
16. Paper files and/or filing cabinets should be marked with a color-coding system according to the sensitivity of data they contain, therefore indicating the order of priority in which they should be removed/destroyed in the event of an emergency evacuation/relocation.
17. Rooms containing paper or electronic information should be kept securely locked when the person responsible for the information leaves the room.

Electronic data security

18. Computers should be fitted with up-to-date anti-virus software so as to avoid corruption and loss of information.
19. All electronic information on children should be password protected, and the password changed on a regular basis. Information should be transferred by encrypted or password-protected files, whether this is by Internet or memory sticks. USB memory sticks or flash drives should be passed by hand between people responsible for the information and should be password-protected, and the file erased immediately after transfer. Ensure that the file is also permanently erased from the recycle bin file of your computer.
20. At least two backups should be made on a weekly basis; one to be stored in the location of the database and a second to be sent for secure storage in a pre-defined centralized location. The reason for having an off-site backup

is so that the data can be retrieved if the main database becomes damaged (because of flooding, for example). It also means that the main database can be destroyed in an emergency evacuation/relocation without losing all of the electronic data. Typically, the on-site backup is an external hard drive that is kept locked in a filing cabinet, and the off-site backup is done through emailing the backend of the database to the designated receiver as an encrypted, password-protected zip file.

Emergency evacuation/relocation plan

21. In the event of an evacuation/relocation, management must ensure that the computer(s) where the database is set up, its backup systems and paper files are moved to a safe location. When moving database assets and paper files is not possible, management should ensure that assets are destroyed and papers burned. Information saved in backup systems will then become the only source of information about the children. It should be noted that, in some circumstances, it may not be necessary to destroy files, and therefore it is more important to ensure that they are properly secured and protected during the period of evacuation/relocation. This is a judgement call that will need to be made by management.
22. A clear evacuation/relocation plan should be developed that outlines a 'scheme of delegation' dictating who has responsibility for making decisions regarding removing or destroying data (for both paper and electronic data). This plan should be incorporated into the standard evacuation/relocation plan for the whole agency by security managers/senior staff.
23. The country director, security manager, logistics manager, information technology manager, senior management team and child protection staff should know their individual responsibilities detailed in the evacuation/relocation plan and be aware of the sensitive nature of data being collected. Briefing on the evacuation plan should be part of the standard induction checklist for relevant staff.
24. Evacuation/relocation drills should be carried out to ensure that each individual knows his or her responsibilities and is able to act quickly in an emergency evacuation/relocation. In the event of a deteriorating security situation, evacuation/relocation plans should be reviewed – and if necessary, re-evaluated – by senior management and security personnel.

Lead agencies

25. Lead agencies in an inter-agency network are responsible for overseeing that all other agencies have appropriate data protection protocols in place, including evacuation/relocation plans.
26. In case of an emergency evacuation/relocation, lead agencies should coordinate with other agencies in the network to ensure that all agencies are able to evacuate without compromising data security and confidentiality.
27. Lead agencies should contact the IA CP IMS steering committee and/or the project coordinator as soon as possible to alert them to the evacuation/relocation and seek support as necessary.

TOOL 36

Sample data management process, Save the Children UK, Dabaab, Kenya

Roles	Responsibilities
Child Protection Adviser (CPA) Child Protection Manager (CPM) Child Protection Coordinator (CPC)	• CPA – Provides technical advice and monitoring • CPM – Actively uses child protection and gender-based violence information management systems (IMSs) for analysis; monitors compliance • CPC – Regularly reviews camp case management team workload; supports and monitors the work of team. tteamteamteammanagement teams.
Monitoring & Evaluation Officer	• Ensures back-up, virus scanning and synchronization of the database at DATA MANAGEMENT OFFICE [DMO] • Manages the coding system among three camps • Generates reports from the database for the monthly monitoring report and management • Oversees the filing of paper forms at DMO.
Team Leaders	• Has access to the database at the camp level • Regularly reviews case load to set targets and ensures follow-up/management of cases • Generates analysis from the database for planning work/prevention • Supports and monitors the work of child protection officers, clerks and case workers.
Data Entry Clerks	• Follows deadlines for data entry • Closely monitors data collection, documentation and record-keeping and flags issues with team leaders • Covers for other clerks during annual leave • Performs regular back-ups, virus scanning and filing • Performs regular synchronization and filing at DMO.
Child Protection Officers Best Interests Determination (BID) Officers	• Spends at least a half day on paperwork and quality checking of all forms each week • Meets the deadline of checking and handing over the paper forms to the clerks • Keep track of number of cases returned for amendment through the logbook • Maintains reasonable numbers of case workers • Empowers supervisors to perform quality check when officers are out of office.
Child Protection Case Workers	• A team of trained case workers who can fill in child protection IMS forms with minimal mistakes • Completes documentation on a daily basis • Raises questions with officers daily • Shreds/burns unusable/wrongly completed forms.

TOOL 37

Template data protection protocol, Inter-agency Child Protection Information Management System

TASKS FOR THE COORDINATION GROUP FOR UNACCOMPANIED AND SEPARATED CHILDREN (UASC)

Organization/ person responsible	Date completed, if applicable	Task/activity
		• Develop terms of reference for coordination group. • Ensure/support/facilitate the involvement of all relevant actors, including local organizations and local authorities (ministry of social welfare or other relevant ministry). • Manage and represent group. • Establish regional coordination mechanisms, if applicable. • Map operational capacities, agree on geographic areas of operation, identify gaps and mobilize resources. • Agree on roles and responsibilities of all actors. • Ensure that respective modes of action are understood and respected. • Ensure that respective criteria and caseload priorities are understood, including any potential impact on joint programmes where these are different. • Plan collaborative actions, such as joint assessments, situation analysis or advocacy actions. • Agree on priority actions. • Draft standard operating procedures (SOPs) and/or Memoranda of Understanding (MOUs) on unaccompanied and separated children. • Agree on/define policy and programme approaches; develop new policy as required. • Agree on policy in relation to interaction with military actors and the media, ensuring ethical considerations are taken into account. • Systematize liaison with other protection areas of responsibility and the wider humanitarian response; mainstream the issue of unaccompanied and separated children. • Promote and disseminate standards – principally the *Inter-agency Guiding Principles on Unaccompanied and Separated Children*, *Alternative Care in Emergenies (ACE) Tooklit, United Nations Guidelines for the Alternative Care of Children* and the *Minimum Standards for Child Protection in Humanitarian Action*. Ensure sufficient supplies of relevant materials and arrange for translation, as appropriate. • Adapt inter-agency forms for identification, documentation, tracing and reunification (IDTR) and arrange translation of forms, guidelines, etc., as required. • Distribute copies of inter-agency forms to implementing organizations. • Adapt messages for prevention of separation and information campaigns to the local context and arrange for the urgent translation of materials.

TASKS FOR THE COORDINATION GROUP FOR UNACCOMPANIED AND SEPARATED CHILDREN (UASC)

Information management systems for IDTR and case management

- Design a process for case management and referral.
- Agree on how public information and contact with the media will be managed.
- Agree on and implement policy and procedures relating to confidentiality and security of information, including safe storage, forwarding and data security in the event of evacuation.
- Agree on and implement an information management system. Use a simple paper-based system and Excel spreadsheet, if necessary, in the period before a decision is made regarding an electronic system or until this can be implemented. Where possible, use the Inter-agency Child Protection Information Management System.[1]

[1] In line with its mandate and neutral, impartial and independent approach to fulfilling its exclusively humanitarian mission, the International Committee of the Red Cross (ICRC) uses its own database and information management tools, but will agree on information-sharing as appropriate with partners working with unaccompanied and separated children. The ICRC and National Societies may choose to use the forms that are standard for the Movement but that contain information similar to the standard IDTR forms.

TASKS FOR PROGRAMMES – PROGRAMME ACTIVITIES

Organization/ person responsible	Date completed, if applicable		Location/s
		Contact, cooperate with and support government departments (ministry of social welfare or other relevant ministry).	
		Contact, cooperate with and support relevant humanitarian sectors (mainstreaming).	
		Identify, contact, cooperate with and support local child protection actors.	
		Identify, contact, cooperate with and support alternative care centres.	
		Identify potential partners for IDTR.	
		Recruit staff/identify volunteers.	
		Train and build the capacity of programme staff and partners, including government.	
		Undertake a rapid assessment.	
		Establish an information management system (this may be a paper-based system and Excel spreadsheets until there is agreement on implementation of an electronic database).	
		Establish focal points where people can come for advice regarding IDTR and unaccompanied and separated children and where missing children can be registered.	
		Carry out activities to prevent separations, including awareness-raising/ information campaigns with:	
		• Communities	

TASKS FOR PROGRAMMES – PROGRAMME ACTIVITIES

	• Relevant humanitarian sectors/programmes
	• Local authorities/police/security services (such as border control).
	Establish a triage system, if required.
	Identify unaccompanied and separated children.
	Document unaccompanied and separated children.
	Document information on missing children.
	Initiate family tracing.
	Provide reunification services and follow-up.
	Promote family- and community-based care options
	Identify and arrange appropriate alternative care, where necessary.
	Support alternative care, including targeted material assistance.
	Assess and monitor alternative care.
	Manage transport and logistics.
	Arrange supplies of materials and resources for IDTR.
	Arrange appropriate food/nutrition supplies for infants and children.
	Arrange supplies for temporary alternative care provision: water, shelter materials, bedding, emergency supplies for children.
	Write and submit proposals for emergency funding for all start-up activities.

