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**PROTEZIONE CIVILE**  
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# GENDER-BASED VIOLENCE RISK MITIGATION AND CHILD SAFEGUARDING MECHANISMS IN COMMUNITY-BASED WIDESPREAD RECEPTION

*Operational Toolkit*



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## PREFACE

On March 29, 2022, the Head of the Civil Protection Department (DPC), one month after the beginning of the war in Ukraine, signed the decree on the reception, aid, and assistance of Ukrainian people in Italy, commenting: “This decree is the result of teamwork aimed at implementing an integrated model between the Civil Protection System and other actors, to create an innovative model that will allow us to systemize all the various competencies and skill-sets.”

A year later, community-based widespread reception has found its real substance in several activities the “team”, or rather the “network”, managed to accomplish despite the inherent inevitable difficulties when adopting a new model conceived as an agile and articulate response to complex needs.

This practical guide, focusing on gender-based violence risk mitigation and child safeguarding in the community-based widespread reception system, represents an attempt to enhance and improve the system reception. The DPC’s civil society organizations (CSOs) took advantage of UNICEF’s and UNHCR’s structured know-how and developed a practical toolkit that effectively deals with the ongoing reception of the Ukrainian population escaping the war. This toolkit can be certainly applied to other emergency contexts, beyond the current one, with the necessary adjustments.

My wish is to replicate, in a thousand more ways, this collective intelligence of the Civil Protection System in its effort to look after the most vulnerable unanimously, in ordinary and extraordinary times.

Titti Postiglione

Deputy Head of Department – Civil Protection Department

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**III. PREMESSE GENERALI E PRINCIPI TRASVERSALI IN MATERIA DI MITIGAZIONE DEL RISCHIO DI VIOLENZA DI GENERE E MECCANISMI DI TUTELA DEI/DELLE MINORENNI**

Il piano normativo nazionale e internazionale fornisce un quadro di protezione e tutela delle persone colpite da un'emergenza e accolte sul territorio italiano, con un focus specifico sull'accoglienza per i gruppi maggiormente vulnerabili<sup>9</sup>. Questa sezione vuole sottolineare alcune premesse nonché i principi trasversali utili a guidare i processi di gestione delle attività di supporto alla popolazione nell'ambito delle emergenze di protezione civile. Al momento, tuttavia, il focus è concentrato sull'accoglienza diffusa.

Le consultazioni possono anche avvalersi di metodologie online e piattaforme mediatiche, come ad esempio [U-Report on the Move](#), strumenti volti a informare giovani e ragazzi/e migranti e persone rifugiate sui rischi specifici legati a violenza, abuso e sfruttamento e sui meccanismi di protezione e supporto esistenti.

**a. Le politiche di salvaguardia e tutela**

I contenuti della Guida sono stati elaborati con l'obiettivo di fornire un quadro di riferimento e un set di strumenti operativi ad ogni attore coinvolto nell'accoglienza diffusa, per supportarli nell'adempiere alle responsabilità di ciascuno di prevenire e rispondere a violenza, abusi, sfruttamento che possono essere causati, esacerbati e identificati durante l'esecuzione delle loro attività. Si tratta di contenuti che riflettono le principali norme nazionali ed internazionali in materia di prevenzione, protezione e sanzione di ogni forma di violenza, abuso e sfruttamento.

Le organizzazioni possono sfruttare risorse già esistenti per sviluppare una propria politica interna e codici di condotta disciplinari, oppure creare una politica di salvaguardia separata, a seconda delle loro esigenze gestionali e procedurali specifiche. Un documento essenziale in quest'ottica è sicuramente l'adozione e la firma di un Codice di Condotta (Consultare [Strumento 1: Modello di codice di condotta](#)).

Identificazione e mitigazione dei rischi legati alle attività programmatiche	Raccomanda l'implementazione di procedure e suggerisce e dissemina modelli da adottare	Procedono a una valutazione dei rischi legati alle proprie attività e attivano azioni programmatiche per ridurli	Disseminano tra i/le beneficiari/e il sistema di segnalazione
		Strumento 4 Strumento 8	

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**STRUMENTO 1:  
Esempio di Codice di Condotta**

**CODICE DI CONDOTTA**

Questo documento intende lo "sfruttamento" come qualsiasi abuso, reale o tentato, di una posizione di vulnerabilità, di potere o di fiducia, compreso, a titolo esemplificativo ma non esaustivo, il trarre profitto monetario, sociale o politico dallo sfruttamento, anche sessuale, di un'altra persona. L'"abuso sessuale" è l'intrusione fisica, reale o minacciata, di natura sessuale, con l'uso della forza o in condizioni di disuguaglianza o coercizione. Ciò include lo sfruttamento e

## I.

## INTRODUCTION



The emergency in Ukraine led to the implementation in Italy of different services to support people fleeing Ukraine, including the Italian community-based widespread reception system. The latter also includes a range of accommodations managed by civil society organizations that may entail several risk factors for the hosted community. Therefore, community-based widespread reception must be combined with actions that ensure the coordination, monitoring, and supervision of the various support services.

Despite the presence of actors and institutions with a clear mandate on protecting children and on gender-based violence in Italy, every actor providing and coordinating support interventions is responsible for reducing every risk factor these interventions may entail. Every actor has the responsibility to make sure that the professionals involved, as well as their actions and support services, are centered on people, their rights and abilities, and, at the same time, do not cause any harm to the recipients nor expose them to violence, abuse or exploitation risks, even of a sexual nature.

Moreover, it is worth remembering that community-based widespread reception can play a fundamental role in facilitating safe and equitable access to these services for people in need. Therefore, it has to include any tool and process that may enhance the recipients' involvement. **People affected by the emergency** must be the main subject of every action, **focusing mainly on the most vulnerable groups**. For the scope of this guide, every action described below must be centered on their needs and specific instances.

This guide has been drafted to support the activities of various actors, mainly:

- The **Civil Protection Department (hereafter referred to as the Department)** which coordinates activities related to the implementation of the measures on community-based widespread reception under OCDPC 881/2022.
- **Civil society organizations (hereafter referred to as CSOs)** that expressed their interest to assist with community-based widespread reception and signed a convention with the Civil Protection Department, the Italian Ministry of Labor and Social Policies, the Conference of Italian Regions, the public administration and Anci nazionale.
- Partner organizations and **families that provide community-based widespread reception under their own responsibility with the coordination of CSOs**.

**This practical guide and the related operational tools are oriented to community-based widespread reception but can be used in other emergencies.** The Guide was elaborated to share a common language and international good practices regarding gender-based violence risk mitigation and safeguarding and protection mechanisms. The document integrates the experience and expertise of CSOs involved in community-based widespread reception, combined with the precious advice of experts in social policy, children and adolescents rights, gender-based violence prevention and response, migration, and international protection.

Therefore, the Department fosters the adoption of the tools introduced in this guide to enhance national actors' expertise on gender-based violence risk mitigation while also activating child safeguarding mechanisms in the system of community-based widespread reception. This guide does not represent a regulatory document with legal value but is rather a technical resource.

For the operational tools in this Guide to be useful in other contexts, the Department will promote the dissemination of the latter in regional institutions and the public administration, primarily through volunteer and civil protection organizations.

As far as regional institutions and the public administration are concerned, the latter will actively promote the information in this Guide among staff involved in activities to support forcibly displaced people including national volunteer organizations, as follows:

- Disseminating the Guide's safeguard and protection policies content and implementation methods and recommending appropriate models (Tool 1 and Tool 3);
- Recommending the implementation of relevant procedures and disseminating appropriate models (Tool 3, Tool 4, and Tool 5);
- Assessing the adoption of training programs on the subject (Tool 3);
- Supporting volunteer organizations in taking up relevant strategies and fostering the adoption of materials to raise awareness on the subject;
- Promoting the dissemination of the phone numbers of national services and anti-violence or anti-trafficking centers (Tool 11).

With reference to civil protection volunteer organizations, having shared this practical Guide with the National Committee of civil protection volunteering, regulated under Article 42 of the Civil Protection Code, they may:

- Promote dissemination of the safeguard and protection policies in this Guide (Tool 1);
- Promote dissemination of the safeguard and protection procedures in this Guide, among their members (Tools 1 and 3);
- Assess the adoption of training activities based on the Guide's safeguard and protection procedures for their members (Tool 3);
- Develop and disseminate informative material to raise awareness on the subject;
- Promote the dissemination of the phone numbers and contacts of national services and anti-violence or anti-trafficking centers (Tool 11).



## II.

### GOALS AND STRUCTURE OF THIS PRACTICAL GUIDE



The content in this Guide was developed to provide a framework and operational tools for every actor involved in community-based widespread reception activities. It is meant to support actors with their responsibilities to prevent and respond to violence, abuse, and exploitation that might be caused, exacerbated, and identified while performing their activities. This content reflects the main national and international laws that prevent, protect from, and punish any form of violence, abuse, and exploitation<sup>1</sup>.

This practical Guide is divided into the following six sections:

1. **“Key and overarching principles on gender-based violence risk mitigation and child safeguarding”**: based on the national and international legal framework and developed as a guide for actors involved in community-based widespread reception.
2. **“Policies and procedures”**: recommendations on policies and procedures to be put in place to reduce gender-based violence risk factors and reinforce child’s safeguarding .
3. **“Recommendations on the integration of gender-based violence risk mitigation in community-based widespread reception assistance activities”**: recommendations and tools to assess risk and appropriate mitigation measures.
4. **“Feedback and complaint mechanisms”**: recommendations on reporting mechanisms and guidelines to assess complaints.
5. **“Supporting violence, abuse, and exploitation survivors”**: a summary of the essential stages to provide adequate support to gender-based violence survivors.<sup>2</sup>
6. **“Operational tools”**: practical monitoring, control, and assessment tools.

***Sections 2 to 5 show, for every target listed above, the interventions that should be made and relevant and appropriate tools to develop, as summarized in Table 1.***

TABLE 1

	CIVIL PROTECTION DEPARTMENT	CIVIL SOCIETY ORGANIZATIONS INVOLVED IN COMMUNITY-BASED WIDESPREAD RECEPTION	PARTNER ORGANIZATIONS AND FAMILIES INVOLVED IN COMMUNITY-BASED WIDESPREAD RECEPTION
<b>Safeguard and protection policies</b>	<p>Recommendation and dissemination of relevant content and modalities to implement policies. Recommendation of relevant models to adopt.</p> <p><a href="#"><u>Tool 1</u></a> <a href="#"><u>Tool 3</u></a></p>	<p>Adoption and dissemination among their staff of safeguard and protection policies.</p> <p><a href="#"><u>Tool 1</u></a> <a href="#"><u>Tool 2</u></a> <a href="#"><u>Tool 3</u></a></p>	<p>Adoption of adequate standards in line with safeguard and protection policies.</p> <p><a href="#"><u>Tool 2</u></a></p>
<b>Safeguard and protection procedures</b>	<p>Recommendation to partners on the implementation of relevant procedures. Recommendation and dissemination of models to adopt.</p> <p><a href="#"><u>Tool 3</u></a> <a href="#"><u>Tool 4</u></a> <a href="#"><u>Tool 5</u></a></p>	<p>Adoption and dissemination of safeguard and protection policies among their staff.</p> <p><a href="#"><u>Tool 4</u></a> <a href="#"><u>Tool 5</u></a></p>	<p>Remaining up to date on reporting mechanisms, their rights, and the code of conduct.</p> <p><a href="#"><u>Tool 2</u></a></p>
<b>Staff training</b>	<p>Recommendation on relevant training plans.</p> <p><a href="#"><u>Tool 3</u></a></p>	<p>Provision of regular training to community-based widespread reception staff, partners, and families involved in reception activities.</p>	<p>Attendance of training activities.</p>
<b>Raising awareness</b>	<p>Recommendation on the implementation of a dedicated strategy and use of awareness-raising materials on gender-based violence risk mitigation to CSOs.</p>	<p>Creation and dissemination of information material.</p> <p>Awareness campaigns and activities with hosted population.</p> <p><a href="#"><u>Tool 9</u></a></p>	<p>Request of information material.</p> <p>Provision of relevant awareness-raising activities with hosted population.</p> <p><a href="#"><u>Tool 2</u></a></p>

<p><b>Organizations assessment</b></p>	<p>Recommendation to CSOs on the adoption of an Action Plan in line with the Department’s recommendations.</p> <p><a href="#">Tool 6</a> <a href="#">Tool 7</a></p>	<p>Implementation of the Action Plan bridging any gap, including the ones concerning the Department’s recommendations.</p> <p><a href="#">Tool 7</a></p>	
<p><b>Identification and mitigation of programmatic activities related risks</b></p>		<p>Relevant activities’ risk assessments and adoption of programmatic actions to reduce it.</p> <p><a href="#">Tool 4</a> <a href="#">Tool 8</a> <a href="#">Tool 9</a></p>	
<p><b>Development of appropriate reporting mechanisms</b></p>	<p>Recommendation on the implementation of relevant procedures. Recommendation and dissemination of models to adopt.</p> <p><a href="#">Tool 5</a></p>	<p>Adoption and dissemination among their staff, families, hosting microstructures and the hosted population of the reporting system.</p> <p>Consultations with groups to identify the most appropriate reporting systems.</p> <p><a href="#">Tool 10</a></p>	<p>Dissemination of the reporting system among the hosted population.</p>
<p><b>Complaints assessment and management</b></p>	<p>Recommendation on the implementation procedures and models to adopt.</p> <p><a href="#">Tool 5</a></p>	<p>Assessment and management of the complaints towards their staff, families, or partner organizations.</p> <p><a href="#">Tool 5</a></p> <p>Disciplinary or administrative measures in case allegations are proven.</p> <p><a href="#">Tool 1</a></p>	

<p><b>Support services</b></p>	<p>Dissemination of national services' contacts and numbers of anti-violence or anti-trafficking systems.</p> <p><b>Tool 11</b></p>	<p>Mapping of relevant services in proximity.</p> <p>Distribution of information material to hosting families and microstructures involved.</p> <p>Assistance to hosting families and reception actors in case of violence, abuse, exploitation.</p> <p>Support to survivors in accessing competent services with their informed and voluntary consent.</p> <p>Dissemination of numbers and contacts of national services and anti-violence or anti-trafficking centers.</p> <p><b>Tool 11</b></p>	<p>Mapping of relevant nearby services.</p> <p><b>Tool 2</b></p> <p>Distribution of information material to hosting families and microstructures involved.</p> <p>Support to survivors in accessing competent services with their informed and voluntary consent.</p>
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<sup>1</sup> See, as a reference, the UN Convention on the Rights of the Child (CRC), approved by the United Nations General Assembly on 20 November 1989 and ratified in Italy on 27 May 1991 through Law n.176; Directive 2011/93/UE against abuse and sexual exploitation of children and child pornography, enacted in Italy through D.L. n. 39/214; the Council of Europe's Convention on action against violence against women and domestic violence (Istanbul Convention), approved in Italy on 27 September 2012, whose ratification was approved by the Parliament through L. n. 77/2013; the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), that came into effect on 3 September 1981, and was ratified in Italy on 10 June 1985, with its optional Protocol, subscribed on 29 October 2002; the rules in the penal code concerning violence and abuse on children (artt. 609 bis, ter e octies – sexual violence, aggravated and group violence; 609 quarter – sexual acts involving minors; 609 children – corruption of minors; 600bis children; 600ter child pornography; 600 quarter – against the possession of child pornography material; 612 bis - stalking; 558 bis – forced marriage; 572 family or children abuse<sup>2</sup>: the felony occurs whenever a family member of any age, or a minor under 14, or anyone subject to the offender's authority or in their custody is abused"); the D. L. n. 93/2013 against gender-based violence.

