





This publication has been created through the project ``Youth at Risk from Social Exclusion`` funded by European Union. European Union does not necessarily share the views presented in the publication.

GUIDELINES FOR CIVIL SOCIETY ORGANIZATIONS THAT SUPPORT ROMA AND EGYPTIAN CHILDREN AND YOUTH IN WESTERN BALKANS

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1. INTRODUCTION: General information on the guidance The guidance is adressed most particularly to the Non-Govermental Organizations (NGO-s) working with at-risk Roma and Egyptian children and youth, but it is also adressed to other organizations, institutions or people working with Roma and Egyptian children/youth and harbouring feelings of responsibility for their integration and protection against discrimination, violence, abuse, negligence or explotation. The guidance might serve as an instrument for those who offer or practise the provision of social services showing how they might come to the aid and support Roma and Egyptian children and youth.

This published document gives recommendations for good standards, techniques and procedures to be applied in the work of the NGO-s or similar organizations, and can thus render possible a better protection of Roma and Egyptian children/youth by the provision of high quality and standard services. The guidance aims at developing these standards and procedures and they are highly recommended to be recognized, followed and applied by the NGO-s offering services to at-risk Roma and Egyptian children/youth and other children and youngsters who need to be protected and integrated in society. The guidance lays an emphasis on those good practices already applied by the NGO-s and other organizations of Romani people aiming at ensuring protection to Roma and Egyptian children/youth running the risk of social exclusion.

The principle at the very heart of the guidance is ultimately the best interests benefitting children and youth. Its vision is the creation of a favorable environment for the safe and healthy upbringing of the child and youth, encouraging their full potential of physical and psycho-social development, their social and active participation in all areas affecting their lives and guaranteeing an evaluation of the progress being made in terms of the human rights in the main areas of the public services pertaining to children/youth.¹.

The guidance derives its value within the project's framework "At-Risk Youth Social Empowerment" (ARYSE) funded by the European Union and implemented by the NGO-s network of Western Balkans, which has been working with children and youth at risk of social exclusion for years. The project is coordinated by the NGO Juventas (Montenegro) and the partners in the project are ARSIS (Albania), Margina Organization (Bosniaand Herzegovina), HOPS (Macedonia), Labyrinth (Kosovo), Prevent (Serbia) and SHL Foundation in Germany. The project tackles problematic issues affecting children and youth who are in contact/conflict with laws and regulations, use drugs, live in families that are in contact/conflict with the legal system and/or use drugs, stranded children in the street, Roma and Egyptian children and youth and children having no parents' custody.

The guidance is composed of 8 chapters which set forth all the problematic concerns of Roma and Egyptian children and youth in the region, the initiatives taken by the governments for their inclusion and integration in society. The guidance recommends certain procedures and techniques of actions and intervention that NGO-s can put into practice in order to reduce discrimination, inequality, exploitation and social exclusion of Roma and Egyptian children and youth.

¹ Agjenda Kombëtare Për të Drejtat e Fëmijëve Shqipëri 2017-2020 (The Albanian National Agenda for Children's Rights 2017-2020 in English)

The guidance is a product of a continuous process of counseling and consulting with the partners within the network and considering all the international documents, reports, studies, surveys in the region and the national legislations for the protection of Roma and Egyptian children and youth. The guidance is based on the best regional and international practices for the inclusion, development and social integration of Roma and Egyptian children and youth.

This document does not exhaust all the various methods, techniques and ways that different NGO-s have developed in the course of time to ensure the protection to those in need, especially to Roma and Egyptian children and youth. The document provides certain guidelines that can be used by the NGO-s, so that their mission for the protection, development and social inclusion of Roma and Egyptian children and youth with their own equal rights suffering no discrimination, segregation or labeling whatsoever, can be easily rendered possible.

2. EXECUTIVE SUMMARY

In the Western Balkans, Roma people issue and all the protection of their rights and their inclusion in the society as equals is viewed as a continuous process and serious endeavor to develop social democracy. The countries in the region have ratified the International Convention and other documents to provide protection to Roma and other at-risk groups. Furthermore, the Western Balkan countries made part of the Decade of Roma Inclusion 2005-2015 and the EU Framework for National Roma Integration Strategies up to 2020. The Decade of Roma Inclusion is a political initiative which aims at eradicating the discrimination and all the handicaps which put Roma people at a disadvantage compared to the rest of the society. Its focus lies on education, employment, healthcare, housing, protection and social inclusion. Within the framework of The Decade of Roma Inclusion, all the countries of the Western Balkans drafted their National Roma Integration Strategies and the Action Plans for the protection, social inclusion and development of Romani and other at-risk groups. Within this framework, the Western Balkan countries have made a good progress in adapting and enforcing the legislation with regard to the protection and social inclusion of Roma people. These countries have amended and/or have made new laws especially for the protection and social inclusion of Roma and Egyptian children and youth. There has been a serious commitment in the countries of the region to protect, develop and integrate Roma and Egyptian children and youth and other at-risk groups and individuals in the society through the implementation of legislation and many policies and socio-economic programmes. Progress is shown in all the countries of the region as compared to a decade earlier. But this progress remains fragile and reversible. The progress made so far is fading away compared to the spread and worsening of the social exclusion phenomenon affecting vital sectors for the Romani community, especially for Roma and Egyptian children and youth who are most vulnerable and unprotected from social exclusion. They continue to be neglected, violated, exploited by their families, discriminated and unprotected in social environments and at great risk in living stranded in the street. The indicators for this situation are the poor living conditions, lack of health care, low level of accessibility to the educational system, a high rate of youth unemployment, discrimination and low rate of accessibility into the job market, lack of vocational training and qualification, insufficient social and legal protection.

The NGO-s play an important part in recognizing, finding out about and facilitating the social issues and problematic concerns affecting Roma and Egyptian children and youth. There is a close relationship and cooperation between the NGO-s, especially Roma NGO-s and Roma community. These organizations have a role of utter importance and are key potential actors in fighting against discrimination and social exclusion of Roma and Egyptian children/youth.

There is a considerable number of Roma and non-Roma organizations in the region of the Western Balkans which operate in the area of human rights. Their focus is among other aspects on the protection, development and integration of Roma and Egyptian children and youth in social life. The NGO-s are the key service providers in many aspects such as practical support, information, counseling, health and social services and legal advice. The NGO-s exert great influence in ensuring best practices and models for the protection of Roma and Egyptian children and youth. Their activities have shown great progress

in the region for the protection of children's rights in general and the protection of Roma and Egyptian children and youth most specifically. Their activities have had a great impact in reducing inequality in terms of the human and economic development of Roma and Egyptian community and closing the pervasive gap existing between the living conditions and wellbeing of Roma people and non-Roma people².

The protection of children and youth and promotion of their well-being is a shared responsibility and should involve all the structures and services, children/youth and their families in the decision-making process. Taking that into consideration, whoever is in contact with the child should play an active part in identifying the problem, finding a solution and providing concrete help in a coordinated and collaborative manner. All the corresponding institutions and professionals should be in the knowledge of their roles and other professionals' roles in order to cooperate most effectively.³

² http://ec.europa.eu/governance/social-ngos_en.pdf

³ Udhëzues i procedurave për identifikimin, ndihmën e menjëhershme& referimin e fëmijëve në situatë rruge,OSCE, Tiranë 2015

List of main terminology and their definitions related to the content of this document.

Child - the Convention defines a child as a person below the age of 18 unless the laws of a particular country set the legal age for adulthood younger. (Convention on the Rights of the Child of the United Nations Organization, Article 1, 2 September, 1990)

Youth - The United Nations define youth as those persons between the ages of 10-24. However, according to the European Council a person up to the age of 30 is considered youth, too. Most of the countries of the Western Balkans define "youth" as the age cohort 15/16 – 30.

JLOSSAR

Children/youth - in this document the term child and youth fuse into a binomial for the United Nations and European Council define the age cohort 10-18 and 15-18 as youth, whereas the Convention on the Rights of the Child of the United Nations, Article 1, 2, September 1990 gives a definition of the aforementioned age groups as children.

At-risk child- is defined as the the child who suffers the deprivation or violation of rights and protection as granted by the legislation in force. The child is not able to take care of himself or for different reasons has low capacities to take care of oneself.

At-risk youth- is defined as the the youth who suffers the deprivation or violation of rights and protection as provided by the legislation in force due to the youth's living conditions: he is homeless, abandoned, dependent on narcotic substances, jobless or works at high risk or is in contact with/conflict with the law.

Protection of the child – is defined as the action taken against all forms of violence, abuse, exploitation and negligence against the child, such as kidnapping, sexual exploitation, child labour, trafficking and other harmful traditional practices such as mutilation of the genitals and child marriage.

The best interest of the child/youth– It must be the primary concern in making decisions that may affect them.

Confidentiality – The entire information gathered during the service delivery and case management is used only to define the needs of the children/youth and protect them from harm and risk. The practice or state of keeping information secret or private and not spreading or using it for certain different reasons other than that reason for which it is ensured.

Abuse-Child abuse or mistreatment constitutes all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power. (World Health Organization, 1999)

Prevention: – the act or practice of implementing the policies for the protection and social inclusion of the children/youth through increasing the awareness against the abuse of the children/youth and the threatening risks.

Discrimination: is defined as a negative unjustified behavior towards a group or members who are identified in the group.

Bullying - is considered a kind of aggressive overbearing mistreatment of children considered vulnerable or powerless carried out continuously by a child or group of children.

Segregation - is considered a set of actions or state of setting someone apart due to poverty, ethnicity, beliefs and attitudes.

Social exclusion - isc onsidered exclusion from the prevailing social system and its rights and privileges, typically as a result of poverty or the fact of belonging to a minority social group.

Abandonment - it's the phenomenon of with drawingone' ssupport or help from someone, especially in spite of duty, allegiance, or responsibility.

Negligence - Neglect is the chronic failure to provide for the development of the child in all areas: health, education, emotional development, nutrition, shelter, and safe living conditions, in the context of resources reasonably available to the family or caretakers and causes or has a high probability of causing harm to the child's health or physical, mental, spiritual, moral or social development.

Exploitation - Commercial or other exploitation of a child refers to use of the child/youth in work or other activities for the benefit of others. This includes, but is not limited to, child labour and child prostitution, obligatory work or services, slavery or similar practices, removal of organs.

Standard - refers to all therequirements, levels of qualities and characteristics established as rule to offer different services.

Beneficiary - a person either child or grown-up who has the right to benefit something, such as a particular service or financial help.

Case management: is a process of facilitation for services to the needs of an identified child for care, protection and support. It is a standardized system used in the cases of risk so that they are handled competently, on time and with emphasis on the standards of services provision.

Health and health services: Every child has the right to the best possible health. Governments must provide good quality health care, clean water, nutritious food and a clean environment so that children can stay healthy. (The Convention on the Rights of the Child, article 24).

Protection from all forms of violence: governments must do all they can to ensure that children are protected from all forms of violence, abuse, neglect and mistreatment by their parents or anyone else who looks after them. (The Convention on the Rights of the Child, article 19).

Case/s: children/youth evidenced to be in situations of high risks and urgent need of protection.

Emergency cases: The child/youth is in an emergency case when no medical or other treatment is given to him/her and consequently a severe injury might threaten his/her life or may cause permanent harm or he might succumb to maltreatment considered a criminal offense.

Participation: Every child must be free to say what s/he thinks, feels and desires and participate in decision-making affecting their lives.

 Overview of the situation
 In the Western Balkan countries oinding international human ights documents and national egal framework The issue of the human rights protection of Roma people or Gypsies as they are commonly referred to, was officially addressed for the first time in 1977 in the Resolution of UN Sub-Commission on the Prevention of Discrimination and Protection of Roma Minority. Later on, in August 1991, the Sub-Commission drew the attention on the protection of Roma community and their civil, political, economic, social and cultural rights. All the efforts and trials for the protection of Roma people were intensified with the Resolution "On the Protection of Roma (Gypsies)", approved in March 4, 1992 by the United Nations Commission on Human Rights. Among many other things, the Resolution invited nations to approve of all the necessary measures in order to do away with any form of discrimination against Romani people. The fact that the International Romani Union obtains recognition by the United Nations as an NGO representing Roma people in March 1979 and its classification into Roma NGO of second category in March 1993, strengthened all the endeavors being made on Roma issue and the protection of their human rights in all the countries of Europe, including the Western Balkan countries, as well⁴. Great advancement was made in 2010 and 2011 in developing some actual commitment by the European institutions while facing the issue of Roma exclusion. The EU Framework for National Roma Integration Strategies up to 2020 constitutes a leap greatly demanded by Roma activists throughout Europe. The "Strasburg Declaration" on Roma people of the European Council urged the political powers to take concrete actions and measures on tackling this matter of concern⁵.

The first multi-national project in Europe aiming at actively bettering the lifestyle and living conditions of Roma people, reducing poverty and fighting social exclusion through political reforms and programmes was the Decade of Roma Inclusion which lasted from 2005 up to 2015. The Decade was a political commitment of nine countries of Central and Southeastern Europe to reduce inequality in terms of human and economic development of Romani people, facilitate the reduction of the gap existing between the living conditions and well-being of Roma and non-Roma people. It actively engaged in taking actions against poverty and social exclusion by the implementation of political reforms and programmes drafted to "eradicate (uproot)" the vicious cycle of poverty, destitution and social exclusion that many Romani find themselves in. The nine countries of Central Europe and Southeastern Europe which were partners in this project, developed a national Decade Action Plan that specifies goals and indicators in the Roma Decade's priority areas: Education, Employment, Healthcare and Housing and these are identified as the four "priority areas" even within the EU Framework on National Roma Integration Strategies up to 2050⁶.

The National Strategies of the countries of Central and Southeastern Europe and their Action Plans for the implementation of the Strategies drafted within the framework of Roma Decade (excluding Kosovo) and the strategic approach to Europe 2020, cover every vital area for Roma and Egyptian people and youth in street situation. These documents which are fundamentally based on human rights

⁴ Ma. Elisabeta Osmanaj: "E drejta për arsim e komunitetit rom në kuadrin e integrimit të Republikës së Shqipërisë në Bashkimin Evropian". ("The right to education of the Roma community in the framework of the integration of the Republic of Albania into the European Union")

^{5 (}Report: Human Rights of Roma and Travelers Communities in Europe, Council of Europe, February 2012)

⁶ Dekada e përfshirjes së romëve Shqipëri-PKV 2010-2015 (Decade of Roma Inclusion in Albania -PKV 2010-2015)

act as a spur for the governments to find solutions to all the concerns affecting Roma and Egyptian children/youth in terms of education, health, employment, housing, protection and social inclusion. These documents present a good orientation in taking actions in certain areas of the specific policies for Roma and Egyptian people such as civil registration, access to justice, education, intercultural dialogue, employment, development and improvement of capacities, healthcare, housing and urban integration, social protection and participation in decision-making, etc. All the countries in the region are working with the Roma Integration Action Unit of the Regional Cooperation Council (RCC) 2020 (RI 2020) to develop regional standards about the budget of Roma and Egyptian integration policies⁷.

All the countries in the region have ratified all the international universal treaties on human rights and protection from discrimination. The legislation and the corresponding national practices are in full compliance and accordance with the jurisprudence of the European Court of Human Rights and European Committee of Social Rights in the four areas mentioned. The fundamental principles of anti-discrimination are included in the Western Balkans Constitution and all the corresponding legislation and documents. Despite the different ways and forms of addressing discrimination in general and the discrimination of the minorities in particular, the constitution in the Western Balkans countries share a serious commitment to providing and guaranteeing equality to all citizens in terms of their human rights and fundamental freedoms, good strategies for the minority human rights and gender equality. The Constitution of Albania, Macedonia, Serbia and Bosnia Herzegovina have sanctioned in one way or another the protection of human rights, fundamental freedoms, equality and integration of Roma and Egyptian people or other minorities and groups of people. There is care being shown over the issue of having this community direct participation in the decisionmaking process.

In all the countries of the region there has been made a good progress in approving the legislation which aims at giving protection and social inclusion to Romani people. All the counties have passed the Laws on anti-discrimination, have established particular institutions in tackling all the claims of discrimination and have approved Laws for free legal assistance. Although none of the corresponding laws predict most specifically the provision of free legal assistance in cases of discrimination on the grounds of ethnicity, it is not that they exclude this kind of assistance in such similar cases. (BRPI)⁸

Within the Roma Decade framework, laws have been reconsidered and amended in order to provide social security, health insurance, education, employment and housing, etc. and these are the most important laws approved in the region for the protection of Romani and at-risk groups of people. The legal framework for the development and integration of Roma and Egyptian people in all the countries of the Western Balkans is quite favorable and does ensure their protection from extreme poverty and social exclusion. Nowadays, a greater number of Roma youth attend their studies at high school and university through the support of international NGO-s. In certain countries of the region, Romani professionals make part of the organisms in the line-ministries, work for the police forces and in the sectors of local and regional administration. Romani people do also actively contribute to the private sector in certain regions. These are great advancements as compared to the conditions and situation a decade ago. This progress being made is a testament on what we can do and achieve if the communities, families, policy-makers and individuals get together in tackling the most extreme forms of social exclusion. Nevertheless, the commitment should be continuous and reinvigorated so that the advancements do not weaken and become fragile and reversible. This progress may be susceptible and on the wane considering the spread and deepening of the

⁷ Report: Human Rights of Roma and Travelers Communities in Europe, Council of Europe, February 2012)

⁸ Praktikat më të mira për integrimin e Romëve (BPRI) Raporti rajonal mbi antidiskriminimin dhe pjesëmarrjen e Romëve në vendimmarrjen lokale, Maj 2013, © OSCE/ODIHR 2013 (Best Practices for Roma Integration (BPRI): Regional Report on Anti-Discrimination and Roma Participation in Local Decision-Making, May, 2013. OSCE/ODIHR 2013)

social exclusion phenomenon affecting vital sectors for Romani people and especially Roma and Egyptian children/youth such as education, employment, healthcare, housing, protection and social inclusion⁹. The conditions that Roma and Egyptian people find themselves in all the countries of the region demand for a deep improvement, so that this community can live a dignified life in a democratic society.

Despite the favorable and appropriate legislative framework and all the endeavors to improve the social and economic conditions of Romani people, many social issues and concerns regarding especially at-risk children and youth, do continue to be pervasive and out in the open in the region of the Western Balkans. The challenge for each of the countries in the Western Balkans is the implementation of the approved laws, the adaptation of a well-organized cross-sector approach so that these laws, especially those that guarantee Roma children and youth social protection and integration, become accessible to any individual.

⁹ Hartëzimi dhe analiza Maestral (Maestral mapping and analysis)

5. Roma and Egyptian childrer and youth human rights in the region and in every country Main issues and concerns of Roma and Egyptian children and youth regarding education, health, employment, housing and social protection.