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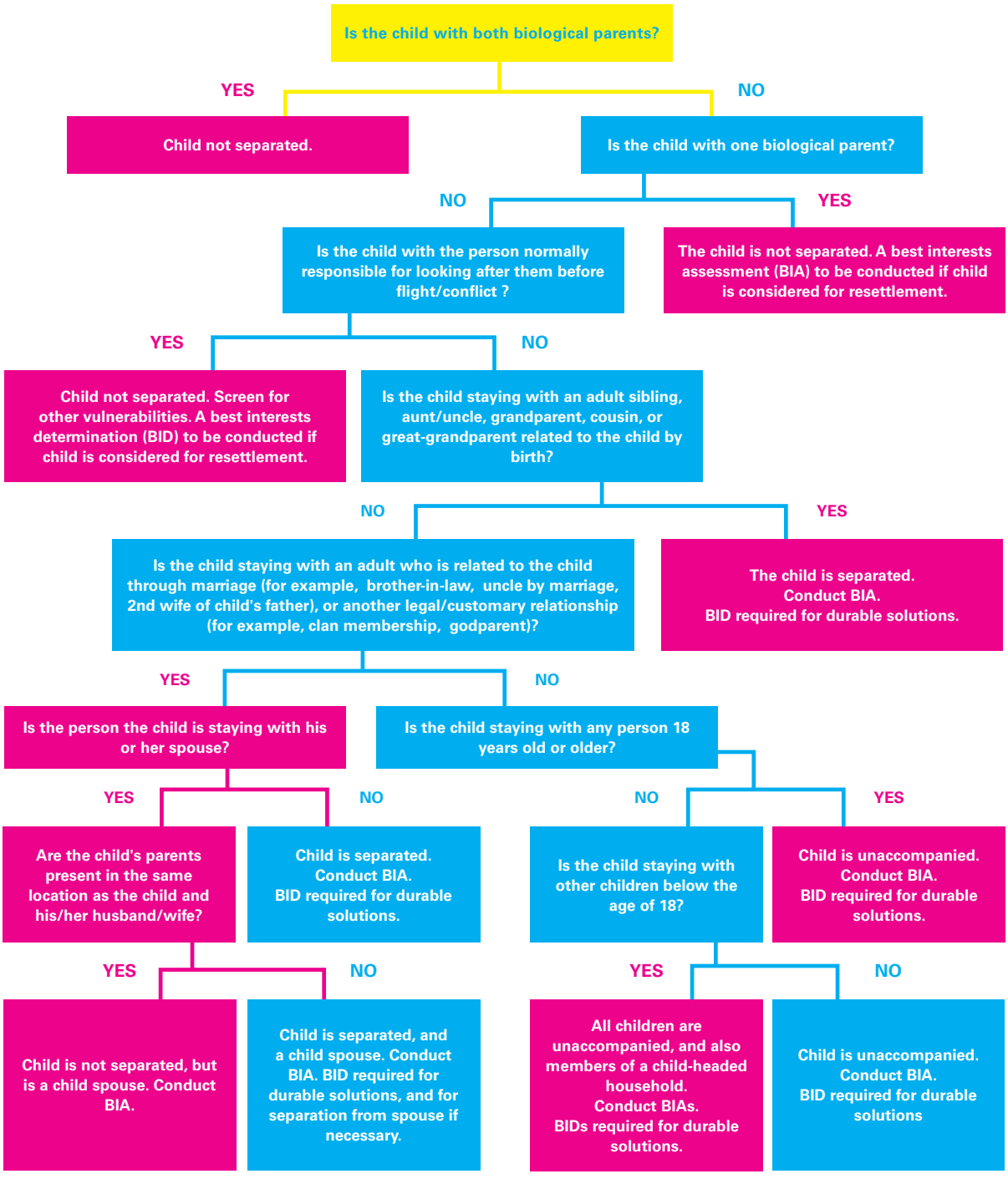
TOOL 38

Decision tree for determining a child's separation status, UNHCR Management System



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TOOL 39

What to do if you come across children who are separated or reported missing

Global Protection Cluster
Child Protection

A child is anyone under 18.

For the purposes of this guidance, a separated child is any child who has lost his or her usual caregivers, such as parents or whoever used to care for him/her. This includes children who are presumed to be orphans.

If you see or hear of a separated child:

- **Step one:** Determine the location of the child.
- **Step two:** Go to the identified location as soon as possible to see the child (if you can, take a government official or UNICEF staff member with you). If you have access to a registration form or tracing list, take this with you. Otherwise, take a blank piece of paper.
- **Step three:** Clarify whether the child is actually separated or whether he/she knows where parents or usual caregivers are.
- **Step four**: Take down the following information if you can get it: name, age, sex, location of the child now and place of origin when they were separated, add the identified caregiver (see step 5), and identify any priority/emergency needs. If possible, it is recommended to take a photograph of the child. In the case of very young children/infants, take a photograph of items (clothes, jewellery, etc.) found with the child. In case of very young children or children with disabilities, you can also ask the people who found the child since they may have key information.
- **Step five:** For children who do not have anyone currently looking after them: Identify an adult, preferably in the community, who can supervise the child until the case is followed up. This person should ideally be female, have children of her own, speak the same language, and take on the responsibility willingly. Take this person's contact details. Place siblings together and never separate them.

- **Step six:** Tell the adult not to move the child or relocate unless absolutely necessary. If the child must be relocated or moved, tell the adult to alert the identified focal point (such as a community leader, UNICEF staff member or Red Cross volunteer).

- **Step seven**: Report the case to local child protection officials or child protection staff at UNICEF or other agency as soon as possible.

If a child is reported missing:

- **Step one**: Clarify whether the child is actually missing or whether his or her absence is known and temporary.

- **Step two**: Listen to the explanation of how the child came to be missing and show kindness and concern (this in itself is a form of support to distraught parents).

- **Step three**: Advise the person to report all the details of the case to local officials or UNICEF child protection staff. If this is not possible for any reason, advise the person to write down the details of the case immediately, including the physical description of the child, the clothes he/she was wearing, and to find a photo if possible, so that a full report can be made at a later time.

TOOL 40

Conducting interviews with children

Action	Tips
Conduct the interview in a quiet, calm, secure and stable location that provides some privacy.	This may be difficult in emergencies, but every effort should be made to find a quiet place where the child can speak freely and privately. For child protection purposes, ensure that more than one adult is always present or that the interview is within sight/hearing of other staff members, who must also adhere to confidentiality.
Consider the timing of interviews.	Consider the timing of the interview, which should depend on the age and development of the individual child. For example, for some children, interviews should be conducted at a time that allows the child plenty of time to play, interact and, if necessary, receive support following the interview.
Avoid the use of an interpreter, wherever possible.	If an interpreter must be used, he/she should not be connected to the child in any way, be fully briefed and prepared for the role, adhere to confidentiality, and ideally be of the same gender as the child. The staff member undertaking documentation should carefully observe any interaction between the interpreter and the child, and ensure that he/she – not the interpreter – leads the interview.
Explain to the child why he/she is being interviewed, why the information needs to be written down, how it will be used, and with whom it may be shared with their consent/assent.	Evaluations show that children may give false information during interviews because they do not understand the IDTR [identification, documentation, tracing and reunification] process.[1] Children who have voluntarily separated may also feel they have to lie about their circumstances in order to receive assistance. Therefore, make sure children understand the importance of being honest about their situation in order to receive the most appropriate support. It is often a good idea to check back with the child to make sure he/she has understood the reasons for the interview and use of the information.
Seek informed consent/assent of the child/carer. (*See Chapter 7.1*)	Seek informed consent/assent from the child to answer the questions, document the information provided and share information on a need-to-know basis only to facilitate tracing. Be sure to explain confidentiality in an age-appropriate way.
Take time at the beginning of the interview to put the child at ease and engage with him/her.	Staff may feel under pressure to complete a certain number of forms in the time available; it is therefore of the utmost importance to emphasize in the training that the quality of information is likely to be much better if time is taken to develop a rapport with the child. This can be done by showing warmth and interest in the child, asking about general topics, and actively listening before asking more specific questions.

Focus on the child, not the task of filling out forms.	While the objective is to elicit as much information as possible about a child's circumstances to trace family and plan for the future, the focus of interviews should always be the child, not the task of filling out forms. It may be easier to use the form as a prompt and to write answers in note form, completing the actual form after the interview.
Behave in a manner that is appropriate in terms of a child's age, social situation and culture, and be sensitive to gender concerns.	All communication with children should be tailored to their culture, gender, age and stage of development, bearing in mind that children may regress to an earlier developmental stage if shocked and distressed. Interviewers should be aware of social and cultural 'dos and don'ts' within the affected community, for example, speaking in a language and manner that the child understands (where possible, the first language of the child), men interviewing girls, and the fact that children may be more comfortable speaking with someone of their own gender, particularly where there is gender-based violence. Having a gender balance among caseworkers will help put children at ease.
Be aware of both verbal and non-verbal communication.	The interviewer's attitude is conveyed by his/her tone of voice and body language, but their interpretation may depend on the cultural context. Self-awareness is important; if you normally speak in a loud or harsh voice, make a point of speaking softly or in a different tone.
Portray an open, supportive attitude and avoid confronting or criticizing the child. **Use a range of age-appropriate interviewing techniques.**	There are many reasons why children may contradict themselves, be inconsistent, give false information, change their story or say 'implausible' things; the interviewer should never appear shocked or refute what they are told, but can gently ask for clarification. The interviewer should be positive, hopeful and encouraging without giving false assurances; he/she must be able to empathize and comfort the child in a culturally appropriate way. A supportive approach will help the child share openly, whereas a disbelieving or angry response may cause harm. Using different techniques will elicit the information required.
Conclude the interview on a positive note.	Children should be informed of next steps, given time to ask questions, and passed into the care of an adult who can provide support after the interview. Never make promises to a child that cannot be guaranteed.