<sup>2</sup> We refer to a survivor as someone who has experienced gender-based violence. The terms "survivor" and "victim" are interchangeable. The occurrence of "victim" is more frequent in medical and legal contexts, whereas psycho-social actors usually adopt "survivor" to emphasize the self-determination and resilience of those who have experienced gender-based violence.

### III. KEY AND OVERARCHING PRINCIPLES ON GBV RISK MITIGATION AND CHILD SAFEGUARDING MECHANISMS



The national and international legal structure provides a framework aimed at safeguarding and protecting people hosted in Italy who are affected by an emergency, focusing on the reception of the most vulnerable groups<sup>3</sup>.

This section identifies the basis and some overarching principles that may be useful for handling support activities in Civil Protection managed emergencies. Thus, community-based widespread reception currently stands as the main focus.

It is, above all, necessary to start considering that every initiative to assist people affected by a humanitarian emergency must be rooted in the **humanitarian principles of protection and “do no harm.”** Priority must be given to the specific needs of the most vulnerable groups who have a higher risk of psychological harm, such as people reporting traumatic experiences of abuse, violence (especially gender-based violence), and exploitation, with a focus on women, children, and persons with diverse SOGIESC (sexual orientation, gender identity, gender expression, and sex characteristics).

At international level, the policies promoted by the United Nations (UN) also recognize the need for a specific effort to prevent and respond to abuse and exploitation, especially of a sexual nature, including the **Special measures for protection from sexual exploitation and sexual abuse** (ST/SGB/2003/13)<sup>4</sup>.



It is essential to recognize that providing reception-related assistance services, including the reception of persons in a vulnerable position, entails implementing several **safeguard and protection measures at the national level** in line with the Italian legal framework (see footnotes 1 and 3). Such measures are generally designed for migrants and refugees, especially children, and highlight an obligation to guarantee equitable and immediate access to protection measures envisaged by the legal system in case of abuse and/or violence.

Gender-based violence risk mitigation and child safeguarding aim to reduce the previously mentioned instances. It must be a regular and constant activity to carry out throughout every stage of the reception process.

Any actor involved in the different stages of community-based widespread reception must identify people at risk of violence, abuse, and exploitation. **Therefore, every actor, within the limits of their mandate, is simultaneously an observer and an active agent** in identifying and taking charge of such cases and foreseeing access to specialized support services.

**Notably, anyone can be exposed to multiple and concurrent risks** depending on their gender, age, physical/ psychological conditions, and other personal/environmental factors that may emerge through the different stages of community-based widespread reception. Experiences and vulnerabilities cannot be fully understood when analyzed separately, but they must be considered intertwined<sup>5</sup>. For instance, the status of a migrant or refugee could coexist with other characteristics related to the identity of a

woman or girl and thus exacerbate further the risk of experiencing domestic violence or violence in general. The factors that may aggravate a condition of vulnerability, besides personal history, can be connected to families (e.g. a history of family abuse), as well as the community or context of origin (such as any form of harassment or discrimination against LGBTQI+ people or people with mental health conditions). Therefore, when considering vulnerability categories and groups, as provided within the national and EU legal framework, these multiple factors must be regarded both as elements that may determine a condition of vulnerability and as elements that may strengthen a person's ability to overcome these critical issues. It is, therefore, necessary that every actor is aware of the safeguard and protection procedures and the related support system.<sup>6</sup>

In conclusion, to make the system more effective, another essential aspect to be taken into consideration is **the promotion of the coordination of every actor involved in community-based widespread reception – at a local and national level** so that there is a continuation of communication, and that effective referral is guaranteed at every stage of intervention to respond to cases of violence, abuse, and exploitation.

<sup>3</sup> On reception, see European directive 2013/33/EU, passed into Italian law with D. Lgs n. 142/2015, and its specific measures on the reception of children (art.19) and applicants with special needs (art.17) as well as on the role national authorities shall play (art. 11 – making specific reference to extraordinary reception measures - and artt. 9 and 15).

<sup>4</sup> See also the Six Core Principles Relating to Sexual Exploitation and Abuse of the United Nations Inter-Agency Standing Committee (IASC), inviting UN Agencies to integrate the following points in their code of conduct: i) sexual exploitation and abuse by humanitarian workers constitute acts of gross misconduct and are therefore grounds for termination of employment; ii) sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defence; iii) exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour is prohibited. This includes exchange or assistance that is due to beneficiaries; iv) any sexual relationship between those providing humanitarian assistance and protection and a person benefitting from such humanitarian assistance and protection that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work; v) where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms; vi) humanitarian workers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment. [https://interagencystandingcommittee.org/system/files/iasc\\_six\\_core\\_principles\\_relating\\_to\\_sexual\\_exploitation\\_and\\_abuse\\_sept\\_2019.pdf](https://interagencystandingcommittee.org/system/files/iasc_six_core_principles_relating_to_sexual_exploitation_and_abuse_sept_2019.pdf)

<sup>5</sup> For a deeper analysis regarding intersectionality, whose aim is to explain how multiple dimensions can interact and shape personal experiences and identities, see Crenshaw, Kimberlé, 'Mapping the margins: Intersectionality, identity politics, and violence against women of color', 1990. *Stan. L. Rev.*, 43, 1241, <[www.jstor.org/stable/1229039](http://www.jstor.org/stable/1229039)>.

<sup>6</sup> Legal aid and health services, specifically.



## IV.

## POLICIES AND PROCEDURES



**THE DEPARTMENT PROMOTES AND RECOMMENDS to CSOs the development of policies and the implementation of safeguard procedures within community-based widespread reception.**

The long-term goal of gender-based violence risk mitigation and child safeguarding is to protect community-the beneficiaries of the widespread reception system, creating an environment for them to feel safe and respected, where access to support services is guaranteed without any risk of violence, exploitation, or abuse. Therefore, this approach includes - in addition to effective responses - appropriate measures to prevent the abovementioned risks.

**This section provides guidelines and useful indications to reinforce the internal mechanisms of the organizations concerned and the appropriate behaviors of every actor involved through the implementation of relevant policies and procedures in line with national and international standards reflecting the gender-based violence risk mitigation approach.**<sup>7</sup> Actors responsible for coordinating and implementing community-based widespread reception at any level must carry out appropriate policies and procedures to prevent abuse, exploitation, and violence, while monitoring their implementation and reconsidering their measures where necessary. The existence of relevant policies and procedures makes it easier for every actor involved in community-based widespread reception to be aware of their responsibilities and be accountable.

#### a. Safeguard and protection policies

By having internal safeguard and protection policies, organizations prove their commitment to **identifying risks of abuse, exploitation, and violence and developing appropriate measures to reduce them, as well as implementing immediate measures in case of staff, partners, or families' misconduct** (even including the dissolution of the contract or agreement, if necessary)<sup>8</sup>.

Organizations can take advantage of existing resources to develop their own internal policies and disciplinary codes of conduct or create independent safeguard policies, depending on their specific administrative and procedural requirements. An essential document is certainly the Code of Conduct (See [Tool 1: Code of Conduct sample](#)).

Moreover, CSOs involved are recommended to adjust and write, should it be missing, a summary code of conduct or a list of standard behaviors, also for members of families or other partner organizations, to remind them of accepted behaviors and those to avoid. It is important for host families to reflect on their role and position of power towards hosted people and to be aware of the best practices to adopt in the reception system. It is also recommended that every host family should have a clear and straightforward conversation with the hosted family and/or hosted people so that everyone's roles and

responsibilities (such as those related to sharing a home) are delineated. Additionally, conversations should ensure that the host family's and/or hosted people's specific needs and potential critical issues are identified. (See [Tool 2: Hosting refugee persons: dos and donts](#)).

In general, CSOs should take the following elements into account in their effort to create or reinforce their own safeguard and protection policies, including their own behavioral standards and disciplinary codes of conduct:

- **Make sure to integrate essential content:** 1) the definition of exploitation, abuse, violence, vulnerability, and risk; 2) the definition of in and out-of-service personnel's expected behavior, regardless of the type of contract with the concerned organization (e.g. subordinate work, collaboration, temporary collaboration); 3) an explicit declaration of zero tolerance toward any act of abuse, exploitation, violence (such acts must be explicitly individuated as the motivation for disciplinary actions, that may cause dismissal, contract termination or other disciplinary actions. Regarding staff members with a subordinate job contract working with children, Italian law<sup>9</sup> specifically dictates that, during the recruitment process, a certificate must be provided from the Judicial Records Register regarding any conviction of felonies against children.
- **Identify specific measures to protect** anyone, staff members included, who might report misconduct, from any form of retaliation for instance, actions against staff members' recruitment conditions (such as dismissals, salary reductions, and reduction of job duties) and the deprivation of goods and services for beneficiaries.
- **Consult stakeholders** involved in community-based widespread reception, such as staff members, hosted people, and host families or partner structures, to promote their engagement in identifying risk factors and keep them informed on their legal rights and support services envisaged by community-based widespread reception.
- **Create easily accessible reporting mechanisms** based on procedures adapted to the needs of different people (e.g. children, adolescents, illiterate people, people with disabilities) to **report safely and anonymously** potential acts of violence, abuse, or exploitation, either witnessed, experienced, or suspected (See [Section VIII](#) for further details).
- **Obtain formal approval from the management of the structure concerned** to ensure that they provide the necessary support to put relevant policies in place and to make sure said policies are included in staff training and awareness-raising activities, regardless of the type of employment they may have with the structure.
- **Advertise implemented policies broadly**, distributing materials to staff members, hosted people, host families, or structures involved in community-based widespread reception (children, adolescents, and adults at risk included), such as, for instance, posters in public places, intranet/ internet, and child-friendly materials.
- **Develop a map of available relevant services** (medical centers and clinics, anti-violence centers, mental health and psychosocial intervention centers, childhood and adolescence care services, etc.) and procedures to follow in case support services might be necessary for violence, abuse, and exploitation survivors, with a specific focus on children (See [Section X](#) for further details).



## b. Safeguard and protection procedures

Safeguard and protection procedures are operational documents that illustrate **how to put safeguard and protection policies in place and create an organizational infrastructure to support their implementation**. The following actions can help set up or reinforce organizational procedures and are strongly recommended as relevant standards of reference:

- **Define roles and responsibilities**, especially for management, the HR department, and other staff members, in compliance with the policies of each organization (See [Tool 3: Sample roles and responsibilities of Civil society organizations in gender-based violence risk mitigation and child safeguarding](#)).
- **Review recruitment procedures and HR management to align recruitment practices (e.g. job posts, background/reference checks, should the new staff work with children<sup>10</sup>, interviews)**. Subcontractor and partnership agreements and disciplinary measures (in case of proven allegations) with safeguard and protection policies (See [Tool 4: Risk mitigation actions for civil society organizations](#)).
- **Develop relevant mechanisms to report and respond to complaints** and provide indications to community-based widespread reception system partner organizations so that every complaint is adequately handled. (See [Tool 5: Internal Reporting Sample Procedure](#)).
- **Integrate a risk mitigation and safeguard approach in the organization's planning of activities and operational processes** (such as strategic planning, budget, and assessment) to ensure that the organization allocates adequate financial and human resources.

<sup>7</sup> See footnote nr. 1

<sup>8</sup> The national contracts of reference (CCNL terzo settore – third-sector CCNL) explicitly provide for disciplinary rules as a consequence of the non-fulfillment of the activities to perform in a specific work relationship.

<sup>9</sup> Art. 2, D. Lgs. 39/2014, introducing art. 25 bis, D.P.R. nr. 313/2002, stating that “the employer who will hire someone to perform professional or volunteer activities that may entail regular and direct contact with children must make a request, in order to assess the existence of convictions for any offence described in articles. 600bis, 600ter, 600quater, 600 quinquies e 609 undecies of the Italian Criminal Code, namely an interdiction of activities that may entail regular and direct contact with children must comply with the law for any hiring as of 2014 and any failure to do so will result with a fine ranging from 10,000 to 15,000 euros.

<sup>10</sup> See footnote nr. 9.

## V.

COMMUNITY-BASED WIDESPREAD RECEPTION STAFF  
CASCADE TRAINING

The lack of information and limited skills in dealing with risks of violence (especially gender-based), abuse, and exploitation by the actors involved can hinder the implementation of policies and the adequate execution of relevant procedures.

**THE DEPARTMENT RECOMMENDS that civil society organizations adopt training plans on risk mitigation and child safeguarding.**

Community-based widespread reception staff training plays a central role in fostering a culture that promotes the protection, safeguarding, and well-being of children, adolescents, and adults in conditions of vulnerability.

**The Department, with the support of United Nations agencies, wants to promote training programs on the content of this Practical Guide.** In general, it is strongly recommended that training programs on the subject include:

TABLE 2

Subject Areas	Relevant Themes
<b>Definitions and key concepts</b>	Clearly defining violence, abuse, and exploitation Definition of risk and vulnerability Groups at risk of abuse, exploitation, and violence
<b>Standards and guiding principles</b>	Guiding principles on child protection of children and on response to gender-based violence Safety Privacy/Confidentiality Non-discrimination Respect and consent "Do no harm" principle
<b>Regulations and practices, including punishable behaviors</b>	Code of Conduct and expected behaviors of actors when in and out of service <i>Zero Tolerance</i> towards any form of abuse and exploitation, especially of a sexual nature

<b>Risk mitigation measures</b>	What does my organization do to prevent and reduce risk factors? My role in risk mitigation
<b>Reporting an act or suspicion of abuse or exploitation</b>	Available reporting mechanisms and how to disseminate them inside the organization and among the hosted population Recognize violence, abuse, and exploitation indicators <sup>11</sup> The importance of confidentiality
<b>Offering support services</b>	The consequences of gender-based violence for survivors Accessible services and related rights How to provide timely and quality support services, including through referral to relevant services Guide and referral to local services instructions and procedures



Training opportunities can be offered both in-person and online through the online resources on [prevention of sexual exploitation and abuse](#)<sup>12</sup> and [child safeguarding](#)<sup>13</sup> available on the AGORA platform, as well as on the e-learning resources “[Providing an initial support to survivors of gender-based violence](#)<sup>14</sup>” and “[Nozioni generali per la protezione internazionale e l’accesso ai servizi per Rifugiati e richiedenti asilo, minori non accompagnati e persone con SOGIESC diversificato](#)<sup>15</sup>” (General guidelines for international protection and access to services for refugees and asylum seekers, unaccompanied children and diversified SOGIESC people).



**The Department supports awareness-raising activities on the responsibilities related to risk mitigation**, asking organizations involved in reception and assistance processes to reinforce risk awareness among their staff and volunteers involved in their activities. To this end, the organizations mentioned above are invited to disseminate, also through specific training activities, the code of conduct signed by their employees, consultants, or volunteers.

**The Department invites CSOs to organize refresher courses** for their staff to keep them updated on relevant policies and procedures. Such training should be mandatory, regular and supported by competent local entities.

<sup>11</sup> See reference to human trafficking indicators, as provided in “L’identificazione delle vittime di tratta tra i richiedenti protezione internazionale e procedure di referral”(The identification and referral of trafficked people among international protection seekers), UNHCR, 2016.

[Linee-Guida-per-le-Commissioni-Territoriali\\_identificazione-vittime-di-tratta.pdf \(unhcr.org\)](#)

It is important to note that every survivor may have a different reaction and it is recommended to respect their own will and privacy.

