



# 3 Angels Nepal

*Child Protection Policy and Operating Guidelines*

*Revised 3rd Edition 2016(2073)*

**CHAPTER I**

**Introduction and Preamble**

Child abuse is a global problem, which shows no respect for culture, religion or geography. As an organization we recognize that poor children who are isolated from family in boarding schools or children's homes are vulnerable to abuse. We recognize that the relationship between powerful aid givers and the powerless poor is also conducive to child abuse and exploitation.

Nevertheless, child abuse is preventable and can be limited by the development of good policy, ongoing monitoring and development of a 'child safe' motivated organization. It is our responsibility to minimize the potential for child abuse where possible while maximizing the ability to respond appropriately to child abuse when it is alleged.

## **CHAPTER II**

### **3 Angels Nepal's COMMITMENT TO THE PROTECTION OF CHILDREN**

2.1 3AN is committed to the protection and welfare of children. All 3AN personnel are therefore encouraged to engage in positive supportive relationships with all the children that they encounter.

2.2 There is a biblical basis for 3AN's commitment to the protection and welfare of children. The Bible recognizes that children are made in the image of God, who created them to have worth and the same value as adults. The Bible therefore encourages and instructs us as caretakers of children to protect and nurture them.

2.3 There is also a legal basis for 3AN's commitment to the protection and welfare of children. **"Nepal's Children's Act" 2048 (1992)** and the **"Standards of Operations and Management of Residential Child Care Homes" 2012;** and the UN Convention on the Rights of the Child (UNCRC) have been ratified by the Government of Nepal. The UNCRC lays out the rights of children, and the obligations of others to protect children.

2.4 This 3AN's Child Protection Policy and operating guidelines which includes Code of Conduct, encourages 3AN personnel to act with care and integrity in relation to all children they encounter, at all times.

"...all forms of physical and mental violence, injury or abuse, neglect, maltreatment or exploitation, including sexual abuse."

#### **3 Angels Nepal will:**

2.5 Develop, implement, monitor and review child protection policies when ever necessary.

2.6 Require all our staff working with children and women to abide by these guidelines.

2.7 Develop staff and supporter awareness of child protection issues.

2.8 Screen and inform all groups and individuals who work with

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

children and women on our behalf.

2.9 Develop a work culture that facilitates disclosure and timely reporting.

2.10 Actively monitor implementation of the policy in the related areas such as 3AIMS, Children Homes, Safe Haven and in the field.

## **CHAPTER III**

### **DEFINITIONS**

3.1 "Children" are people who have not yet completed their 18<sup>th</sup> years of life. 3.2 "3 AN" refers to 3 Angels Nepal. 3.3 "3 AN personnel" includes both national and international part or full-time staff.

3.4 "National staff" includes anyone paid for their work directly by 3AN.

3.5 "International volunteers/staff" includes all expatriate personnel including 3AN Ambassadors, Advisory Board members, short-term expatriate volunteers who are not paid by 3AN in Nepal.

3.6 "Visitors" include anyone visiting in 3AN programme(s) and applies to both volunteers and to local citizens.

3.7 "Partners": All those Community Based Organizations (CBO) and Local Partner Organizations (LPO) working in 3AN's working areas.

3.8 "Child Protection and Right Officer (CPRO)": The person designated as a point of contact for all Child Protection related reporting and inquiry.

3.9 "Child Protection Policy" Refers to 3 AN Child Protection Policy and Operational Guidelines 2013.

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

3.10 “Standards of Care” Refers to the guidelines set by the Government of Nepal; (Standards for Operation and Management of Residential Child Care Homes 2012) and 3 AN guidelines for home operation and management that will be in practice.

## **CHAPTER IV**

### **PURPOSE OF THIS POLICY**

This policy aims to protect children through outlining the mechanisms for awareness raising, prevention, reporting and responding to child protection issues. For the purpose of this document a child is anyone under the age of 18 years. Child abuse refers to physical, mental and sexual abuse and neglect. 4.1 The purpose of this policy is to protect:

4.2 Children (that are impacted by 3AN's work) from abuse, Children of 3 AN personnel, 3 AN personnel from false accusations, The reputation and good name of 3AN as an organization, The reputation and good name of 3AN's donors, partners and other supporters.

4.3 To ensure that there is an appropriate balance between best practice in the area of child protection, and what is possible and practical in the Nepali context.

4.4 Protection for children/women: following this policy will minimize the risk of children/women being abused.

4.5 This policy will give clear guidance to 3AN personnel about what behavior is considered child abuse and is therefore inappropriate. See Section - Code of Conduct.