[1] Save the Children and the United Nations High Commissioner for Refugees, *Protection of Children during Organized and Spontaneous Population Movements*, Save the Children and UNHCR, 2002, Unpublished draft, p. 25.

TOOL 41

Rapid registration list, Inter-agency Working Group on Unaccompanied and Separated Children

Agency	
Name of interviewer	
Date	
Location (State/Province)	

No.	Child's full name	Date of birth	Sex	Name of caregiver	Relationship to caregiver	Status	Location/ contact	Comments (include priority/ urgency)
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								

TOOL 42

Registration Form for UASC, IAWG

Inter-Agency Working Group
on Unaccompanied and Separated Children

REGISTRATION FORM

NOTE: The shaded areas of the form are for you to complete without asking directly these questions to the child.

Does the child understand why the information is collected, how it will be used and agrees to be registered? yes no

❶ Data Confidentiality

Have you re-explained to the child what the information will be used for and what the process will be? yes no

Does the child/caregiver agree to the public disclosure (on posters, radio, Internet, etc.) of his/her:

a. name yes no b. photo yes no c. names of relatives yes no

(Explain how information will be made public, how their identity will be kept confidential and how sharing information may increases chances of successful tracing)

Specify what information should be withheld: .....

Additional information (state if permission given by caregiver): .....

.....

Does the child agree that the information collected can be shared with:

a. Family yes no b. Authorities yes no c. Other Organizations yes no

d. Others yes no Specify who: .....

Reason for withholding information (can select multiple)

Want to communicate information themselves

fear of harm to themselves or others

Other reason - specify: .....

Additional information (state if permission given by caregiver): .....

.....

❷ Child's Personal Details

Registration ID (generated by the database): .....

Other Agency ID (No.): ..... **Name of Agency:** .....

Personal ID document (Type and No.): .....

Is the child: ○ Separated ○ Or Unaccompanied **Urgent protection concern** ○ yes ○ no

Child's First name..... **Second name**..... **Third name**.....

Nickname..... **Other name** (after separation)..... **Sex:** F M

Age:..... **Estimated:** yes no **Birth date:** .....

Nationality: ..... **Religion:**..... **Languages:**.....

Arrival date: ..... **Description:** .....

Address before separation: Country:..... Region: ..... District: .....

Village: ..... Street: ..... Landmarks: .....

Description: .....

Current address: Country:..... Region: ..... District: .....

Village: ..... Street: ..... Landmarks: .....

Telephone Number: .....

Distinguishing Physical Characteristics (eg birthmarks of visible disabilities):.....

.....

.....

.....

❸ Wishes of the Child

If the child DOES want family reunification: adults child wishes to locate

1st preference: Relationship: .....

First name: ..... Second name: ..... Third name: .....

Last known address: Country: ..... Region: ..... District: .....

Village: ..... Street: ..... Landmarks: .....

Telephone Number: .....

Does the child wish to continue in the current care arrangement? yes no If No, why: .....

.....

Type of care arrangement child wishes to have: Independent living Alternative interim care

With Husband/wife/partner Other family Don't know

❹ Family Details

Who was the child living with before separation: Father Mother Other: .....

Father's First name: ..... Second name: ..... Third name: .....

Is father alive? yes no don't know

Mother's First name: ..... Second name: ..... Third name: .....

Is mother alive? yes no don't know

Name of Caregiver (other) before separation (if not mother or father)

First name: ..... Second name: ..... Third name: .....

Relationship: ..... Is caregiver before separation alive? yes no don't know

Family members (adults or children) child is separated from (other than those named above):

A. First name: ..... Second name: ..... Third name: .....

Relationship: ..... Sex F M Alive: yes no don't know Occupation: .....

B. First name: ..... Second name: ..... Third name: .....

Relationship: ..... Sex F M Alive: yes no don't know Occupation: .....

C. First name: ..... Second name: ..... Third name: .....

Relationship: ..... Sex F M Alive: yes no don't know Occupation: .....

Family members/other important persons child is with (adults or children):

First Name	Second Name	Third name	Relationship	Database ID	Other ID	Sex (F/M)	Age
.....	.....	.....	.....	.....	.....	.....	.....
.....	.....	.....	.....	.....	.....	.....	.....
.....	.....	.....	.....	.....	.....	.....	.....
.....	.....	.....	.....	.....	.....	.....	.....
.....	.....	.....	.....	.....	.....	.....	.....

❺ Current care arrangements

What are the child's current care arrangements?

Stays with related caregiver | Stays with unrelated caregiver
Residential Care Centre | Child Headed Household | Lives with peers/other children
Independent Living | Other (Please specify): .....

Name of current caregiver: ..... Relationship of this person to the child: .....

ID Type and No: ..... Age: ..... Contact details (telephone): .....

❻ History of Separation

Date of separation: .....

Place of separation: Country:..... Region:..... District: .....

Village: ..... Street: ..... Landmarks: .....

.....

.....

NOTE: **the below must not be asked as direct question but through general dialogue with the child or if they are raised by the child directly**

❼ Protection Concerns

Is there any urgent/immediate concern the child would like to raise?

Protection Concerns (Tick all that apply)**:**

☐ Sexually Exploited	☐ Disabled	☐ Physically or Mentally Abused
☐ GBV survivor	☐ Serious Health issue	☐ Living with vulnerable person
☐ Trafficked/smuggled	☐ Refugee	☐ Worst Forms of Child Labor
☐ Statelessness	☐ CAAFAG	☐ Child Headed Household
☐ Arrested/Detained	☐ Street Child	☐ Mentally Distressed
☐ Migrant	☐ Child Mother	☐ Other

Please provide more information where possible .....

Other (please specify) .....

Assessment: ○ urgent intervention ○ ongoing monitoring ○ no further action needed

If further intervention is required, by when (date): .....

❽ Details of Interviewer

Name: ..... Signature: .....

Position: ..... Agency: ..... Date: .....

Location of interview: Country: ..... Region: ..... District: .....

Village: ..... Street: ..... Landmarks: .....

Information obtained from: ○ child ○ caregiver ○ other (specify):.....

TOOL 43

Extended Registration Form for UASC, IAWG

Inter-Agency Working Group
on Unaccompanied and Separated Children

EXTENDED REGISTRATION FORM

NOTE: The shaded areas of the form are for you to complete without asking directly these questions to the child.

Does the child understand why the information is collected, how it will be used and agrees to be registered? yes no

Who referred the child to the caseworker?.....

Has the child been interviewed by another organisation? yes no **Please Specify:** .....

Place of previous interview..... **Date:** .....

(NOTE: If child has already been interviewed by another organisation, only collect additional information but do not ask the same questions again)

❶ Data Confidentiality

Have you re-explained to the child what the information will be used for and what the process will be? yes no

Does the child/caregiver agree to the public disclosure (on posters, radio, Internet, etc.) of his/her:

a. name yes no b. photo yes no c. names of relatives yes no

(Explain how information will be made public, how their identity will be kept confidential and how sharing information may increases chances of successful tracing)

Does the child agree that the information collected can be shared with: a. Family yes no b. Authorities yes no

c. Other Organizations yes no d. Others yes no Specify who .....

Specify what information should be withheld: .....

Reason for withholding information (can select multiple): fear of harm to themselves or others

Want to communicate information themselves Other reason Specify: .....

Additional information (state if permission given by caregiver): .....

.....

Signature of child: ..... and/or (optionaly) **caregiver:** .....

❷ Child's Personal Details

Registration ID (generated by the database): .....

Other Agency ID (No.): ..... **Name of Agency:** .....

Personal ID document (Type and No.): .....

Is the child: ○ Separated ○ Or Unaccompanied **Urgent protection concern** ○ yes ○ no

Distinguishing Physical Characteristics (eg birthmarks of visible disabilities):.....

.....

.....

Child's First name..... **Second name**..... **Third name**.....

Nickname (also known as) ..... **Other name** (after separation)..... **Sex:** F M

Age: ..... **Estimated:** yes no **Birth date:** .....

Nationality: ..... **Place of Birth:**..... **Country:**.....

Ethnic Affiliation: ..... **Religion:** ..... **Arrival Date:** .....

Address before separation: Country:..... Region: ..... District: .....

Village: ..... Street: ..... Landmarks: .....

Telephone Number: .....

Description: .....

Current address: Country:..... Region: ..... District: .....

Village: ..... Street: ..... Landmarks: .....

Telephone Number: .....

❸ Wishes of the Child

Does the child want to trace family members? yes no

If the child DOES want family reunification, adults child wishes to locate:

1st preference: Relationship: .....

First name: ..... Second name: ..... Third name:.....

Last known address: Country: ..... Region:..... District: .....

Village: ..... Street: ..... Landmarks: .....

Telephone Number: .....

2nd preference: Relationship: .....

First name: ..... Second name: ..... Third name:.....

Last known address: Country: ..... Region:..... District: .....

Village: ..... Street: ..... Landmarks: .....