<sup>12</sup> Prevention of Sexual Exploitation and Abuse (PSEA) [Summary of Prevention of sexual exploitation and abuse \(PSEA\) \(unicef.org\)](#)

<sup>13</sup> *Online child safeguarding training, available in English, French and Spanish, at the following link: <https://ecaro.learningpassport.unicef.org/>*

<sup>14</sup> These E-learning resources are available for free on UNICEF’s online platform at the following link: <https://italy.learningpassport.org/>

<sup>15</sup> Available in ITA, here <https://italy.learningpassport.org/>

## VI.

## RAISING AWARENESS AMONG COMMUNITY-BASED WIDESPREAD RECEPTION BENEFICIARIES



**Raising awareness** of this Guide’s content among community-based widespread reception beneficiaries is essential to ensure they are aware of the rights and obligations that assistance activities entail and of whom to turn to in case of need.

**THE DEPARTMENT ENCOURAGES CSOs to keep a “cascade” approach when creating a culture of gender-based violence risk mitigation with partner organizations and host families and, through the latter, with community-based widespread reception beneficiaries, keeping a specific focus on groups in vulnerable conditions.**

Awareness raising activities might, for instance include the following actions:

- Developing clear messages on preventing violence, exploitation, and abuse, taking into account age and other vulnerabilities, and the risks related to discriminatory conduct. For instance, the hosted population should be aware of: i) their own rights, such as the concept of free assistance; the right to be informed on the project/program; the right to be treated with full respect of their identity and dignity, the right to non-discrimination under any circumstances, the right to report inappropriate behaviors without losing their access to support services, reception included; etc. ii) the behaviors prohibited for staff and other actors involved; iii) incidents reporting and complaints mechanisms (such as hotlines) and how to get support; iv) legal safeguard available to protect children (e.g. unaccompanied children have the right to a guardian; children can consider themselves unaccompanied in the absence of an adult that might be legally responsible for them on the national territory); v) services available on the national territory and how to access them<sup>16</sup> (See [Tool 2: Hosting refugee persons: dos and donts](#)).
- **Adapting messages, materials, and communication channels to different targets**, including children and adolescents, using the appropriate language and a suitable style of communication that is accessible to anyone, including people with disabilities and other groups with a higher risk of vulnerability. For instance, teenage girls may be more at ease discussing personal issues with their



peers, while others might prefer receiving information through Telegram or social media<sup>17</sup>. Having said that, cooperation with trained mediators from local entities is essential to support those who cannot yet clearly understand the Italian language<sup>18</sup>.


- **Disseminating the information on risk reduction and safeguard measures broadly** through multiple communication channels (such as websites, social media, staff meetings, community meetings, billboards, advertisements, videos, storyboards, etc.) in several languages. In some cases, there might be a chance to collaborate with other organizations, within the scope of campaigns against gender-based violence, against prejudice, and stigma towards mental health issues, and related to child protection.




**If you experienced or you are experiencing or may be experiencing sexual violence, domestic violence - physical or psychological - stalking, forced marriage or other forms of gender-based violence and you need help**

 **Call the national helpline 1522**

**The service is free, anonymous, available in several languages, and active 24/7**

 If you know of, or are concerned about, someone experiencing gender-based violence listen and believe them, maintain confidentiality, and provide the information on how to access support (number above).

 If you are aware of, or have concerns or suspicions about a possible case of sexual exploitation and abuse by a UN or NGO staff member, please report it at this link: <https://www.un.org/preventing-sexual-exploitation-and-abuse/content/how-report>

<sup>16</sup> UNHCR - the United Nations Agency for the Refugees' "Help" website, is available at the following address: <https://help.unhcr.org/italy/>. The website is currently available in English, Ukrainian, and Russian but it will soon be translated into other languages. On the website refugees, asylum seekers and stateless people can find useful information on procedures, their rights, their duties, and available services.

<sup>17</sup> Find the Italian brochure with 12 key questions and answers on gender-based violence at the following link: <https://onthemove.ureport.in/story/1051/>; the brochure is also available on U-Report on the Move website in 6 more languages (Albanian, Arabic, Bengali, French, English, and Tigrinya).

<sup>18</sup> To this end, concerned organizations should cooperate with local entities to promote the learning of the Italian language.



## VII. INDICATIONS TO INTEGRATE RISK MITIGATION COMPONENTS IN COMMUNITY-BASED WIDESPREAD RECEPTION'S PROGRAMMATIC ACTIVITIES



Activities linked to community-based widespread reception might exacerbate pre-existing risks of violence, exploitation, and abuse or give origin to new risks if threats are not correctly identified and the correct mitigation measures are not implemented<sup>19</sup>.

**THE DEPARTMENT RECOMMENDS that CSOs implement regular monitoring activities on programmatic actions adopted by host families and microstructures concerning risk identification and mitigation measures.**

### a. Partner CSOs and host families risk assessment and management

The Department promotes the adoption of appropriate tools to identify involved organizations' gaps concerning mitigation policies and procedures with the aim of strengthening their internal abilities regarding relevant standards and national policies on the subject. (See [Tool 6. Self-evaluation of civil society organizations](#) and [Tool 7 Action plan sample](#)).

Additionally, when developing a Risk Prevention Action Plan, CSOs might include a verification step within the host families' selection and matching process concerning violence, abuse, and exploitation.

### b. Safer programming: Integrating the Identification and mitigation of abuse and exploitation risks

Before developing community-based widespread reception activities, possibly in the initial assessment and preparation stage, it is recommended to identify risks concerning the many activities involved in the operational context of CSOs. Tracing a map of the hosted population's safety and risk perception is part of this process and other useful criteria for identifying risk factors related to the specific context in which the program is being implemented. **The Civil Protection Department recommends that CSOs fill out [Tool 8: Assessment of violence, abuse and exploitation-related risks](#)** while preparing relevant activities and before signing a convention. The tool includes a few examples of gender-based violence risk mitigation actions, in relation to the profiles of hosted population, staff, organizations, and the context of the program, for instance. It is also recommended to update the assessment process should important changes occur, such as a significant increase in the number of people to take care of, a staff turnover, or the inclusion of new geographical locations and/or new reception families and community microstructures with different dynamics to assess.

At this stage, it is important to **engage the program's beneficiaries with appropriate tools that should be tailored to their specific needs**, with a particular focus on women, children, adolescents, people with mental or physical disabilities, lesbian, gay, bisexual, transgender, intersexual (LGBTQI+) communities, and other vulnerable groups. To this end, it is recommended to include structured consultations with host and hosted families, both separately and jointly (See [Tool 10: Safety Audit tool](#)).

The consultations might take place online through dedicated platforms such as [U-Report on the Move](#), and other relevant tools to inform young migrants and refugees about specific violence-, abuse-, and exploitation-related risks and protection and support mechanisms<sup>20</sup>.



In conclusion, parallel activities that positively impact on identified risks should be promoted as a complementary action to community-based widespread reception. Therefore, **a safer programming approach creates a safe environment that goes beyond community-based widespread reception activities**. While child safeguarding and risk mitigation policies and procedures are meant to safeguard children in community-based widespread reception activities, *safer programming* reduces the risks of violence, abuse, and exploitation so that the hosted population involved is not exposed to any risk. In other words, the hosted population is protected through the entire reception process by several rules and procedures, as explained in the previous section, while *safer programming* activities aim at reducing such risks. (See [Tool 9: Examples of programmatic actions to reduce the risks of violence, abuse, and exploitation](#)).

<sup>19</sup> For instance, people fleeing Ukraine might have experienced sexual and physical violence before leaving their country or in transit countries. They might have been exposed to the risk of human trafficking for sexual or labor exploitation in exchange of accommodation, transport, documents, food or other essential goods. Moreover, hosted people with diversified sexual orientation, gender identity, gender expression and sex characteristics might have faced problems or experienced emotional or physical abuse trying to leave their country due to their gender orientation, identity and expression.

<sup>20</sup> U-Report is a free, user-friendly, anonymous messaging tool. The platform was designed for young users so that U-Report registered people can get reliable information, discuss matters concerning their communities, and be heard by institutions. Young people's psychosocial wellbeing and the risks that might jeopardize their mental health are taken into great account. Here4U is a mental and legal support service accessible through the platform. For further information, visit <https://onthemove.ureport.in/> website and <https://www.facebook.com/UreportOnTheMove> Facebook page.

# VIII.

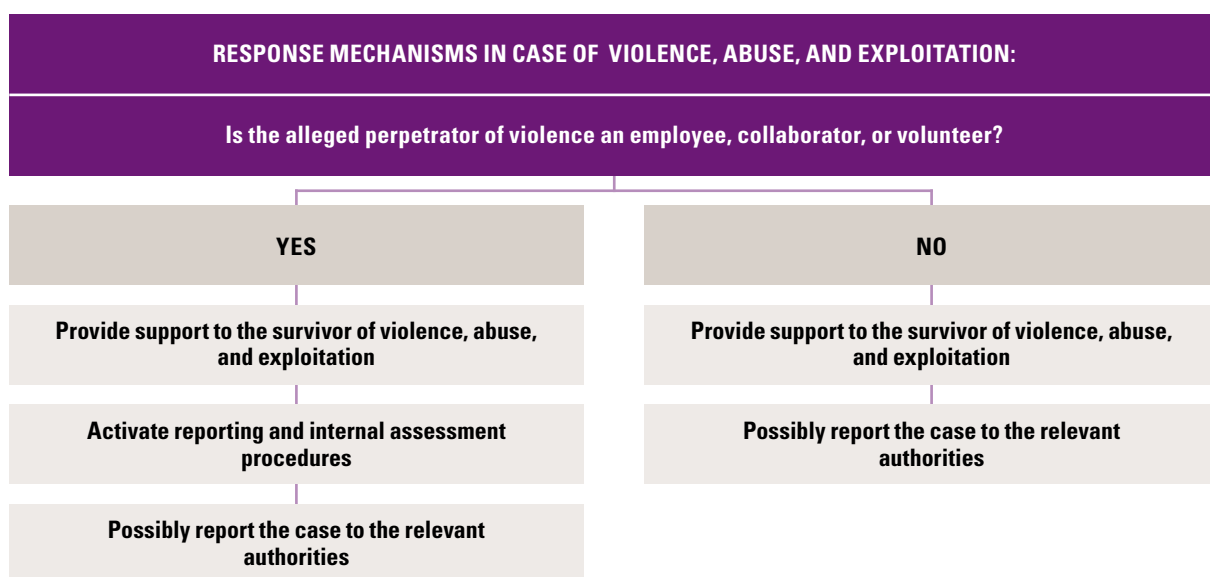
## FEEDBACK/COMPLAINT MECHANISMS AND INVESTIGATION: BEST PRACTICES



**THE DEPARTMENT RECOMMENDS CSOs develop and disseminate an appropriate reporting mechanism through the entire community-based widespread reception process. It must be communicated to host families and beneficiaries must be familiar with it.**

It is rare for survivors to speak openly about episodes of violence, abuse, and exploitation. This could be due to the survivor’s concern about repercussions (e.g. losing support or retaliation), inadequate reporting channels, or other factors such as shame and stigma. As far as children are concerned, it may be even more complex due to the absence of accessible and safe reporting mechanisms for people in this age group and because of limited information channels on these issues for people under the age of 18. Staff members might also refrain from sharing information or concerns about potential episodes of violence, abuse, exploitation, due to fear of retaliation (bullying, mobbing, or dismissal) or to avoid possible damage to the reputation of their colleagues or organization.

**The Department recommends that CSOs adopt internal and external reporting mechanisms to simplify reporting incidents or suspected misconduct concerning their staff, host family members, and community microstructures hosting beneficiaries.** In case violence, exploitation, and abuse episodes are reported, it is important to remember that providing support services to survivors is essential, regardless of internal verification procedures in case the alleged perpetrator is part of the staff.





**Partner organizations must consider the following elements when developing and employing the following reporting mechanisms:**

- **Ensure that reporting mechanisms respect the following core principles for effective reporting:**
  - **Safety:** avoid increasing the risk for people who report accusations or allegations, as well as other parties involved (such as survivors, the alleged author of the violence, and potential witnesses of the incident). This implies the integration of protection procedures, such as safeguard measures for so-called “whistleblowers.”<sup>21</sup>
  - **Confidentiality:** adopt strict policies regarding the sharing of information, in particular, limiting the number of people who might have access to the reported information, using codes when referring to people involved, and omitting information that might reveal their identity. In conclusion, it should always be possible to make anonymous complaints.
  - **Transparency:** obtain prior, informed, and voluntary consent of the person submitting the complaint, especially if the latter is a child. Organizations should share their privacy procedures with people reporting by explaining clearly how, with whom and for what purposes the information will be shared, including investigation and support procedures for survivors.
  - **Accessibility:** simplify reporting mechanisms and remove any potential barrier (in terms of costs, time, and language), taking all the people concerned into account, including people belonging to different age groups, gender, educational background, abilities, etc.<sup>22</sup>
- **Allow both the staff and the hosted population, including children, adolescents, and adults in vulnerable conditions, to have access to multiple reporting mechanisms (internal/external)** that can, as much as possible, meet their needs and preferences. Some people might not easily report an episode themselves, while others might feel uncomfortable sharing sensitive information via e-mail.
- **Consult the hosted population and host families and other organizations**, where relevant, on chosen reporting methods and on the strategies to ensure safe, confidential, transparent, and accessible reporting mechanisms.
- **Disseminate reporting channels among the staff, hosted population, host families, and microstructures. Organizations need to inform** their staff of their obligation to report.
- **Include information validation and sharing methods** about the assessment and management of the reporting process with the concerned person so that the confidentiality of the process is guaranteed.
- **Ensure that hosted people, who file a report, are informed and that an alternative safe place to be hosted is made immediately available.**

### **a. Feedback and complaints investigation and management**

**The Department recommends that CSOs adopt a standard procedure (or policy) to ensure the correct assessment of complaints and guarantee the safety of the people involved**, survivors, witnesses, and alleged perpetrators. This aims at gathering details needed or additional elements to take fair follow-up actions for all parties involved. The adopted measures should ensure that the assessment process **focuses on survivors** and their rights to safety, privacy, respect, and non-discrimination (**Table 3**) and avoid exposure to further emotional, social, or mental distress. At this stage, it is important to establish an internal process and a **focal point/group of people in charge of**

**examining each complaint** and the decisions of actions to be taken, both in terms of the initiation of internal procedures, such as internal investigations and the indication of the immediate consequences for the alleged perpetrator in the workplace (suspension, temporary assignment to another job) and/or the involvement of local authorities (See [Tool 5: Internal Reporting Sample Procedure](#)). Support services should be provided to survivors and others involved immediately and independently, regardless of other internal investigation and sanction procedures. (See [Section IX. Providing support services to violence, abuse, and exploitation survivors](#)).

**TABLE 3**

**Violence survivor-centered approach**

<b>SAFETY</b>	Enact relevant measures to protect survivors and their children, family members, or people who might have helped them from further harmful acts. The latter might be perpetrated by the very authors of the violence, other people protecting them, or by members of their own families and communities.
<b>CONFIDENTIALITY</b>	Survivors have the right to choose if, when, and whom to talk to about their story. Respecting their privacy entails abstaining from disclosing any information without their informed consent.
<b>RESPECT</b>	Taken actions must be driven by the choices and desires of gender-based violence survivors, who must be in control of the entire process. Survivors must be allowed to decide autonomously about their access to services once they have all the relevant information. It is essential to let them know that they can choose to access support services later in time.
<b>NON-DISCRIMINATION</b>	Gender-based violence survivors have the right to equitable treatment, regardless of their age, sex, sexual orientation, gender identity, ethnicity, religion, nationality, disability, or any other characteristic.