» The right of Roma and Egyptian children and youth to education

Although education is a sector that has had a considerable progress, the at-risk people involvement in the educational system, especially Roma and Egyptian vouth involvement, is a matter of concern for all the countries in the Western Balkans¹⁰. Referring to the estimates, 60-70% of Roma children, especially girls, in the age group of 6-16 years old do not make part of the compulsory education. They have neither attended elementary school or have dropped out, and have thus very low education. Various surveys emphasise that in the Western Balkan countries, every generation has approximately 20.000 youths who do not attend secondary education. There is an average of 25-30% of Romani youths of 16-19 years old who do make it into the secondary education as compared to the figure of 65% non-Roma youths getting enrolled in school. Illiteracy that is estimated to have affected 25-30% of the population affects mostly Roma and at-risk children and youths. Over 60% of the illiterate Roma people belong to the age group of 15-25 years old. Poverty, lack of shelter and housing, domestic violence, segregation, discrimination, bullying, etc. on the grounds of ethnicity or socio-economic condition, lack of educationally qualified staff, the inability to communicate in the official language are the major reasons counting for Roma children and youth abandoning schooling. Many are the programmes in all the countries of the region which endeavor to tackle the phenomenon of Roma and Egyptian children/youth "dropping out" involving teachers and students alike, but they remain ineffective. The educational and social system in the Western Balkans have not yet found the appropriate mechanisms in order to guarantee the inclusion of Roma and Egyptian children and youth in all the stages of the educational system and refrain them from dropping out of school.

» The right of Roma and Egyptian youth to employment

The job market poses many challenges for Romani integration and in most of the cases they operate by excluding Roma and Egyptian people from prestigious jobs not only in the Balkans, but everywhere in Europe. There is no estimated figure in the Balkans for the level of unemployment of Roma and Egyptian youths and the youths in the street situation. In some of the countries of the region, the level of unemployment of Roma youth is about 4-5 times higher as compared to the unemployment of non-Roma people. In certain countries, two out three of Romani youths are unemployed. The level of unemployment for the youth is very high. The same thing holds true for the uneducated and unqualified ones, the poor and other vulnerable people, especially the girls and women due to gender discrimination, early and forced marriage and pregnancy. A non-official estimated figure of 70% of Roma and Egyptian youth do not have a formalized job, so they are officially jobless. Roma and Egyptian youth and all the youths in street situation

¹⁰ Raport:Të Drejtat e Romëve dhe të KomuniteteveShtegtare në Europë", Këshilli i Europës, Shkurt 2012- www.commissioner.coe.int(Report: Human Rights of Roma and Travelers Communities in Europe, Council of Europe, February 2012,www.commissioner.coe.int)

in general have no equal access to employment and have limited access to laws that guarantee protection from unemployment or even exploitation and discrimination in their workplaces. The discrimination and lack of qualification disenable and render the accessibility of Roma and Egyptian youth to qualified and well-paid jobs improbable¹¹. Therefore, Romani youths have a try mainly in the informal job market (recycling, ambulant trading) and at informal jobs that offer fast services, although they run the risk of facing the law because of the unlawful or criminalized nature of the job (drug dealing, prostitution, kidnapping, parking, etc.). The phenomenon of begging is of a great disturbance and it has affected Roma children most dominantly, especially Roma girls and mothers with newborn babies. Unemployment, poverty, discrimination, black market working and street working pose great dangers for Roma children and youth who might easily run the risk of trafficking and prostitution. No statistics have been carried out, but the surveys point out that more than 40-50% of Roma children and youth in street situation are exposed and affected by the phenomena of trafficking and prostitution due to poverty and destitution.

» The right of Roma and Egyptian children and youth to healthcare

Despite the supportive and protective legal framework in all the countries of the Western Balkans, Roma discrimination phenomenon in the healthcare system is so present. One can notice this in the inclusion level of this community in the health institutions (nurseries), health centers, hospitals, maternity hospitals and especially specialized health services. Romani people face discrimination in almost all and each of the institutions of healthcare, including even emergency services provision. Furthermore, Romani families have no financial means to buy medicaments and pills that are needed to treat the diseases. The children of Roma and Egyptian community have indicators of poor health as compared to the rest of the population. Many of the health issues that they suffer are caused by poverty, malnourishment, neglect, violence, difficult or risky jobs, long hours of working, very extreme conditions of housing and hygiene. Due to lack of identity documents and a settled housing solution, Romani people are deprived of a standard health service¹². They are not involved in the healthcare schemes, for they are financially incapable of paying for health insurance contributions, or are neither registered as unemployed, nor as jobseekers. The possibility of providing specialized treatment and healthcare for the youth who use narcotic substances, alcohol, or are affected by contagious and/or sexually transmitted diseases is very limited, and this constitutes a matter of great concern and much trouble. No satisfasctory actions and measures are taken in the area of preventive healthcare, sexual healthcare, reproduction and family planning for Roma and Egyptian youth.

» The right of Roma and Egyptian children and youth to housing, legal identity, wellbeing and social care

Roma families have no safe housing. Roma discrimination related to shelter and housing is so pervasive in all the countries of Western Balkans. A comparative analysis based on a study of UNDP and World Bank 2011, points out that there is an average of 30% of Roma people who live in ruined houses or barracks and the figures for the countries are 36% in Albania, 36% in Bosnia and Herzegovina, 38% in Serbia and 42% in Montenegro. Over 70-80% of Romani families live in informal settlements and lands they do not own, which leads directly to the threat of forced eviction. The number of forced evictions has increased in the last years in certain countries of the region. Roma

¹¹ Ma. Elisabeta Osmanaj: "E drejta për arsim e komunitetit rom në kuadrin e integrimit të Republikës së Shqipërisë në Bashkimin Evropian".("The right to education of the Roma community in the framework of the integration of the Republic of Albania into the European Union")

¹² Udhërrëfyes referimi për mbrojtjen e të drejtave të fëmijëve viktima të trafikimit në Europë (Guidelines on the protection of the rights of child victims of trafficking in Europe)

settlements do not benefit from public utilities such as drinking water, electricity, water systems, waste collection and maintenance of road access¹³.

The new Roma families lack the right to possess their own house/flat and live in adequate housing of their own. They are obliged to live in families composed of many members, in congested spaces and places and below the subsistence minimum. The hardships in the living conditions lead to violence, divorce, negligence and child abandonment. Non-official resources show that over 60% of Roma children and youth are unregistered and stateless and have no nationality. Their statelessness and lack of personal documents is a persistent phenomenon in all the countries of Western Balkans. The youth without a legal identity get deprived of the right to benefit from the social protection schemes and other human rights as guaranteed by law. They are refused all the fundamental rights to education, healthcare, housing, social assistance, the right of participation or voting when they reach the appropriate age¹⁴.

Due to their undereducation, Roma youths have limited access to laws guaranteeing the necessary social services. All the practices for aplication in order to benefit from social protection and care schemes encounter with many discriminatory and bureaucratic obstacles making this benefit hard to acquire. Roma and Egyptian youth living in such extremely poor conditions come to abandon their families and take to the street and all the trouble that follows. They are in continuous contact/ conflict with the laws and all the corresponding consequences caused by such violation. Even the integrated programmes for their rehabilitation and reintegration are deficient and it is not a rare occurrence that they resolve to criminal offences.

5.1. Human rights situation of Roma and Egyptian children and youth in each country in the region

» Human rights situation of Roma and Egyptian children and youth in Albania

There is a relatively complete framework for the social protection, development and social integration of children and youth in general in Albania with particular emphasis on Roma and Egyptian children and youth. A range of laws, strategies and programmes are adapted and implemented to facilitate and instigate their inclusion in education, civil registration, employment and housing, healthcare and legal protection, etc. Certain public and non-public residential and daycare centers are established to provide multidisciplinary services and protection for the violated, abandoned and neglected children and youth, children and youth in contact/conflict with law, children in street situation, etc. These are mostly Roma and Egyptian children and they find themselves in this situation in the very early stages of their lives due to extreme poverty. Despite all the laws being passed at their advantage, the real situation with Roma and Egyptian children and youth is highly problematic. 34% of Roma population belongs to the age group of 15 and as such they are mostly affected by the social issues. The children of Roma and Egyptian community have low indicators of health as compared to the children of non-Roma community. Regarding healthcare, we hold that while the difference in terms of the vaccination between Roma and non-Roma children is insignificant, their

¹³ UNDP, INSTAT-Romët dhe egjiptianët në Shqipëri: Profili social-demografik dhe ekonomik bazuar në censusin 2011- Prill, 2015, (UNDP, INSTAT- Roma and Egyptians in Albania: The socio-demographic and economic profile based on the 2011- April census, 2015)

¹⁴ Raport: Të Drejtat e Romëve dhe të KomuniteteveShtegtare në Europë", Këshilli i Europës, Shkurt 2012- (Report: Human Rights of Roma and Travelers Communities in Europe, Council of Europe, February 2012)

access to health services is a highly problematic issue. 59% of Romani people report on access and basic medicament deficiency. Regarding education, UNDP carried out a study according to which 48% of 7-15-year old Romani go to school in Albania and this figure decreases by 13% for the agegroup of 16-19¹⁵. Dropping out of school for Roma children and youth aged 10-16 years old reaches a figure of 30% for boys and 44,6% for girls. 96% of Roma girls and 68% of Roma boys at the age of 16 have completely abandoned school. 43% of Roma have attended their first four-year studies in primary education, 21% have completed the whole primary education in nine years. 55% of girls over the age of 15 have not attended school at all, and only18% have had at least one year of study in elementary school. Egyptian people stand in between the two other groups, and the figures are in the range between 80% and 49%. Their approach to and integration in the secondary education is a big challenge.

The critical situation in the education sector leads to a critical situation in the job market. 37 % of Romani and Egyptian 25-year old children and youth do not have a formalized job and the discrimination against them in the workplace reaches a level of 24%, due to the fact that the majority of the discriminated Roma people just stop searching for a job or declare that they work for few hours and are consequently not identified as jobless¹⁶.

» Human rights situation of Roma and Egyptian children and youth in Bosnia and Herzegovina

Bosnia and Herzegovina joined Roma Decade Inclusion in 2008. But the European Commission as reported in the Progress Report for Bosnia and Herzegovina in 2012 has noticed limited progress being made with regard to education, employment and health as compared to their political commitment. Furtherfore, participation by Roma representatives in the decision-making process remains very low. Very little progress has been made on improving the situation of Roma women and children who continue to suffer from discrimination and domestic violence. According to the regional study (BRPI) in 2011, 61% of Roma children aged 7-15 are registered in school as compared to 96% of non-Roma children. The registration of Roma youth aged 16-19 reaches 15% as compared to 72% of non-Roma children. The regional study reports about the level of the unemployment of 15-24 year old Roma youths reaching 69% as compared to 56% found in non-Roma people of the same age group. The recent studies show a notable decrease of the level of poverty, which despite that does persist as regards Roma basic incomes compared to the rest of non-Roma population and this reaches the level of 42% for Roma people and 14% for non-Roma people. The sudy carried out in 2011 (BRPI) provided mixed results: 70% of Roma people have health insurance, but 68% can not buy basic medicaments. The level of vaccination in 6 year old Roma children is 82% as compared to 97% of 6 year old non-Roma children living in the nearby neighbourhoods of Roma people, but access to health service for Roma and Egyptian people is very low as compared to non-Roma people. Over 36 % of Roma people live in ruined houses or barracks and lack basic living conditions¹⁷. As it happens quite randomly in throughout the Western Balkans countries, poverty and the low standard of living have exposed Roma and Egyptian children and youth to phenomena of street situation.

¹⁵ UNDP-Studim për vlerësimin e nevojave të komuniteteverome dhe egjiptiane në Shqipëri, Tiranë, 29 shkurt 2012(roma report in Albanian.pdf) (UNDP - A needs assessment study on Roma and Egyptian communities in Albania, Tirana, February 29, 2012)

¹⁶ Romët dhe egjiptianët në Shqipëri: Profili social-demografik dhe ekonomik bazuar në censusin 2011- Prill, 2015, UNDP, INSTA. Roma and Egyptians in Albania: The socio-demographic and economic profile based on the 2011-April census,- (UNDP, INSTAT- 2015)

¹⁷ Praktikat më të mira për integrimin e Romëve (BPRI) Raporti rajonal mbi antidiskriminimin dhe pjesëmarrjen e Romëve në vendimmarrjen lokale, Maj 2013, © OSCE/ODIHR 2013 ((Best Practices for Roma Integration (BPRI): Regional Report on Anti-Discrimination and Roma Participation in Local Decision-Making, May, 2013. OSCE/ODIHR 2013)

» Human rights situation of Roma and Egyptian children and youth in Macedonia

Despite the implementation of the National Strategies for Roma Inclusion and the amended laws for the execution of these strategies, Roma and Egyptian children and youth in Macedonia face difficulties, discrimination and exclusion. The study of 2011 reports on the level of Romani having primary education being of 60% as compared to 90% within non-Roma ethnic Macedonian population. This evaluation seems to be in compliance with the results shown by the regional survey on Roma in 2011 and the percentage of 7-15 year old Roma children and youth attending school is 74%. This study showed that the level of enrolment of 16-19 year old Romani in school is 27% as compared to 65% of non-Roma people. The official data reveal that 35% of all the registered children in primary school as children with mental illnesses are Roma children. The level of unemployment for Roma youth of 15-24 years old is 71 %. The employment programmes targeting Roma people have had little success in encouraging them to take part in them. The results of the survey in 2011 provide the level of poverty based on income affecting 41% of Roma people as compared to 14% of non-Roma people. As regards health, the level of vaccination of babies at birth and children in general (93%) and access to health insurance (92%) is a bit lower as compared to that of non-Roma people (99 and 97% correspondingly). Nevertheless, the access to basic medicaments and pills is highly problematic and 2/3 of Roma people declare that they face great deficiency. Approximately 1/4 of Roma families in the former Yugoslav Republic of Macedonia lives in very poor neighborhoods or dwelling places without any hygienic-sanitary condition and in the total absence of public infrastructure for the maintenance of their settlements. They have faced forced evictions and the demolition of their dwelling places in the absence of their legalization, and this means that hundreds of Roma and Egyptian children and youth have to face the issue of safe housing.

» Human rights situation of Roma and Egyptian children and youth in Kosovo

UNDP report in 2010 that ¼ of Roma, Ashkali and Egyptian community do not attend their studies in the primary school and 62% of Roma, Ashkali and Egyptian boys and 78% of Roma, Ashkali and Egyptian girls do not follow up their studies in secondary education. The figures show that 75% of children do have 4-year studies at primary school and 25% follow up their studies in secondary school and only 1.4% of Roma and Egyptian children and youth carry on studying or have finished secondary education. All the gathered data by ESP and UNDP (2005) on their literacy level in terms of writing and reading skills show quite an unfavorable position of Roma and Egyptian people education. Furthermore, there is a noticeable deterioration of their educational indicators in the last years. UNDP evaluates that 58% of Roma, Ashkali and Egyptian people were unemployed in 2010 as compared to the average of 48% in Kosovo. This study reports about the unemployment figure reaching 75% within Roma, Ashkali and Egyptian youths of 15-24 year old¹⁸. The results of UNDP Human Development Report study proved the fact that all Roma, Ashkali and Egyptian employees (if employed) have had low-profile jobs. According to KFOS in Kosovo, (Kosovo Foundation for Open Society), "Thre is much concern about the lack of civil registration for 0-6 year-old Roma, Ashkali and Egyptian children. 14.7% are not registered in the birth register. Children of this age run many risks of health for during this stage many vaccinations are performed and not having them would consequently increase infant mortality rate due to several epidemics, but it would most certainly lead even to long-term health issues despite the fact that the unvaccinated might strike it lucky by not submitting to different epidemic diseases. We should also hold into consideration that children

¹⁸ Best Practices for Roma Integration (BPRI): Regional Report on Anti-Discrimination and Roma Participation in Local Decision-Making, May, 2013. OSCE/ODIHR 2013

of this age group might easily fall prey of infant trafficking phenomenon. Meanwhile, law and order bodies might have obstacles in finding them and providing protection which makes things worse¹⁹. The situation of providing shelter and housing to Roma and Egyptian families is a matter of great concern. Over 50% of Roma and Egyptian families do not own necessary, adequate and appropriate, elementary space for a living so that they can guarantee their children's well-being. Over 42 % of their settlements areinformal and living places are not safe and secure. Roma settlements have no access to public services such as electricity or public lighting, maintenance, etc.

» Human rights situation of Roma and Egyptian children and youth in Montenegro

Many studies and reports show that the majority of Roma people still live in extremely very poor conditions. Their poor economic power, lack of education or under-education, low level of employment, inadequate living space and housing conditions, social exclusion based on stereotyping and ethnic bias, their specific lifestyle and other idiosyncrasies are some of the reasons counting for their difficult position in society. In those conditions, children do not go to school regularly even though the state has facilitated their access to education. The problems related to education are also numerous: illiterate parents not able to provide support to children, lack of preschool education, low quality of segregated classes provided to Roma that discourage them from further education, financial constraints, lack of skills of teachers to deal with Roma children, lack of knowledge of Montenegrin language, subsequently high level of drop outs (caused also by early marriages and begging).²⁰

The studies carried out by UNDP, World Bank and European Commission in 2011 show that 55% of Roma and Egyptian 7-15 year-old children and youth are enrolled for the compulsory education and just 13% of youths of 16-19 years oldget enrolled in secondary schools.

The extreme poverty leaves them stuck in dire housing situation, living in camps with all otherfamilies and with low level of hygiene. The health of Roma population in Montenegro is hugely affected by their poor living conditions combined with inadequate education level, not to mention expensivespecialized care. This leads to bad health situation, premature deaths, risk for birth deliveries, and makinglife expectancy of the group lower than the national average.²¹Roma population in Montenegro is relatively well-covered in the health insurance and vaccination programmes (84% and 94% correspondingly) and they do report on health more positively as compared to non-Roma population living nearby. Nevertheless, the information available suggests that the health condition of Roma people is far worse than that of the overall population in Montenegro.

The studies of UNDP, World Bank and European Commission report that 42% of the surveyed Roma informants live in dilapidated houses or poor neighborhoods as compared to 12% of non-Roma people living nearby. The level of unemployment for Roma people is 44% as compared to 30% within non-Roma people living nearby and the reasons for that are to be found not only in the lack of all the necessary qualifications of Roma and Egyptian people for the job market, but even in discrimination befalling them.

¹⁹ The situation of Roma, Ashkali and Egyptian communities in Kosovo, (KFOS - SOROS), 2009

²⁰ Promotion and protection of human rights of Roma and other vulnerable groups MONTENEGRO, Instrument for pre-assession assistance (IPA II) 2014-2020, European Commission

» Human rights situation of Roma and Egyptian children and youth in Serbia

Within the Decade of Roma Inclusion 2005-2015 framework, 19 laws and over 6 national strategies for the protection of minority and ethnic groups' human rights are approved. All these documents, especially the ones drafted within Roma Decade framework, address the problematic issues of Roma and Egyptian children with regard to the social protection and care priority areas.

Referring to Needs Assessment ReportSerbia, October 2013, there are many Romani children who are not enrolled in school and many of them who are registered drop out in the first stage of formal education. Different resources reveal that 35 up to 60% of Roma children do not get enrolled in school. 38% of Roma children do not attend the compulsory pre-school programme, 26% of Roma children do not attend primary education (CARE Srbija, NSHC, 2011) and 38% of youths drop out of secondary education. (Open Society Institute, 2010).

Roma population in Serbia has the highest level of poverty, unemployment and increased morbidity as compared to the rest of non-Roma population. 2/3 of Roma children are estimated to live below the poverty line. Roma people are 7.5 times more exposed to threatening poverty as compared to non-Roma people in Serbia, whereas the unemployment rate for Roma community is 4 times higher than the average unemployment rate in the country. Due to their statelessness (lack of a legal identity), Roma children and youth are deprived of many rights regarding health, social protection, employment, housing, voting rights, etc. 60 and 80% of Roma people live in inadequate and unsafe living conditions and 70% of their settlements are informal. Furthermore, 30% of all the identified victims of human trafficking are Roma girls and women and 72% of all the identified young victims of human trafficking in the Republic of Serbia are Roma children and youth. The situation of Roma children and youth health shows low indicators as compared to the majority of non-Roma Serbian people. Death rate of Roma children is approximately 3 times higher than the national average. Roma people can not receive a wide range of health care services in health centers, and consequently the mortality and morbidity level for Roma people is very high as compared to the rest of non-Roma population.