Telephone Number: .....

If the child does NOT want family tracing, explain why: .....

.....

Does the child want family reunification? Yes, as soon as possible Yes but later Not sure No

if 'No', 'Not sure' or Yes, but later', explain why: .....

.....

Does the child wish to continue in the current care arrangement? yes no If No, why: .....

.....

Type of care arrangement child wishes to have: Independent living Alternative interim care

With Husband/wife/partner Other family Don't know

Oter (please specify): .....

Where does the child wish/plan to live? Country:..... Region: .....

District:..... Village: ..... Street: ..... Landmarks: .....

Give any other information of relevance that may assist with tracing for the child (such as key persons/locations in the life of the child who/ which might provide information about the location of the sought family – ex. names of religious leader, market place, etc.)
Please ask the child where he/she thinks his/her relatives, including siblings might be or whether the child is in contact with any family friend (include as well any useful information the caregiver might provide)

.....

.....

.....

.....

List details of any documents carried by the child: .....

.....

.....

❹ Family Details

Who was the child living with before separation: Father Mother Other (please specify): .....

Father's First name: ..... Second name: ..... Third name: .....

Is father alive? yes no don't know Profession/Occupation .....

Last known address: Country: ..... Region: ..... District: .....

Village: ..... Street: ..... Landmarks: .....

Telephone Number: .....

Mother's First name: ..... Second name: ..... Third name: .....

Is mother alive? yes no don't know Profession/Occupation .....

Last known address: Country: ..... Region: ..... District: .....

Village: ..... Street: ..... Landmarks: .....

Telephone Number: .....

Is the child still in contact with his/her parents? yes no If yes, with whom: .....

If yes, when was the last contact (date): ..... and how? .....

If father/mother believed dead, give details, including whether information has been verified: .....

.....

Name of Caregiver (other) before separation (if not mother or father)

First name: ..... Second name: ..... Third name: .....

Relationship: ..... Is caregiver before separation alive? yes no don't know

Last known address: Country: ..... Region: ..... District: .....

Village: ..... Street: ..... Landmarks: .....

Is the child in contact with his/her caregiver? yes no

If yes, when was the last contact (date): ..... and how? .....

Family members (adults or children) **child is separated from** (other than those named above):

A. First name: ..... Second name: ..... Third name: .....

Relationship: ..... Sex: F M alive? yes no don't know Occupation: .....

Last known address: Country: ..... Region: ..... District: .....

Village: ..... Street: ..... Landmarks: .....

Date of Separation: ..... Comments: .....

B. First name: ..... Second name: ..... Third name: .....

Relationship: ..... Sex: F M alive? yes no don't know Occupation: .....

Last known address: Country: ..... Region: ..... District: .....

Village: ..... Street: ..... Landmarks: .....

Date of Separation: ..... Comments: .....

C. First name: ..... Second name: ..... Third name: .....

Relationship: ..... Sex: F M alive? yes no don't know Occupation: .....

Last known address: Country: ..... Region:..... District: .....

Village: ..... Street: ..... Landmarks: .....

Date of Separation: ..... Comments:.....

Family members/other important persons child is with (adults or children):

NOTE: these are different from the current care giver, whose information is collected below in section 5.

If the child is travelling with other separated or unaccompanied children, a separate registration form will need to be completed for each UASC

First Name	Second Name	Third name	Relationship	Database ID	Other ID	Sex (F/M)	Age
.....	.....	.....	.....	.....	.....	.....	.....
.....	.....	.....	.....	.....	.....	.....	.....
.....	.....	.....	.....	.....	.....	.....	.....
.....	.....	.....	.....	.....	.....	.....	.....

What is the child's intended address:

Country:..... Region:..... District: .....

Village: ..... Street: ..... Landmarks: .....

❺ Current care arrangements

What are the child's current care arrangements? Stays with related caregiver Stays with unrelated caregiver

Residential Care Centre Child Headed Household Lives with peers/other children

Independent Living Other (Please specify): .....

Name of agency providing or supporting care arrangement (if applicable): .....

Current caregiver: First name: ..... Second name: ..... Third name: .....

Relationship to the child: ..... ID Type and No: ..... Age: .....

Contact details (telephone): ..... When did this care arrangement start?: .....

If current address is temporary, where does caregiver plan to live (repatriate, move, etc):

Country:..... Region:..... District: .....

Village: ..... Street: .....

Is caregiver willing to continue taking care of the child? yes no If yes, for how long: .....

Does the caregiver know the family of the child? yes no

Give any information that the caregiver may provide on the child and his/her family: .....

.....

❻ History of Separation

Date of separation (approximate if child does not know exact date)**:** .....

Place of separation: Country:..... Region: ..... District: .....

Village: ..... Street: ..... Landmarks: .....

Describe the circumstances of separation: .....

.....

Describe additional movements between place of separation and current location: .....

.....

Did the child face or witness any type of violence, threat or harm during his/her journey? .....

.....

What was the main cause of separation? (Tick all that apply)

- ☐ Conflict
- ☐ Death
- ☐ Family abuse/violence/exploitation
- ☐ Lack of access to services/support
- ☐ CAAFAG
- ☐ Poverty
- ☐ Natural Disaster
- ☐ Sickness of family member
- ☐ Entrusted into the care of an individual
- ☐ Arrest and detention
- ☐ Abandonment
- ☐ Repatriation
- ☐ Population movement
- ☐ Migration
- ☐ Divorce/remarriage
- ☐ Other (please specify): .....

NOTE: the below must not be asked as direct question but through general dialogue with the child or if they are raised by the child directly

❼ Protection Concerns and related follow up action required

Is there any urgent/immediate concern the child would like to raise?

Protection Concerns (Tick all that apply)**:**

- ☐ Sexually Exploited
- ☐ GBV survivor
- ☐ Trafficked/smuggled
- ☐ Statelessness
- ☐ Arrested/Detained
- ☐ Migrant
- ☐ Disabled
- ☐ Serious Health issue
- ☐ Refugee
- ☐ CAAFAG
- ☐ Street Child
- ☐ Child Mother
- ☐ Physically or Mentally Abused
- ☐ Living with vulnerable person
- ☐ Worst Forms of Child Labor
- ☐ Child Headed Household
- ☐ Mentally Distressed
- ☐ Other

Please provide more information where possible .....

Recommended follow up action/referral: ○ ongoing monitoring ○ no further action needed ○ urgent intervention If intervention required, by when (date): .....

Services required	Officer/Agency	Comments
☐ Medical assistance	.....	.....
☐ Psychosocial support	.....	.....
☐ Education	.....	.....
☐ BID or BIA / Care-Plan required	.....	.....
☐ NFI/Clothes/Shoes	.....	.....
☐ Water/Sanitation	.....	.....
☐ Care arrangement review/change	.....	.....
☐ Refer to Refugee Registration	.....	.....
☐ Food	.....	.....
☐ Other	.....	.....

❽ Details of Interviewer

Name: ..... Signature: .....

Position: ..... Agency: ..... Date: .....

Location of interview: Country: ..... Region: ..... District: .....

Village: ..... Street: ..... Landmarks: .....

Information obtained from: ○ child ○ caregiver ○ other (specify):.....

TOOL 44

Guidance note on registration form for UASC, Inter-agency Working Group on Unaccompanied and Separated Children

This guidance note is aimed at supporting field/social workers in completing the agreed inter-agency registration form for unaccompanied and separated children. It should be read together with the form, before starting to register children, and be used as part of the training for field/social workers on techniques for interviewing children in emergency contexts. The extended registration form includes similar content but collects more complete information to support the full case management process. Both of these forms can be used as they are or adapted to a particular context.

1. **Before starting the interview as well as at the end, you should explain to the child, using child-friendly language, what information about them is being collected and why.**
   Include:
   - Your name, who you work with and what your agency does.
   - You will ask some questions about the child – ask if that is OK and explain that he/she doesn't have to answer.
   - Explain that you will be taking notes so that you remember what is said – ask if that is OK.
   - Explain that you need to share some information – explain with who and why – and ask if that is OK.
   - Reassure the child that if there is any information he/she does not want to share, to say so.
2. **Before starting the interview, review what information is already available on the child.** If the child has already been interviewed by another organization, try to find that information and make sure you do NOT ask the same questions again.
3. **The shaded areas of the form are for you to complete without asking these questions directly to the child.** This information should reflect case coding and the analysis of the child that the field/social worker makes and his/her recommendations for follow-up and next steps.
4. **The wording of the questions on this form should serve as a guide.** The way questions are phrased and how they are asked should be adapted according to the age of the child being interviewed, how willing he/she is

to give information, the nature and sensitivity of the question, and the local context and culture.