To safeguard the best interests of the child, if the report is confirmed and it is found that crimes against a child were committed, it is mandatory to refer the case to local authorities (law enforcement and/or judicial authorities or other competent authorities) or competent institutions for the protection of children (social services, guardians) to safeguard the best interest of the child, involving survivors where possible. It should be noted that whenever the internal report is filed by a public official, who might have witnessed misconduct, the involvement of local authorities is always mandatory when a minor is involved, regardless of the internal assessment.<sup>23</sup>

<sup>21</sup> The aim of “whistleblowing” policies is to guarantee that organizations provide effective safeguard measures to protect people who report inappropriate behaviors or those who cooperate or are anyway involved in investigations and activities related to said reports. See UNICEF’s policy on the subject at the following link, as an example: <https://open.unicef.org/sites/transparency/files/2021-03/FINAL%20Policy%20on%20Whistle-blower%20protection%20%2827%20June%202018%29.pdf>

<sup>22</sup> For further information on child-friendly complaint mechanisms, see: UNICEF, Child-friendly Complaint Mechanisms. National Human Rights Institutions series (NHRIs): Tools to support child-friendly practices, February 2019. [https://www.unicef.org/eca/sites/unicef.org/eca/files/2019-02/NHRI\\_ComplaintMechanisms.pdf](https://www.unicef.org/eca/sites/unicef.org/eca/files/2019-02/NHRI_ComplaintMechanisms.pdf)

<sup>23</sup> Public officials and people in charge of public services must report to judicial authorities any crime that might be prosecuted *ex officio* they become aware of performing their service or duties. This is stated in art.331 of the Criminal Procedure Code. “Crime report” means a statement of the essential elements of the fact, the day the report was acquired, and the sources already known. The report should include the personal information of the perpetrator, the offended person, and those who can refer about specific relevant circumstances for the reconstruction of the facts (Art.332 Code of Criminal Procedure). Reporting is a precise legal obligation for a public official and its omission constitutes a crime (Articles 361, 362, 365 of the Criminal Code). Specific *ex officio* prosecutable crimes against children public officials may become aware of they are obligated to report include:

- Ill-treatment in the family or towards children (Article 572 of the Penal Code: this crime is attribute to anyone who mistreats a family member of any age, or a child under 14, or a person subject to their authority or in their custody)”. According to the law, ill-treatment has to be intended as a recurrent habit, a standard behavior in the relationship between victim and perpetrator; sporadic and occasional events can amount to other criminal offences that may be punished less severely;
- “sexual violence” as a criminal offence may have many forms (articles 609bis-609septies: it has to be prosecuted *ex officio* when perpetrated against a minor under 18; sexual intercourse with a child under 10 is considered violence, therefore indictable *ex officio* and with a more severe penalty).



## IX.

## PROVIDING SUPPORT SERVICES TO SURVIVORS OF VIOLENCE, ABUSE, AND EXPLOITATION



**THE DEPARTMENT PROMOTES the dissemination of the numbers and contacts of national services and the relevant anti-violence or anti-trafficking. It also reminds CSOs that they are responsible for ensuring that survivors of violence, exploitation, and abuse, especially when allegedly perpetrated by support services' staff, have immediate access to professional assistance that provides them with direct services or referring them to specialized external services, with their voluntary and informed consent.**

**CSOs must also inform host families and microstructures about this responsibility.**

Violence has short- and long-term effects on the physical, mental, sexual, and reproductive health of the survivor, as well as economic and social consequences, such as isolation, stigma, and inability to work. Besides, gender-based violence can have repercussions on families and communities. **The consequences of gender-based violence are so many that response and support services must be coordinated and cross-cutting** so survivors can regain control of their life again and start on a path of recovery and resilience.

The following aspects must be considered to give appropriate and quality support services to survivors of violence, exploitation, and abuse:

- **Ensure that survivors have access to immediate assistance according to their age, gender, cultural background, and special needs**, regardless of the organizations or other actors' decisions to investigate and the result of the investigations.
- **Have an updated list of local relevant services or national contacts, as shown in Table 4<sup>24</sup>**. In case children are involved, the organizations must refer them to the appropriate authorities.<sup>25</sup>
- **Set up a specific referral procedure to competent services** defining roles and responsibilities of all actors involved and ensuring it is aligned with national protocols and procedures.
- **Ensure that informed and voluntary consent is granted** before assistance is provided, respecting every person's right – including children (depending on their age and cognitive abilities) – to refuse or accept assistance and to choose freely the type of service they want to have access to, including none at all. To guarantee informed and voluntary consent as well as confidentiality, the relevant person must make sure that survivors - both adults and children – have clearly understood the services available to them, the potential risks and benefits of receiving these services, the type of information that will be collected, and the way it will be processed, including the privacy policies and their potential limitations. It is important to remind people that they are not accepting a service during the interview, as they can later decide this with another operator or not, and this decision will not hamper accessing other services or forms of support.
- **Consider potential risks for survivors (and their families) and put safety measures in place, if necessary**. This implies paying attention to survivors and avoiding causing further harm to them (and their families) following the way their case could be handled, for example they could face potential retaliation due to the improper handling of information.

TABLE 4

Type of service	Description
<b>Safety</b>	Immediate safety or protection measures for survivors and witnesses to address the risk of retaliation or further violence (anti-violence centers, shelters)
<b>Medical services</b>	Medical care, including post-exposure prophylaxis (PEP) to prevent HIV (within 72 hours after possible exposure), sexually transmitted infections (STIs), pregnancy assistance, emergency contraception
<b>Psychosocial support and mental health services</b>	This kind of support includes a wide range of services such as a) actions to reinforce the resilience of groups, families, and communities and community-based support mechanisms; b) non-specialized forms of support focusing on individuals or groups (such as psychological first aid); c) clinical and specialized (psychological and neuro/psychiatric) support.
<b>Legal services</b>	Legal support services, including pro bono legal consultancy, representation, and other forms of support
<b>Basic material assistance</b>	Provision of food, clothes, accommodation, school reintegration, and material assistance to survivors.

### a. Child safeguarding considerations

The main concern of this section is the support and assistance of children as performed by the actors involved in community-based widespread reception. Children are not as equipped as adults to understand that they might be victims of what could be a dangerous situation or criminal offense. In many cultural contexts, children cannot make their voices heard and might be afraid of the consequences when reporting abusive behaviors, especially if they are acquainted or close to the perpetrator. Therefore, it is essential to act according to the **best interests of the child**, as stipulated under Article 3 of the Convention on the Rights of the Child (CRC), i.e., in all actions, whether undertaken by public or private actors, courts of law, administrative authorities or legislative bodies, the protection of children, particularly in the areas of physical and emotional safety and health, is ensured. To this end, the main protective measures to be put in place include, and are not limited to:

- **Verify the appointment of a legal guardian for every child with the competent local office / social services<sup>26</sup>.**
- **Guarantee a channel of communication** between children hosted in community-based widespread reception and their legal representative or guardian.
- **Establish a safe space** where active and protected counseling and basic psycho-social support services are ensured.
- Distribute **child, gender, and age-friendly information**.
- **Ensure coordination with child protection services** (guardians, social services, and judicial authorities) so that children have priority access to procedures for the recognition of international protection and/or request residency permits they might be entitled to.
- **Ensure** gender and age-appropriate **linguistic and cultural mediation**, where necessary.

- **Respect the best interests of the child**<sup>27</sup> in every decision concerning them, including those aimed at providing support services ensure decisions take into account their perspective, also with due consideration to their age and maturity.
- **Be aware of the reporting obligations** to authorities in charge of the protection of children (see footnote nr. 20), including guardians, of local protocols and procedures, as well as services dedicated specifically to children available in the reception area of concern, in collaboration with competent authorities in charge of child safeguarding

<sup>24</sup> On a national level, see referral procedures included on the National Plan on trafficking and the National Plan on violence against women, the national anti-trafficking helpline (800 290 290), as well as the anti-violence and anti-stalking helpline (1522).

<sup>25</sup> See question n. 8 of the "[12 domande e risposte sulla violenza di genere](#)" (12 questions and answers on gender-based violence) brochure for a list of useful national numbers and services to gender-based violence survivors, including children.

<sup>26</sup> About this, see the Italian law nr. 47/17 (Legge Zampa) on the obligation to appoint a voluntary guardian for unaccompanied children. The request is usually presented by the competent local office for the protection of children/Social Service).

<sup>27</sup> The obligation to act primarily in the best interests of the child is stated in art.3 of the Convention on the Right of the Child, ratified by Italy in 1991.

## X.

## COORDINATION WITH LOCAL STAKEHOLDERS



**THE DEPARTMENT recommends that CSOs start a process to identify local resources to involve in relevant activities and potential partners to contact and include in the planning process.**

Involving other partners is an essential element to guarantee protection and foster the integration of locally hosted people in consideration of their specific needs (See [Tool 11: Mapping of local services and resources](#)).

The Department acknowledges the effort of the organizations involved in managing highly critical situations and their consequent need to create a network, aiming to co-create a context of shared responsibilities, to enhance a sense of community belonging and direct support to families, especially the most vulnerable ones.

Building and strengthening an active and solid community network positively impacts every stage of the definition and implementation of community-based widespread reception, especially in local integration processes. Indeed, local and community networks might support families and partner organizations as follows:

- **Offering valuable input on the specific needs of families**, as observed and detected while performing their activities;
- **Sharing information on community-based widespread reception with other families or local entities** engaged in similar activities and/or are likely to create synergy;
- **Creating new and further networking opportunity** for families to keep them informed about relevant local projects;
- **Sharing information on** networking, cultural, and social activities that may support families in their local integration and inclusion;
- **Contributing to the sustainability of projects** through resources created thanks to co-planning initiatives.

**First, a proximity effort is paramount when activating coordination mechanisms to support people hosted.**

Proximity and support to parents and children of host and hosted families by parents, friends, neighbors, teachers, colleagues, adequately sensibilised by local entities, are some of the essential components to prevent isolation. Being part of a network reduces feelings of isolation and loneliness when it comes to managing difficulties of community-based widespread reception, thus avoiding further problems that might negatively impact the relationship between families and/or partner organizations.

**Second, connecting with a local network** allows CSOs and families to engage and coordinate relevant local entities, involving them in assistance activities such as transportation, after-school activities, language courses, or cultural and linguistic mediation activities. This engagement may become official through collaboration and co-planning agreements.<sup>28</sup>

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**Third, it is worth noting that cross-cutting coordination and networking activities**, where care and support services giving immediate and appropriate assistance in cases of abuse or exploitation or other situations at risk are concerned, must constantly be monitored and handled by competent staff, especially in cases of people in a condition of vulnerability, such as gender-based violence survivors and children.<sup>29</sup>

**In conclusion**, it is fundamental for the entire local community to be involved in the project, not only for the activities strictly connected to the project itself, but also **to enhance the impact of the action** on the entire community's ability to become hospitable and supportive, that might be considering and respecting all its manifold identities and everyone's specific needs.

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<sup>28</sup> For an example of connection with local services, see JumaMap - Services for Refugees, a map of the national services dedicated to refugee seekers and international protection holders. The platform's contents are available in 22 languages [JumaMap – Refugees map services](#).

<sup>29</sup> In terms of specialized services devoted to the support of violence survivors, see the list and contacts of anti-violence centers ([I centri antiviolenza - cosa sono | D.i.Re - Donne in Rete Contro la Violenza \(direcontrolaviolenza.it\)](#)) and a map of sexual health and family planning counseling centers in Italy ([Consultori \(salute.gov.it\)](#))



## XI.

## MONITORING AND EVALUATION



**THE DEPARTMENT RECOMMENDS that CSOs plan to invest time and provide methodologies and tools for monitoring. Monitoring is useful to assess the progress of reception in families, gather information on its strengths and weaknesses, and learn more about the overall impact of reception pathways on hosted families. It must include elements related to standards of protection and safeguarding.**

Following the activation of a pathway in community-based widespread reception, this Guide recommends that CSOs plan to foresee methodologies and tools for monitoring. Monitoring is useful to assess the progress of reception within families, gather information on its strengths and weaknesses, and learn about the overall impact of reception pathways on beneficiary families. It must have elements related to standards of protection and safeguarding.

**The monitoring function is shared:** it should be carried out with the families and CSOs involved, jointly with all those involved in assistance activities of community-based widespread reception. To guarantee the principle of participation, the families and organizations enter firsthand into the monitoring of the pathway they are involved in. It is, therefore, necessary for the organization to initiate and manage **periodic consultations with the family**, aimed at exploring their perception of the pathway and the outcomes envisaged in the framework of community-based widespread reception, in terms of well-being, satisfaction, fatigue, and possible critical issues to be managed and, above all, the compliance with the standards of protection and safeguarding. (Refer to [Tool 10: Safety Audit tool](#)).

In addition to the monitoring conducted with individual families, **collective consultations with the group of families**, both host and hosted families, taking part in the initiative is also important to ensure the quality and safety of the service offered. It is additionally essential in order to respect their right to participation and involvement in the project, making them feel that they are at the center, as subjects that belong to the community, are connected and in a network with others. With this in mind, it is recommended, where possible, to also organize consultations with other actors in the area, such as social services, antiviolence centers, and health services, to identify the impact on accessibility to services. Monitoring through group consultations allows for the understanding of families' general views on the initiative, the perceived outcomes of community-based widespread reception, or any complexities that may arise.

Monitoring that takes into account the elements of protection and risk mitigation may include, for illustrative purposes:

- **Moments of supervision performed by the organization of the host and hosted family, jointly and/or separately** (Refer to the second part of [Tool 10: Safety Audit tool](#)), also performed by individual professionals, as applicable (e.g. psychologist, mediator, coordinator, educator). It is

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of the utmost importance to accommodate consultation and participation arrangements so as to ensure the full inclusion and involvement of people with disabilities and children.

- **Joint periodic meetings between the organizations and the Department's designated staff** to get an overview of the progress of the community-based widespread reception and to support organization in case of critical issues or necessity, along with ad hoc meetings with representatives of local services (e.g. health services, antiviolence centers, anti-trafficking centers, etc.).
- **Continuous monitoring of matching and reception progress** enables organizations to monitor families' situations of vulnerability so that any critical situation or event that may emerge *in itinere* can be identified promptly. Being aware of the families' conditions allows actors to respond immediately should certain situations escalate and a subsequent referral or complaint to the appropriate authorities be necessary.
- **Filling in the pathway's satisfaction questionnaire** (Refer to [Tool 12: Family Satisfaction Questionnaire](#)), including the views of parents and/or other adults in the household at the end of the pathway of the community-based widespread reception.

# XII.

OPERATIONAL TOOLS



## TOOL 1: Code of Conduct sample



### CODE OF CONDUCT - PROTECTION AND SAFEGUARD OF THE DIGNITY AND RIGHTS OF THE BENEFICIARIES OF THE COMMUNITY-BASED RECEPTION

This document understands "exploitation" as meaning any actual or attempted abuse of a position of vulnerability, power, or trust, including but not limited to profiting monetarily, socially, or politically from the exploitation, including sexual exploitation, of another person. "Sexual abuse" is the actual or threatened physical intrusion of a sexual nature with the use of force or under conditions of inequality or coercion. This includes exploitation and sexual abuse perpetrated without physical contact and/or online.<sup>30</sup> "Child abuse" is any act, or failure to perform an act of care, committed by a person who has a relationship of trust, responsibility, or power with a minor, who physically or psychologically hurts them, directly or indirectly causes harm or precludes the prospects of a healthy and safe development into adulthood. The World Health Organization defines the main categories of abuse as being physical violence, emotional violence, neglect and negligent treatment, and sexual abuse and exploitation. We intend to include in these categories also that of witnessing violence.<sup>31</sup>

[*Organization*] declares that any act of abuse and exploitation committed against persons receiving support services violates universally recognized national and international legal norms and standards and constitutes unacceptable behavior and prohibited conduct for all practitioners, including employees of [*Organization*] and related personnel (consultants, interns, volunteers, casual contractors, etc.).