 Responsibilities and tasks under taken by NGO-s to provide orotection, development and social inclusion to Roma and Egyptian children and youth Social protection, development and integration of Roma and Egyptian children and youth in the society through constitutional and legal provision is not ensured most adequately. The protection, social inclusion, development and integration of Roma and Egyptian children and youth constitutes a continuous process involving many actors of the public and private sector. The NGO-s are the key actors which can exert great influence since they have a vital role in mobilizing the whole society, Roma and Egyptian community, especially urging media and all the other actors which have a role to play and power over the decision-making structures, local and national structures in each of the countries in the region. Their intense efforts in organizing and setting in motion all these actors in order to exert an influence on the state institutions to put all the constitutional and legal guarantees into practice, are one of the major priorities of the NGO-s.

6.1. Tasks undertaken by NGO-s in the area of prevention and protection from discrimination and social inequality.

(The different role of NGO-s intervention compared to the functions of state institutions).

Preventive services provided by NGO-s

These services involve:

Raising awareness

The Raising awareness of the society in protecting Roma and Egyptian children and youth against discrimination and social exclusion is one of the most important tasks undertaken by NGO-s and other organizations working with children. The NGO-s' role is assuming great responsibility in increasing the awareness of the society and engaging them in positive actions that ensure the social protection and integration of Roma and Egyptian children and youth in society.

- » The NGO-s mobilize the civil society in protecting the human rights of Roma and Egyptian children and youth and every child or at-risk individual against abandonment and negligence. They take actions in raising awareness of the society to react against the non-implementation of the laws or violations of the Romani and Egyptian human rights through organized civic actions.
- » Techniques of intervention: public announcements and declarations in cases of evidenced discrimination, petitions, press conferences, published documents on conditions of living, on segregation and discrimination at school, healthcare and employment institutions, on housing and social protection, etc. Strong raising awareness techniques include cases of protests and well-organized marches on certain problematic issues, especially in cases of Roma forced eviction from their settlements, issues of housing, etc.
- » The NGO-s increase citizens' awareness in respecting humans rights, Roma and Egyptian community culture and values contributing thus to changing the Roma and Egyptian negative image into a better one.
- » Techniques of intervention: Ethno-cultural and culinary fairs, forums of discussions, exhibitions, media forums, etc. These techniques/mechanisms create good opportunities for Roma community to give expression to and share their spiritual values and cultural treasures and change all the biases

that have been manifested and cultivated against them. The improvement of the image influences on reducing discrimination and segregation and encouraging the reception of Roma and Egyptian children and youth in society.

» Good practices: the creation of friendly classrooms in schools and friendly sports teams has a good influence in reducing discrimination, bullying, and segregation against Roma and Egyptian children and youth in school environments.

Increasing the awareness

Increasing the awareness on human rights and fundamental freedoms is the most important strategy in protecting Roma and Egyptian children and youth against discrimination and drastic social exclusion, and promoting a better understanding of their culture, tradition and values in the society.

- » The NGO-s increase the awareness of Roma and Egyptian community on their human rights and urge them into participating in political, social and economic life in the country. The NGO-s are the main actors in eradicating all the obstacles that Romani community faces in services provision. Techniques: awareness campaigns, media campaigns, published documents, information sharing, etc.
- » NGO-s play a key role in developing social awareness through information sharing regarding fighting the phenomena of discrimination and segregation and promoting the equal treatment of people, respecting cultural diversity and promoting intercultural dialogue.
- » The NGO-s are the first to face the problematic issues of Romani people and are capable of making Roma community aware of their needs and capacities in finding solutions to the problems, and thus encouraging their development²².
- » The NGO-s assume full responsibility for increasing the awareness of the society and engaging them, especially Roma and Egyptian community, into actions that ensure social protection and integration of Roma and Egyptian children and youth in society.
- » The NGO-s empower Roma and Egyptian people, especially youth to be influential in the decision-making process about important issues of life. They are of paramount importance in building up confidence and trust in Roma and Egyptian children and youth in the capacities and individual values, as well as identity of Roma and Egyptian ethnicity, culture and tradition. Building up confidence facilitates the challenges of facing discrimination and violence and urges for a positive approach in society.
- » Techniques/methods of intervention: informative programmes on human rights and laws promoting the social inclusion of Roma and Egyptian children and youth, equal treatment and non-discrimination (brochures, posters, legal and administrative advice, meetings, discussions, etc.)
- » Training programmes (building up capacities, encouraging participation in the decisionmaking structures, lobbying and advocacy, strengthening Roma and Egyptian leadership, especially young leaders, strengthening the role of Roma mediators, acknowledging the different forms of discrimination, abuse, exploitation, neglect, civic values, etc.)

²² Practical guide for NGOs to prevent discrimination against the Roma communities NET-KARD

Lobbying and advocacy

- » NGO-s have an irreplaceable role in exerting an influence on social and economic policies at the advantage of Roma and Egyptian youth social protection and integration in society. They lobby and advocate for sets of laws and sub-legal acts in the interest of the development, social protection and integration of Roma and Egyptian youth in the social life. They also undertake legal initiatives which ensure solutions to problematic issues that Roma and Egyptian children and youth face in the area of education, healthcare, employment, housing, social protection and inclusion.
- » Techniques of intervention: participation in consulting roundtables, forums and counseling boards, organization of public hearing, experts roundtables, media campaign, advocacy campaigns, proposals for draft laws, amendments, etc.
- » NGO-s mobilize all public and private institutions that have the responsibility of protecting Roma and Egyptian human rights and all the other at-risk categories of people. Relying on the constitutional right, they mobilize most importantly the anti-discrimination structures and structures of justice in order to guarantee the protection of Roma and Egyptian children and youth in cases of human rights violation of any kind or form.
- » Techniques/mechanisms of intervention: The NGO-s submit claims, complaints, notices and other forms institutionally recognized by these structures and as a consequence address sets of laws, unfair decisions, suspending issues, mobilize legislative institutions, etc. in order to protect Romani and Egyptian people in general and most specifically children.

Monitoring and analysis

The goals of the NGO-s make them assume the responsibility of exerting an influence on the government in accomplishing their duties of socially protecting and taking care of the citizens, and they come to facilitate this process through help and the provision of other direct alternative services. In order to accomplish this mission, they continuously carry out analysis and monitoring of national law enforcement and national legislation implementation, as well as the application of international documents (Convention, Resolution, etc.) on Roma and Egyptian children and youth human rights. They play a major indispensable role in monitoring local and national strategies drafted within the Decade of Roma Inclusion and EU Framework for National Roma Integration Strategies up to 2020.

- » Techniques/methods of intervention: the NGO-s organize surveys, studies, published documents, observations, needs analysis, reports periodically. They advocate and put some pressure on all the levels of decision-making so that their analysis and findings be taken into consideration by transferring them into better social policies in the service of Roma and Egyptian children and youth.
- » The NGO-s organizes civic actions (protests, marching, etc.) in cases the government take legal initiatives that affect or violate civic interests. They actively take part in technical roundtables, consulting forums, counseling boards, all well-formalized where they share and discuss their opinions and practices on the standards, policies, legislation related to the protection and social inclusion of Roma and Egyptian children and youth and other children at risk of social exclusion.

6.2.Cooperation and partnerships for the protection and care of at-risk Roma and Egyptian children and youth

The role played by the NGO-s is of paramount importance not only in monitoring the implementation of laws and policies for the protection of Roma and Egyptian children and youth, but even in mobilizing and deploying all the public and private actors, so that integrated services access can be ensured and achieved for the protection of Roma and Egyptian children and youth and other at-risk children.

Cooperation and partnership with state structures

The state institutions have the obligation to provide protection, development and integration of Roma and Egyptian children and youth and every at-risk individual or group of people through the implementation of legislation and socio-economic policies and programs that they attend to.

Over and above that, collaborating and organizing activities with the state structures, the NGOs do the monitoring of the state institutions work for the protection of at-risk children and youth and provide support and help to them.

- » Some forms of NGO-s cooperation with state structures and other actors
- » The organization of technical groups and task-force, etc. for a well-coordinated intervention in certain situations or cases to come to the aid of Roma and Egyptian children and youth in need of protection.
- » The organization of technical groups for certain cases related to law implementation and strategic documents application or some other issues demanding for the NGO-s experts' engagement to set forth the best practices from their projects and programmes;
- » The organization of shared technical groups for street work working on identifying the children and youth in street situation, giving referral about them and ensuring first aid instantly.
- » Co-management of certain cases (evidenced at-risk children/youth, children/youth in need of protection) with the state structures for the protection of the children and youth through NGO-s provision of all the human and material resources that they own.
- » Shared responsibility in setting up and developing the Individual Plan for the Protection and Care of 15-18 year-olds and the Individual Plan for the Protection and Care of 18-30 year-olds.
- » The provision of experts and facilitating the process of social needs analysis for Roma and Egyptian children/youth through community involvement. Techniques: fieldwork and observation, focus groups, interviews, studies, etc.;
- » Building up capacities in private and public service providers for at-risk Roma and Egyptian children and youth. Techniques: trainings, seminars, workshops, good practices, etc.
- » Giving referral to the corresponding structures when a child is abused or is supposed to have been abused and is in need of protection.
- » Setting up alternative community services and other services missing for Roma and Egyptian children and youth.

Cooperation and partnership with other similar NGO-s

The activities of the NGO-s are many and various, but oftentimes they are not well-organized or coordinated so that their resources are most effectively utilized for the development and improvement of Roma and Egyptian children and youth life.

The voice of these organizations working on reducing the gap of the living conditions and well-being between Roma and non-Roma people, becomes powerful if all the NGO-s work by sharing the same methodology and get well-synchronized within the country and beyond, within the region. Such a harmonization would bring about a better and more efficient work done with Roma children and youth, for most of Romani people are migratory, have no well-established settlements, know no national boundaries and are stateless people.

Civil Society Organizations (CSO) have full responsibility for improving the partnership and getting well-organized and coordinated among themselves. Every single one of them needs to be coordinated with the other organizations, especially with the Civil Society Organizations operating in the areas of the protection and social inclusion of Roma and Egyptian children and youth and in other areas of human rights so that:

- » Quality services are guaranteed to Roma and Egyptian children and youth in compliance with the EU standards.
- » More efficient and better social intervention for the protection of Roma and Egyptian children and youth are ensured
- » Human capacities are developed and empowered and experiences are shared.
- » A multiplicity of all the financial and human resources available is rendered possible.

Ways of cooperating and collaborating:

- » Joint regional projects.
- » Shared decision-making structures for important issues of children's rights.
- » Sharing and exchanging information, sharing good practices and piloted models.
- » Shared published documents on issues of great common interest
- » Network communication
- » Shared groups of task-force in cases of problematic situations such as: natural emergencies, civil emergencies, illigal emigration, child trafficking or exploitation on both sides of the state borders, etc.

Cooperation and partnership with NGO-s and Roma and Egyptian communities

In all the countries of Western Balkans, Roma movement and the movement for Roma people have become stronger and this has enabled meeting some of Roma people needs and lobbying at different levels on drafting and implementing policies in the interest of this community, as well as monitoring local and national strategies for the benefit of Roma people. In the interest of empowering Roma community, there is a need to better the cooperation between non-Roma organizations and Roma organizations, especially in the most important sectors for children development such as education, health, protection and social inclusion and justice, etc. Some of the shared and common actions and activities that can be applied are:

- » Trainings to build up capacities and strengthen Roma leadership
- » Awareness campaigns addressing Roma parents so that their children are enrolled in school on time.
- » Reducing the "dropping out" phenomenon by addressing discrimination, bullying, and segregation in schools most efficiently.
- » Language courses for Roma parents so that they can come to the aid of their children on education issues.
- » Influence should be exerted on having Roma language incorporated in the school program.
- » Reducing violence, exploitation and negligence towards Roma children and youth.
- » Reducing the phenomenon of early marriage. A new culture of family creation and planning should be promoted.
- » The establishment of positive traditions for the family and especially for the empowerment of girls and women.

Cooperation and partnership with press and broadcasting media

Press and broadcasting media is a key partner for the NGO-s in creating and broadcasting a new altered image of Roma community, so they can be actively put into service in supporting Roma issue and especially in protecting Roma and Egyptian children and youth against discrimination and segregation.

- » The NGO-s can push forward in setting the state organisms in motion through media and come with solutions to deeply-seated, chronic problematic issues affecting Roma and Egyptian children and youth, such as forced eviction, abandonment or neglect, police violence and brutality, discrimination in employment access, discrimination in healthcare institutions, etc.
- » The active participation of press and media is indispensable especially in positively changing the image of Romani and Egyptian population and promoting a new image rooted on culture values, traditions and individual capacities of Roma and Egyptian people.
- » The cooperation with media in promoting the real image of Roma community by exposing and sharing their traditions, practices and activities, even their concerns, would encourage a deeper respect for diversity and urge the intercultural dialogue in society.
- » Non-Profit Organizations (NGO) might cooperate with broadcasting media in changing the bias and prejudice cultivated by the society against Romani community by giving expression to and sharing their cultural heritage, traditions and human values in society.
- » Roma NGO-s are good mediators between the journalists and community and it is exactly the NGO-s that journalists refer to when tackling Roma issue and their major concerns²³.
- » Broadcasting media plays a powerful role in addressing the problematic issues of Roma and Egyptian children and youth and setting society in motion to come to their protection. They might especially influence on preventing discrimination, brutality and violence, exploitation and negligence against them.
- » Techniques of cooperation: reportages, chronicles, news and information, interviews, photo news, conversations in the studio, etc.

²³ Practical guide for NGOs to prevent discrimination against the Roma communities NET-KARD

7. Alternative services for Roma and Egyptian children and youth social protection and care Referring to the international institutions and organizations analysis and observation, we hold that the situation of Roma and Egyptian children and youth is highly problematic in the countries of the region despite the good strategies for Roma and Egyptian inclusion, completed legal framework and good intervention practices. These people encounter many difficulties and deficiencies that lead to violations of their dignity and integration and worse yet, to social exclusion. To make things better, in addition to lobbying for finding permanent solutions to the aforementioned issues, NGO-s have made it possible to set up the alternative community services and other services missing.

GOOD PRACTICE:

ARSIS-Social Organization for the Support of Youth in Albania established the 72- hour emergency service for atrisk children and youth (mainly Roma and Egyptian ones), abandoned children, violated and neglected ones, children and youth in contact/conflict with law, mothers with children facing violence. During their stay in the 72-hour emergency center, the children/youth are given all the needed multidisciplinary services. Meanwhile, the state structures and other actors interact in providing more sustainable solutions to the cases analysed. The model created by ARSIS is being applied in the public social centers of at-risk children and youth care.

7.1. Mandatory principles of Non-Profit Organizations for service provision to Roma and Egyptian children and youth

- » There is respect being paid and shown for human rights and fundamental freedoms, especially towards children and youth despite their social status.
- » Every single child or youth is treated with great respect and in full accordance with his/her individual development, his/her needs and rights for protection and development. The children/youth in need are treated respectfully as human being of good values.
- » All the children/youth receive the same level of service and assistance and therefore undergo no discrimination as related to their status, ethnicity, gender, religion, age, location or capacity and ability²⁴.
- » The services are easily accessible to all children/youth.
- » The services are of high quality and in full accordance with the national and international standards.
- » Safety is guaranteed in cases of human rights violations. There is protection being given against all forms of violence and brutality, abuse, discrimination, exploitation, segregation and other violations of rights.

²⁴ Labor Protocol for the Protection of Children, UNICEF, BE, Albania 2015. (Protokolli i Punës për mbrojtjen e Fëmijëve, Shqipëri,)

- » Equal opportunities for development and social integration.
- » There is respect shown for the personality of the child/youth and development of their individuality, independence and values despite ethnicity, nationality, religion and culture.
- » Children/youth are encouraged to freely express their thoughts, demands, convictions, etc.
- » Children/youth and their families are engaged in the decision-making process about the issues that are of children's/youth's best interest.
- » The thoughts, propositions and proposals made by children are attended to and taken into consideration.
- » The thoughts and proposals made by youth are strongly taken into consideration.

7.2. Procedures(Recommended) for the approach adopted towards Roma children and youth when providing services

Roma and Egyptian children and youth face poverty, negligence, exploitation, discrimination and other bad social phenomena which make them vulnerable and defenseless. They are continuously in search of the human warmth and affection lacking in their families and this can compromise communication made with them if certain clear procedures of approaches are not implemented. While attempting to avoid any compromising situation or/and a situation of vulnerability that might lead to harmful misunderstanding, the employees working for the NGO should conform to a code of conduct and ethics and therefore, certain procedures are recommended to be respected:

In any case, the employees have the obligation to:

- » Act like a multidisciplinary team in providing the services to Roma and Egyptian children and youth.
- » Make an introduction of the organization providing the services. Their badge should be distinctly exposed so they are identified.
- » Make clear and understandable the position within the institution they represent for the third parties
- » Introduce the aim of the intervention being made and the services provided to reach for this aim. S/he should ensure that the information is shared by the target group it addresses and is understandable by all the participants.
- » Ensure the children and youth that everything is made for their best interest, for their development and protection.
- » Provide the services in open space, quite visible for the third parties and in the presence of all the other children and youths and with the consent of the family members. The service provision in open space is easily monitored, quite comprehensive and according to the Safeguarding and Confidentiality Policy.
- » Pay due respect to the child/youth despite his/her reaction or conduct.
- » Set oneself to communicating with the children if they and their families give their consent to that.

7.3. Direct supportive services that NGO-s can provide to empower Roma and Egyptian children and youth

Many services have been lacking and to smooth this out the NGO-s render possible the provision of direct supportive services whose goal is empowering Roma and Egyptian children and youth.

NGO-s offer services in accordance and compliance with the national legislation and the ratified International Conventions and the best practices so far. The services standards are approved by the government and it is mandatory to have them implemented in accordance with the license that NGO-s have.

- » The intervening actions taken by NGO-s for Roma and Egyptian children and youth protection and development
- » By empowering their families.
- » By empowering the communities they live in.
- » By providing programmes, direct aid and daily care centers.

7.3.1.Empowerment of Roma and Egyptian children and youth by empowering their families

Family is the natural environment where children and youngsters are brought up, have a good living and protection, so many efforts should be made to strengthen and empower children and youth families. Any intervening action for the protection of the family should have at its very focus the children and youth and their best interest for protection and development²⁵.

The protection to the family is given after a detailed needs analysis of the children/youth and an evaluation of the real possibilities that the family has in meeting these needs.

The needs analysis is carried out by paying visits to the family of the children/youth.

Visiting the families renders possible an investigation on their living conditions and the commitment of the family members to empowering the children/youth, an observation and investigation on the relationship among the family members and on some of the problematic issues of these relationships, an observation of the behaviour of the children/youth and their relationship with other family members.

- » Intervening at the first moment when risks towards children and youth are identified in the family might be highly preventive in having the situation aggravated and deterring the risks get worse.
- » Early intervention for the empowerment of Roma and Egyptian families is a very important strategy of prevention.