5. **Section 1 – Data confidentiality:**
   a. In order to be able to answer these questions, please explain to the child what the information will be used for, what information will be made public, how his/her identity will be kept secure and confidential, and how sharing certain information may help with successful tracing. Ask the child what he/she agrees to.
   b. Ensure that the child understands and feels free to say if he/she does not want certain information to be made public – you can get this information in various ways, either by asking the child whether he or she would feel safe or would have any reason to worry if you shared the information with specific people or authorities, or observing the child and understanding what information he or she may/may not want to share and with whom.
6. **Section 2 – Child's personal details:**
   a. A *separated child* is any person under the age of 18, separated from both parents or from his/her previous legal or customary caregiver, but not necessarily from other relatives. These may, therefore, include children accompanied by other adult family members.
   b. An u*naccompanied child* is any person under the age of 18, separated from both parents and other relatives or from his/her previous legal or customary primary caregiver and who is not being cared for by an adult who, by law or custom, is responsible for doing so.
   c. *Orphans* are children, both of whose parents are known to be dead. In some countries, however, a child who has lost one parent is called an orphan. Most children who are separated from their families are not orphans and should not be referred to as such. It is important that a local-language term or phrase be found and used that conveys the sense of 'children separated from their families'.
   d. Urgent protection concern – please state here whether the child requires urgent intervention or not. The type of intervention required is further explored in Section 7.
   e. Names – the structure provided on the forms is first, second and third name throughout. The name format will need to be adapted to each context.
   f. If he child does not remember her/his address before separation, please note other relevant information, such as descriptions of mosques, churches, schools or other landmarks. (Allow the child to draw on the back of the form if you think this will help).
7. **Section 3 – Wishes of the child:**
   a. If the child DOES want family reunification – only enter details if they are different from the details collected in the previous sections. The registration form gives you enough space to collect information about two people the child would like to trace/locate. If you need additional space to enter more people, please use the back of the form, ensuring you collect all the necessary fields.

8. **Section 4 – Family details:**
   a. If the addresses of the father and mother are the same, only enter them once and put 'same as above'.
   b. If the child has been in contact with the mother and/or the father, state how this contact was made (telephone, letter, through a third party,etc.)
   c. Only enter details of primary caregiver if he/she was not the father or the mother.
   d. Family members the child is separated from: Please write down names or nicknames of significant others mentioned by the child. The registration form gives enough space to enter three people. If the child mentions more people that need to be recorded, please use the back of the form, ensuring you collect all the necessary fields.
   e. Family members/other important persons the child is with: Please list any family members or other important persons, including children of adults the child is travelling with. **If the child is travelling with other separated or unaccompanied children, a separate registration form will need to be completed for each separated or unaccompanied child**. If the child is traveling with other adults, please include any ID registration numbers collected that may help with identification. Do not record here details of the current caregiver – this information is collected in Section 3. The table gives enough space to record details of seven people.
9. **Section 5 – Current care arrangements:**
   a. Only record the address if it is different from the address entered in the previous sections.
10. **Section 6 – History of separation:**
   a. Please give as much detail as possible here regarding the circumstance of separation, which may help in tracing, remembering to use child-friendly language and interview techniques.
11. **Section 7 – Protection concerns:**
   a. First, ask the child if there are any immediate concerns he/she would like to raise.
   b. This section, or parts thereof, should only be completed if contextually relevant and/or appropriate (respecting security and confidentiality).
   c. **The list of protection concerns should be answered by the field/social worker, and not asked directly to the child**. Information should be sought through conversation with the child, during which relevant information is elicited, and observation of the child. If there is no evident concern (or if the interviewer is not able to detect non-obvious protection concerns), further information on protection concerns may be collected at a later stage beyond registration.
   d. 'Serious health issue' is any health issue that requires urgent medical attention.
   e. Disabled children include children that may have physical, mental, sensory (blind, deaf, deaf-blind), learning or psychosocial impairments. Note that GBV stands for 'gender-based violence'; GAAFAG stands for 'children associated with armed forces or armed groups'.

12. **Section 8 – Details of interviewer:**
    a. Please ensure you have again informed the child of how the information will be used and what the next steps in the tracing process will be.
    b. All field/social workers interviewing children must sign and date the registration form.

TOOL 45

ProGres needs codes, UNHCR

GUIDANCE ON THE USE OF STANDARDIZED SPECIFIC NEEDS CODES

Note: Multiple needs codes may be used per individual.[1]

Those with a check mark in front of the codes are specific needs that can be identified with minimal training. They can be collected with very little complication during mass registration exercises.

	Code	Description	Definition
	CR	Child at risk[2]	Person below the age of 18[3] who is at risk due to his/her age, dependency and/or immaturity. Note: If the risk relates only to the unaccompanied or separated status, use the SC category ('unaccompanied or separated child'). For children who are at risk of or are exposed to sexual or gender-based violence or to torture should use the SV and TR codes.
√	CR-CP	Child parent	Parent below the age of 18.
√	CR-CS (former CR-MS)	Child spouse	Person below the age of 18 who is married. Note: For the purpose of application of the code CR-CS, the legality of the marriage in the country of residence or country of origin is not relevant. For instance, even if in a given country marriage is permitted by law at age 13, the child would still be considered a 'child spouse'. The United Nations High Commissioner for Refugees (UNHCR) defines 'child marriage' as the union of two persons at least one of whom is under 18 years of age. Note: For marriage that was forced, use also SV-FM Forced marriage.

[1] At registration, an individual may present one or more vulnerabilities. Registration staff should code each specific need separately, seeking the most appropriate category but avoiding multiple vulnerability codes for the same characteristic. For example: A single older person who is a grandparent and head of household should be coded ER-MC only, not ER-MC and SP-GP.

	Code	Description	Definition
	CR-CC (former CR-CH)	Child carer	Person below the age of 18 who is not an unaccompanied child and who has assumed responsibility as head of household. For example, a child who still lives with parents, but has taken on the role of caring for them (and possible siblings) due to the fact that the parents are ill, disabled, etc. Note: For an unaccompanied child who is the head of household, use SC-CH.
√	CR-TP	Teenage pregnancy	Pregnant girl below the age of 18 who may face social, protection and/or medical risks and, as a result, has specific support and assistance needs. The pregnancy may be the result of a pre-marital relation, rape, early or forced marriage. The girl may be under pressure to abort the child and/or lack access to safe abortion. Note: A girl who subsequently, during the period of lactation, needs to be enrolled in a targeted supplementary feeding and nutrition programme for medical or other reasons, should be recorded as 'Women at risk – Lactation (WR-LC)' See also: SM-DP – Difficult pregnancy
	CR-LW	Child engaged in worst forms of child labour	Person below the age of 18 who is engaged in the worst forms of child labour, which include all forms of slavery or practices similar to slavery (such as the sale and trafficking of children, debt bondage and serfdom and forced or compulsory labour, including forced or compulsory recruitment of children for use in armed conflict); the use, procuring or offering of a child for prostitution, for the production of pornography or for pornographic performances; the use, procuring or offering of a child for illicit activities, in particular for the production and trafficking of drugs as defined in the relevant international treaties; work that, by its nature or the circumstances in which it is carried out, is likely to harm the health, safety or morals of children.[4]
	CR-LO	Child engaged in other forms of child labour	Person below the age of 18 who is engaged in forms of child labour other than the worst forms, such as work that is likely to be hazardous or to interfere with her/his education, or to be harmful to her/his health or physical, mental, spiritual, moral or social development.[5] UNICEF defines child labour as work that exceeds a minimum number of hours, depending on the age of a child and on the type of work. Such work is considered harmful to the child under the following circumstance: ages 5-11: at least one hour of economic labour or 28 hours of domestic labour per week; ages 12-14: at least 14 hours of economic labour or 28 hours of domestic labour per week; ages 15-17: at least 43 hours of economic or domestic work per week.[6]
	CR-NE	Child at risk of not attending school	Person below the age of 18 who is unable or unwilling to attend school or is at heightened risk of interruption or discontinuation of his/her education.
	CR-SE	Child with special education needs	Person below the age of 18 who has physical, mental, sensory or intellectual impairments or who otherwise requires special attention, whether in general or through specialized education. Note: See also: DS, SC-IC.
	CR-AF (former CR-CC)	Child associated with armed forces or groups	Person below the age of 18 who is or has been recruited into, or used by, an armed force or armed group in any capacity, including as a fighter, cook, porter, messenger, spy, or for sexual purposes or forced marriage. It does not only refer to a child who is taking or has taken a direct part in hostilities.[7]
	CR-CL	Child in conflict with the law	Person below the age of 18 who is, or has been, charged or convicted for an infringement of the law.

	Code	Description	Definition
	SC	Unaccompanied or separated child	Person below the age of 18 who is currently not under the care of either parent or other legal or customary primary caregiver.
	SC-SC	Separated child	Person below the age of 18 who is separated from both parents and his/her legal or customary primary caregiver, but not necessarily from other relatives. This may, therefore, include boys and girls accompanied by other adult family members.[8]
	SC-UC (former SC-UM)	Unaccompanied child	Person below the age of 18 who has been separated from both parents and other relatives and is not being cared for by an adult who, by law or custom, is responsible for doing so.[9]
√	SC-CH	Child-headed household	A household headed by a person below the age of 18 who is left without any adult to care for him/her (that is, an unaccompanied child) and therefore assumes responsibility as head of household[10]
	SC-IC (former SC-UC)	Child in institutional care	Person below the age of 18 who has been placed under institutional care, such as care often operated by a religious institution, governmental body, non-governmental organization or specialized agency to meet the basic needs of the child. These children may have been orphaned, unaccompanied, separated, from destitute families, abused or abandoned. Institutional care should be viewed as a last resort.
	SC-FC (former SC-UF)	Child in foster care	Person below the age of 18 who is cared for in a household outside his/her family. Foster care is usually understood to be a temporary arrangement and, in most cases, the birth parents retain their parental rights and responsibilities. Foster care includes a variety of arrangements as follows: • Traditional or informal foster care, where the child is taken into the care of a family or other household that may or may not be related to the child's family. No third party is involved in these arrangements, although they may be endorsed or supported by the local community and involve clear obligations and entitlements • Spontaneous foster care, where a family or other household takes into its care a child without any prior arrangement. This is a frequent occurrence during emergencies and may involve families from a different community in the case of refugee children; • Arranged foster care, where a child is taken into the care of a family as part of an arrangement made by a third party, usually an agency involved in social welfare such as a government department, a religious organization, a national or international non-governmental organization or, in certain cases, UNHCR.