It is further declared that all employees of [*Organization*] and related personnel are expected to maintain the highest standards of personal and professional conduct at all times and to provide support and services that respect and promote the rights of beneficiaries with particular attention given to at-risk groups.

### EXPECTED BEHAVIOR OF ON-DUTY AND OFF-DUTY PERSONNEL

Each [*Organization*] staff member is committed to abiding, in their professional and private life, by the standard of behavior developed in international and European policies to prevent and counter all forms of exploitation and abuse, by following these basic principles of conduct:

- All people who receive support services within the framework of our activities have the right to be treated with a spirit of understanding and equal respect and consideration and not to be

unfairly discriminated against, directly or indirectly, because of one or more factors, including religion, gender, sexual orientation, conscience and beliefs, physical appearance and color of skin, language, ethnic or social origins, citizenship, personal and health conditions, family choices, and age.

- No member of [Organization] shall be permitted to use, directly or indirectly, the authority of their position or office for the purpose of forcing persons receiving support services to perform tasks or services benefitting the former, unless such service is a legal obligation of the latter.
- Each staff member must provide an environment that protects and ensures safety for all migrant and refugee persons and encourages the participation of women, children and other at-risk groups to help develop their capacity for self-protection and self-determination.
- No member of [Organization] shall be permitted to inflict any physical or psychological violence on migrant and refugee persons or engage in any behavior aimed at humiliating and denigrating them or any other behavior that may cause moral harm, including attitudes toward children that - even from a psychological standpoint - may adversely affect their harmonious and socio-relational development.
- Each staff member must avoid engaging children in work or activities that are inappropriate for their age and/or maturity, or that may be detrimental to their physical and mental health and/or act in ways that may be abusive, or that may place the children at risk of exploitation or abuse.
- Each staff member must commit not to disclose personal information concerning migrant and refugee persons to third parties except in cases their informed consent is given or if included in the legal obligations and responsibilities of the staff members.
- Exploitation and sexual abuse perpetrated by staff constitute gross misconduct and are therefore grounds for dismissal. In addition, if such acts involve children they must be reported to the appropriate authority.
- Any sexual act on children (persons under the age of 18) is prohibited and constitutes a crime. Misconception about the age of a child is not a valid defense.
- Giving money, labor, goods, or services in exchange for sex, including sexual favors or other forms of humiliation, degradation, or exploitation is prohibited. This includes the exchange of de facto assistance owed to the recipient(s).
- Any sexual relationship between those who provide humanitarian services and protection and those who benefit from such services and protection, which involves the misuse of authority or position, is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid.
- Any staff member who has concerns or suspicions about sexual abuse or exploitation by a colleague, regardless of whether the colleague works for their own organization, is required to report such concerns using the reporting mechanisms established by [Organization].
- Each staff member is obligated to create and maintain an environment that prevents exploitation and abuse and promotes the enforcement of this code of conduct. Managers and supervisors at all levels have specific responsibilities for supporting and developing systems that protect this environment.

## DISCIPLINARY SANCTIONS

Violation of these rules will result in the application of administrative and disciplinary sanctions in line with the current regulations on the obligation of public employees and private individuals to report (Articles 331 and 334 of the Criminal Code) in accordance with the internal regulations of [Organization] and in line with the policy of 'zero tolerance' toward sexual offenses.

*The undersigned \_\_\_\_\_ as \_\_\_\_\_ declares that he/she has read the Code of Conduct of [Organization], acknowledging its guiding principles and (committing to abide by) its fundamental principles of conduct.*

*Signature*

<sup>30</sup> Definitions adapted from "Bulletin of the United Nations Secretary-General - Special measures for protection from sexual exploitation and sexual abuse," 9 October 2003.

<sup>31</sup> Definition adapted from "Global status report on violence prevention" WHO, UNODC, UNDP (2014).

## TOOL 2: Hosting refugee persons: do's and don't's



### FOREWORD

Those who host refugees need to be aware that women, adolescent girls, and children may have experienced various forms of gender-based violence before leaving Ukraine or while traveling and may therefore need support in accessing available response services.

In order to best provide support and receive appropriate guidance and resources, it is recommended that all people hosting refugees join governmental or non-governmental reception programs where available.

### Recognizing power imbalances and boundaries that are not to be crossed

People housed in private homes are in a vulnerable condition. This does not mean that they are helpless or unable to make decisions and choices on their own, but rather that they may find it difficult to communicate their needs or what makes them uncomfortable. This could be because they are likely to feel indebted to their hosts for taking them in and worried about the consequences of a possible "no" (e.g. losing a safe place to stay, ruining daily relations, jeopardizing opportunities to receive further support, etc.). This sense of insecurity may be exacerbated by other factors such as class differences, proficiency in the local language, gender, presence of children, sexual orientation, gender identity, mental health issues, and disability. **Being aware of the power imbalance that exists between the homeowner(s) and the housed refugee(s) is a critical first step to building a supportive relationship that helps refugee(s) feel safe in their new home.**

### Facilitating a clear and transparent conversation about accepted behaviors

At the beginning of the hosting period, it is appropriate for the organization and the host family to promote a conversation with the hosted family to explicitly define the commitment that all participants in the program are expected to undertake and the accepted behaviors that the families agree to. This is an essential step that ensures, for each family (host and hosted), several positive effects from a risk mitigation and protection perspective: (i) it explicitly defines the goals that families share; (ii) it outlines the outcomes that participants expect from the community-based widespread reception; (iii) it details the actions that families can and wish to concretely implement in support of their own and others' well-being, including on the basis of specific needs; and (iv) it ensures that participants are provided with the necessary framework of protection and safeguard, also clarifying the support arrangements and contact persons to be involved in critical situations. The following pointers can facilitate the sharing moment:

DO'S	DONT'S
Provide a friendly and welcoming environment where everyone and especially women, children, and adolescent girls can feel safe.	DO NOT attempt or have sexual relations with the hosted persons, which is inappropriate behavior and constitutes an offense under the Criminal Code <sup>32</sup> if it involves children.
Reserve a private space for guests with doors and windows that can be locked from the inside. Ensure that they can spend time alone in a space available to them if they wish.	DO NOT establish business or financial relationships with refugee persons (e.g. lending money, hiring them in your company, etc.). <sup>33</sup>
Use automatic translation services, such as Google Translator, if you speak a language other than the guest language.	DO NOT expect guests to learn the local language right away.
Establish clear expectations and limits regarding the use of common areas. Creating a simple welcome package can be helpful to avoid overloading guests upon arrival with too much information to remember. <sup>34</sup>	DO NOT demand or require that the host(s) take care of the children, do housekeeping, or take on other support roles for the host family (beyond what may be considered their contribution of caring for their own space as roommates).
Agree with the host(s) on rules of living together that suit both families (host/refugee) and take into account the different needs of all members.	DON'T impose your own rules and don't expect your guests to already know the rules of living together. "Good manners" may vary from one community to another, even within the same country.
Maintain confidentiality regarding information and stories that women, and children share, except in situations that present an imminent risk to themselves or others in which case, contact the relevant authorities.	DO NOT require guests to share their personal history and past experiences.
Provide housed people with the necessary information about the area in which they live, available services, local legislation, and so on so that they are able to make decisions for themselves.	DON'T make decisions on behalf of refugee women, adolescents, and children and don't tell them what to do.
Help refugee people translate what they need to understand "how things work" in the new context.	DO NOT always take over the tasks that refugee people should do (e.g. filling out residence permit forms, contacting support services) just "because it's easier or faster."
Provide accurate information about available support services.	DO NOT replace health or psychological support services, even if you have the necessary expertise.
Seek support from the host network and program should living together prove problematic for hosts and/or refugee persons (this can happen in any host setting; no one should feel responsible).	DO NOT evict refugee persons or ask them to leave their homes without ensuring that they have adequate and safe alternative housing.
Provide emotional support to settle in and cope with the newness and difficulties that the process of adapting to the new reality might entail.	DO NOT underestimate individual coping strategies and resilience. DO NOT assume that a certain event, no matter how destabilizing and dramatic it may appear, automatically generates 'trauma' in the person, since each person reacts differently.



<p>Recognize the person's ability, however bewildered and upset by events, to make informed decisions about their life. Do not try to replace the person in decision-making processes.</p>	<p>DO NOT, under any circumstances, solicit the persons hosted to recount sensitive and potentially painful and violent episodes they may have experienced. Instead, demonstrate willingness and readiness to listen if and when the person wishes.</p>
<p>Respect the priorities of the hosted persons, even if they may seem unusual. Some women may prioritize financial independence and job search, others may be concerned with providing education for their children, and others may need emotional support and social networking before they can focus on their new life in another country.</p>	<p>DO NOT judge or be influenced by personal beliefs with respect to the choices of the people hosted and do not force them to do otherwise.</p>
<p>Provide people with information about services available in the area, including support services against sexual violence, domestic abuse, human trafficking, or other forms of exploitation. Do not wait until they need a particular service to share information about it.</p>	<p>DO NOT force adult housed women to report any abuse to the police or other authorities if they do not wish to do so. It is up to them to decide whether and when to report.</p>
<p>Discuss the critical issues and specific needs of the host family and what strategies can be used to offer direct support or through the territorial network.</p>	<p>DO NOT assume that refugee persons have free access to all the services they need. They may, in fact, face barriers (psychological, linguistic, cultural, technological) that are not necessarily visible to host families or hosting organizations.</p>

<sup>32</sup> The Italian Penal Code provides for the following crimes against children: Article. 609 bis, ter and octies - sexual violence, aggravated and group violence; 609 quarter - sexual acts with a minor; 609 quinquies - corruption of a minor; 600bis child prostitution; 600ter child pornography; 600 quarter - possession of child pornographic material; 558 bis - coercion or inducement to marry; 572: mistreatment in the family or towards children: anyone who mistreats a person in the family of any age, or a child under 14 years of age, or a person under their authority or entrusted to them, commits this offense.

<sup>33</sup> International best practices in refugee assistance indicate that helping refugee women and girls find employment is the best way to enable them to achieve economic independence.

<sup>34</sup> Examples of Welcome Packages, to be adapted as needed, are available (in English and Ukrainian) at the following link: <https://vita-network.com/saferefuge/> and in French at: [https://www.jaccueille.fr/files/ugd/f50b6d\\_bf7e5c875cc7468baaf095c56e601410.pdf](https://www.jaccueille.fr/files/ugd/f50b6d_bf7e5c875cc7468baaf095c56e601410.pdf)



### TOOL 3: Sample roles and responsibilities of Civil society organizations in gender-based violence risk mitigation and child safeguarding



Staff	Example of roles and responsibilities
<b>Management</b>	<ul style="list-style-type: none"> <li>• Provide oversight in the prevention of and response to sexual exploitation and abuse and in the implementation of child safeguarding policies</li> <li>• Review and update policies and procedures related to reducing the risk of abuse and exploitation</li> <li>• Ensure adequate resources are dedicated to the subject and disseminate information</li> </ul>
<b>Focal point safeguarding (in collaboration with staff dealing with gender issues/gender-based violence/child protection, if available)</b>	<ul style="list-style-type: none"> <li>• Support management in fulfilling its responsibilities in relation to gender-based violence risk reduction and safeguarding policies</li> <li>• Report concerns or problems related to the implementation of preventive measures and safeguard procedures and policies</li> <li>• Conduct training for personnel</li> <li>• Receive and follow up on reports of violations of the Code of Conduct/ harmful behavior</li> </ul>
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>• Conduct background checks of previous violations of the code of conduct and safeguard and protection policies as part of the staff recruitment process</li> <li>• Ensure that all staff sign the code of conduct</li> <li>• Integrate a clause on reducing the risks of abuse and exploitation into contractual agreements, including in the case of subcontracting</li> <li>• Keep on file staff documents related to safeguard policies and procedures, including signed codes of conduct</li> </ul>
<b>All staff</b>	<ul style="list-style-type: none"> <li>• Comply with the code of conduct and policies related to the mitigation of abuse and exploitation risks</li> <li>• Actively participate in trainings and awareness raising activities</li> <li>• Report instances of misconduct through the appropriate channels</li> <li>• Identify and mitigate/avoid program risks related to exploitation and abuse (particularly for staff involved in programming)</li> </ul>

## TOOL 4: Risk mitigation actions for Civil society organizations



This illustrative and non-exhaustive list is intended to provide some checklist criteria to ensure compliance with gender-based violence risk mitigation and safeguarding policies, especially during staff recruitment and service provision by CSOs:

- Conducting background checks (e.g. a certificate from the Judicial Records Register in case of activities to be carried out in contact with children<sup>35</sup>) and references of candidates/applicants
- Require applicants to self-report any sanctions and/or convictions such as, for example, termination of previous employment, criminal records, and reports to government authorities regarding contact with children, and to consent to the disclosure of such information by their former employers during reference checking<sup>36</sup>
- Conduct background checks (e.g. criminal records, Google searches) and check with references for previous incidents of violations of labor, privacy, and data protection laws in force
- Ensure that the hiring process is managed by a gender-balanced team and that interviews are conducted from a gender-neutral perspective<sup>37</sup>
- During the interview, ask candidates questions about ethics and ethical dilemmas (e.g. what is your idea of an ethical organization? Tell me about a time when you faced an ethical challenge)
- Require candidates to review and sign the code of conduct prior to the start of the contract, which outlines possible disciplinary sanctions
- Integrate a safeguard clause<sup>38</sup> in contractual agreements and conventions with CSOs, including when subcontracting
- Promote training and updating courses on risk mitigation and safeguarding policies at regular intervals
- Block the professional advancement/employment opportunities of individuals under investigation and/or the continuation of a contract following reports from a CSOs
- In cases of verified negligent conduct, implement robust disciplinary action (such as dismissal, suspension, official written reprimands or other administrative/corrective measures) and, where this involves possible criminal conduct, consider reporting the incident to local authorities<sup>39</sup>

<sup>35</sup> As provided for in Legislative Decree No. 39/2014 (amending Presidential Decree No. 313/2002, adding Art. 25bi), according to which, for new hires and only at the time of hiring, the employer is obliged to request a criminal record certificate "for the performance of professional activities or organized voluntary activities involving direct and regular contact with children"