²⁵ Retrak Family Reintegration Standard Operating Procedures, May 2013

The intervening actions in Roma and Egyptian families involve:

Prevention work

Raising awareness on empowering the legal care-taking parents/custodians of Roma and Egyptian children and youth

This includes:

- » Awareness raising about their role and responsibilities in good parenting,
- » Awareness raising about their role and responsibilities as family members to provide protection, well-being and development to their children/youth
- » Awareness raising about the importance of education, especially for girls,
- » To change the approach bad habits of living
- » Awareness raising about the importance of professional qualification for the youth bringing forth cases of youths who have received education and later on employment in different state institutions, in business and other sectors of economy, etc.
- » Awareness raising about health protection and care such as care from HIV-AIDS, etc.
- » Awareness raising about prevention medicine in areas of sexual health, reproduction, family planning, etc.
- » Techniques of intervention: trainings, awareness raising campaigns, brochures, posters, discussions, visits at schools and successful businesses, meetings with teachers, businessmen, educated Roma and Egyptian youths, face to face meetings and in-depth interviews with Roma families, etc.
- » Sharing the best practices of good parenting, education and health care for children, good upbringing and protection for children.

Direct educational services

These services include:

- » Facilitating the process of children's registration at schools according to age and level of education, regular observation and monitoring of their attendance and progress in studies.
- » Returning the children who have dropped out of school back to studies. Speeding up the process of registration in integrated classes, professional schools and life-long trainings for youths of over 14 years old. Follow up and support with reinforcment classes for children attending school.
- » The used technique: creating a database for the children/youths who receive formal schooling, keeping periodical contacts with the schools and the professional training centers to check their attendance and progress.
- » Providing all the didactic-school materials, uniforms and clothes for free.
- » Organizing different programmes with NGO partners and local government to financially support Roma and Egyptian children and youth with social scholarships.
- » Reimbursement of fees for the pre-school and health-care institutions.
- » Civic rights education classess.

Healthcare services

These services include:

- » Continuous access to healthcare for Roma and Egyptian children and youth and their families through a good cooperation with the healthcare structures at the local level.
- » Access to health visits at different specialists despite administrative documents deficiency (residential permits, identification documents, etc.)
- » Access to healthcare for teenagers during their pregnancy and postpartum period.

- » Reimbursement for the medicaments for Roma and Egyptian children and youth.
- » Health outreach campaigns and activities on: early treatment, preventive health care, drug prevention, reproductive health, child care, breast feeding, healthy life style, immunization and vaccination, maternal and child nutrition etc.
- » Introduction of Roma mediators to facilitate the access to healthcare services.
- » The provision of hygienic-sanitary pads and materials for the family members for free.

Economic empowerment of the family to address the risks and implications of poverty as well as preventing separation of the child from their native family.

Roma and Egyptian families are poverty-stricken and in straitened circumstances in general. Taking this into consideration, there is an urgent need for empowering them economically, so that the protection and development of their children and youth is guaranteed. The NGO-s do support the economic empowerment of Roma and Egyptian families in order to ensure the development and protection of their children and youth.

- » NGO-s facilitate the registration process of their parents as unemployed jobseekers in the corresponding structures at the local level.
- » NGO-s facilitate the preparation of all the administrative documents and this makes them benefit from the economic assisstance schemes.
- » NGO-s facilitate the process of finding alternative resources for the economic empowerment of Romani families through good cooperation with other actors at the local level or other NGO-s. These resources can be brought on through income generating activities, projects of social business or micro-loans²⁶.
- » NGO-s facilitate the registration process of children and youth in the civil status division (equipping children and youth with a legal identity). This registration is rendered possible even though there is a lack of birth certificate, or the child is born outside the healthcare provision environment or beyond the borders of one country which might need legal and administrative assistance and the majority of Roma people do not know where to find this assistance or can not afford to have that.
- » NGO-s improve the housing conditions of their families:
- » Through refunding of the house rent.
- » Organize awareness raising activities on the procedures to benefit social care and social housing programmes.
- » Through housing remediation intervention
- » Through facilitating the preparation of the administrative documents to benefit social housing, soft loans or rent bonuses, etc.
- » NGO-s are supportive to the families with basic food packages during the time that their family members seek jobs.

The empowerment of the family through key partners and actors support in the community

In order to provide wider support for the families, NGO-s interact and cooperate with key actors in the community: community-based organizations, schools, police, health institutions, religious institutions, local government institutions and other influential peole in the community.

This interaction renders Roma and Egyptian families access to all the services needed possible.

All the connections provided to the families in receiving the different services should be documented

²⁶ Retrak Family Reintegration Standard Operating Procedures, May 2013

and submitted in the child/youth file, so that monitoring and observation is ensured later on²⁷.

Instruments: Creating a database on the provided services and roles assumed by all the actors at the local, private or state level, cooperation agreements for services given at home.

7.3.2. Empowerment of Roma and Egyptian community to protect human rights and freedoms for the development and protection of children and youth

NGO-s operate directly with Roma and Egyptian community in their working practice of empowering Roma and Egyptian children and youth. Working in the community makes the problematic social concerns of Roma and Egyptian families and people familiar and targets those children and youth mostly affected by them

- » The socio-economic empowerment of the community has a good influence in preventing and reducing the cases of discrimination, violence, negligence or exploitation against children and youth and makes Roma and Egyptian community a much safer environment.
- » Developing community work has a direct impact on empowering Roma and Egyptian children and youth, providing their protection and integration in society. Setting all the community resources in motion can effectively contribute to children and family protection. NGO-s are key actors in putting an end to all the obstacles that Romani community encounter in accessing the services in all the areas of development. It is important that NGO-s become aware about the need of supporting Roma and Egyptian children and families to access all the services needed and better their living conditions.

GOOD PRACTICES:

The good functioning of Roma institution acting as mediator-facilitator in schools, state local and central institutions as it is mostly practiced in some European countries as well as the employment of Roma people in the local administration as focal points for issues affecting local Roma population, have an impact on reducing discrimination at schools, facilitating mutual communication and dialogue and accessibility of Roma and Egyptian people to public services and helping in converting their best interests and expectations in comprehensive development programmes.

Preventive interventions

The set of interventions includes:

- » Developing individual capacities and abilities for a better communication with children and their families.
- » Developing programmes with community to overcome the negative traditions that hamper children's development such as early marriage and parenting, gender inequality, patronizing children and exploiting them, domestic violence, etc. Prevention is a key

²⁷ Retrak Family Reintegration Standard Operating Procedures, May 2013

strategy for the protection of children and youth against all forms of discrimination and violence.

- » Providing support for Awareness raising and other community actions for children and youth protection.
- » Providing legal education programmes and human rights education programmes for the members of Roma and Egyptian community as a preventive measure against victimization and discrimination.
- » Strengthening Roma leadership so that their community is led and mobilized for the protection of their human rights. The creation and promotion of intellectual and economic elite within Roma community would facilitate the implementation of social integration and all the modernizing policies regarding social services.
- » Stimulating and supporting Roma associations operating for the protection of children.
- » The methods used: trainings/workshops which will help the representatives of Roma community have an understanding of their responsibilities and all the benefits that might follow if there is a stronger sense of responsibility of working together. The trainings will positively affect the participants if interactive methods are used including even practical situations (even personal experiences) or field study.
- » Techniques of intervention: spreading the good practices. The usage and distribution of the good practices and models would be an appropriate technique of intervention. The good practice is easily understandable despite the educational or cultural level of the individuals.
- » Awareness campaign: posters, leaflets, TV shows, meetings, consulting, etc.

Support services for Roma and Egyptian community

These services involve:

- » Providing explanation to Roma people on the procedures to follow in cases the children and youth face violence, abuse, discrimination, exploitation. Providing information on the main structures offering assistance in such cases. Facilitating all the cases when free legal service is demanded. This type of technical assistance can and should be addressed to other groups (health organizations, social services, police, etc.) working with these communities.
- » Providing information to Roma and Egyptian people on how they can benefit from social protection and support schemes, unemployment benefits, pregnancy and maternity benefits and other support schemes for the poor. Providing assistance in preparing all the necessary administrative documents to benefit from social programmes.
- » Providing legal and administrative services such as orienting Roma people towards free legal service, facilitating the process of obtaining a legal identity and preparing all the documents for administrative procedures such as: transfer of residence permit, family reunions, getting legal custody of one's children, divorces, housing legalization, etc.
- » Facilitating access to housing and employment (providing support through trainings, professional courses, social businesses, giving support to micro-businesses, etc.)
- » Mobilizing the community in taking positive actions together with the local government such as: improvement of settlement infrastructure, improving housing hygiene, etc.
- » Engaging Roma parents in school boards in order to reduce discrimination, bullying, segregation of Roma and Egyptian children and youth in schools and dropping out.

7.3.3. Support services for Roma and Egyptian children and youth in their community, daycare social centres and streets.

The fieldwork in Roma and Egyptian community enables that NGO-s get well acquainted with the social issues affecting Roma and Egyptian children and youth. This helps them make a planning of all the actions and interventions for their rehabilitation, integration and development.

NGO-s provide multidisciplinary services to Roma and Egyptian children and youth in their community, streets, social daycare centres through their national and regional programmes.

Support services for Roma and Egyptian children and youth in their community.

Some of the interventions include:

- » Reporting to the corresponding structures when there is some doubt cast upon children/youth being violated, abused or discriminated.
- » Providing advice to children and youth on the procedures they should follow in cases of violence, discrimination or abuse. Children and youth are adviced on who and how to address the issue to solve their problem.
- » Providing advice and information to children and youth on their human rights and all the provisions of the legislations so that they can benefit from these rights.
- » Facilitating communication between children and youth and their families in cases of conflicts and enabling that children and youth turn to their families. Taking into consideration the removal of children and youth from their families will happen just in cases when their biological parents and/or relatives do pose a risk for the children's long-term safety and well-being.
- » Building up confidence and self-esteem in children and youth through the implementation of programmes for the development of their talents, skills and vocations and the shared activities with non-Roma peers in schools such as: exhibition of paintings and drawings, mini-concerts, sports matches, etc.
- » Assisting Roma and Egyptian children and youth attend to classes and prosper through programmes of monitoring and facilitation.
- » Tackling together with children and youth the issue of discrimination in schools and providing support for the creation of friendly classes in schools and involvement of Roma parents in the corresponding school boards.
- » Attending to the children's/youths' progress and attendance at schools and providing continuous support with all the necessary didactic and educational materials.
- » Providing psycho-social assistance to children and youth in contact/conflict with law in police commissariats.
- » Providing support for the court cases through psycho-social assistance.
- » Implementing actions for children's education and entertainment such as creative and formative games and plays, outdoor games and sports games, summer camps, hiking and excursions to historic and archaeological sites, visits in the museums, art galleries, cinema, theatre, etc.

GOOD PRACTICES:

Mobile schools. These schools have such a lively design that they comprise all the fields of education and entertainment, are attractive to children and pique their curiosity and spur them to participate and study. The mobile schools are so helpful in making children approach and contact knowledge in their surrounding where the children are well-received and respected unconditionally. This is a method of great development not only for children and youth, but even for the grown-ups in the community. It is especially very attractive to Roma and Egyptian women who have not had the opportunity to attend school. The "wonder" that this type of schooling and its "magic packet" does is the provision of great opportunities for cognition, knowledge, development and entertainment. Learning about writing, maths, health, world, etc. is very intriguing and attractive to children, youth, women who have never received a formal education or have abandoned that altogether. Children are spurred to get enrolled in schools and attend them through this method. The overall objective of the mobile schools is to contribute to the humanization of the street life and eradicate the phenomena of drug usage and violence by building up solidarity and respect for oneself.

NGO-s interventions for the empowerment of at-risk Roma and Egyptian children and youth

These interventions are realized by:

- » By guaranteeing that Roma and Egyptian youth approach and receive all the benefits provided by the laws for social protection and support.
- » By facilitating that Roma and Egyptian youth approach all the public services such as education, health, employment, housing, social protection, etc.
- » By enabling that Roma and Egyptian youth relate to all other alternative services such as NGOs, businesses, donators.
- » By facilitating the process of getting Roma and Egyptian youth equipped with legal identity.
- » By providing information to Roma and Egyptian youth on vocational training resources and facilitating their approach towards these public and private resources.
- » By facilitating the process of inclusion in continuation so that youth benefit of the necessary social protection.

Services for Roma and Egyptian children and youth in daycare social centres and drop-in social centres

In the conditions of absolute poverty affecting Roma and Egyptian families and as long as the government has not yet enabled the well-being and normal living conditions for them, NGO-s interventions in providing services in daycare centres are of utmost importance. These centres, despite their very supportive role in offering basic services and services for the development and integration of Roma and Egyptian children and youth and their families, should be considered as a temporary solution as compared to all the attempts for exerting an influence on the state to find everlasting and durable solutions in guaranteeing equal social protection and integration of Roma and Egyptian children and youth in society.

Daycare and drop-in centres provide multidisciplinary services for at-risk Roma and Egyptian children and youth and other at-risk groups²⁸:

- » For children and youth protection
- » For their physical, emotional, social and cognitive development
- » For fostering their reading and learning and the development of their basic capacities and abilities in life
- » For their professional self-fulfillment and self-actualization based on their potentials and interests

Types of services recommended to be provided to children and youth by daycare centres

These are:

- » Legal and administrative assistance services;
- » Constant support for basic services: food, clothing, hygiene, etc.
- » Individual counseling;
- » Team work with Roma families;
- » Financial assistance;
- » Professional training for young people and families;
- » Medical assistance;
- » Educational assistance;
- » Information campaigns on human rights and laws;
- » Reintegration in school

Daycare centres have the obligation to provide services in accordance with approved state sdandards and national and international legislation. The centres operate through detailed programmes and monthly plans for all the services they provide.

Day centres possess documents that establish and regulate the relationship with the beneficiaries. Children Protection Policies, Code of Conduct and Ethics, Professional Code, Confidentiality Statement, Procedures for Keeping Children Safe, Staff Recruitment Procedures, etc. are functional and mandatory documents to be implemented.

The day centres guarantee the safety of the children. All the appeals procedures for suspected or abused cases are known to the staff, beneficiaries and others entering into a relationship with the children and youth in the centres.

²⁸ Përshtatur sipas Vendim Nr.231, datë 20.03.2013, Albania"Për standartet e shërbimeve të përkujdesit shoqëror për fëmijët në nevovjë në qendrat ditore publike dhe jopublike" (Adopted according to Decision No.231, dated 20.03.2013, Albania "On the standards of social care services for children in need at public and non-public day centers")

The centres provide services in appropriate, friendly environments of great safety for the children and youth.

Every case/beneficiary in the centres is managed individually, considering all the specifics and potentials of the case/beneficiary, by a multidisciplinary staff of professionals which include a wide range of social workers, psychologists, teachers, doctors and lawyers, but is not limited to them only. The service provider designs a care plan in cooperation with each beneficiary of service. This plan sets forth the beneficiary's assessed needs, all the necessary actions to give a solution to or accomplish these needs and the progress/success metrics. Parents/ legal custodians and families are involved in the action plan design and constitute the most important element in successfully implementing it in certain case management.

Every case/beneficiary is attended to directly and continuously developing periodical contacts even with other actors involved in his/her life. The cooperation with other service providers in the territory is highly recommended for this shows a better integrated approach of services provision for each beneficiary and increases the quality of the corresponding services.

The services provided by the professionals are of great privacy and confidentiality for the beneficiaries. Daycare centres ensure professional supervision in order to better the quality of the provided services.

Outreach services for Roma and Egyptian children and youth. Intervention plans for quitting street activities

In this document the term "child/youth in street situation" refers to Roma and Egyptian children and youth who have a connection with the street and are either working or living in the street on a temporary or seasonal basis.

Street work is one of the used techniques for the identification and reference of children/youth in street situation and the immediate assistance being given as a consequence. Street work is a very efficient method of identifying children and youth at a risky situation. The majority of the children/ youth in street situation are Roma and Egyptian ones, abandoned children and youth with no parental care and born in families living below the poverty line. The state institutions have the responsibility to intervene and provide a solution to street life phenomenon. NGO-s are recommended to get involved or use this technique for it noticeably facilitates their work in identifying Roma and Egyptian children and youth in need, and as a result plan all the actions of intervention for their protection and support.

Within the category of children and youth in street situation we involve:

- » Children and youth in begging situation operating on their own, in cooperation with others, or held in arms by others, who might give objects or services for a symbolic payment.
- » Children and youth having street informal jobs such as collecting plastic or metalic materials for recycling or selling as street vendors.
- » Children and youth selling goods nest to trafficlights, in cafes, restaurants or certain other places in the street or offer services such as car parking, transporting heavy things/good, or shoes cleaning.
- » Children and youth sexually exploited for economic benefits.
- » Children and youth in conflict with law, commiting street crimes such as drug transportation and/or sale²⁹.

²⁹ Udhëzuesi procedurave për identifikimin, ndihmën e menjëhershme dhe referimin e fëmijëve në situatë rruge, OSCE, Tiranë 2015(OSCE - Guide to Procedures for Identification, Immediate Help and Referral of Children in Street Situation, Tirana 2015)

Street work is always performed in a team and an intersectional approach is adopted. It is highly recommended that the team be composed of specialists in the social work domain (social workers, psychologists, lawyers, teachers, but not only these), so that a professional approach to children and youth in street situation is rendered possible. The process of Roma and Egyptian children and youth protection, development and integration undergoes several stages. The first stage deals with the identification of Roma and Egyptian children and youth in street situation and Egyptian children and youth in street stuation of Roma and Egyptian children and youth in street situation and the creation of a database to be considered for the intervention plan. The second stage involves the evaluation and assessment of Roma and Egyptian children and youth conditions and needs, and carries on with the preparation and development of an intervention plan for their protection, development and integration.

NGO-s make part of this whole process and have well-defined tasks, especially when designing the intervention plan and the implementation of the intervening actions.

The practice of NGO-s intervention for children and youth in street situation is as follows:

- » They cooperate in keeping children/youth safe immediately after their identification.
- » They provide food, clothing, healthcare if needed in accordance with the situation in which children and youth find themselves in.
- » They ensure psycho-social services in order to guarantee the children/youth psychoemotional well-being.
- » They orient children and youth towards alternative service resources (daycare centres/ community centres, etc.)
- » They facilitate the communication between children/youth and families/relatives or legal custodians and enable their return in the family if it is possible.
- » They co-manage a particular case with all the state institutions and other partners till the case ends by offering their own human and financial resources and expertise.

 Standards for NGO-s working with Roma and Egyptian children and youth (Recommended) In their statutory and legal duty to alleviate social problems for Roma and Egyptian children and youth, their protection, development and integration, NGO-s operate in accordance with laws and state standards and their protocols and internal operating codes. Every NGO has a well-defined purpose, objective of one's activities, mission and vision in the statute and has certainly gained experience and developed its own practice and has constructed an appropriate model of working. The recommendations for the standards as shown below constitute another model to be referred to and might be adopted if it serves the children/youth best interest. The standards are monitored while being implemented so that they persist to be "live and active" and serve the purpose of their proper foundation. It is highly recommended that NGO-s determine the periodical terms, so that they can monitor and assesss their application and develop them in accordance with the legal changes that occur and new situations emerging while working with children and youth.