[1] At registration, an individual may present one or more vulnerabilities. Registration staff should code each specific need separately, seeking the most appropriate category but avoiding multiple vulnerability codes for the same characteristic. For example: A single older person who is a grandparent and head of household should be coded ER-MC only, not ER-MC and SP-GP.
[2] See: UNHCR Executive Committee, *Conclusion on Children at Risk*, 5 October 2007, No. 107 (LVIII) – 2007, <www.unhcr.org/refworld/docid/471897232.html>, accessed 21 January 2016.
[3] The Convention on the Rights of the Child, in Article 1, defines a 'child' as "every human being below the age of eighteen years unless under the law applicable to the child, majority is attained earlier." See: <www.unhcr.org/refworld/docid/3ae6b38f0.html>, accessed 21 January 2016.
[4] See International Labour Organization, Convention No. 182 on the Worst Forms of Child Labour, 1999.
[5] See the Convention on the Rights of the Child, Article 32.
[6] See International Labour Organization, Convention No. 138 on Minimum Age, <www.unhcr.org/refworld/docid/421216a34.html>, accessed 22 January 2016, and UNICEF's definition of child labour: <www.unicef.org/protection/index_childlabour.html>.
[7] UNICEF, *The Paris Principles. Principles and Guidelines on Children Associated with Armed Forces or Armed Groups*, February 2007, Definition 2.1, p. 7, <www.unhcr.org/refworld/docid/465198442.html>, accessed 22 January 2016.
[8] *Inter-Agency Guiding Principles on Unaccompanied and Separated Children*, January 2004, p. 13, <www.unhcr.org/refworld/docid/4113abc14.html>, accessed 22 January 2016.
[9] Ibid.
[10] Ibid., p. 50.

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TOOL 46

Deciding to support child-headed households

Before facilitating supported independent living arrangements, and while assessing the situation of children in child-headed households, organizations should evaluate:[1]

- **Risks**: What risks do those living independently face, such as sexual abuse, trafficking, recruitment by armed forces and armed groups, and exploitation? How can risks be reduced or managed?
- **Options for suitable living accommodations**: Do child-headed households have their own suitable shelter, property or land? Where are new arrangements needed? Are there available living accommodations or land and the means to construct shelter, perhaps involving young people in construction?
- **Practical options for income-generation, food and non-food items**: Can children access all rations or other assistance? Are there appropriate income-generating programmes and how would they impact education? Can young people provide or grow food for themselves?
- **Capacity to monitor/support**: What capacity is there to mentor young people, provide information and support, and monitor the arrangements, ideally until early adulthood?
- **Impact**: How will independent living affect accessibility of education and/or vocational training?

Ways to support unaccompanied and separated children (UASC) in independent living arrangements or child-headed households:

- **Inform children** about family tracing, ways to stay safe, and how to access emergency help and support for basic needs, health and education.
- **Provide life skills education** to prepare children for independent living, including skills such as positive coping, communication, critical thinking, negotiation, money management and decision-making.[2]

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[1] Based on Fulford, Louise Melville, *Alternative Care in Emergencies (ACE) Toolkit*, Save the Children on behalf of the Inter-agency Working Group on Unaccompanied and Separated Children, 2013, chapters 5.3 and 10.

[2] World Vision, *Because We Care: Programming guidance for children deprived of parental care*, World Vision, 2009, p. 42.

- **Mobilize community support and strengthen/establish monitoring mechanisms**, including overall case management and supervision by local social workers.
- **Advocate with schools and vocational training programmes** for flexible school hours, fee waivers and crèches to accommodate working children and children responsible for childcare.
- **Promote, support and provide information on children's economic independence** via community development projects, livelihood support, income-generation or apprenticeships.
- **Refer children to legal aid partners**, for example, regarding inheritance or property.
- **Advocate for/support the government in developing effective legal protection and legislation on the rights of child-headed households**, in particular regarding inheritance, protection of property and access to land.

TOOL 47

Standards for temporary care[1]

The following minimum standards should be maintained where there is no alternative care option and for as long as emergency care centres exist:

Security

- A safe and secure site; guards may be required
- Each child in the care of a specific, responsible adult care provider who monitors the child's whereabouts and well-being.

Water

- A reliable supply of clean water: at least 20 litres per child per day (an absolute minimum of 5 litres from day one)
- Covered storage for at least one day's needs, and adequate drainage from all water use areas.

Environmental sanitation

- Latrines or other arrangements for the sanitary disposal of faeces that are well away from water sources, cooking and eating areas
- Latrines that are suitable for use by young children, including at night, and are maintained at least once a day
- Latrines allowing for gender separation (at least for older children and adults)
- Washing facilities and adequate cleaning materials.

Food and food preparation

- Assured supplies of appropriate food items similar to those available to other families, plus kitchen utensils and a cooking stove
- Items for rehabilitation of severely malnourished children if they are to be cared for on-site (they may/should be cared for in therapeutic feeding centres established for the community in general).

[1] Based on United Nations Children's Fund, *Technical Notes – Special considerations for programming in unstable situations: 'Panel 9: Standards for temporary emergency care,'* chapter 4, 2006, p. 204.

Health care and medical services

- Regular – preferably daily – visits by health workers able to assess health and nutritional status and provide vaccinations and other primary health-care services
- Where there are large numbers of sick or severely weak children, separate rooms/tents for those children with full-time medical/nursing staff
- Procedures for referral of severely ill children to community hospitals (including arranging transport).

Staffing

- Infants below 12 months: wet nurse/surrogate mother for each infant and night care
- Children 1-4 years: one caretaker for every three children
- Children 5 years and older: one caretaker for every 8-10 children
- Careful selection, training and supervision of all staff.

Management

- A specific individual/manager is responsible for the overall functioning of the centre and the safety and well-being of the children.

TOOL 48

Guidance on monitoring care arrangements

The purpose of monitoring visits is to:

- Provide support and guidance to both the child and the caregiver about how to develop and maintain a healthy and protective relationship, and to mediate on any problems arising
- Ensure that the child and family are accessing services and community resources in line with the care plan
- Update the child and caregiver on the progress made towards long-term care solutions, specifically family reunification
- Monitor for and mitigate the risk of abuse, neglect or exploitation of the child
- Receive information regarding tracing and contact arrangements.

(Williamson, Katharine, *Draft Standard Operating Procedures for Supporting Children's Community-Based Care Placements*, International Rescue Committee, 2010, cited in: Fulford, Louise Melville, *Alternative Care in Emergencies (ACE) Toolkit*, Save the Children on behalf of the Inter-agency Working Group on Unaccompanied and Separated Children, 2013, pp. 84, 85)

To ensure monitoring is effective, organizations and caseworkers should:

- Fully inform children of what to expect from monitoring arrangements.
- See the child and carer separately and together during monitoring visits, allowing each to voice concerns; also see other community members, such as teachers and members of community protection networks.
- Follow up on concerns relating to access to services/resources within a specified period of time.
- Triangulate monitoring and make unexpected visits.
- Ensure that all persons carrying out monitoring, whether volunteers, local authority social workers or staff of non-governmental organizations understand the case management system and are trained to identify signs of abuse, measure a child's well-being and report incidents.
- Inform children of their rights and what to do if their rights are not fulfilled or if they wish to make a complaint, including through a child-friendly complaints system.[1]

[1] For example: Save the Children, *Guide to a Child-Friendly Complaints System: Lessons learnt from Dadaab refugee camps*, Save the Children, 2011.

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TOOL 49

Organizational guidance on best practices in family tracing

Best practice	Specific guidance
Commence tracing as soon as possible.	In large caseloads, **priority should be given to the most vulnerable**: very young children, unaccompanied children living in difficult circumstances and children with obvious protection risks.
Work with local organizations, networks and communities, including Red Cross/Red Crescent local branches and volunteers working to restore family links, including in camps for internally displaced persons (IDP), those in transit and refugees.	**Utilize the knowledge and seek the cooperation of local actors in tracing, since they are likely to know far more than outsiders** about where the children's families may have gone and who to approach for further information. However, in certain circumstances, involving the community can pose **security risks** – for example, in the case of inter-ethnic conflict, or where children have been associated with armed forces or armed groups, or where they have fled a repressive regime. Therefore, a **risk assessment** should be conducted in such contexts to ensure that tracing methods that involve local actors do not place children at increased risk.
Use varied and innovative tracing methods.	**Choose methods that fit the circumstances**, such as photo tracing campaigns at gathering points, such as refugee/IDP camps. Decisions on the most appropriate method(s) should be based on the causes of separation and the whereabouts/ patterns of movement of the affected population. In practice, **a number of methods are likely to be used at the same time**, such as cross-referencing information on a computerized database, photo tracing and case-by-case tracing.
Ensure systems are in place to protect confidentiality and safeguard information.	When information on individual children is publicized for tracing – whether on the Internet, posters, newspapers or anywhere else in the public domain – **the current location of the child, or any information that could lead people to find the child, *must never be disclosed***. Generally, the registration number and contact details for the organization responsible for tracing is sufficient; children's names should not usually be associated with their photographs.
Ensure that emotional support is available throughout the tracing process and involves children in their own tracing, as much as possible.	At minimum, **keep children informed and updated on progress** at all times, even when tracing attempts are unsuccessful, so that they are aware efforts are continuing. Tell children how they can pass on any new information they remember. Depending on their age and circumstances, **children can participate in tracing** through an ongoing exchange of information, updates and discussion of possible tracing methods with the tracing worker/s. It is important to **keep hope alive, but not to raise expectations inappropriately**.