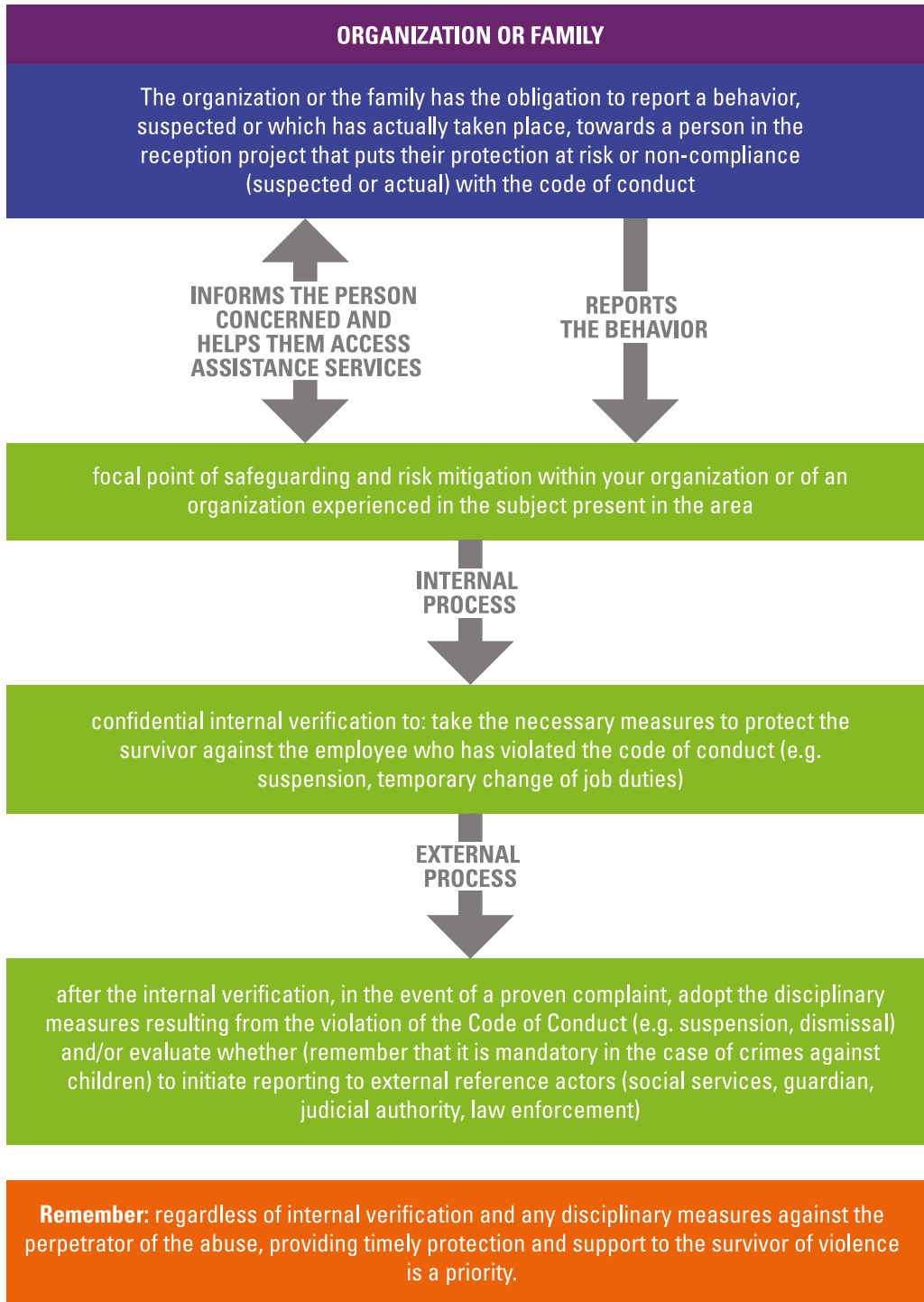
<sup>36</sup> (Articles of the Criminal Code 600-bis-603-bis +609-bis et seq.)

<sup>37</sup> See also Gender Toolkit, <https://www.unicef.org/eca/media/15101/file>, UNICEF Regional Office for Europe and Central Asia, 2019

<sup>38</sup> Organizations may adapt the following text for the clause: "The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of any person by its employees or any other person hired or employed by the Contractor to perform any service under the Contract. Any violation of this provision by the Contractor shall entitle [name of organization] to terminate the contract with immediate effect. The Contractor shall also produce prior to the contract a copy of their safeguards policy and code of conduct to Civil Defense."

<sup>39</sup> Organizations may choose not to report a case to national authorities (see section VIII on referral to local authorities), but in cases where it is a prosecutable offense and the person who learned of it is a public official, reporting to authorities is always mandatory (see note no. 20).

**TOOL 5:**  
**Internal Reporting Sample Procedure**



**TOOL 6:**  
**Self-evaluation of civil society organizations**



The table below provides (a) the **fundamental standards** on organizational procedures on GBV risk mitigation and child safeguarding, which constitute the minimum requirement and (b) **indicators** to support each organizations’ fulfillment of the minimum requirements of each core standard.

**1 - Absent: the organization is not working to reach the fundamental standard.**  
Give this assessment if the organization doesn’t meet the requirement.

**2 - Ongoing process: the organization is making progress in reaching standards, but some aspects need to be strengthened.**

**3 - Adequate: the organization meets the standards.**  
Give this assessment if the organization fully meets the standards and indicators.

After reviewing and scoring the organizations's compliance based on the standards, each organization must add up the totals for each standard to get the total score. The total score indicates the organizations’ current capabilities in GBV risk mitigation and child safeguarding and the relative level of risk.

Total score	Capacity of the organization	Risk level in gender-based violence risk mitigation and child safeguarding
7 or lower	Low	High
8 – 14	Needs improvement	Moderate
15 – 18	Adequate	Low

Standards and indicators	Supporting evidence/documentation
<p><b>Core Standard 1: Procedures of the organization</b></p> <p><i>The organization already has in place a procedure related to GBV risk mitigation and child safeguarding that describes appropriate standards of conduct, preventive measures, reporting, monitoring, investigation and corrective measures.</i></p> <p><b>Indicator 1:</b> The organization's policies and/or procedures include (a) a definition of gender-based violence, abuse and exploitation; (b) a description of the behavior expected of on-duty and off-duty staff; and (c) an explicit statement of zero tolerance toward sexual abuse and exploitation (in other words, such acts should be considered grounds for disciplinary action, which may result in dismissal).</p> <p><b>Indicator 2:</b> The code of conduct is signed by all staff, including employees, consultants, volunteers, contractors, and others.</p> <p><b>Indicator 3:</b> The organization displays, in its offices and project locations, information regarding the content of the code of conduct, including the code of conduct and details of reporting channels.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Code of Conduct</li> <li><input type="checkbox"/> Procedures and policies on risk mitigation and protection</li> <li><input type="checkbox"/> Documentation of standard procedures put in place for all staff to receive/sign the policy the code of conduct</li> <li><input type="checkbox"/> Other (specify):  <hr/>  <hr/>  <hr/>  <hr/>  <hr/></li> </ul>
<div style="display: flex; flex-direction: column; gap: 5px;"> <div style="background-color: red; color: white; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; font-weight: bold; margin-right: 10px;">1</span> <input style="width: 30px; height: 30px; border: 2px solid white;" type="checkbox"/> </div> <div style="background-color: yellow; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; font-weight: bold; margin-right: 10px;">2</span> <input style="width: 30px; height: 30px; border: 2px solid white;" type="checkbox"/> </div> <div style="background-color: green; color: white; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; font-weight: bold; margin-right: 10px;">3</span> <input style="width: 30px; height: 30px; border: 2px solid white;" type="checkbox"/> </div> </div>	<p>Comments:</p> <hr/> <hr/> <hr/> <hr/>

Standards and indicators	Supporting evidence/documentation
<p><b>Core Standard 2: Management and human resources systems of the organization</b></p> <p><i>The organization's management and human resources systems take into account the GBV risk mitigation and child safeguarding</i></p> <p><b>Indicator 1:</b> The organization's contracts and partnership agreements include a standard clause requiring contractors, suppliers, consultants, and partners to commit to a zero-tolerance policy toward sexual abuse and exploitation and to take steps to prevent and respond to it.</p> <p><b>Indicator 2:</b> There is a systematic preparatory screening procedure for new hires that complies with local regulations, including checks to exclude previous involvement in gender-based violence, abuse and exploitation.</p> <p><b>Indicator 3:</b> Standard contracts and partnership agreements include clauses to prohibit gender-based violence, abuse, and exploitation and require the partner or contractor to take measures to prevent them and respond if reported</p> <p><b>Indicator 4:</b> Templates for reference checking include a request for confirmation that there are no previous allegations of violence, abuse, and exploitation.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Terms of reference (e.g. with clear responsibilities in this matter)</li> <li><input type="checkbox"/> Partnership contracts/ agreements</li> <li><input type="checkbox"/> Hiring procedure (e.g. reference check)</li> <li><input type="checkbox"/> Other (specify)</li> </ul> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<div style="display: flex; flex-direction: column; gap: 10px;"> <div style="background-color: red; color: white; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; font-weight: bold; margin-right: 10px;">1</span> <input style="width: 30px; height: 30px; border: 2px solid red;" type="checkbox"/> </div> <div style="background-color: yellow; color: black; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; font-weight: bold; margin-right: 10px;">2</span> <input style="width: 30px; height: 30px; border: 2px solid yellow;" type="checkbox"/> </div> <div style="background-color: green; color: white; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; font-weight: bold; margin-right: 10px;">3</span> <input style="width: 30px; height: 30px; border: 2px solid green;" type="checkbox"/> </div> </div>	<p>Comments:</p> <hr/> <hr/> <hr/> <hr/> <hr/>

Standards and indicators	Supporting evidence/documentation
<p><b>Core Standard 3: Mandatory training</b></p> <p><i>The organization organizes mandatory training sessions for all staff on procedures in the area of GBV risk mitigation and child safeguarding. The training includes 1) a definition of gender-based violence, abuse, exploitation, child safeguarding 2) the prohibition of all forms of abuse and exploitation; 3) the actions that staff are required to take; and 4) how to support survivors of violence.</i></p> <p><b>Indicator 1:</b> The organization has a formal, documented training package on GBV risk mitigation and child safeguarding mechanisms.</p> <p><b>Indicator 2:</b> The organization requires all staff to attend training on a recurring basis and maintains an internal attendance record (with names of participants, date of training, type of training).</p>	<p><input type="checkbox"/> Annual training plan</p> <p><input type="checkbox"/> Training program</p> <p><input type="checkbox"/> Attendance records</p> <p><input type="checkbox"/> Other (specify):</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<div style="display: flex; flex-direction: column; gap: 5px;"> <div style="background-color: red; color: white; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; font-weight: bold;">1</span> <input style="width: 30px; height: 20px; margin-left: 10px;" type="checkbox"/> </div> <div style="background-color: yellow; color: black; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; font-weight: bold;">2</span> <input style="width: 30px; height: 20px; margin-left: 10px;" type="checkbox"/> </div> <div style="background-color: green; color: white; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; font-weight: bold;">3</span> <input style="width: 30px; height: 20px; margin-left: 10px;" type="checkbox"/> </div> </div>	<p>Comments:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>



Standards and indicators	Supporting evidence/documentation
<p><b>Fundamental Standard 4: Reporting</b></p> <p><i>The organization has mechanisms and procedures that meet basic standards for reporting (i.e., security, confidentiality, transparency, and accessibility) for staff, beneficiaries, and communities, including children, to report allegations of abuse and/or exploitation committed by its staff, and ensures that beneficiaries are aware of these mechanisms.</i></p> <p><b>Indicator 1:</b> The organization has informative material and reporting channels available in locally relevant languages and presented in a manner that is understandable to all groups, including children.</p> <p><b>Indicator 2:</b> The organization has a template for staff and beneficiaries to report allegations of abuse and exploitation committed by its staff and the organization's procedures for handling such allegations, including those involving staff of other organizations.</p> <p><b>Indicator 3:</b> The organization limits the number of people who have access to the information provided and removes information that could lead to the identification of the individual when sharing information.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Outreach material</li> <li><input type="checkbox"/> Awareness plan on GBV risk mitigation and child safeguarding</li> <li><input type="checkbox"/> Description of the reporting mechanism(s)</li> <li><input type="checkbox"/> Other (specify):  <hr/> <hr/> <hr/> <hr/> </li> </ul>
<div style="display: flex; flex-direction: column; gap: 5px;"> <div style="background-color: red; color: white; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; font-weight: bold; margin-right: 10px;">1</span> <input style="width: 30px; height: 30px; border: 2px solid red;" type="checkbox"/> </div> <div style="background-color: yellow; color: black; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; font-weight: bold; margin-right: 10px;">2</span> <input style="width: 30px; height: 30px; border: 2px solid yellow;" type="checkbox"/> </div> <div style="background-color: green; color: white; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; font-weight: bold; margin-right: 10px;">3</span> <input style="width: 30px; height: 30px; border: 2px solid green;" type="checkbox"/> </div> </div>	<p>Comments:</p> <hr/> <hr/> <hr/> <hr/>

Standards and indicators	Supporting evidence/documentation
<p><b>Core Standard 5: Support and referral to support services</b></p> <p><i>The organization has a system in place to ensure that survivors of gender-based violence and other forms of violence, abuse, and exploitation, including child survivors, receive immediate professional support and are referred to the appropriate services if they wish so.</i></p> <p><b>Indicator 1:</b> The organization has an updated list of local service providers and/or is in contact with local <b>gender-based violence response</b> coordination mechanisms for all places/areas where the program is active.</p> <p><b>Indicator 2:</b> The organization has a procedure in place to guide staff through the referral process. It outlines the steps that staff, particularly those involved in receiving complaints, are required to take, including following-up on referrals.</p>	<p><input type="checkbox"/> List of service providers</p> <p><input type="checkbox"/> Description of the referral process for survivors of gender-based violence</p> <p><input type="checkbox"/> Other (specify):</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<div style="display: flex; flex-direction: column; gap: 5px;"> <div style="background-color: red; color: white; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; font-weight: bold; margin-right: 10px;">1</span> <input style="width: 30px; height: 30px; border: 2px solid red;" type="checkbox"/> </div> <div style="background-color: yellow; color: black; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; font-weight: bold; margin-right: 10px;">2</span> <input style="width: 30px; height: 30px; border: 2px solid yellow;" type="checkbox"/> </div> <div style="background-color: green; color: white; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; font-weight: bold; margin-right: 10px;">3</span> <input style="width: 30px; height: 30px; border: 2px solid green;" type="checkbox"/> </div> </div>	<p>Comments:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

**TOOL 7:**  
**Sample action plan**



The action plan is a planning tool aimed at implementing measures to improve the organization's capacity to mitigate the risk of gender-based violence and strengthen protection and safeguard mechanisms.