Standards application for NGO-s enables:

- » Quality social services in accordance with the national and international standards.
- Social services easily accessible to all Roma and Egyptian children and youth in focus;
- » Respect for all human rights and fundamental freedoms, especially to those regarding children and youth, despite their social status.
- » Safety and protection against all forms of violence, abuse, discrimination, exploitation, segregation, violation of Roma and Egyptian children and youth rights.
- » Equal opportunities for the social development and integration of children, youth and at-risk individuals and groups.

Standard – NGO operates in the area of social services and/ or at-risk children and youth human rights protection

The criteria, indicators for standard implementation, involve:

- » NGO is registered and licensed as a provider of social services and at-risk children and youth human rights protection. It provides quality services in compliance with the standards.
- » It acts in accordance with the national legislation and international documents in the area of social protection and human rights and fundamental freedoms protection of children and youth.
- » It has developed effective techniques of intervention for the support of children and youth, their families and communities.
- » It ensures professionalism in services provision.

Standard: Child and Youth Safeguarding Policy (Child Protection Policy)³⁰

- » The Child Protection Policy document is designed by taking into consideration the International Conventions for the Protection of Children, national legislation, best practices, problematic issues and concerns regarding children protection which lead to procedures to be followed by all.
- » Confidentiality Statement derives from the Child Protection Policy and guarantees the protection of any information or data regarding children and youth beneficiaries.
- » It is mandatory to have these documents referred to and applied by any employee working with Roma and Egyptian children and youth and a third party who for various reasons communicates with them.

The criteria, indicators for standard implementation, involve:

- » NGO possesses Child Protection Policy and Confidentiality Statement documents in a written form.
- » Child Protection Policy and Confidentiality Statement are displayed and made visible for anyone interested.
- » Every employee is in knowledge of Child Protection Policy and Confidentiality Statement, puts his/her signature and agrees on implementing them.
- » Child Protection Policy and Confidentiality Statement get reviewed on a periodical basis, so that they reflect any change in the legislation for the protection of children and youth running the risk of social exclusion and/or any change in the NGO intervening strategies and programmes.

Standard: Written procedures for staff recruitment

The NGO should apply a strict system of verification during staff recruitment before hiring them. Many NGO-s have good recruiting procedures. The clear criteria and selection procedures of the candidates are of good assistance in ensuring that the employees to hire show credibility and guarantee children and youth safety. The procedures are determined in accordance with Child Protection Policy, organizations' objectives and individual work of every employee. Recruitment and selection procedures have a preventive effect if they are rigorously applied and persist on the importance of children and youth protection. They reduce risk by contributing to finding out about the potential risk cases for children. Recruitment and selection procedures get continuously renewed and improved.

The criteria, indicators for standard implementation, involve:

- » Recruitment is made based on clear criteria in compliance with Child Protection Policy.
- » The potential candidates fulfill the well-defined criteria, necessary for working with atrisk children and youth. They have all the corresponding and necessary qualifications and experience, etc.
- » There are shared values and attitudes among candidates and organization.
- » The candidates are well-acquainted with Child and Youth Protection Policy, Code of

^{30 &}quot;Manuali i Mbrojtjes së Fëmijëve në shkolla"-Fondacioni Terre des hommes, Austrian Development Cooperation; Adopted from the Manual of Child Protection in Schools - Terre des homes Foundation, Austrian Development Cooperation

Conduct and Ethics, all the necessary procedures for children and youth protection.

- » The candidates have not been involved in situations of discrimination or abuse (there is a verification of the candidates' corresponding cognitive documents carried out in the respective state institutions).
- » The roles and responsibilities of the hired people and especially an expectation for good managing skills are delineated and set forth.

Standard: NGO operates through qualified staff and experts while providing social services to Roma and Egyptian children and youth

The criteria, indicators for standard implementation, involve:

- » Professional standards are applied for the employees who provide services for at-risk children and youth, so that quality services are ensured in accordance with the national and international standards of the services.
- » There are lobbying and advocacy capacities influencing the decision-making at the interest of Roma protection, especially at-risk children and youth protection.
- » There are institutional capacities and human resources guaranteeing a better development of standards and an increased quality of social services. An integrated approach is ensured during social services provision.
- » Performance evaluation and assessment of the employees is applied periodically to ensure high quality of employees' performance as they work with Roma and Egyptian children and youth.

Standard: Written guidance on behavior towards children and youth – Code of Conduct and Ethics

- » Children are exposed to vulnerable and harmful situations and immediate risks; it is the duty of employees and others to minimize risk.
- » NGO implements the (written) Code of Conduct and Ethics for the relationships established at one's workplace to shun any possible vulnerable situation emerging from the daily work and contacts of NGO employees and/or others working with Roma and Egyptian children and youth or other at-risk children and youth.
- » The Code of Conduct and Ethics relies on international documents and other national legal documents dealing with at-risk children and youth protection.
- » The Code of Conduct and Ethics determines clearly what constitutes an acceptable and unacceptable behavior towards children and youth.
- » The Code of Conduct and Ethics is known, accepted and compulsory for all the employees and other in contact with children and youth.

The criteria, indicators for standard implementation, involve:

- » There are written guidelines determining the appropriate behavior towards children and youth.
- » The organization possesses a guidance for the appropriate and expected standards of conduct grown-ups should adopt towards children.
- » All the employees and third parties working with or being in contact with children and youth are fully aware of all the obligations deriving from the Code of Conduct and

Ethics and all the disciplinary procedures in case the code is violated.

- » There is a guidance on acceptable norms of children and youth behavior towards other children and youth.
- » There are alternatives, positive ways of educating children and equipping them with behavioural norms that do not have to do with physical punishment or other forms of humiliating and degrading treatment.
- » The organization promotes a culture of listening to and respecting children and youth.

Standard: Written procedures for keeping children safe

The guiding principle for a protocol on keeping children and youth safe is that children and youth security is most importantly taken into consideration. Children should live and grow in a safe and positive environment that encourages a learning atmosphere. The organizations have the obligation to create a safe environment respectful to children and youth and contribute to the development of a child or a new person with much confidence and self-esteem.

The criteria, indicators for standard implementation, involve:

- » The organization has written down all the procedures and operates through them for Keeping Children Safe.
- » Staff and volunteers recognize and apply the procedures for Keeping Children Safe and know how to act when there is a concern about a child, where to report and how to take down notes.
- » Staff and volunteers are well-informed and trained for all the reporting procedures.
- » The information and Awareness raising for keeping children and youth safe addresses all the interested parties and any person in contact with children and youth.
- » The procedures aiming at reporting and addressing the concern about violence against children are constantly elaborated and implemented.

Mandatory reporting on keeping children and youth safe

- » Every employee and whoever works or is in contact with children, is quite clear about how to act for the protection of children in cases abuse, violence, discrimination are evidenced or some other kinds of behavior affecting children and youth integrity, personality and human rights are noticed.
- » Reporting on all the different kinds of concerns regarding violence towards children, is mandatory for all employees and others working or in contact with children.
- » Every claim or concern regarding abuse against children should be seriously tackled, and it is thus important for everyone who raises a concern to follow all the reporting procedure quite rigorously.
- » Every employee is trained to detect signs of abuse and/or violence against children and youth.
- » Special care should be shown regarding confidentiality and exchange of information with the appropriate people.
- » The organization provides adequate trainings in order to support the staff in their task of keeping all children safe³¹.

³¹ Taken from "How to implement the standards" – Keeping Children Safe Coalition, www. keepingchildresafe.org.uk.

9.1. Child Protection Policy (Recommended Sample)

Name of the organization:

This policy was drafted and approved:

Organization (enter name) henceforth called organization, has the advantage:

Mission of the organization:

Vision:

d overa

Background

Child abuse is a global phenomenon. It occurs in all countries and in all societies. It involves the physical, sexual, emotional abuse³² and neglect of children and adolescents. It is almost always preventable. Children and adolescents can be potentially subjected to exploitation, abuse, violence and neglect in families, communities, institutions, organisations, private places, public places by various circumstances by variety of people, including delegates, support staff, and ancillary personnel people associated with the conference. In order to address and protect children and adolescents from potential abuse and exploitation during their involvement with Organization (enter name) this Child Protection Policy has been developed.

For effective implementation of the Child Protection Policy, (henceforth called the Policy), it needs to be understood accurately by all those that the policy applies to. The organization will ensure that all its staff, interns, volunteers, consultants, etc. are informed about this policy and act in accordance with all its provisions, and do no harm to children who may come into their contact within or outside their work.

The need for a child protection policy³³

"All organisations and professionals working or in contact with children are obliged to ensure their operations are 'child safe' and therefore need to have a Child Protection Policy"³⁴. Eurochild needs a child protection policy because:

•Organisation staff are protected: All children have a right to freedom from all forms of violence, abuse and exploitation, based on the UNCRC. It is therefore the responsibility of NGO-s to ensure that all its activities, policies, projects and programmes are 'child safe'. This means that staffdo not represent a risk to children and that programmes, policies and practices can be designed and developed in ways that promote the protection of children.

³² Child abuse or maltreatment constitutes all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power. (World Health Organization, 1999).

³³ Adopted from "Child Protection Policy", Eurochild. Eurochild is a network of organisations and individuals working in and across Europe to promote the rights and well-being of children and young people.

³⁴ Keeping Children Safe: 'Child Safeguarding Standards and how to implement them'

Children are protected: Some children are in particular vulnerable to abuse, exploitation, and illtreatment at the hands of carers, project workers, and those with access to their personal information. Many children growing up in vulnerable circumstances have already experienced ruptured relationships of trust or abuse of an adult-child relationship in the form of physical, psychological or sexual abuse.

The organisation and its reputation is protected: Organisations working with vulnerable children have been, are and will continue to be vulnerable to abuse until the issues are brought into the open. Organisations without protection policies, guidelines and systems are more vulnerable to false or malicious accusations of abuse.

Without a proper child protection policy and child protection standards in place, allegations of abuse, whether founded or unfounded, can destroy an organisation's reputation. This will have serious implications for fundraising as well as damaging the reputation of the children's rights NGO sector as a whole.

The legal and institutional framework of the Policy (Protocols, Strategies, Programmes, Action Plans)

The document on Child/Youth Protection Policy of the Organization (enter name) was designed in full compliance with the spirit of the United Nations Convention on the Rights of the Child (UNCRC), "European Convention on Contact Concerning Children" of the European Council 2005, the Council of Europe Strategyfor the Rights of the Child 2012-1015 and other strategic national and international documents which address children's protection against any form of violence, abuse and exploitation.

It is through this document on the Policy that the organization shows great commitment in having all its programs and activities guided by the best interest of the child/youth³⁵ and all its decisions and actions based on the principles of the protection and respect of the rights of the child or youth. The organization declares that the rights of the child for protection against mistreatment, abuse and exploitation as determined in the United Nations Convention on the Rights of the Child (UNCRC), are of primary importance in all its work and activities and that child's wellbeing shall be protected and promoted. This document on Child/Youth Protection Policy explicitly shows that the organization is resolute and unwavering in its responsibility for providing protection to children and youth by ensuring a safe and positive environment for them.

This document on Child/Youth Protection Policy shall be read and considered within a larger framework and context of all those policies regarding working with children and youth and other documents owned by the organization for the implementation of this document (Code of Conduct and Ethics, Procedures for Keeping Children Safe, Staff Recruitment Procedures, etc.). Organization's staff is keenly aware in considering other factors affecting children and youth protection such asabusive behavious with drugs and alcoholic drinks, domestic violence, health issues, sexual harassment and exploitation, etc.

³⁵ The term "youth" in this document refers to the age group of 10-18 years old which according to the European Council are termed "youth" whereas according to United Nations Convention on the Rights of the Child, they are considered children.

Key messages given by the Child/Youth Protection Policy

- » The organization is determined in embracing the rights of the child in its programmes and activities, and is thus resolute in wrestling with the problematic issue of children and youth abuse by applying a conscious and open management practice in working with children/youth.
- » The organization will increase the awareness about children/youth abuse, exploitation and harm. It will take all measures to ensure children and youth protection against all forms of abuse, mistreatment, discrimination and exploitation wherever its services are provided.
- » The organization is seriously committed to ensuring all the opportunities for children and youth to enjoy well-being, feel included and involved, safe, protected and respected as individuals with their own rights despite their social status, ethnicity, religion, viewpoints and convictions.
- » All the hired employees and others working in the organization are clear about their roles and responsibilities in preventing abuse against children and youth. The organization will ensure to minimize the risk of abuse, exploitation and violence against children and youth when recruiting and selecting staff members and others who might get in contact with children and youth.
- » All the employees and others working in the organization or in contact with the organization are crystal clear about the ways that the different concerns about child/ youth abuse, violence and exploitation are attended to, treated and reported in cases they are discovered and evidenced.

Principles and main values of NGOs for child protection

Based on the UN Convention on the Rights of the Child, this Child Protection Policy deals with the protection of children and adolescents as defined by the "UN Convention on the Rights of the Child", providing a comprehensive framework for the protection, provision and participation of all children. All children and adolescents involved in activities, projects and programmes of the organization (enter the name the organization)own the right to have their health, safety and wellbeing, and their best interests considered as top priority; to have their development promoted and safeguarded so that they can achieve their full potential; to be valued, respected and understood within the context of their own culture, religion and ethnicity; to be listened to and to have their views given careful consideration, and to be encouraged and helped to participate in decisions which affect them, including child protection decisions.³⁶

NON - NEGOTIABLE DUTY

NGOs working for children's rights, have an absolute duty to protect children from abuse, mistreatment, and exploitation from within organisations intended for their benefit. This duty is imperative and non-negotiable. Without adequate standards and mechanisms for protection in place, an organisation is not only failing in its primary duty of care, but may also be negligently or recklessly fostering an environment of abuse.³⁷

³⁶ Child Protection Policy, Eurochild. 37 Ibid.

The organizition's priority is to promote the rights of the child and care about their well-being taking into consideration the child's feelings and needs and his/her individual features. This document on the Policy lays an emphasis on the fact that the organization is firmly committed to protecting and developing the rights of children/youth and that safeguarding them is their chief preoccupation and concern.

The organizition makes clear that children and youth should be given protection by creating a safe and positive environment for them and it has seriously committed itself to safeguarding and protecting their rights.

Child/Youth Protection Policy aims at empowering children and youth by making them aware of their own rights by creating a safe environment, so that they can exercise their rights, be engaged and become active participants. "The obligation to respect the right of children to be heard is equal to the obligation to protect. Effective and sustainable protection for children can only be achieved through listening to children"³⁸

The organization is convinced and strongly believes that it is utterly unacceptable that a child experience abuse or mistreatment of any kind. The organization makes known quite openly that there shall be no tolerance towards abuse, harm or exploitation of children and youth and it is keenly engaged in taking strong and drastic measures (such as employment termination or dismissal, denouncing, etc.) against any person, either hired or in contact with children and youth, if his/her presence poses a risk and affects the safety of children and youth. The Policy ensures that the organization will greatly have an impact in preventing abuse and mistreatment of all its forms be it physical, emotional or sexual and shall take all the measures in the prevention of all forms of children and youth abuse³⁹.

Child/Youth Protection Policy sets forth its duty in protectiong children and youth by respecting confidentiality, children and youth integrity and personality, protecting information especially if there is some doubt or is strongly believed that the child might have been abused or might be in the risk of mistreatment or exploitation.

Child/Youth Protection Policy will best serve in creating a favourable environment for the safe and healthy upbringing of children and youth, the development of their full physical and psycho-social potential, social inclusion and active participation in all areas affecting their lives, as well as in ensuring an evaluation of the progress being made in terms of children and youth rights in the main areas of public policies related to them.

Child/Youth Protection Policy is designed and developed to ensure high professional standards of the personal practice and behavior of the employees and others in contact with children and youth, so that no harm is allowed to be made to children and adolescents in any kind of situation as they get involved in the organization's activities, projects and programmes. The document on Child/Youth Protection Policy provides the context for the establishment of good practices in all the issues and concerns regarding children protection and care.

To whom is Child/Youth Protection Policy addressed?

Child/Youth Protection Policy is an obligatory document to be implemented by:

» All the employees, members of the organization are leading structures (Board, Assembly), interns and volunteers.

³⁸ Quote by Gerison Lansdown, Co-chair of the Eurochild Participation Reference Group.

³⁹ For all abuse, signs and symptoms of it, neglect, mistreatment, causes of abuse, we recommend: Protokolli i Mbrojtjes së Fëmijëve (Protocol of Child Protection),page 27-35, Albania 2015, h ,.

- » All those people who work or act on behalf of the organization such as councilors, experts, trainers.
- » All the grown-ups who accompany children in the activities or events organized by the organization.
- » All those people who participate in the events and meetings or roundtables involving children and youth, journalists, sponsors, donators, representatives of the state institutions, representatives of other partner organizations, etc. as arranged by the organization

All the aforementioned individuals and others in contact with children and youth in the organized activities of the organization are expected to have read the document on Child/Youth Protection Policy of the organization and sign a statement of commitment to hold to its principles and procedures.

The organization has the right to take disciplinary and legal actions and measures (denouncing, reporting, dismissing, etc.) against the people to whom the Policy is addressed in case they are involved in actions affecting children and youth protection or show a violation of Child/Youth Protection Policy.

NGOs commitment to implementing Child/Youth Protection Policy

The organization shall enable children/youth protection by implementing the document on Child/ Youth Protection Policy through:

» Raising the awareness

In order to make Child/Youth Protection Policy implementable, this Policy should be understood most accurately and rendered clear to all those who have the obligation to implement it. The organization ensures that its entire staff, interns, volunteers, councilors and those who in one way or another are in contact with children and youth during the programmes or activities arranged by the organization, are well-informed about the Policy and well aware of its necessity and are committed to comply with this Policy for the children/youth protection and safety. All the employees, volunteers, interns sign a statement on Children and Youth Protection where they show that they accept the responsibilities for the protection of children and youth and are committed to protecting and keeping children and youth safe.

In any case, all people who are in contact with children and youth during the organizations' programmes and activities, wherever and whenever they make part of them, have the obligation to sign a Statement of Policy Acceptance.

In order to improve awareness, policy implementation and children protection practices, the organization promotes open communication so that child abuse allegations in a direct or indirect way can be handled appropriately, sustainably and in the open.

» Well-defined Procedures and Criteria

- Selection of employees, volunteers, interns and partners

In order to prevent negative phenomena and ensure children/youth protection, the organization has adopted and enforced stringent procedures for staff recruitment (as you wil find attached to this document on the Policy), well-controlled procedures for the admission of volunteers and interns and makes certain that it has hired the most competent people, so that all the situations and concerns on children protection can be addressed and tackled whenever and wherever they occur,

and noone from its staff, volunteers and partners must be involved in behaviour that comprise abuse, violence and exploitation or some other kind of behaviour that might be misinterpreted by children/youth, their families or other grown-ups and that constitute or lead to abuse.

The organization has determined its structure (a key board) or the contact person (coordinator) to whom every employee or any other person might refer to in case any kind of abuse or harm has been doubted or has really happened to the child/youth. Every employee and other people involved, including children and youth, are well-informed where they can address their issues, concerns, doubts or allegations of abuse, harm or mistreatment, which are the reporting procedures and the sequence of all the following actions in tackling the problematic situation.