4.6 This policy gives clear guidance to 3AN personnel about what to do if they observe, or are told about, any form of child/women abuse by other 3AN personnel.

4.7 This policy will help 3AN move towards best practice in the area of working with children and vulnerable women.

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

4.8 This policy will deter those who wish to abuse children/women from joining or remaining within 3AN.

4.9 Will raise awareness in the community about all children's right to a safe and encouraging environment at all times.

4.10 It is AN's desire to help raise awareness about child abuse in Nepali society recognizing that this will take time and effort.

## **CHAPTER V**

### **DEFINING CHILD ABUSE**

Definitions:

Child abuse results from the misuse of power by someone who is in a position of authority and/or trust in regard to a child. Abuse occurs when adults or other children seriously hurt children either physically, socially, mentally, spiritually or in other ways.

3 Angels Nepal believes that all children are precious to God. 3 AN provides hope by fostering permanent positive change in the lives of disadvantaged children and vulnerable women and young girls. We also operate a 13 Children homes with house parents and a care takers in each home, School and community education programs, Women Safe Haven, health and awareness to women about the cause of human trafficking, Operate Radio station to broadcast awareness to women and children's right, anti-trafficking materials and etc...

Central to our mission is building lives and providing them a hope for a permanent change in vulnerable women and children, and empowering the communities through education and awareness to fight against human trafficking. 3 AN is an accredited, supporting ministry of the Seventh-day Adventist Church and is dedicated to sharing God's love through safe and secured services.

## CHAPTER VI

### TYPES OF ABUSE

#### 6.1 Physical abuse:

Physical abuse of a child occurs when physical harm results from an interaction or lack of interaction with a person who is in a position of responsibility, power or trust. Physical hurt or injury may occur to a child by hitting, shaking, throwing, poisoning, burning, biting, scolding, suffocating, drowning, etc. Giving children alcoholic beverages or inappropriate drugs would also constitute child abuse. There may be single or repeated incidents.

#### 6.2 Sexual abuse:

Sexual abuse is the involvement of a child in sexual activity that he or she does not fully comprehend and by law is unable to give informed consent to, or that violates the laws or special taboos of society. Child sexual abuse is characterized by an activity between a child and adult or another child who by age or development is in a relationship of responsibility, trust or power where the activity is intended to gratify or satisfy the needs of the other person. Sexual abuse may include, but is not limited to the inducement or coercion of a child to engage in any unlawful sexual activity, the exploitative use of a child in prostitution or other unlawful sexual practices, the exploitative use of children in pornographic performances and materials.

#### 6.3 Emotional abuse:

Emotional abuse includes the failure to provide a developmentally appropriate, supportive environment, including the availability of a primary attachment figure, so that the child can develop stable emotional and social competencies commensurate with her or his personal potential in the context of the society in which the child dwells. Emotional abuse may also be acts toward the child that cause or has a high probability of causing harm to the child's health or physical, mental, spiritual, moral or social development and includes restriction of movement, patterns of belittling, denigrating,

### 3 Angels Nepal - Child Protection Policy and Operating Guidelines (2069) 2013

threatening, scaring, discriminating, ridiculing, or other non physical forms of hostile or rejecting treatment.

#### **6.4 Neglect:**

Neglect occurs when an adult fails to meet the child's basic physical and/or psychological needs, to an extent that is likely to result in serious impairment of the child's health or development. For example, failing to provide adequate food, shelter and clothing; failing to protect from physical harm or danger; or failing to ensure access to appropriate medical care or treatment. Refusal to give appropriate love, affection and attention can also be a form of neglect.

#### **6.5 Bullying:**

Bullying is defined as deliberate hurtful behavior, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. This may come from another child or an adult. There are different types of bullying: physical (e.g. hitting, kicking, slapping); verbal (e.g. racist or homophobic remarks, name calling, graffiti, threats, abusive text messages); emotional (e.g. tormenting, ridiculing, humiliating, ignoring, isolating from the group); or sexual (e.g. unwanted physical contact or abusive comments).

**6.6 Child Labour** Child labor refers to a child placed to work in a position, which is likely to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral or social wellbeing and development. It can happen by force, promise or pressure laid upon the child and occurs whether or not the child consents.

**6.7 Discrimination:** This can include any discriminative treatment of a child in regard to their gender, race, age, ability, disability, religion, caste, class, culture, sexuality



### 3 Angels Nepal - Child Protection Policy and Operating Guidelines (2069) 2013

and/or lifestyle, health, creed and any other such unlawful and unjustifiable reasons. However, 3AN is knowingly discriminatory. For example, we choose to focus on the poor and marginalized, and sometimes positively discriminate towards females and/or disabled persons. We also actively promote Biblical values, which clearly say that some culturally acceptable behaviors are wrong.