ACTION	PERSON RESPONSIBLE	RESOURCES NEEDED/ AVAILABLE (e.g. finance, human resources, logistics)	EXPECTED COMPLETION DATE	STATUS (not yet started/ ongoing/ completed)
<p><b>Core Standard 1: organization-wide procedures</b>  <i>The organization has a procedure related to violence risk mitigation and safeguarding-related mechanisms that describes standards, other preventive, reporting, monitoring, investigation and corrective measures.</i></p>				
<p><b>Example 1:</b> Review human resource procedures to include definitions and standards of behavior</p>	Anna	n/a	March 30, 2024	Ongoing
<p><b>Example 2:</b> Revise the code of conduct to include specific aspects related to sexual exploitation</p>	Bruno	n/a	March 30, 2024	Ongoing
<p><b>Example 3:</b> xxx</p>				
<p><b>Core Standard 2:</b> Management and human resource systems of the organization  <i>Management and human resources systems take into account violence risk mitigation and safeguarding mechanisms</i></p>				
<p><b>Example 4:</b> Foresee criminal record or other ongoing investigation of candidates checks</p>	Anna	n/a	May 31, 2024	Not yet started

<b>Example 5: XXX</b>				
<b>Core Standard 3: Mandatory training</b> <i>The organization organizes mandatory training sessions for staff</i>				
<b>Example 5:</b> Develop a full-day in-person training package	Gina's role: identifying and recruiting a consultant.	Amount requested: € 1000	May 31, 2023	Not yet started
<b>Example 6:</b> Revise orientation package for new staff to include training requirement	Alfonso	n/a	April 30, 2023	
<b>Example 7: XXX</b>				
<b>Fundamental Standard 4: Reporting</b> <i>The organization has mechanisms and procedures for reporting allegations (or suspicions) of gender-based violence, abuse, and exploitation committed by its staff</i>				
<b>Example 8:</b> Design, translate and widely disseminate posters on awareness and reporting mechanisms in all workplaces	Paul	Amount requested: €1500 (translation, graphics, printing) Available: €300 (translation)	May 1, 2025	Not yet started
<b>Core Standard 5:</b> Support and referral to support services. <i>The organization has a system in place to ensure that survivors of gender-based violence, including children, receive immediate professional support by referring them to the appropriate services.</i>				
<b>Example 10:</b> Develop a contact list of qualified referral service providers for all geographic areas	Susanna	n/a	March 31, 2023	Not yet started

**TOOL 8:**  
**Assessment of violence, abuse and exploitation-related risks**



Area	Questions to consider for risk assessment	Possible mitigation actions
<p><b>Profile of the beneficiaries</b></p>	<ul style="list-style-type: none"> <li>• What is the demographic profile of the population in the target areas (e.g. gender, age, education level, income level, household size, single-parent households, legal status, etc.)?</li> <li>• What are some population characteristics that may make individuals more susceptible to incidents of gender-based violence, abuse, and exploitation?</li> <li>• Is there a high number of children or other vulnerable groups among the beneficiaries? Is there information available with respect to incidents of violence in transit areas?</li> <li>• What is the data related to gender-based violence or violence against children in the community of origin?</li> <li>• Do vulnerable groups have adequate access to information regarding their rights and the system of community-based widespread reception?</li> </ul>	<ul style="list-style-type: none"> <li>• Adapt outreach activities to meet the specific needs of the beneficiaries</li> <li>• Conduct targeted communication campaigns for the most vulnerable groups</li> <li>• Collaborate with other organizations working on GBV/child protection Engage vulnerable groups to make sure they know their rights and whom to turn to in case of need, and to discuss together what are the best channels to share information</li> </ul>
<p><b>Staff Profile</b></p>	<ul style="list-style-type: none"> <li>• Is there a gender balance among staff involved in the program, particularly among staff directly in contact with beneficiaries?</li> <li>• Have staff credentials been sufficiently checked and have staff been adequately trained on the subject?</li> <li>• Have staff signed and been trained on the contents of the Code of Conduct?</li> <li>• Do staff wear visible identification items (e.g. caps, undershirts, T-shirts) while conducting program activities?</li> </ul>	<ul style="list-style-type: none"> <li>• Restore the gender balance of staff involved</li> <li>• Involve other female resources in the program or those of different sexual orientation and/or nationality, if necessary</li> <li>• Hold one or more training/refresher courses</li> <li>• Review staff HR records and conduct additional audits to detect past misconduct, if necessary</li> <li>• Ensure that staff wear visible identification items (e.g. caps, undershirts, T-shirts)</li> </ul>
<p><b>Profile of the institution</b></p>	<ul style="list-style-type: none"> <li>• Has the institution conducted a self-assessment against standards related to GBV risk mitigation and child safeguarding?</li> </ul>	<ul style="list-style-type: none"> <li>• Proceed with the joint self-assessment of the institution using <b>Tool 6</b></li> </ul>

	<ul style="list-style-type: none"> <li>• Has the institution demonstrated that it has assessed its risks and developed an Action Plan that includes measures to improve its internal systems?</li> <li>• Does the contracted organization directly carry out the activities of the community-based widespread reception or does it operate through other local organizations and facilities and/or use other organizations to manage some support activities?</li> </ul>	<ul style="list-style-type: none"> <li>• Jointly develop and monitor an action plan for the institution to implement the risk mitigation measures identified in <a href="#">Tool 7</a></li> </ul>
<p><b>Programmatic activities of the community-based widespread reception</b></p>	<ul style="list-style-type: none"> <li>• Does the program create or exacerbate power imbalances among staff, institutions, host families, and beneficiaries?</li> <li>• Does the program involve direct interaction between staff, host families, and beneficiaries, especially children, or other adults in vulnerable situations?</li> <li>• How do staff provide goods and services (i.e. privately/publicly, working in pairs/ autonomously, with staff of different genders)?</li> <li>• Can outside visitors participate in program activities unaccompanied? Who is in charge of making these decisions?</li> <li>• Do program beneficiaries have access to all necessary program-related information, including reporting mechanisms in a language and manner they understand?</li> </ul>	<ul style="list-style-type: none"> <li>• Arrange periodic follow-up visits by members of management or program supervisors</li> <li>• Change/modify some activities of partner organizations, families and host facilities, and some locations to make them safer</li> <li>• Limit the participation of outside visitors in program activities as much as possible</li> <li>• Regularly inform participants of programmatic activities related to their rights, expected behavior of staff, and how to report any concerns/criticisms appropriately and according to their gender and age</li> <li>• Develop programmatic actions related to the <i>safer programming</i> approach under <a href="#">Tool 10</a></li> <li>• Limit all those actions that increase the vulnerability of the beneficiary/(ies)</li> </ul>
<p><b>Context of the program</b></p>	<ul style="list-style-type: none"> <li>• Where do program activities take place (remote and marginalized areas, rural towns, urban centers, etc.)? What are the specific risks associated with this particular location (e.g. lack of available services)?</li> <li>• What is the attitude of the beneficiaries toward issues related to gender-based violence or violence against children?</li> <li>• How comfortable would beneficiaries feel in reporting any fears and suspicions of violence, abuse, and exploitation?</li> <li>• Is there a mechanism to handle feedback/ reports?</li> </ul>	<ul style="list-style-type: none"> <li>• Create a safer environment and programming also using <a href="#">Tool 10</a></li> <li>• Work with beneficiaries, families, and shelter microstructures to identify or update reporting mechanisms where necessary</li> <li>• Adapt awareness initiatives on the topic to meet the specific needs of beneficiaries</li> <li>• Conduct targeted communication campaigns</li> <li>• Increase monitoring visits</li> </ul>

## TOOL 9: Examples of programmatic actions to reduce the risks of violence, abuse and exploitation



SECTOR	Examples of programmatic actions
<b>Child Protection</b>	<ul style="list-style-type: none"> <li>• The activities are developed after a thorough analysis of the situation of children’s rights.</li> <li>• Program interventions and measures to minimize risks are reflected in program/project activities and budget.</li> <li>• All agreements and conventions with CSOs, contractors, and suppliers include clauses on child safeguarding.</li> <li>• Each project has a system, developed in consultation with beneficiaries, to regularly promote, collect, and respond to feedback, suggestions, and complaints from children, beneficiaries, and community members regarding program safety.</li> <li>• Ensure that children know where and whom to turn to in case of need and help.</li> <li>• Ensure that children are always accompanied by or under the care / protection/ responsibility of a trusted adult.</li> <li>• Identify child protection mechanisms and systems, such as committees, families, associations, and teachers and train them on child protection and safeguarding.</li> <li>• Protect the privacy, dignity, and data of children in any collection and analysis of data and information about the beneficiaries of the outreach program.</li> <li>• Preserve the unity of families and communities unless otherwise requested.</li> </ul>
<b>Preventing and responding to gender-based violence</b>	<ul style="list-style-type: none"> <li>• Strengthen collaboration with institutional and non-institutional partners (such as sexual health and family planning counseling centers, family centers, social districts, anti-violence centers) to ensure effective and timely access to response services.</li> <li>• Provide interpreting and/or linguistic and cultural mediation services with trained operators to enable refugee survivors of gender-based violence to communicate with staff in their own language.</li> <li>• Support and train with the help of specialized centers (e.g. anti-violence centers, anti-trafficking services) focal points that can be community antennas on the ground to provide initial information on GBV response services and refer people at risk or survivors of violence.</li> <li>• Organize periodic consultations with beneficiaries in order to gather information on their needs and detect any critical issues and barriers in accessing services.</li> <li>• Ensure the availability of mental health and psychological support services in the languages spoken by refugee people.</li> </ul>



	<ul style="list-style-type: none"> <li>• Establish referral pathways to specialized counseling services including through Standard Operating Protocols and Procedures so that survivors of GBV can access specific response services.</li> <li>• Recognize the economic consequences of the war in Ukraine that exacerbate the exposure to risks of refugee women and girls who are survivors of GBV.</li> <li>• Disseminate emergency telephone numbers, hiring trained staff who speak Ukrainian and other relevant languages that can refer survivors or at-risk people to services.</li> <li>• Urge reception service providers to implement policies, procedures, risk management systems, training programs, awareness campaigns, so as to mitigate the risks of GBV.</li> <li>• Use and distribute the <a href="#">GBV Pocket Guide</a>, a resource designed to offer guidance on how to support survivors of gender-based violence and related E-learning modules (How to provide initial support to GBV survivors) in contexts where experts are not available.</li> <li>• People with diverse gender identities and expressions, such as transgender and non-binary persons, must be given the opportunity to choose the housing option they deem safest.</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Assess the costs associated with schooling or vocational training (e.g. tuition/school supplies, transportation) and the associated exploitation risks.</li> <li>• Ensure students and school staff access to reporting mechanisms and raise awareness of risks related to gender-based violence, abuse, and exploitation in schools.</li> <li>• Include GBV and psychological first aid in training for teachers and other school staff including through related E-learning modules.</li> <li>• Analyze access to educational environments and related physical security so as to identify risks of abuse and exploitation.</li> <li>• Contact GBV specialists to identify safe, confidential, and appropriate systems of care (specialized counseling services) for survivors.</li> <li>• Promote the educational inclusion of Ukrainian children and youth through the dissemination of clear, age, gender-appropriate and culturally sensitive information to ensure a full understanding of how the Italian school system works.</li> <li>• Support educational institutions in the development of educational tools and ways of inclusion, including through the introduction or strengthening of cultural mediation services.</li> <li>• Encourage learning the host country language as a second language for adults and teens/young adults by having courses divided by levels and with communicative orientation.</li> </ul>
<b>Aid distribution</b>	<ul style="list-style-type: none"> <li>• Promote the active and inclusive participation of women, girls and other at-risk groups in the planning and implementation of all aid distributions.</li> <li>• Assess the physical security risks associated with aid distribution.</li> <li>• Assess the degree to which service providers are aware of key issues related to gender, gender-based violence, human and women's rights, and social inclusion (including knowledge of where survivors can report risks and access support services).</li> </ul>



- Prepare and offer a training program to government officials, staff and community groups involved in distribution operations on safe planning and implementation of aid distribution to mitigate the risk of gender-based violence, exploitation, and abuse.
- Plan interventions in the provision of primary goods and subsidies in a way that minimizes the risk of gender-based violence, exploitation, and abuse (e.g. subsidy arrangements that meet food needs, food cards allocated without discrimination, school canteens for girls and boys, etc.).
- Provide adequate transportation services for women and girls in order to facilitate their access to all services.

**TOOL 10:  
Safety Audit tool**



**INTRODUCTION TO THE INSTRUMENT**

The modalities of community-based widespread reception (places, size of houses, structuring and management modalities of spaces and times of service provision, staff involved in activities and other operators in contact with groups at risk) constitute a risk factor for hosted people as they may expose them to potential episodes of violence, exploitation, and abuse. It is necessary, therefore, that the reception facility is, as far as possible, appropriate and at the same time welcoming, decent, and dignified and that it allows people, particularly women and children, to be and feel safe. For these reasons, it is necessary to conduct safety audits on a regular basis in these settings to assess the standards of safety and protection for women, girls, and children with a family or other forms of community-based care.

The *safety audit* is a monitoring tool that relies on a combination of methodologies that combine visual and direct observation consultation with people housed with a family or in a facility, organizations, and services on the ground.

**GENERAL INFORMATION**

Name and type of reception facility/family: \_\_\_\_\_

Date and place of compilation: \_\_\_\_\_

People/organizations conducting the audit: \_\_\_\_\_

Organization: \_\_\_\_\_ *(name and legal status)*

**Information to be collected before the audit**

	Newly placed in family/facility	Already present in the family/facility	Date of arrival	Notes
Girls < 18				
Boys < 18				
Women				
Men				
TOT				

**PART I. DIRECT OBSERVATION**

#	Arrangement of accommodation	YES	NO	Notes
1	Is the house or facility overcrowded?			
2	Are women housed separately from men or by family?			
3	Do unaccompanied children stay in separate areas or rooms?			
4	Can rooms be locked from the inside?			
5	Is there sufficient privacy even to store one's personal belongings?			
6	Are the house or facility and other common areas accessible to people with disabilities?			
<b>Sanitation facilities</b>				
7	Are men's and women's showers separate?			
8	Can toilets be locked from the inside?			
9	Are the toilets and bathrooms for unaccompanied children separate from those for adults and are they divided by gender?			
10	Is sanitary material, including sanitary napkins, available?			
<b>Security</b>				
11	Is the facility located in an area/neighborhood that is easily accessible and safe for all hosted persons?			
12	Are there public or facility-provided transportation services for guests?			
13	Are there mechanisms to monitor the safety of guests, especially children?			

Participation and safeguarding				
14	Are there dedicated spaces that hosted persons have access to that ensure privacy based on their age/gender specific needs?			
15	Are the rules of conduct related to the various activities of the community-based widespread reception visible or have they been disseminated?			
16	Is the mechanism for reporting cases of abuse and exploitation available in different languages (posters or the like)?			
17	Is there a notice board with emergency numbers and contacts and other important information (services, contacts, etc.) in various languages?			
Services				
18	Are there adequately and sufficiently trained operators or staff present at the time of the visit?			
19	If yes, is/are the person/s female?			
20	If yes, are there cultural mediators?			
21	If yes, are there any health workers?			
22	If yes, are there dedicated operators for children?			
23	Are there spaces dedicated to the specific needs of hosted persons? Which ones?_____			
24	Are there services in proximity or within easy reach by foot or public transportation?			
25	Are there social and recreational activities at the time of the visit?			
26	Is there access to free WIFI for all housed people?			

**PART II. FAMILY MONITORING**

*This tool can be used to facilitate separate monitoring of host and/or hosted families or through shared conversations among families.*

<p><b>Roles and responsibilities:</b> <i>Indicate one of the decisions that had been made at the time of the discussion of rules and standards (Tool 2)</i></p>	<p>Has the decision and commitment been kept?  <input type="checkbox"/> YES   <input type="checkbox"/> NO   <input type="checkbox"/> PARTLY                  Briefly describe the reasons for the answer</p>
<p><b>Roles and responsibilities:</b> <i>Indicate one of the decisions that had been made at the time of the discussion of rules and standards (Tool 2)</i></p>	<p>La decisione e impegno sono stati mantenuti?  <input type="checkbox"/> YES   <input type="checkbox"/> NO   <input type="checkbox"/> PARTLY                  Briefly describe the reasons for the answer</p>
<p><b>Specific needs</b> <i>(Indicate one of the support modalities that have been identified with respect to the specific needs discussed)</i></p>	<p>Il supporto è stato fornito?  <input type="checkbox"/> YES   <input type="checkbox"/> NO   <input type="checkbox"/> PARTLY                  Briefly describe the reasons for the answer</p>
<p><b>Specific needs</b> <i>(Indicate one of the support modalities that have been identified with respect to the specific needs discussed)</i></p>	<p>Il supporto è stato fornito?  <input type="checkbox"/> YES   <input type="checkbox"/> NO   <input type="checkbox"/> PARTLY                  Briefly describe the reasons for the answer</p>

**ON-GOING FOLLOW-UP MEETINGS WITH FAMILIES**

Meeting date:

Participants:

Main themes:

Decisions made:

**USEFUL INFORMATION ON THE PROGRESS OF THE COMMUNITY-BASED WIDESPREAD RECEPTION**

Quality of relations between families

Quality of relations with the organization

Positive resources mentioned by families

Any critical issues or difficulties encountered along the way

Other general considerations on the progress of the pathway

**FILLED OUT BY.**

Name of Organization	Contact person- Host Family	Contact person- Refugee family	Date and place
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**TOOL 11:**  
**Mapping of local services and resources**



Mapping formal and informal resources and services in the area can be guided by the following questions:

- Who are the community stakeholders with whom the CSOs already have active relations that could be involved in planning?
- Who are the people already active in the area who are involved in hospitality and/or have activities relevant to this program?
- Who are the stakeholders already active in the area providing specialized support to people at risk or survivors of gender-based violence? What services do they offer? Who are the stakeholders who already have ongoing activities to facilitate the integration of hosted families in the territory in line with the specific needs of all its members?
- Who are the community stakeholders with whom the organization can activate new connections in order to involve them in planning?
- How can individuals be contacted directly?
- Is there a list of contact persons from associations, organizations, formal and informal groups?
- How can individuals take part in the activities? Has it been defined what role, responsibilities, and functions they may have?
- Can a formal collaborative agreement be structured with those to be involved?
- What, if any, critical issues need to be managed in network involvement? And/or what barriers exist (language, cost or transportation, or other criteria and modalities to regulate access to their services and activities)?