- Promoting professional behaviour and ethical communication (Code of Conduct and Ethics, Professional Code)

Code of Conduct and Ethicsconstitutes a general framework of conduct for all adults in contact with children (unless they are their own children). The Code of Conduct and Ethics is a guidance to understand what constitutes an acceptable behavior and practice when working with children and youth. This code indicates cases of behaviors or practices that are not acceptable when working with children and youth. The Code of Conduct and Ethics is a key element of Children Protection Policy in the organization and the whole staff should comply with it and show great respect. When the code is implemented most properly, it reduces and limits the risk of children and youth abuse.

All employees, volunteers, interns and others should abide by the Code of Conduct and Professional Code as clearly stated in the framework of the Organization's Policy. The organization's anticipation is that these codes do protect the well-being of children and youth and reduce many of the threatening risks they might run into.

- Keeping children and youth safe

The Policy of the organization has clearly stated that its guiding principle is that child / youth safety is always the most important preoccupation and that children must live in a safe and positive environment that encourages a learning atmosphere. The organization has accepted to assume its responsibility and obligation to create an environment which is safe and respectful to children and youth and contribute to creating a child or new person having self-confidence and self-esteem. The organization has written down all its functional procedures for Keeping Children/Youth Safe.

The organization monitors and gives a continuous evaluation on keeping children safe and improves this situation according to the evaluation being carried out.

- The information and raising awareness for keeping children and youth safe targets all those interested and anyone in contact with children and youth. The employed staff and volunteers are well-informed about and trained on reporting procedures; they are well-acquainted with the procedures on Keeping Children/Youth Safe and implement them. They know how to act and behave in case there is a concern regarding children and youth, where to report about the situation, how to keep down notes, provide support to the abused children and youth. All the employees, volunteers and interns should pay great attention to signs or clues that indicate that the child is in need of help and support and inform the Coordinator for Children Protection at once.

» Trainings

- Trainings of employees and others in contact with children and youth

The organization is fully aware that acts of violence and abuse are exercised on children/youth in

all societies, all cultures and in many organizations and therefore, employees and others can face problems of abuse, violence and exploitation at any time.

In order to prevent and deal with the behaviors exposing children to risks of different kinds, the organization works on creating a system of complete protection of children by training its employees and the third party members who are connected to the organization's activities either directly or indirectly.

The education and training of the employees and others in contact with children and youth during the activities arranged by the organization is of paramount importance in protecting children and youth against abuse, mistreatment and exploitation and preventing these bad phenomena from happening. It is through trainings that the organization combats ignorance that accompanies child abuse and harm whenever it happens and whenever the organization encounters that. The organization trains its staff and others to attend to and keep children and youth safe during all the time so that abuse, mistreatment and exploitation never happen. The employees and others interacting with children and youth are trained to notice and detect signs or clues of abuse and harm in the thebody's ecomap of children, how to act and to whom to address the issue in case there is some doubt of abuse cast or the abuse has happened, how to help empower children and youth while they face certain behaviours that endanger them. The employees and others in contact with children and youth acquire the capacities for helping children and youth rehabilitate, integrate and identify all the resources for support to them and their families through trainings.

- Trainings of/empowering children and youth to protect themselves from abuse, mistreatment and exploitation

The Policy holds that increasing the awareness tums children and youth into actors in protecting themselves against abuse, mistreatment and exploitation. The organization supports and creates spaces for discussions on children and youth protection involving children and grown-ups, and greatly encourages children and youth feel free and willing to talk about what they think or has happened to them or what they have experienced directly or indirectly without being prejudiced. Children and youth have the need to learn about the risks that might threaten their lives, know how to protect themselves and search for protection if they feel threatened or abused, mistreated or exploited. Children and youth are given information about the Protection Policy, Code of Conduct, all the procedures and mechanisms of complaining, etc. in a friendly way so that protection is ensured through the usage of them. Children and youth become factors of the big change and ensure protection of their lives, their family members and community if they are protected from abuse, discrimination and any kind of harmwhether physical, sexual, emotional or neglect.

» Monitoring and evaluation/ The Strategy of Implementation: Reporting procedures

Child/Youth Protection Policy will continuosly be the subject of monitoring and evaluation in order to guarantee children and youth protection.

Child Protection Policy is reviewed periodically (at least once in three years) so that there is reflection of any change in the legislation for the protection of children and youth at the risk of social exclusion and/or any change in the intervening programmes and strategies of NGOs.

The monitoring process and evaluation will quite visibly expose the practical experiences of those cases that might help in reviewing the policies and changes in Child Protection Policy.

The monitoring process and evaluation will exert an influence on the structure/coordinator of

children protection in being always active and efficient in fulfilling its function for children and youth protection at its best.

The monitoring process and evaluation will lay open those harmful practices in violation of the Policy and that have affected the children's safety, and will therefore influence on the organization by implementing certain preventive measures and terminate one's employment through administrative and legal actions against anyone who has allowed for these violations to happen. As the organization waits for the outcome of an investigation (deemed necessary), it will immediately suspend any employee, volunteer, board member, counselor, etc.who is alleged to have violated the Child Protection Policy.

The good practices for the protection of children and youth implemented by the Policy, will serve to enrich Child Protection Policy and will continuously be shared so that they are used by all people to whom this document on the Policy is addressed.

9.2. Protocol for keeping children and youth safe

NGOs have the duty to ensure a protective environment⁴⁰ for the children and youth they work with. The focus of the organizations in contact with children and youth, especially at-risk children and youth, is to protect these children and youths from all forms of abuse, neglect, exploitation and violence, as determined in the United Nations Conventions on the Rights of the Child. The organizations working with at-risk children and youth have the responsibility to keep children and youth safe by providing development interventions.

» Protocol and Guiding Principles

- » All children have equal rights to protection from abuse and exploitation regardless of gender, race, religious or political belief, age, physical or mental health, sexual orientation, family and social status, culture and economic status.
- » All children have the rights to protection and safety in any time and the organization has the duty to provide safe environments and programs that guarantee security for children and youth.
- » The well-being of children and youth is the most important matter of consideration.
- » The dignity, integrity and personality of the child and youth are respected at any time and the best interest of children and youth constitutes the major preoccupation of the organization. The organization shall never reflect any approach, behavior or attitude that is discriminatory, degrading or shameful towards harmed, abused or exploited children and youth.
- » The protection of personal data, confidentiality and privacy of harmed, abused and exploited children and youth constitutes a binding principle for the organization.

» Prevention of children and youth harm through safe activities

» Every employee, volunteer, intern/trainee and others who work, cooperate and are incorporated in counseling with the organization, is selected following a strict procedure of verification of his/her past history and has signed the statement of acceptance of

⁴⁰ UNICEF and others use the term "a protective environment" to refer to different elements protecting children from discrimination, violence, exploitation, abuse, neglect and disregard shown by the family, community, society, laws, policies, services, structures, institutions and decision-making mechanisms, etc. These elements work separately and together to protect children.

Child/Youth Protection Policy and any other document that guarantees children and youth protection and safety.

- » Every individual operating beyond the organization's structures (journalists, partners, donors, representatives of state institutions and other private subjects, etc.) cannot participate in the events and activities with at-risk children and youth without prior approval of the organization. In any case, after having the organization's approval, they should sign a trust statement and another statement on protection of children and youth to ensure that their presence does not pose any risk for them. The guests are consistently monitored regardless of the aim of their presence.
- » The organization will cooperate with any individual, business or institution offering services only through a signed contract, according to which service providers agree to comply with the expected standards of conduct and Children and Youth Protection Policy.
- » For each child and youth (up to 18 years old) who wishes to get involved in the activities and events of the organization, the parent's/legal guardian's consent is obtained in advance. This document ensures that children and youth will be safe and that parents/ legal guardians approve of their children taking part in the organization's activities.
- » Furthermore, in addition to parent's/legal guardian's consent, the organization has the obligation to report and receive the approval of the corresponding structures (municipality, police forces) for all the outdoor activities away from children's and youth's dwelling place, so that maximum protection from any external threat is provided.
- » Photojournalists, journalists or others who wish to approach children and youth for various reasons, especially Roma and Egyptian children and at-risk children, will not be allowed to contact children and youth (up to 18 years of age) without the presence of their parents/legal guardian or without a written consent from them. Representatives of the organization may allow these people contactchildren and youth only if there is a written authorization by their parents /legal guardians.
- » The organization has the duty to guarantee the good health and life of children and youth in all the activities developed with them either indoors or outdoors. The organization must be informed on the health parameters of children to ensure their protection against possible dangers such as food allergies, medications, atmospheric agents (pollen, pollution). In addition to emergency hospital contact numbers, the organization must ensure that it contains first aid kits with all the necessary equipments and medicaments for the protection of children and youth health during the activities and must have health workers to help in this.
- » In case the organization operates in a daycare centre and in full compliance with law, it is compulsory that the organization guarantees a safe environment by respecting all fire protection rules (installation of fire extinguishers, placement of emergency signals, etc.). The centre must provide a friendly environment for children and youth and acquaint them with all the procedures to follow to keep themselves safe in cases of earthquakes (by demonstrating and displaying images, drawings and guidelines, etc.).
- » The organization guarantees consistent monitoring and surveillance of children and youth throughout the activities by its employees, volunteers and interns/trainees and camera system. The organization ensures that children and youth be always guarded and attended to by its staff so that children and youth are kept safe throughout the activities organized either inside or outside the centre.
- » In order to guarantee children and youth protection, the activities are organized in open and well-surveilled environments, for open spaces are better supervised and so children and youth cannot be approached with ease.
- » The usage of internet within the centre's environment (if the organization operates in the daycare centres) is limited for educational and informational purposes only, so that children are not exposed to danger or harm. The organization constantly

provides educational and counseling programmes on the threatening risks posed by uncontrolled internet exposure and usage.

» Prevention of harm for children and youth through strengthening staff engagement and its positive and professional approach to children and youth

- » The employees, volunteers and others working with children do respect the Code of Conduct and Ethics in any case, and act in accordance with the strategic documents of the organization and applicable laws.
- » The employees, volunteers and others working with children are well-acquainted about their roles and responsibilities for keeping children safe and are encouraged to oppose and report any inappropriate behavior shown towards them.
- » The employees, volunteers and others working with children show good care in supervising children and avoiding potential situations that might allow for children abuse and exploitation.
- » The employees, volunteers and others working with children show good care not to allow children and youth be in the company of unknown people in closed environment and spaces unguarded.
- » The organization's staff and others in contact with children and youth are acquainted with the procedures for children and youth protection and act accordingly.
- » Staffs, volunteers, interns/trainees and others in relation with the organization are wellacquainted with Child/Youth Protection Policy and implement it at work on a daily basis. Child/Youth Protection Policy is applied at its best with every fibre of the organization's being.
- » Every employee, volunteer, intern/trainee and some other people involved are continuously trained for the protection of children and youth.
- » All the members of staff, volunteers and others in contact with children and youth during several activities, regardless of their status within the organization, have the responsibility to protect and keep children safe all the time.

» Prevention of harm for children and youth through raising the awareness of Roma and Egyptian children and youth on the danger of abuse, exploitation and harm

- Children and youth:
- » are made aware of their right to be safe from abuse, harm, and exploitation.
- » have received counseling and advice on not providing personal details to a grown-up, such as telephone number, e-mail, Facebook, Twitter or other accounts in social media
- » are well-informed about where to go and who to ask assistance and advice from in cases of abuse, harassment and intimidation.
- » are well-advised not to talk to unknown people in the absence of their parents or organization's staff members.
- » are trained to detect inappropriate behaviors of adults and report about them by complaining.
- » are well-advised to demonstrate prudency and not welcome invitations for travelling with unknown people or some other invitations for going to cinema or in spaces without surveillance.
- » Special information is continuously provided to the local community to which children and youth belong on their abuse and protection, by increasing their awareness, too.

» Keeping children safe by implementing the procedures

Experience has shown that abuse of children is more likely to happen in the organizations that take no preventive measures in their structure and system, have no guidelines or formalized procedures for the protection of children and youth and for tackling such matters of concern, provide poor support and supervision and do not put Child Protection Policy into practice. Children protection procedures comply with the international standards and rely on the best practices of children protection. Children protection procedures are made available and have been promoted involving all partners (children, parents/legal guardians and consultants).

» Procedures and guidelines set forth:

- » are helpful in order to provide a quick response to concerns about children and youth safety and well-being
- » are helpful to the organization so that it can meet legal requirements or follow practical guidelines for children and youth protection.
- » provide orientation to staff and others so that they can act most accurately and fast when there is some concern over a child or adolescent.
- » provide orientation to children and youth to report on problematic concerns, harm and abuse.

» Monitoring structures for keeping children and youth safe

Every employee and individual institutionally related to the organization (selected or contracted by the organization) has the responsibility to provide protection to children and ensure their safety.

The organization selects a contact person (the coordinator) or a special structure ⁴¹(the key board) for administering and addressing cases of abuse, violence, injury or exploitation of children and youth, so that the responsibility for protecting children and young people shall be properly attributed and clearly set.

- » The coordinator for children and youth protection has a key role in preventing harm from happening to children and youth, so it is highly recommended that he be a specialist in the area of social science, children's rights and law.
- » The coordinator (or the members of the special structure) is selected following the same procedures and criteria that the organization uses for hiring its staff and others in employment relations or volunteering. Special emphasis is laid on monitoring the relations with children and youth before and during the workings of the organization as carried out by the state structures.
- » The coordinator or/and the members of the special structure must be well-acquainted with the national and international legislation for child protection and all the other necessary strategic documents of the organization.
- » The coordinator (or structure) is selected by the organization's SteeringBoard based on the skills and experience gained in the protection of at-risk children and youth.
- » The coordinator (or structure) acts in full accordance with the legislation currently in force and with the duties determined in this protocol and in Child and Youth Protection Policy.

⁴¹ In accordance with the programmes and projects, the organization gives responsibility not to an individual, but to a certain structure (key board) to monitor children and youth safety, so that it can administer and evaluate every piece of information or denunciation regarding the violation of children and youth safety.

» Duties of the coordinator and/or the structure for children and youth protection

- The coordinator (or structure):
- » Receives, analyzes and evaluates every piece of information, report, denunciation, notification of abuses either suspected or that have taken place, notification of violence or exploitation of the children and youth who the organization works with and is responsible for ensuring protection.
- » Consults every case with the leaders and heads of the organization for decision-making purposes, so that the most acceptable solutions are given in the best interests of the child and youth.
- » Cooperates in order to resolve and/or address any reported issue within the organization and to the responsible state structures (Municipality/ Commune, Police, investigation bodies, Social Services), if deemed necessary, based on the evaluated case.
- » Cooperates for every eventuality for which information is received, but he/she does not have the duty and shall thus assume no responsibility for investigating or attempting at investigating claims of abuse or neglect, and decide whether a particular child or youth is abused or not. The investigation is a duty of the corresponding specialized state organs.
- » Keeps in touch with parents/legal guardians and informs them about every concern regarding children and youth safety. He/she deals with the complaints of the parents and legal guardian and others about inappropriate and/or abusive behaviors towards children and youth within the deadlines set for solving the complaints. S/he shows great respect for the request of the child/youth or families not to share confidential information with others, regardless of the situation.
- » Creates and manages database and special formats in order to record incidents, concerns, denunciations and any response to them, as well as the persons who reported them and the harmed children and youth.
- » Keeps documentation secure and allows limited access, so that the information is kept confidential and protected.
- » Supports staff and others working with children to understand their duties and responsibilities for reporting any concern observed or informed.
- » Prepares information and reports on the organization's management structures.

» Procedures for reporting abuse

Child abuse can often be difficult to identify and may present in many forms. It is important to stress that no singular indicator should be seen as conclusive evidence in itself of abuse or neglect. All signs and symptoms must be examined in the total context of a child's situation. Signs must also be considered in the child's social and family context as child abuse is not restricted to any socio-economic group, gender or culture.⁴²

While it is important to always be open to alternative explanations for possible physical or behavioral signs of abuse, a cluster or pattern of signs is likely to be more indicative of abuse.

» Factors which constitute reasonable grounds for concern:

- » »
- specific indication or disclosure from the child that s/he has been abused;
- » an account by a person or person(s) who saw the child being abused;

⁴² Policies and Procedures supporting Child Protection at DCU, "Keeping Children Safe"

- » evidence, such as an injury or behavior, which is consistent with abuse and unlikely to be caused another way;
- » an injury or behavior observed which is consistent both with abuse and with an innocent explanation but where there are corroborative indicators supporting the concern that it may be a case of abuse e.g. a pattern of injuries; an implausible explanation; other indications of abuse or dysfunctional behaviors;
- » consistent indication, over a period of time that a child or young person is suffering from emotional or physical neglect.
- » Retrospective reporting of child abuse by an adult;
- » Downloading of child pornography;

Every claim or concern about the abuse of a child must be seriously treated, and therefore it is important for everyone who brings forth such a concern to follow the procedures for reporting abuse. All the claims are handled most seriously, impartially and with the utmost confidentiality. Failure to provide information, delayed or prevented information, may bring about ill-treatment and exploitation of the child or youth and, in some cases, may also have life-threatening consequences for them.

Employees and others who for various reasons come into contact with children and youth have the obligation to:

- » Report to the coordinator/structure any alleged harassment of the child and youth either suspected or real, by filling out a specific form available at the coordinator's office.
- » Disclose in writing whether suspicions or concerns of abuse towards children and youth have been ascertained during their work or been reported by others.
- » Communicate in written form any possible argument to prove that the denunciation is not assumed, but has really occurred or has been reported to have occurred. Provide information about the person who has disclosed the information, whoever s/he is, a child or young person, a staff member or a casual person, so that the authenticity of the denunciation can be assured.
- » Have the information on the incident, information or reports that expose the child and youth, communicated only to the contact person and/or in his/her absence. If the case is urgent, this information reported to the heads and leaders of the organization or persons who have access to confidential information.
- » Considering the signs suggesting that a child or youth is injured and needs help, the staff and volunteers immediately report the situation to the coordinator (or structure).
- » Anonymous complaints, despite being difficult to handle, will not by any means be ignored, for child safety and well-being is the main consideration and preocupation in all cases. Any similar complaint regarding inappropriate behavior adopted by individuals within or outside the organization should be brought to the attention of the coordinator/structure to be evaluated and handled.
- » When a claim of child or youth abuse by a staff member is accepted, the information will be immediately and carefully evaluated regarding the level of risk towards the child or youth, but at the same time care is shown not to reach any conclusions that could penalize the staff member unfairly. If it is judged that the concern is well-founded, the case is reported to the state structures for investigation and proof of denunciation.
- » All allegations of abuse should always be taken seriously. Indicators of abuse are not necessarily facts.
- » Allegations of abuse or harm even after a certain period of time from their happening must be taken into consideration and reported to state structures.

- » Regardless of the nature of the referral and to whom the allegations refer to, appropriate actions will be taken to protect children and youth. Measures are taken to find out what happened to the child or youth, so that he/she can be sent to receive appropriate care, treatment and help to overcome the trauma.
- » A young child who is abused or evidences the committed violence may lose selfesteem, and feel helpless and worthless. A specified assessment of the support and assistance needed will be provided immediately to the child or youth affected by the incident. This may also include a medical assessment and psychological treatment.
- » The coordinator will be hold accountable for contacting the child or youth (or legal guardian) and informing them about the incident and the assistance provided. An explanatory report should be compiled by him/her to document the details of the incident. The best interest of the child should be taken into consideration throughout the process.