Best practice	Specific guidance
Where tracing has stalled, actively seek alternative long-term solutions.	Where it is evident that **successful tracing is unlikely**, will not be possible in the medium term, has been discontinued or where **reunification is not in the best interests of the child** (as is the case of an abusive living situation before the emergency), it may be in the child's best interests to **seek an alternative long-term solution rather than indefinitely extending a temporary care arrangement**.

TOOL 50

Evaluating whether children should accompany tracing workers while searching for family

Tracing workers who are considering taking children with them to search for family members should ask the following questions to help make a decision that is in the child's best interests:

- **Has every other method of tracing failed?** Children should only accompany tracing workers to search for family ***as a last resort***;[1] it should never be seen as a shortcut or quick method. This method is *not* recommended for use with children associated with armed forces and armed groups due to the risk of rejection and likelihood of significant family complications. In these situations, alternative measures, such as bringing villagers to speak with children or drawing pictures and maps, should be used.[2]
- **What are the criteria for which children can accompany tracing workers?**
  - **Is the child old enough and with sufficient maturity to understand the potential consequences?** Generally, a child over 15 years (who usually can give informed consent), and possibly younger children – those 10 to 15 years old, for example, depending on maturity – would be included.
  - **What was the relationship between the child and parent/previous caregiver like before separation?** If the separation was voluntary or there were pre-existing difficulties, history of abuse, neglect or violence, or if the child left home previously, this arrangement is less likely to be suitable.
  - **What are the child's general well-being and resilience levels and how much support does he/she currently have, for example, from community members?** The more resilient and supported a child is, the more likely this is to be an appropriate option.
  - **What are the potential negative consequences of *not* taking the child on a search for family?** Consequences may be a result of emotional distress/frustration that may lead to the child trying to find his/her family alone, potentially posing a greater risk to a child than accompanying the tracing worker on a search.

1 Note that the International Committee of the Red Cross does not allow children to accompany tracing workers on a search under any circumstances.

2 Paris Principles Steering Group, *Child Recruitment, Release and Reintegration Handbook*, Draft, 2015, chapter 17.

- **Has the child been sensitively informed of the potential consequences and supported in thinking through the implications *before* taking him/her on a search for family?** Children should be prepared beforehand, since they may find that family members have died, moved, are living in very difficult circumstances or may even reject the child.
- **Do caseworkers have the skills, capacity and time to provide appropriate support before, during and after the visit?** Any such limitations should be addressed *before* allowing a child to accompany a tracing worker on a search.
- **Has the caseworker undertaken planning for the search?** This includes discussing possible scenarios with the child and getting his/her agreement on other family members with whom reunification may be possible if parents are not found. Children should *never* be simply handed over to others in the location if tracing fails or the return of family members is pending.

TOOL 51

Delivering news of death to a child

As a result of family tracing or information from hospitals, morgues or other relevant authorities, caseworkers might find themselves in a position of having to deliver news of the death of a family member/previous caregiver to a child. **First and foremost, this information must be *thoroughly* verified and, if possible, accompanied and certified by a death certificate, *before* announcing it to the child. In case of any doubt, practitioners should refrain from delivering such news to the child.**

Once the information is verified, it is essential to plan and make arrangements for the way in which the news will be delivered and the child supported during and after he/she is informed.

Think about:

Where is the best place to deliver the news? Consider where the child is likely to be most comfortable, be assured of privacy and receive appropriate support. This might be at the home of an interim carer, the child's room or an office at a residential care centre; at their school or community centre; a church, mosque or other place of worship; or at the home of a friend or community member.

Who should deliver the news and who should be with the child? Individual circumstances will determine who is best placed to deliver the news, but ideally someone known to the child should be present; if possible, this person should have a positive relationship with the child and be available to provide support in the weeks to come – for example, an interim carer, community member or older child's friend.

When is the best time to deliver the news? It is best to see the child early in the day so that he/she will not have to go straight to bed after hearing very upsetting news. It is also important to ensure that the person delivering the news and/or the support person has plenty of time to remain with the child.

How should the news be delivered? There is no 'right' way of communicating news of the death of a family member/previous caregiver to a child, but it is important to carefully prepare the meeting, ensuring a cup of water, tissues and, for a young child, a comfort item, such as a toy or blanket, are available. Consider which words will be used to ensure the news is communicated sensitively but clearly.

Do:

- Clearly state that the person has died and acknowledge awareness of the loss.
- Remember that grieving is a long process; the child will need support long after the event passes.
- Be prepared for a range of reactions, including distress, anger, hysteria, shock, disbelief or no emotion at all; everyone reacts differently.
- Listen to the grieving child and provide any necessary support.

Do not:

- Suggest that their loss is replaceable (for example, by saying "You still have your father/mother/brother/sister").
- Make promises to help them feel better (such as, "Don't worry, we will find your mother/father/other persons still missing").
- Use clichés, such as 'time will heal all wounds'.
- Lecture the grieving child.
- Compare his/her grief to the grief of others.

Ensure there is sufficient support and follow-up. The child must be handed over to the carer (if not present when the news was delivered), who should be able to provide ongoing support and observe the child for any extreme signs of distress. The carer should be aware of what to do and who to contact if additional help or medical/psychological support is required.

TOOL 52

Sample adult verification form (Ethiopia), Inter-agency Child Protection Information Management System

*The social worker should complete sections 1 and 2 after he/she has received a successful adult verification of the child's identity. The social worker should then meet with the child to fill out sections 3 and 4. On the Adult Verification Form, put a check mark by the details that correspond, and a cross by the details that do not correspond.

CHILD VERIFICATION FORM FOR SEPARATED CHILDREN

Child's code: _____

1. INFORMATION ABOUT THE CHILD

Name of child:

Sex (circle one): Male/Female Age: _____ Nationality:

Child's current address:_____

Mother's name:_____

Address before separation:_____

Location of house:_____

House no.:_____Kebele:_____

Woreda:_____Zone:_____

Region: _____Country:_____

Other information about the address:_____

2. VERIFICATION

Does the information on the Adult Verification Form correspond with information on the Child's Registration Form? (circle one) YES NO

Explain any discrepancies:_____

_____

3. INFORMATION ABOUT THE CHILD'S WISHES

Does the child recognize the adult requesting reunification? (circle one) YES NO

If no, specify why: _____

_____

What information does the child wish to know about his/her family before reunification? _____

_____

Do you recommend that reunification should take place? (circle one) YES NO

4. FURTHER ACTION NEEDED

If reunification is not recommended, what further action do you suggest?_____

_____

Name of interviewer: _____Date:_____

Name of organization:_____

TOOL 53

Sample child verification form (Ethiopia), Inter-agency Child Protection Information Management System

ADULT VERIFICATION FORM FOR SEPARATED CHILDREN

PHOTO

Child's code: _____

Type of centre (circle one):

Orphanage Adoption agency/Transit home

Safe home Specialized home

1. Do you have a separated child? (circle one) **YES** **NO**

2. Identity of the child

What is the child's name? _____

Nickname(s): _____

Age: _____ Sex (circle one): Male/Female

Do you recognize the child from any of the photographs? YES NO

2. Family history

What is the name of the child's mother? _____

Is she alive? (circle one) YES NO DON'T KNOW

What is the name of the child's father? _____

Is he alive? (circle one) YES NO DON'T KNOW

What are the names of other family members and where do they live?

Name	Relationship	Address

3. Information before separation

Where did the child live before the separation?

Location of house:_____

House no.:_____Kebele:_____

Woreda: _____Zone:_____ Region: _____Country: _____
Other information about the address:

_____

What information do you have about the child and his/her life before separation? (For example, name of school, neighbours, friends, contact numbers, etc.)

_____

_____

What important events do you recall that the child might remember?

_____

_____

4. Circumstances of separation

Date of separation:_____Place of separation:_____

Person(s) separated from:_____

Circumstances of separation (what led to the separation, who the child was with, etc.)

_____

6. Information about family member traced

What is your name?_____

Age: _____ Contact number:_____Sex (circle one): Male/Female

Relationship to the child: _____

Location of house:_____

House no.:_____Kebele:_____

Woreda: _____Zone:_____ Region: _____Country: _____
Other information about the address:

_____

Are any other children separated? YES NO

Names:

Relationship:

7. Acceptance to take care of the child

Do you want the child to come and live with you? YES NO

Are you able to take care of him/her? YES NO

If not, is there any other family member who could take this child? YES NO

Full address of this other family member:

Location of house:_____

House no.:_____Kebele:_____

Woreda: _____Zone:_____ Region: _____Country: _____
Other information about the address:

_____

8. Agreement to take the child

I agree to take this child into my home, to live as part of my family. YES NO

Name/Signature/Thumbprint:_____

9. Comments

Name of social worker:

Date: Organization:

Comments:

TOOL 54

Assessing whether reunification is in the child's best interests in complex cases

When dealing with complex cases, staff assessing whether reunification is in the best interests of a child should consider:

- **What was the reason for separation?** If separation was voluntary, have the original issues been resolved? If the child decided to leave home, do the same conditions exist? Does the child want to be reunited or is it likely that he/she will leave home again after reunification?
- **Is there a history of relationship problems in the family before separation, such as neglect, violence or abuse?**
- **Have there been significant changes in the family since separation, such as the death, illness or disability of family member(s)?**
- **What concerns does the family have about reunification and what can be done to address them** – for example, lack of resources/financial capacity or child's behavioural, social or emotional issues?
- **What concerns does the child have about reunification, and what can be done to address them?** Are these related to specific experiences since separation, such as an association with armed forces or armed groups, or sexual violence?
- **Does the child require health care beyond what is normally available in the community to which he/she will return?** Would conditions make it difficult to provide optimal care?
- **Is there any hostility to returning children in the community to which he/she will return?** What is the situation of the family within the community? How much social support do they have? Further assessment must be undertaken if there is hostility towards returning children, especially children associated with armed forces and armed groups.
- **Is there continuing insecurity in the area to which the child will return?** How much of a risk does this present? How much is the family's day-to-day life affected?