**NETWORK RESOURCES**

Name of organization	Main activities	Opening hours	Cultural mediation available	Cost and transportation	Contact person
Material assistance and basic necessities					
Economic area and access to employment					
Education and training area					

Health, including sexual and reproductive health, and mental health					
Early childhood care					
Housing					
Legal Area					
Protection services (including anti-violence centers and anti-trafficking services)					
Integration and leisure area					

## TOOL 12: Family satisfaction questionnaire



This instrument is used to assess the perception and satisfaction with respect to the progress of the reception process, in relation to several dimensions:

QUESTIONNAIRE FOR ADULTS	
<b>Personal Data</b>	
Family	
First and Last Name of the person completing the Questionnaire.	
Role in the family <input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Other:	
Date of compilation	
<b>Satisfaction of families</b>	
<b>Personal satisfaction</b> Are you satisfied with community-based widespread reception?	<input type="checkbox"/> not at all <input type="checkbox"/> a little <input type="checkbox"/> fairly <input type="checkbox"/> a lot <input type="checkbox"/> completely Why? _____ _____
<b>Consistency of actions</b> Were the support and reception actions relevant to what was agreed upon?	<input type="checkbox"/> not at all <input type="checkbox"/> a little <input type="checkbox"/> fairly <input type="checkbox"/> a lot <input type="checkbox"/> completely Why? _____ _____
<b>Criticality</b> Along the way, did you feel you were struggling?	<input type="checkbox"/> not at all <input type="checkbox"/> a little <input type="checkbox"/> fairly <input type="checkbox"/> a lot <input type="checkbox"/> completely If you encountered any, what difficulties did you face along the way? _____ _____
<b>Strengths</b> What did you like most/ worked best in this process?	_____ _____ _____ _____



**Weaknesses**

What did you like least or thought did not work?

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**Perception of change**

**Consistency with initial expectations**

Was the reception consistent with your initial expectations?

 not at all  
   a little  
   fairly  
   a lot  
   completely

Why?






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**Changes in the family**

Have there been changes in the family that are related to the reception process?

 not at all  
   a little  
   fairly  
   a lot  
   completely

What changes have there been in the family?

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**Perception of relations with the CSOs**

**Report**

Are you satisfied with the support you received along the way from the organization's staff?

 not at all  
   a little  
   fairly  
   a lot  
   completely

Why?






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**Communication**

Are you satisfied with the way you communicate with the organization?

 not at all  
   a little  
   fairly  
   a lot  
   completely

Why?

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**Feedback**

**Feedback and suggestions**

Do you have any feedback or suggestions to give to the staff?

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**Thank you for your participation!**

## TOOL 13: Glossary

<b>Child Abuse</b>	Any act, or failure to perform an act of care, perpetrated by a person who has a relationship of trust, responsibility, or power with the child, who physically or psychologically, directly or indirectly, causes harm or precludes them from having the prospective of a healthy and safe development into adulthood. The main categories of abuse are defined by the World Health Organization as physical violence, emotional violence, neglect and negligent treatment, and sexual abuse and exploitation. Assisted violence should also be intended as a form of abuse.
<b>Active listening</b>	It is a mindful communication technique that values verbal and non-verbal aspects, based on acceptance, empathy, and a genuine interest in the person with whom one is interacting.
<b>Child/children</b>	For the purposes of the present Convention on the Rights of Child, a child means every human being below the age of eighteen years unless under the law applicable to the child, majority is attained earlier.
<b>Beneficiaries</b>	In this guide, the people who benefit from community-based widespread reception.
<b>Child-friendly</b>	A Child-friendly approach is a necessary requirement when working with boys and girls in order to avoid any risk that children may be discriminated against. It concerns the adaptation of spaces, language, interventions, modes of operation, tools, timing, etc., taking into consideration the age, evolving abilities and specific needs of the beneficiary, or group of minor beneficiaries that integrates the best interests and rights of children, and makes sure that needs and priorities of children are reflected to improve the well-being of children and enjoyment of their rights
<b>Confidentiality</b>	It is the principle that personal information and details relating to the person's history should be kept confidential by the staff who - directly or indirectly – come to know about it, unless they have obtained explicit permission to share such information with third parties. Confidentiality is fundamental to establishing a relationship based on trust, which is a necessary condition to provide help and support.
<b>Informed Consent</b>	It is the voluntary agreement of a person who has the capacity to give consent and who exercises a free and informed choice. A child over the age of 14 has the capacity to consent, and such consent is defined as informed only when comprehensive and detailed information has been provided to enable him/her to make an informed decision. A child's consent is never relevant if given in the context of any sexual activity.

<b>Unaccompanied minor</b>	According to Italian law, the term refers to a person under the age of 18 who is not a citizen of Italy or the European Union and who is in the country for any reason, without the assistance and representation of their parents or other adults legally responsible for them.
<b>GBV risk mitigation</b>	GBV risk mitigation specifically means: i) preventing that the ways in which support and/or reception services are provided cause harm or increase safety risks to those involved, exposing them to gender-based violence; ii) facilitating and monitoring equitable and safe access to services by the populations benefiting from reception by also empowering them to participate in the ways in which it is managed; and iii) identifying and implementing measures to reduce identified risks.
<b>Civil Society Organizations (CSOs)</b>	CSOs are voluntary organizations, social promotion associations, philanthropic entities, social enterprises, including social cooperatives, association networks, mutual aid societies, associations, recognized or unrecognized, foundations and other private entities. They are nonprofits organizations established for the pursuit of civic, solidarity and socially useful purposes. They carry out, exclusively or principally, one or more activities of general interest in the form of voluntary action, free disbursement of money, goods or services, mutuality or the production or exchange of goods or services and registered in the national single register of the civil society organizations. In this case, we refer to the organization responsible for the implementation of the Civil Protection Department community-based widespread reception program.
<b>Reporting person</b>	The person who initially notifies the Civil Protection Department, partner organizations, or relevant authorities of a suspected case of violence, abuse, or exploitation.
<b>Staff</b>	The term refers to both employees of the Civil Protection Department or third-sector organizations and subcontractors, consultants, interns, or volunteers associated with or working on behalf of the Civil Protection Department or partner organization.
<b>Prevention</b>	The term "prevention" is generally used to represent activities that interrupt an action or behavior that may cause harm. It can also be used to represent activities that promote a positive action or behavior, and in the focus of this guide, promote an appropriate and dignified environment for recipients of community-based widespread reception. In general, an effective prevention strategy must both reduce risk factors and promote protective factors to ensure the well-being of children and other adults at risk.
<b>Psychological first aid</b>	It is a humane and supportive response to another human being who is suffering and may need help. It constitutes the first step in mitigating acute shock and/or stress following a stressful and potentially traumatic event and should be performed by specifically trained staff. <sup>40</sup>
<b>Principles of Protection of the Humanitarian Charter</b>	Protection focuses on the safety, dignity, and rights of people affected by all kinds of emergencies, who should receive support according to their specific needs without any kind of discrimination based on their age, gender, membership in a particular

	<p>linguistic or ethnic or religious group, etc. Below is a summary of the main rights as provided by the Humanitarian Charter:</p> <ul style="list-style-type: none"> <li>· Avoid exposing the population to further harm caused by humanitarian intervention</li> <li>· Ensure impartial support to people</li> <li>· Protect the disaster-affected population against any physical and psychological suffering resulting from acts of violence or coercion</li> <li>· Supporting disaster-affected people assert their rights to access available resources and overcome the effects of the violence they have experienced<sup>41</sup></li> </ul>
<b>Child Protection</b>	<p>States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or emotional violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.<sup>42</sup></p>
<b>Risk</b>	<p>It is the likelihood of harm caused by a danger or threat and the potential losses of lives, sources of livelihood, goods and services. For children and adolescents, risks refer to the likelihood that violations and threats to the rights of the child will occur and cause harm to the children themselves.</p>
<b>Safeguarding</b>	<p>Organizations have the responsibility of safeguarding children and adults at risk. For this reason, they must ensure that their staff, operations, and programs do not harm them in any way, that is, that they do not expose them to any risk of harm or abuse, and that any concerns that the organization has regarding the safety of children and adults at risk, within communities it work with, are reported to the relevant authorities.</p>
<b>Awareness raising</b>	<p>Awareness raising is a key component of any prevention strategy and aims to change attitudes, behaviors, and beliefs that may normalize and/or condone violence, abuse, and exploitation and to inform the public or those affected on the resources available to address the problem and gain access to support services.</p>
<b>Exploitation and abuse</b>	<p>Exploitation is any actual or attempted abuse of a position of vulnerability, differential power or trust, including for sexual purposes, including but not limited to profiting monetarily, socially, or politically from the exploitation of another person.</p> <p>Sexual abuse is the use of violence or force, actual or threatened, of a sexual nature, in conditions of inequality or coercion. This includes exploitation and abuse, including abuse of a sexual nature, perpetrated without physical contact and online.</p>
<b>SOGIESC</b>	<p>It stands for Sexual Orientation, Gender Identity, Gender Expression, and Sex Characteristics. Each individual is distinguished by their own SOGIESC. The acronym LGBTIQ+ and the terms from which it is composed (lesbian, gay, bisexual, transgender, intersex, queer, and other identities) are now used worldwide to refer to people with</p>

	<p>SOGIESCs that do not conform to predominant sociocultural norms. These terms are unique to each culture and not always adopted by UNHCR's persons of concern to refer to themselves. What is considered respectful terminology varies across countries, regions, language communities and people<sup>43</sup>.</p>
<b>Survivor of gender-based violence</b>	<p>A survivor is defined as a person who has experienced gender-based violence. The terms "survivor" and "victim" can be used indiscriminately. It is preferred to use the term victim in legal and medical contexts; while actors working in psycho-social contexts prefer to use the term "survivor" to emphasize the self-determination and resilience of the person who has experienced gender-based violence.</p>
<b>Best interest of the child</b>	<p>The best interests of the child represent one of the fundamental values affirmed by the Convention on the Rights of the Child, which in Article 3(1) recognizes the right of children to have their interests valued as paramount and superior in all actions or decisions affecting them, whether it be in the public or private sphere.</p>
<b>Resilience</b>	<p>It is the ability to overcome adversity and adapt positively in the face of challenging and difficult experiences. In childhood and adolescence, the ability to be resilient depends not only on internal resources and individual adaptive strategies, but also on the combination of risk elements and protective factors present in the sociocultural environment.</p>
<b>Coping mechanisms/ strategies</b>	<p>The term 'coping' comes from the English verb 'to cope with' and means 'to react, to resist, to manage.' Coping mechanisms or strategies are, therefore, adaptive processes related to cognitive-behavioral skills and efforts made by the individual to manage adverse circumstances.</p>
<b>Gender-based violence</b>	<p>Gender-based violence is an umbrella term used to describe any harmful act perpetrated against a person's will and based on socially attributed (i.e., gender) differences between males and females. The term encompasses all acts that inflict physical, sexual, or mental harm or suffering, threats of such acts, coercion, and other deprivations of liberty. These acts may occur in public or in private<sup>44</sup>.</p>
<b>Vulnerability (vulnerable groups)<sup>45</sup></b>	<p>It refers to a condition, for an individual or group of individuals, of increased risk of being adversely affected (thus having a harmful or destabilizing impact on one's state of security and/or psychophysical well-being) by an event. Understanding the concept of vulnerability makes it possible to recognize and be able to act on the factors - individual, family, social, environmental, cultural factors etc. - that induce a state of increased fragility, or increased exposure to a threat, or again, an impaired ability to withstand adverse impact. The relevant legislation, in Article 17 of Legislative Decree no. 142/2015, makes certain types of vulnerability explicit, including children, unaccompanied minors, children with disabilities, older people, pregnant women, single parents with children, victims of human trafficking, persons with serious illnesses or mental disorders, persons survivors to torture, rape or other serious forms of psychological, physical or sexual violence or violence related to sexual orientation or gender identity, and victims of female genital mutilation. Individuals in vulnerable situations have the right to receive qualified reception based on specific needs. Among the vulnerabilities indicated, which should be detected at each phase of reception, some refer to explicit and objective conditions</p>

	<p>inherent to the social and legal status of the person in a situation of vulnerability, such as the status of unaccompanied minors (UAM); others are less detectable, such as a psychological distress, severe disability and/or pathology or victim of torture, and therefore require early interception in order to ensure a specialized and qualified referral, for an effective assessment and certification of the vulnerability itself, to the competent professional or entity/institution for the certification and taking charge of said vulnerability.</p> <p>In a broader sense, the concept of vulnerability is linked to the concept of intersectionality (see note 3).</p>
<p><b>Voluntary guardian for unaccompanied minor</b></p>	<p>According to Italian law (Art. 10, L. nr. 47/17, so-called Zampa Law), a guardian is appointed for each UAM. They are responsible for the care of the minor and represent them in all civil acts and administer their properties. They are also in charge of ensuring that the UAM has access to educational, work and health paths that are appropriate and necessary for their psycho-physical development.</p>



<sup>40</sup> "Psychological first aid: Guide for field workers" World Health Organization, 2011. The document can be accessed, also in Italian, at the following link: <https://www.who.int/publications/i/item/9789241548205>.

<sup>41</sup> "Humanitarian Charter and Minimum Standards in Humanitarian Response," Sphere Project, 2004, available in Italian at the following link: [https://www.humanitarianlibrary.org/sites/default/files/2014/02/Italian\\_Handbook2.pdf](https://www.humanitarianlibrary.org/sites/default/files/2014/02/Italian_Handbook2.pdf)

<sup>42</sup> United Nations Convention on the Rights of the Child, 1989. <https://www.unicef.it/convenzione-diritti-infanzia/>, art. 19

<sup>43</sup> For further discussion, see "Working with Lesbian, Gay, Bisexual, Transgender, Intersex, and Queer (LGBTIQ+) Persons in Forced Displacement," UNHCR, 2021 [Need-To-Know-Guidance-LGBTIQ-2021IT.pdf](https://www.unhcr.org/refugees/files/2021/01/Need-To-Know-Guidance-LGBTIQ-2021IT.pdf) ([unhcr.org](https://www.unhcr.org))

<sup>44</sup> Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action (GBV Guidelines), IASC, 2015.

<sup>45</sup> On this point see "National Guidelines: intervention with children and families in vulnerable situations promoting positive parenting, Rome, Ministry of Labor and Social Policy, 2017, available at the link: <http://www.lavoro.gov.it/temi-e-priorita/infanzia-e-adolescenza/focus-on/sostegno-alla-genitorialita/Documents/Guidelines-supporting-vulnerable-families-2017.pdf>



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