» Ungrounded Statement of Abuse, Harm or Exploitation

- » In cases when an employee, volunteer or a person in contractual relations or cooperation with the organization has deliberately made an untruthful complaint of abuse or if the complaint is malicious to any other person, in addition to all the administrative measures being taken, the matter is referred to the competent state bodies for review.
- » Disciplinary measures and notification to the state authorities will be initiated and applied to any person victimizing someone else by means of an ungrounded complaint of abuse, harm or exploitation.
- » If the information on child abuse proves ungrounded, the plaintiff must prove that the person who communicated the matter did not act reasonably and in good faith while preparing the report.

» Protecting confidentiality and privacy

The organization is committed to ensuring the right of children and youth to confidentiality.

- » In order to protect the child, all information should be handled carefully and sensibly and should only be discussed with persons who have access to the reserved information.
- » The leader or head of the organization is responsible for compiling a list of individuals who have access to the confidential information and the type of information that can be shared for each situation.
- » The sharing or use of information regarding a child under the age of 18 must be allowed only if the parents/legal guardians get informed and give their consent to that. In any case, the request for not sharing the information made by children and youth or their family members is respected. Exception to this general rule is made only in special cases which are related to the security or prevention of a crime, following a decision of the Steering Board.
- » Reports on incidents and files of harmed, abused or exploited children and youth should be well-preserved and given limited access to and should not be used for any other purpose.
- » The eventualities that have happened or are assumed to have occurred, names and other data on the identity of the persons involved, should not be communicated outside the group involved in the process, until the case is clarified.
- » If limiting access to information upon a situation of abuse, exploitation and violation may place the child at further risk of misuse or harm, the information should be carefully delivered by warning the child's/youth's parents or legal guardians.
- » When the safety and well-being of children and youth is endangered, full confidentiality

or secret-keeping cannot be ensured. Acting for the sake and interest of the child protection, this case should not be considered as a breach of confidentiality

» The standard reporting form is recommended to contain:

- » Data on the person reporting about the concern.
- » An explanation of whether the person reporting has been present or is informed by others about the child's or youth's concern.
- » A detailed account and description of the incident that happened, including the date, time and exact location, the persons involved or suspects.
- » Data on the child or youth who has been harmed or was at risk of injury/abuse.
- » Information about the person who has caused harm, his/her actions and behaviors towards the child/youth.
- » Comments of the child/youth on the incident and persons who know about or have been present during the incident. The comments are given using the real words of the child/youth.
- » A description of visible injuries or harm, signs of behavior, indirect signs (do not physically examine the child).
- » Details for each witness
- » Details on anyone else who has been consulted and the information received from them
- » If the report is made by someone else on behalf of the child, the report should be formulated by referring to the child's words proper.
- » The child's views on the situation.
- » Support given to the harmed child/youth or to the child/youth at risk of injury and harm.
- » Parents'/legal guardian's records and contacts, their comments on whether they have been contacted and how to contact them.
- » Further steps of intervention to address the situation and rehabilitate the child and youth.

The completed reporting form, any note, interview, or comment made at the time of the discovery/ reporting of the abuse either alleged or real will be kept safe with the purpose of protecting the child and youth.

9.3. Code of Conduct and Ethics for the employees providing services to Roma and Egyptian children and youth.

ARSIS organization Code of Conduct and Ethicsconstitute a general framework of conduct for all adults in contact with children (except of their own children). The Code of Conduct and Ethics is a guidance to understand what constitutes an acceptable behavior and practice when working with children and youth. The Code of Conduct and Ethics is a key element of Children Protection Policy in an organization and the whole staff should comply with it and show great respect. This code indicates cases of behaviors or practices that are not acceptable when working with children and youth. When code is implemented most properly, it reduces and limits the risk of children and youth abuse.

The Code of Conduct and Ethics aims at:

- » supporting and strengthening children and youth human rights and keeping children and youth safe.
- » providing guidance to NGO-s employees and determining the expectations regarding

prevention, tackling, referring and managing the cases of children and youth formally identified or suspected of being at risk;

- » reducing the risk of abuse against children and youth through the implementation of staff recruitment and selection standards.
- » reducing the risk of abuse against children and youth by developing an open and conscientious managing culture.

Conduct: All the NGO-s employees and others working with/in contact with children and youth have the obligation to:

- » Treat children and youth with due respect and consider them as individuals of worth have an understanding of the children and youth in the context of their culture, religion and nationality
- » Work with children and youth showing a cooperating spirit and partnership founded in trust and mutual respect ;
- » Work with children and youth in a way that identifies and promotes their capacities and skills and develops their potential ;
- » Receive and appreciate the children and youth viewpoints and consider them seriously.
- » Help in empowering children and youth by promoting their rights and raising their awareness about their human rights ;
- » Carefully listen to, attend and respect the ideas and thoughts of children and youth
- » Stir up and help children and youth participating in the decision-making process affecting them ;
- » Ensure that children and youth be considered as actors in the development of health, safety and well-being, as well as consider their best interest something of primary importance ;
- » Ensure that children and youth needs are identified and met whenever this is possible.
- » Ensure support and protection towards children and youth in cases suspicions, declarations or evidence of abuse against them are noticed.
- » Identify, report and manage any case when there is some suspicion or verification threatening children and youth physical and psycho-emotional integrity.

Ethics of employees and others in contact with children and youth

- » No physical or psychological punishment of any kind against children and youth should be used.
- » There should be an increased awareness about the physical care shown towards children and youth so that no misunderstanding might emerge.
- » No abusive behaviour should be shown. No abusive activity or some other activities that put children and youth at risk should be allowed.
- » No abusive or exploitative relationship should be developed with children and youth ;
- » No sexual relationship of any kind should be allowed ;
- » The beneficiary should not be invited in one's dwelling place or stay late at night in the same room without the presence of colleagues or family members ;
- » There should not be any daily activity of a personal or intimate kind that children and youth can personally handle performed together with employees such as washing oneself, undressing oneself, going to the toilet, etc.
- » Nothing should lead children and youth participate in activities characterized by behaviour that is likely to bring about unlawful or abusive actions ;
- » Children and youth should not be blamed, humiliated, maltreated, degraded or be involved in emotional abuse ;

- » No discrimination towards children and youth should be allowed by giving unfair preferential treatment ;
- » Images of children (photographs, video, etc.) that debase their dignity and are humiliating to them should not be shown ;
- » There should be an avoidance of all the compromising and/or vulnerable conditions leading to suspicion and accusation ;
- » While paying visits in families, having meetings, interviews and travelling, etc. with children and youth, there should be measures taken, so that the rule of the presence of two people during the process is implemented and visibility is ensured.

9.4. The protection of children and youth through staff selection (Guidelines and procedures for NGOs)

These guidelines are mainly written to assist NGOs in implementing an effective and fair recruitment and selection process that will ensure the selection of the most suitable candidate for the job vacancy. In any case, the principle of equality in employment, the requirements made by the Child Protection Policy and the applicable employment laws in force should be taken into consideration. The reason we are incorporating these guidelines in here is not to explain all the details on the stages of the recruitment process for they are clearly determined in the relevant employment laws. The aim is to assist NGOs in focusing on and evaluating some key moments during the recruitment and selection process so that no one, who has threatened or endangered the safety and protection of children and young people, is allowed to get hired in an NGO that works with children and youth.

» Recruitment process

Recruitment is the process of finding, identifying and attracting candidates fit and proper for working for an organization. It is an important process because the quality of the employees directly affects the efficient functioning and development of the organization. Recruitment is based on the principle of equal opportunities, non-discrimination and equal representation, merit, transparency and professionalism and the impartial competition of the values, skills and capabilities of each candidate.

Recruitment is a process to take place and should ensure transparency in all its stages. This process starts with the creation of a job vacancy. According to the labor legislation, job vacancy announcements should be made available in the daily press, websites, postings, emails, and other public communication tools. The notification should be forwarded to all the sources that might ensure potential applicants. If potential candidates do not get informed about the job opportunity, then all the other aspects of the selection process become quite meaningless.

The job vacancy announcement should be addressed to all the parties interested and should not be limited to preferential individuals or groups. Open and transparent announcement enables more qualified candidates to apply and therefore more choices can be made to find the most suitable candidate for the job.

» Selection process

The selection of the candidates is carried out following all the stages of the process. A selection committee is set up, which examines all the documents of the applicants and, later on, based on a predetermined system of assessment, they make a shortlist composed of only the candidates who meet the criteria. Afterwards, written tests and structured interviews are conducted and at the end of this process, the winner is announced. It is a process that needs to develop most correctly

in all its stages, without neglecting or underestimating any of them. Correct procedures constitute the first filters in finding the right person, especially when one considers an organization working with children and young people. The organization should consider that the selection committee is composed of people with high moral integrity, specialists and experts regarding children and youth protection and professionals in the field of children's rights so that it can guarantee a selection that assures the highest consideration for the protection of children and youth. The selection committee is the key link that ensures the integrity of the process and should therefore be evaluated as such by the organization.

There are some important moments in the selection process of the candidates that should be evaluated by the organization to the maximum extent. The selection committee, mandated by the organization to undertake the entire process, should evaluate the verification of all the submitted documents by each applicant in the shortlist as very important.

» The verification of the candidates' documents and personal data⁴³

The verification of the candidates' documents and personal data is done through state and institutional channels and can be considered as a second filter in ensuring the selection of the most suitable candidate for the job vacancy

By verifying the documents, the organization ensures that the candidates have had no administrative measures taken against them or any particular investigation into cases of abuse, violence or exploitation of children and youth. The criminal clearance certificate is of particular importance in the interest of ensuring children or youth protection. This document, once verified for its authenticity, is the very first guarantee that the candidate is eligible to work with children and young people and that he/she does not pose a potential risk to them if hired. No candidate should be included in the short list if this document does not make part of his file of application. If the file does not have proof of the certificate of criminal and judicial record, the candidate is excluded from the competition for the job vacancy. This approach serves only to the protection of children and youth and in no case should it be considered discriminatory and does not affect the equality of inclusion.

The selection committee must verify the reference letters or recommendations issued by previous employers or others who have had a working relationship with the candidate most attentively and assiduously. Without wanting to sound prejudiced, one should keep in mind that the people with a criminal or judicial recordregarding their relations with children and young people will use all possible means of getting hired in those job positions that put them into relationships with children and young people. A strict verification of these documents will prevent the employment of improper people in the organizations working with children and young people, especially with at-risk children and youth.

⁴³ By submitting the forms to the organization, the applicant confirms the authenticity of the personal data and signs the statement that he is fully aware of the reasons for their processing, assuming that they are processed only for the internal use of the organization in line with the purpose for this application, and are afterwards kept hidden or confidential. In any case, the organization shall ensure that the candidate applying for the job vacancy be given the right to have full access to the information provided and inter alia, shall ensure that through a request addressed to the organization, he or she shall seek acquaintance with, deletion or correcting of this information.

NON - NEGOTIABLE DUTY

Any penalties and/or administrative investigations into child abuse, pedophilia, and child abuse, trafficking in human beings, domestic violence or other related offenses shall result in the exclusion of the candidate from the process automatically.

» The practice of selection

Never shall the selection process be made only on the basis of the evaluation of the submitted applications. The selection committee should use appropriate practices to select the best people from a big group of highly qualified applicants. Tests and interviews are practices that help in the selection of the most suitable candidate. The most common selection technique is by having a structured formal interview, combined, when deemed necessary, by other evaluation techniques that the organization judges as befitting in selecting the most appropriate candidate for working with at-risk children and youth, and they involve second interviews, various written tests such as personality tests, skill tests, etc.

Most essentially, the tests, interviews, improvised exercises on situations and problems of children and youth aim at assessing the knowledge of the candidates on working with children and youth, their knowledge on child protection legislation, their knowledge on the organization's policies and mission in the field of children and youth rights, so that a structuring according to high professional levels is most importantly rendered possible and a third filter is thus ensured for the selection of the most suitable candidate.

» Ethic and professional values influencing on the selection process

The selection process for an employee who will work with at-risk children and youth cannot terminate without an evaluation of the candidates' ethical and professional values. The selection committee should enable this assessment through various techniques that they may be apply, but we hold that some of the values that candidates should be imbued with and which derive from the Organization's Policy for the Protection of Children and Youth, the Protocol of Keeping Children and Youth Safe and the Code of Conduct and Ethics are summarized as follows:

- » They should not be involved and/or suspected of involvement in any situation of discrimination or abuse.
- » They should have a positive and non-discriminatory approach to at-risk children and youth.
- » They should have high moral integrity, strong personality and maturity to overcome problems and manage the risky situations.
- » Their values and attitudes should fall in line with those of the organization for the protection of children and youth.
- » They should have the necessary qualifications and experience for working with at-risk children and youth.
- » They should be experienced in working with at-risk children and youth.
- » They should be well-acquainted with the legislation for the protection of children and youth.
- » It is mandatory that they be well-acquainted with and have in-depth knowledge of

the Children and Youth Protection Policy, the Protocol of Keeping Children and Youth Safe, Code of Conduct and Ethics, the procedures to be followed for the protection of children and youth from abuse, violence and exploitation.

» Conclusions

If during the whole recruitment and selection process, the organization is assiduously heeding to the content of the process and not just to the stages of the process, the chances for selecting the appropriate employees to work with the children are high and many.

At the end of the entire process, after the announcement of the winner is made and the decision for his appointment is declared, the organization must demand from the hired employee, in addition to all the other legal obligations assumed by the recruited staff, the following requirements:

- » To accept the Children and Youth Protection Policy of the organization and sign it accordingly.
- » To admit that during his/her working practice he/she shall act in full accordance with the whole legislation guaranteeing the protection and development of children and youth, the Code of Conduct and Ethics, the Protocol of Keeping Children and Youth Safe and all the strategic documents of the organization.

9.5 Professional Code for Roma and Egyptian children and youth service providers

(Key-qualifications, tasks and required skills for practitioners and third parties that provide services for Roma and Egyptian children and Youth)

There is a recommendation put forward that NGO-s employees working with Roma and Egyptian children and youth and at-risk children and youth be specialists in social working (social workers, psychologists, sociologists, etc.) and educational area. They should have a work experience of no less than two years in the area of social services provision. NGO-s employees working with Roma and Egyptian and at-risk children and youth should hold themselves to all the responsibilities as mentioned below.

» Social workers, psychologists, teachers and social animators

These have the responsibility to:

- » Preserve personal and professional integrity, develop skills and knowledge, and contribute to the development of the services, policies and thinking for Roma and Egyptian children and youth care.
- » Ensure that all the activities undertaken with regard to Roma, Egyptian and at-risk children and youth are led and based on the principles of human rights protection and respect.
- » Provide assistance and help to every Roma and Egyptian child and youth by preventing all the problems if possible and providing protection when needed, as well as offering care and rehabilitation, aiming at eliminating or resolving the emerging issues.
- » Oppose any form of discrimination, oppression or exploitation towards Roma and Egyptian children and youth and protect their human rights.
- » Ensure that the beneficiary of the services feels appreciated, has a sense of worth and does not feel discriminated or segregated.
- » Ensure that the children and youth are protected and lead a safe life and are given proper health care and psycho-social support if necessary.

- » Ensure that all the subsequent decisions will be made in agreement with children and youth, at their best of interest.
- » Ensure that all the information received by children and youth is kept confidential and will be never used to do harm to them.
- » Contribute to finding a lasting solution for the best interest of children and youth.
- » Facilitate the optimal development and growth of every individual child or youth so that they achieve their potential in all aspects⁴⁴.

» Employees dealing with case management

There is a recommendation put forward that employees dealing with case management are qualified professionals in social working and are certified by the corresponding state institutions. They should be trained in management and have a good experience in that. If they happen to have no experience due to different reasons, NGO-s recommends that they get support by training and expertise during the management process. The qualification level and professional skills of the case manager are the main factors affecting the solution given to the case study according to well-determined terms and service standards accomplished.

- » They should give an evaluation of the physical and psychological condition of the case; provide the necessary healthcare and psychological protection if needed.
- » They should ensure that they act for the best interest of at-risk children and youth.
- » The interview or dialogue with the case (at-risk child and youth) should be developed in the presence of the psychologist or other NGO professional.
- » They should listen to and identify all the concerns that children and youth present in the best possible way.
- » The employees should use appropriate and well-controlled communication with the beneficiary showing due respect to his/her dignity, culture and traditions. Their verbal and non-verbal communication should reveal no discrimination against the beneficiary or hurt his/her pride.
- » They should take care that information, especially the one on delicate issues, be kept confidential.
- » They should involve a third party only if the young beneficiary fully agrees. The third party can be the respective state institutions or representatives from alternative service resources.
- » They should write down detailed notes on the problematic issues and discuss all the possible alternatives for the solution to the problems with the beneficiary till they are really resolved.
- » In cases when the presence of the beneficiary is not needed, the NGO employee who is handling the issue, should continuously provide information to the beneficiary about the procedures and progress being made.
- » According to the specific characteristics of the issue, they should address or report to the respective private or public institutions and structures and urge them towards a solution to the case.
- » In cases of being in contact/conflict with law, they should facilitate the provision of free psycho-social services.
- » In cases when abuse, sexual exploitation or any other form of exploitation is noticed and when the conflicts are likely to aggravate into violence in the community or family, the employee has the obligation to report about the case in the respective structures.
- » They should document any procedure that has been followed and archive any document that is relevant to the case being managed.

⁴⁴ The International Child and Youth Care Network (CYC-Net).

10. General conclusions about the work of Civil Society Organizations with Roma and Egyptian children and youth Roma issue and the issue of marginalized groups have widely become part of the political and socioeconomic agenda in the decade we are living. There is an active engagement and involvement of policymakers in drafting strategies, programmes, laws, focusing on the protection and social inclusion of Romani people, Egyptians, immigrants, refugees, vulnerable individuals and groups. There are many strategies, programmes, laws that have been drafted in each country and their focus is on achieving an ever-growing involvement and inclusion of the Romani and Egyptian population in the educational system, the system of protection and social inclusion, health care, employment and housing, and thus aiming at reducing poverty, inequality, discrimination and exclusion.

There is a most sensitive approach taken by the states and society towards Roma issue and there is a very good will to engage in integrated interventions to provide a solution to their problems affecting all the vital sectors. This constitutes a visionary effort that will probably bring positive, fruitful results in the decades to come to all those people who today feel like being excluded and excluded they de facto are. All the development indicators point to poor health parameters for Roma and Egyptian children and youth, low level of schooling, the phenomenon of dropping out of school because of bullying, discrimination, segregation, poverty, very low-level of living under the poverty line and social exclusion. Roma and Egyptian children and youth have turned into "street workers" by experiencing all the risks that this lifestyle comprises like life threats, risk of abuse, trafficking, exploitation, etc.

Such a situation is unacceptable for a democratic society where the rights of children and human rights, all the fundamental freedoms regardless of ethnicity, beliefs, culture and convictions are so firmly sanctioned in the Conventions and international laws, in the Constitution and in national laws. The population we are dealing with is much younger than the average age of non-Roma population and they involve children and youth who, due to their poverty, ethnicity and culture, do not live up to their age, experience poverty and lack civil, political, economic, social, and cultural rights throughout Europe and throughout the Western Balkans as we elaborated on in this humbly document.

There are expectations for more positive changes and the civil society organizations are exerting a great influence and cooperating with state institutions to propagate and accelerate the necessary changes. Roma organizations and the very Romani people themselves must come to an understanding that they should be the first to exert pressure on governments and society and make the change for their own lives and their children's lives. They should become more influential in achieving the rights missing, despite the fact that the laws guarantee these rights. Roma organizations need to build up their confidence in their efforts, be open and inclusive, keep away from nepotism and corruption, and empower Roma communities to protect their own rights. The change must first and foremost come from Roma and Egyptian people themselves and engage the whole society to adopt a new approach to all the individuals and groups in need.