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TOOL 55

Checklist for preparing for reunification

Preparing children, families, interim carers and communities for reunification

Preparing the child (or children in a sibling group)

Children may have mixed feelings about reunification for a variety of reasons, including attachment to carer(s), anxiety about returning to a changed family situation, anger at family members over lack of protection or abandonment, reluctance to return to former lifestyles (such as rural life) or traditional roles (as a girl, for example), reticence to give up independence/authority (for children associated with armed forces or armed groups, for example), or fear of returning to places where frightening events occurred in the emergency. Given these feelings, **preparation should actively include children themselves and may include:**

- Opportunities to discuss children's feelings about reunification and the chance to say goodbye to current carer(s) and to arrange future contact, where possible and appropriate.
- A re-orientation period with family, such as exchanges of letters/photographs or family visits.
- Development of a follow-up care plan, copies of which should be given to the family, child and other supporters. The plan should include:
  - Contact details of person(s)/organization carrying out follow-up and the frequency of visits
  - Contact details of support persons and organizations/services to which referrals have been made (depending on the needs highlighted during preparation for reunification)

    - Details of any special arrangements, such as transport for medical appointments or organizing mobility aids for children with a disability
    - Arrangements regarding schooling or vocational training for school-age children.
- A celebratory farewell, which should be planned in advance.
- A plan for reunification – including, for example, what the child will take with him/her, such as mementos or photographs, what clothes he/she will wear on the day of reunification and who will accompany her/him.
- Information for the child relating to:
    - The situation he/she will return to, including major events that occurred in the family while apart, such as the death of family members or remarriage
    - Changes in the community, especially those most relevant to the child's life, such as schools that closed or friends who are missing
    - Where appropriate, the emergency event: what happened, why, the potential for future repeated emergency events, how the child can protect herself/himself in the future or minimize risks
    - What information will be shared with family or others, such as health professionals (with their consent), whether there is information that children do not want to be shared (such as information relating to sexual violence) and any potential health or other implications of not sharing
    - Services he/she can access, such as education and health care, recreational activities and youth groups, and what support and advice will be available after she/he returns.

Preparing family members

Like children, family members may also have mixed feelings about reunification, including anxiety about how their children have changed (particularly after a long period of separation, or if the child lived in another culture), worry about their ability to support the child, fear of the child's behaviour (especially if the child was associated with armed forces or armed groups), and anxiety about supporting a child who has experienced sexual violence or is returning home with a disability, pregnant or with her/his own child.

Additionally, children may struggle with their own experiences and impact of the emergency, such as death or injury of family members, loss of livelihood, or added burden of caring for additional family members. **Ways to prepare family members include:**

- Explore/map assets, relationships and resources available to the family and returning child to see how these can facilitate the child's reintegration into the family and community.
- Help families access available assistance, arrange additional rations, find referrals for livelihoods programmes, arrange school enrolment or advocate for free school uniforms or materials.
- Set up arrangements to support specialist follow-up, such as transport to medical appointments.
- Explore the ability to care for/support a returning pregnant girl or young mother and children.
- Help families understand where responsibility lies for what happened to

their child, as in the case of survivors of sexual violence or children formerly associated with armed forces or armed groups. Explain that the child was a victim and should not be blamed.

- Provide parenting classes, for example, to deal with or ease the challenging behaviour of returning children.
- Help families of older children investigate opportunities for involvement in income-generation, community projects, youth recreation and positive outlets for skills learned during separation.
- Promote the development of support groups for families, which provide information, guidance, mutual support and discussion of strategies to help young people transition home.
- Provide information regarding:
  - Their child's life during separation, with the child's consent. On issues that the child wishes not to be disclosed, general information may be provided on the child's living situation during separation and its possible impact on behaviour, family dynamics or community reactions
  - Plans for follow-up and receipt of the care plan (*see above*).
- Provide targeted material support, such as household/schooling items. To avoid creating discrimination, similar support should be available to families with children vulnerable to separation or to benefit the wider community beyond unaccompanied and separated children (UASC). If additional economic support is required, refer families to social protection or livelihoods programmes (*see Matrix on p. 267: Cross-sector programmes supporting the well-being and needs of UASC*).

Preparing interim carer(s)

Organizations should engage with interim carer(s) who are helping to prepare children to reunify by:

- Acknowledging the important role that the carer(s) played in the care of the child.
- Helping carer(s) and family members understand why reunification is in the child's best interests.
- Ensuring carer(s) that he/she can plan a farewell meal or celebration, if the child consents.
- If the child wishes and if feasible, arranging for carer(s) to accompany the child to reunification.
- Facilitating an exchange of letters/photographs and arrange for future contact, if feasible and in the child's best interests.
- Addressing potential problems *before* reunification, such as requests for compensation. Note that payment is not usually made; however, a small gift may be an appropriate token of thanks.
- **Involving local authorities, community leaders or child protection staff of humanitarian organizations if a carer refuses to release a child. This is a serious child protection concern and must be urgently addressed, particularly if there is a chance that the family or carer will leave with the child.**

Preparing the community

Organizations should be careful not to neglect preparation of communities, as this can be crucial for the child's reintegration. The International Rescue Committee-Rwanda, for example, instituted a programme of holding community round tables with the returning child, his/her family, key community members and the IRC-Rwanda to discuss plans for the child's return.[1]

Other ways to prepare communities include:

- Work with communities to map and determine access to local resources for support, including statutory services, livelihoods programmes or funding for community projects.
- Mobilize and support communities to develop/strengthen child protection networks.
- Explore communities' beliefs, fears or concerns about what happened to the child.
- Facilitate an exchange of views. While very general information may be shared to raise awareness and facilitate a supportive environment, information concerning individual children must never be disclosed without their consent and only so long as it is in their best interests.
- Promote acceptance of returning children by working with schools, community and religious leaders, youth workers, child protection committees, women's groups and others.
- Mobilize community members to advocate for additional services.

[1] De Lay, Brigette, *Mobility Mapping and Flow Diagrams: Tools for family tracing and social reintegration work with separated children*, United States Agency for International Development, Washington, DC, 2003, p. 15.

TOOL 56

Sample self-repatriation form, Save the Children

INFORMATION FORM FOR A SEPARATED CHILD WHO IS SPONTANEOUSLY REPATRIATING TO SIERRA LEONE

Name of child _____ Code No._____
(last name) (first name)

Age_____Sex _____Nationality _____District of origin _____

This child was documented as a separated child by Save the Children (UK) Liberia.

- He/she was residing: alone/child-headed household( ); with caregiver( ); other( )
- Name of caregiver, if applicable_____
- The child will be travelling: alone ( ); with siblings( ); with caregiver( ); other ( )
- If travelling with caregiver, area to which caregiver intends to go: (town/village, chiefdom, district)_____

- Approximate date of departure Departing from

1. Notice to child protection agency in Sierra Leone:
The child carrying this document has been instructed to give it to any child protection agency or the Ministry of Social Welfare, Gender and Children Affairs (MSWGCA) office in Sierra Leone. It has been explained to the child that the presentation of this letter does *not* assure him/her of any material or educational assistance, but that its purpose is to ensure the continuation of the family tracing process. Save the Children Fund – SCF (UK) – in Liberia would appreciate very much if you would assist the child in this manner or refer him/her to an agency that does carry out family tracing.

2. Notice to the family tracing agency in Sierra Leone (if different than above):
Please contact SCF (UK) in Liberia (via UNICEF, SCF (UK or Central Data Base in Sierra Leone) to request that the child's original family tracing documentation form be sent from Liberia to Sierra Leone at the earliest opportunity, so that tracing may continue.

Alternatively, if family tracing is urgently required, please re-document the child on a family tracing documentation form and send the form, *as well as this letter*, to the Sierra Leone Data Base (via focal agency) to inform them that the child was previously documented in Liberia.

If it is within the capacity or mandate of your organization to provide interim care or support for separated children, we would also kindly request that consideration be given to this child.

3. Notice to Central Data Base, Freetown, Sierra Leone – urgent:
Upon being informed of the child's arrival in Sierra Leone, please notify SCF (UK) in Liberia so that we may update our records and, if necessary, transfer the child's original documentation to your location. Please also inform UNHCR Child Protection Section in Sierra Leone of the child's arrival.

SCF (UK) Field Supervisor_____
(Print name) (Signature)

Date:_____Location_____

Thank you kindly for ensuring the protection of this separated child.

ICRC

International Organization for Migration (IOM)
The UN Migration Agency