States have the power to make the long-awaited changes happen by finding legal solutions to the issues of housing, employment, civil registration, development and integration. Even if solutions are not to be found within the current legal framework, the states and associations may influence upon the politics so that it can amend the existing laws or draft new laws that reflect the current situation in the main areas of Roma and Egyptian lives. There is a need to overcome the period of political declarations and take concrete initiatives that can resolve many problematic issues and bring about the change for the rights of Roma and Egyptian people and their children.

Some of the recommendations are:

Recommendations

- » There should be made a regulation of the legal status of Roma and Egyptian people who live in circumstances of unresolved legality (e.g. Roma estate without property rights or which are not included in the main urban plans of that country, families or settlements/houses with no status for legal residence in places where Roma and Egyptian people have de facto lived for decades).
- » There should be ensured administrative and financial facilitations to involve Roma and Egyptian families more in housing and employment programmes.
- » Legal and administrative initiatives should be undertaken to resolve the issue of statelessness for Roma and Egyptian children and youth and for the whole Romani and/or Egyptian population in general. There should be provided solutions to the problems that hamper full access of Roma and Egyptian communities to civil status services.
- » The laws should be implemented and made effective by preventing early marriage of Roma and Egyptian children.
- » There should be ensured bilingual education for Roma children attending the first grade, Roma facilitators in schools, the participation of Roma parents in the school boards and a proper addressing and tackling of the problems of bullying, segregation, and discrimination in order to reduce the phenomenon of dropping out by Roma and Egyptian children and young people.
- » Through the operation of the legal acts, there should be realized a prevention of the segregation of Roma and Egyptian children in schools. There is an exception in those cases where the separation is made due to teaching at a particular language or because of a greater distance from the schools dominated by the students of the majority community. Legal norms should also provide for effective measures to prevent desegregation, too. Effective measures to prevent discrimination should be foreseen.
- » Legal solutions should be ensured for the cultural rights of Roma and Egyptian people as guaranteed by the Constitution, but we do hold that they are sometimes impossible to apply since Roma and Egyptians are not recognized as national minorities in some countries. There should be a promotion of the recognition of Roma and Egyptian identity as an integral part of cultural heritage.
- » Enriching the official teacher training programmes with a curriculum on tolerance or a particular methodology for working with Roma and Egyptian children and youth and other severely deprived children and youths should be envisaged.
- » Laws, DCM, Guidelines need to be accompanied by a financial bill to be rendered applicable and enforceable.
- » Effective monitoring mechanisms should be established to enforce laws and development programs and provide better social protection and care for children and adolescents in need.
- » Qualifications and training should be provided to enhance the professionalism of public administration, so that laws are made accessible to all categories in need, regardless of their education, age, ethnicity, residence, etc.
- » Legal and administrative initiatives should be taken to stop the phenomenon of taking to the street life (the street work of Roma and

Egyptian children and Youth).

- » Well-structured cross-sectorial approach should be adopted to solve many of the social problems for Roma and Egyptian children and youth and every other individual in need.
- » An institutionalized cooperation and partnership between NGOs and the state should be ensured in order to solve the problems of Roma and Egyptian children and youth and other vulnerable categories at their best.
- » Empowering the family is paramount in addressing and tackling the dangers and consequences of poverty and preventing the separation of the child from the family.
- » Decade of Roma Inclusion in Albania -PKV 2010-2015
- » Best Practices for Roma Integration (BPRI): Regional Report on Anti-Discrimination and Roma Participation in Local Decision-Making, May 29, 2013.
- » Report on the situation of Roma and Sinti in the OSCE Area-OSCE, High Commissioner on National Minorities
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- » Report: Human Rights of Roma and Travelers Communities in Europe, Council of Europe, February 2012, www.commissioner.coe.int
- » UN concerned at situation of Roma in Serbia and Montenegro
- » Maestral mapping and analysis
- » Status Report "Implementation of the action plan on improving the situation of Roma and Sinti within the OSCE area", Skopje, December 2010
- » NGO Action Plan for Improving the Situation of Roma in the Western Balkans
- » Guidelines on the protection of the rights of child victims of trafficking in Europe
- » http://ec.europa.eu/governance/social-ngos_en.pdf.
- » The International Child and Youth Care Network (CYC-Net).
- » EU, UNICEF Labor Protection Protocol for Children, Albania 2015
- » OSCE Guide to Procedures for Identification, Immediate Help and Referral of Children in Street Situation, Tirana 2015.
- » UNDP A needs assessment study on Roma and Egyptian communities in Albania, Tirana, February 29, 2012
- » Needs assessment Study on Roma and Egyptian communities in Albania, Tirana, February 29, 2012 (Roma report in Albanian.pdf).
- » Tijana Joksic: Discrimination of Roma In Serbia Government Response , 6/18/2015
- » Report on the situation of Roma and Sinti in the OSCE Area-Shkup, dhjetor 2010.
- » Practical guide for NGOs to prevent discrimination against the Roma communities NET-KARD.
- » How to implement the standards Keeping Children Safe Coalition -



www. keepingchildresafe.org.uk.

- » UNDP, INSTAT- Roma and Egyptians in Albania: The socio-demographic and economic profile based on the 2011- April census, 2015
- » Needs Assessment ReportSerbia-Ana Popović, Jelena Stanković, October 2013
- » The full text of the UN Committee's Concluding Observations is available at: http://www.ohchr.org/tbru/cescr/Serbia_and_Montenegro.pdf.
- » A Joint Memorandum on the human rights situation of Roma in Serbia and Montenegro, prepared by the ERRC and the Belgrade office of the UN High Commissioner for Human Rights, is available at: http://www.errc.org/cikk.php?cikk=333
- » Child Protection Manual for Schools Terre des hommes Foundation, Switzerland, Austrian Development Cooperation.
- » The Council of Europe "Protecting the rights of Roma and Travellers", www.coe.int/ roma
- » Stronger engagement for Roma, Ashkali and Egyptian communities in Kosovo, European Union, Pristina, June 2013
- » CSOs Development, Sustainability and Inclusiveness in Participatory Processes -Published by: PDCS, o.z. Albania's Partners for Change and Development
- » The International Network for Child and Youth Care (CYC-Net):http://www.cyc-net. org/profession/pro-principles.html.
- » The Council of Europe, Human Rights of Roma and Travelers, www.coe.int/roma
- » Retrak Family Reintegration Standard Operating Procedures, May 2013
- » The Albanian National Agenda for Children's Rights 2017-2020.http://www.sidalbania. org/Mapping_roma_children_english_may_5_2012.doc, f. 6
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- » International standards on child protection, European Commission Direktorate- General Justice and Consumers, Unit C.1: Fundamental rights and rights of the child- February 2015
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- » "The active role of non-profit organizations in the protection of human rights and freedoms through constitutional and legal instruments" (The Center for Legal Civic Initiatives and Albanian Academy of Sciences), Tirana, 28 June, 2011
- » Strategy for inclusion of Roma and Ashkali communities in Kosovo society 2017-2021.
- » Promotion and protection of human rights of Roma and other vulnerable groups Montenegro, (IPA II) 2014-2020- European Commission

Conventions, covenants and applicable international documents:

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- » International Covenant on Economic, Social and Cultural Rights.
- » International Covenant on Civil and Political Rights and its Protocols.
- » United Nations Convention relating to the Status of Refugees, 1951 CAT.
- » Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment, CDE.
- » Convention against Discrimination in Education, 1960 CEDAW.
- » UN Convention "On the rights of the child".
- » Convention on the Elimination of all forms of Discrimination against Women, 1979 CERD.
- » International Convention on the Elimination of All Forms of Racial Discrimination, 1965.
- » Parliamentary Assembly Recommendation 1596 (2003) "The Situation of Young Migrants in Europe.
- » The United Nations Convention on the Rights of the Child, 1989 CRS.
- » Convention on the Reduction of Statelessness, 1961.
- » Convention Concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labor, ILO C182, 1999
- » Universal Declaration of Human Rights.
- » Framework Convention for the Protection of Human Rights and Fundamental Freedoms (1 February, 1998).
- » European Convention for the Protection of Human Rights and Fundamental Freedoms (10 April, 1997).
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- » Directive on Child Sexual Abuse and Exploitation (2011/93/EU).
- » EU Agenda for the rights of the child.
- » EU Strategy towards the eradication of trafficking of human beings 2012-2016 (COM (2012)286 final).
- » EU Guidelines for the promotion and the protection of the rights of the child.
- » EU Forum on the rights of the child 2012.
- » European Forum on the rights of the child 2013.
- » The 8th European Platform for Roma Inclusion.
- » European Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse (2007).



GOOD PRACTICE⁴⁵

In 2009, within the framework of "Developing the child protection safety net" project, the Swiss organization Terre des hommes set up Child Protection Units (CPU) in Albania. These units function as structures within local government units and have assumed the responsibility for funding. The Child Protection Units tackle abuse, neglect, exploitation and trafficking as forms of discrimination. Children identified by CPU staff as at-risk children or in need of protection are assisted by being given supportive services according to their needs as analyzed. Roma and Egyptian children constitute one of the main target groups of the CPU (but this is not the only one) and make the majority of the beneficiaries of the services provided by these units.

The establishment and functioning of Child Protection Units in all the local government units in Albania has proved to be a successful child protection practice. The practice of CPUs in the protection of children is developed in accordance with the 4-th Ministerial Guidance: "On the Ways, Forms of Cooperation and Intervention Procedures to Help At-Risk Children"⁴⁶ and the Guidelines for Identification Procedures, Immediate Help and Referral of Children in street situation⁴⁷.

These guidelines contain a whole set of formats which facilitate the work of the Child Protection Units, other state institutions and the NGOs to identify and provide support to at-risk children and youth. Some of these formats (provided as annexes in this guidance) may be applicable for the NGOs working with atrisk children and youth even in other countries in the region.

STATEMENT OF COMPLIANCE WITH THE CHILD SAFEGUARDING POLICY

BY: Persons that are on full time employment relations, part-time relationsor that are Volunteers with (name of the CSO)

I, the undersigned ... hereby declare :

⁴⁵ Best Practices for Roma Integration (BPRI): Regional Report on Anti-Discrimination and Roma Participation in Local Decision-Making, May 29, 2013

⁴⁶ Labor Protection Protocol for Children, EU ,UNICEF, Albania 2015

⁴⁷ Guide to Procedures for Identification, Immediate Help and Referral of Children in Street Situation, OSCE, Tirana 2015.

- 1) That I have not in the past been subject to any sentence for individual behaviour incompatible eith the responsibility of caring for or overseeing children or minors, and have never been subject to any administrative measure of investigation for criminal acts or breach of conduct jeopardising the physical or psychological integrity of children;
- 2) That I have received and taken due note of the document relating to the Code of Conduct (child protection procedures and support materials) and that I undertake to respect this policy; this document being continually redefined, the latest version will always be accessible and all members of staff will be adequately advised of any neë developments;
- 3) That I have been informed that in the event of suspicion of behaviour incompatible with responsibility for children and contrary to the policy of prevention established by NGO, the institution reserves the right to take protective measures involving provisional suspension;
- 4) That I have been informed that in the event of consistent evidence and known incidents contradictory to the protection of the children placed under my responsibility, the institution shall take appropriate administrative and legal measures, without limit of time or place, both in the country where the incident is alleged to have taken place and in my country of origin and/ or main domicile;
- 5) That I have been informed that in the event of termination of contract/mandate on the grounds of violation of the physical and/or psychological integrity of children, the institution shall reserve the right to inform other institutions which may apply for professional references of the termination of contract for serious violation of the principles of the protection of children, within the legislative frameëork applicable to the protection of information.

Signed on (date)

Signature :

(Sample of) Compliance Statement

Hereby, I agree to comply with the terms of the Code of Conduct and Ethics as mentioned above. I understand that failure to comply with the Code may result in the creation of suspicions or in my termination of employment contract.

Name and surname:....

Signature:....

Date.....

ANNEX I: Child Protection Referral Form

This format is to be used when making a referral and must be completed by the institution or the service provider who receives the referral regarding the person who makes the referral.

CHILD PROTECTION REFERRAL FORM					
First and last name/Identity of the Child:	Date of birth:	Gender:			
First and last name and address of the Primary Custodial Parent:	Location of the child / Where the child lives:				
School:	Other Services in Contact with the Child (e.g. health, etc.)				
Data on Other Children at Home:					
Short Family History (if known):					
Reasons for the referral / Concern:					
Work Being Made/Services Provided during the Last 7 Days:					
Name & Contact Details of Person who Makes the Referral:	Name & Contact Details of the Person Receiving the Referral:	Date when the referral is made:			

ANNEX II – Risk Assessment and Risk Analysis Form

This form should be used to record all the information received through the evaluating process. It should be distributed in advance in the Meeting of the Multidisciplinary Technical Group. Some parts of the form, for example the risk levels, must be filled in at the end of the meeting.

ASSESSMENT AND	ANALYSIS FORM			
First and last name of the child:	Identity Reference:			
Age / Date of birth:	Gender:			
Date when the assessment and analysis form is filled in:	The assessment is made by:			
Family Composition/ Members of the Family:	Address of the family:			
Services/ Agencies in contact with the Child:	School:			
REASON FOR THE REFERRAL				
Family Background / Recent History Overview/ Cri	tical Events:			
Development and Well-Being of the child (physical, emotional, cognitive, spiritual, etc and any other special need – e.g. disability):				
Introducing the child and his/her relation with the others (including family and friends):				
Education:				
Parenting Capacity & the Ability to Face It:				
Family Functions (Relationships & Dynamics):				
Living Conditions & the Economic Situation/Employment:				
Support by the family/Community:				

Previous History of Abuse:

If the referral is made for specific incidents of abuse, what is the outcome of the investigation carried out (if it is completed)

DANGERS AND RISKS FOR THE CHILD:

Opinions of Parents/Custodians:

Viewpoints/ Desires of the Child:

Additional Resources / Available Support:

Strengths of the Child and Family:

Any other information relevant to this issue:

ANNEX III – Home Visits/Analysis of the Notes in the Notebook

HOME VISITS/ ANALYSIS OF THE NOTES IN THE NOTEBOOK

This form is designed to help employees make the best use of the home visits by providing wellstructured information and reflecting on the information received through home visits and how all this can affect the child's wellbeing and protection.

NOTE - When there is a mention of the parents, this usually refers to the one who normally and regularly looks after the child - for example grandfather/grandmother.

DATE / TIME:	LAST NAME OF THE FAMILY:		HE EMPLOYEE:	
People being present:				
	There is no concern	There is some kind of concern	There are many concerns	Comments / Notes
Physical Environment				
Is the house appropriate? For example, does it have enough space? Is there water without interruption/ toilet? Is it warm enough?				
Is the house kept clean and tidy? Is there any indication that there might be risks threatening the child's health?				
Is there a suitable place for the child to sleep?				
Are there any obvious physical hazards or risks e.g. glasses, knives and sharp objects around or are they exposed to a busy road?				
Are there toys available appropriate for the age of the child?				

Observation & Child Behavio	r
Is the child dressed in the right way?	
Is the child clean?	
Taking into consideration the age of the child, does he/shehave the stages of normal development?	
Is the child's interaction with you convenient, considering hi/her age?	
Is the children's talk and language consistent with their age?	
Does the child play or spend his/her time properly?	
Does the child follow the instructions/requirements?	
Are there signs of abuse such as bruises or any inexplicable harm inflicted?	
Is there any behavior that might be of concern or which may not be considered "normal"?	

Parent-ChildInteraction		
Is there any kind of physical or cordial affection between the parent and the child?		
Does the parent make positive comments about the child in his/her presence?		
Is parent-child interaction of a guiding type (or either controlling) or they allow for options and choices for the child?		
Do parents and child keep eye contact?		
Does the relationshipseem to be warm and natural between parents and child (or does the child seem frightened or cautious)?		
Does the child seem happy?		
Does there seem to be a significant difference in behavior or attitude towards different children in the family?		
If there are other children at home, does the relationship between/among children seem to be good and proper? Is any of them dominating or exercising bullyism against others?		

Presentation of Parents/Adult	S	
Does the parent show		
unrealistic expectations		
for the child and his/her behavior?		
Does the parenttalk		
negativity about he child		
ordoes he/she seem to be		
very critical? Does it seem that		
the parentshave self-		
controlovertheir behavior		
or do they look like they are under the influence of		
drugs, alcohol, etc.?		
Is there any indication of		
domestic violence within the family?		
Is there any sign or is		
there any difficulty in the		
relationship established between/among theadults		
athome?		
Does the parent mention		
any childcare behavior that may cause a concern,for		
example, corporal		
punishment?		
Is there anything "weird" or worrisome about parenting		
that might suggest the		
presence of matters of		
concern, such as problems of mental health?		
Was the parentaggressive		
orsupportive during the		
visit? AFTER THE HOME VISIT		
AFTER THE HOME VISIT		

What were the dynamics like during the visit?

Did you have the opportunity to speak to the child in person? If so, do you have anything you would like to treat or deal with?

Are there any issues that need to be tackled?

Thinking about the home visits you paid, are you worried about the child's well-being and safety? Do you think they are facing any risk? If so, then please mention why you think that.

ANNEX IV – Form of Progress Analysis/Individual Plan for Child Protection

Form OF PROGRESS ANALYSIS/INDIVIDUAL PLAN FOR CHILD PROTECTION First and last name of the child: Date when the Plan was made: Date of the Scheduled Progress analysis: First and last name of the People Completing the Plan/Agency: Date of the Person Responsible for Internal Plan Monitoring (till the Schedule Progress Analysis is carried out) The Plan in Cases of Uncertainty: What actions will be taken if the plan cannot be implemented until the next progress analysis is rendered possible or if the child's situation alters?

Please confirm whether the parents/child were present (if not how their opinions were taken into account when drafting the plan?)

Dates of Previous Analysis:

Note: Analysis should be undertaken – The Analysis no. 1 should be done 6 weeks after the development plan and then every 3 months.

Please list the needs identified for each of the dimensions. PLEASE refer to the analysis and assessment and provide details on how each risk factor shall be reduced or eliminated.

Dimensions - Special Needs are Identified.	Necessary Services to Meet the Needs.	Responsible Agency & Timeline.	Update during the Analysis/ Change of Plan.
Needs for Safety and Security:			
Housing/Accommodation & Basic Needs:			
Health & Needs for Development(including physical, emotional and psychological needs): Development(including physical, emotional and psychological needs):			

Education & Skills:		
Education of Skills.		
Social Delational		
Social Relations:		
Family Relations:		
(including how the		
0		
contacts will be kept if the		
child is disconnected from		
the family)		
Culture/ Identity:		
culture, racillaty.		
Needs for Relaxing		
Activities:		
Activities.		
Any other particular type		
of need (e.g. consultancy,		
etc. to help improve the		
situation):		

ANNEX V – Closing the Case This form must be filled in and stored in a file when the case is closed.

CLOSING THE CASE					
First and last name of the child: Identification Number:					
Reasons for the referral & the referral date:					
Why is the case being closed? How has the situation changed (give specific information)					
Child's/Parent's PerspectivesRegarding Closing the Case:					
The names of those who participated in the decision to close the case:					
Date of Closing the Case:					