**6.8 Spiritual Abuse:** Spiritual abuse occurs when a spiritual leader, or someone in a position of spiritual power or authority misuses their power of authority, and the trust placed in them, with the intention of controlling, coercing, manipulating or dominating a child. It can be linked to other kinds of abuse, such as physical, emotional or sexual abuse, and causing a child to do/act on the threat that "God" will not like them unless they do it.

**6.9 Harmful traditional practices:** Forced marriage, child marriage, and treatment by a witch doctor.

**6.10 Termination of unborn child:** 3 AN acknowledges that a child's life begins at the point of conception and therefore will not give assent to the taking of an unborn child's life except where professional observation shows that the mother's life is at risk by continuing the pregnancy.

## CHAPTER VII

### A. GENERAL INDICATORS OF ABUSE INCLUDES.

Showing wariness and distrust of adults  
Rocking, sucking or biting excessively  
Bedwetting or soiling  
Demanding or aggressive behaviour  
Sleeping difficulties, often being tired and falling asleep  
Low self-esteem  
Difficulty relating to adults and peers  
Abusing alcohol or drugs  
Being seemingly accident prone  
Having broken bones or unexplained bruising, burns or welts in different stages of healing  
Being unable to explain an injury, or providing explanations that are inconsistent, vague or unbelievable  
Feeling suicidal or attempting suicide  
Having difficulty concentrating  
Being withdrawn or overly obedient  
Being reluctant to go home  
Creating stories, poems or artwork about abuse.

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

**B. GENERAL INDICATORS OF NEGLECT  
INCLUDES:**

Malnutrition, begging, stealing or hoarding food  
Poor hygiene, matted hair, dirty skin or body odour  
Unattended physical or medical problems  
Comments from a child that no one is home to provide care  
Being constantly tired  
Frequent lateness or absence from school  
Inappropriate clothing, especially inadequate clothing in winter  
Frequent illness, infections or sores  
Being left unsupervised for long periods.

**CHAPTER VIII  
SCOPE OF THIS POLICY**

The standards outlined in this document apply to all 3 Angels Nepal staff/personnel, volunteers, sponsors, supporters and contractors who work on our behalf with children or are given access for a certain short term work or time, such as electricians, plumbers, mechanics, visitors etc.

**CHAPTER IX  
STAFF CODE OF CONDUCT**

- 9.1** Treat children with respect regardless of race, color, sex, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
- 9.2** Empower children by discussing with them their rights, the acceptable and unacceptable adult behavior, and steps to be taken in the event of a potential risk.
- 9.3** Do not use language or behavior towards children that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
- 9.4** Be aware of situations, which may present risks and learn to

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

manage them.

9.5 Do not engage children in any form of sexual activity or acts, including paying for sexual services or acts.

9.6 Wherever possible, ensure that another adult is present when working in the proximity of children.

9.7 Do not invite unaccompanied children that are not related to me into my home, unless they are at immediate risk of injury or in physical danger.

9.8 Do not sleep close to unsupervised children unless absolutely necessary, in which case I must obtain my supervisor's permission, and ensure that another adult is present if possible.

9.9 Always use any computers, mobile phones, or video and digital cameras appropriately, and never to exploit or harass children or to access child pornography through any medium.

9.10 Refrain from physical punishment or discipline of children.

9.11 Ensure a sense of accountability among employees and staff so that potentially abusive behavior does not go challenged.

9.12 Immediately report concerns or allegations of child abuse in accordance with appropriate procedures.

**CHAPTER X  
SPONSORSHIP GUIDELINES**

All sponsored children are to be informed about their sponsorship arrangements. However, no child is encouraged to provide his/her sponsor's address or give them a direct access to write letters to their sponsors unless or otherwise felt necessary by their sponsors.

1. Have to be totally orphaned/abandoned.
2. Should be either rescued from being sold for body parts (Boys) or for sex slavery (Girls)
3. Should be under the age 7. Children from prison must be at-least 2 years old unless or otherwise very serious and urgent rescue of a child is felt necessary.
4. Should have a complete legal papers prior to 3 AN's approval.
5. No any contribution expected relatives or guardians.
6. Not allowed to be sent home or to relatives during the vacation.
7. Should have sponsorship plan approved prior to joining any home under 3 AN's care.

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

8. Should have completed all the entry process before accepting any child in to 3 AN care.
9. Should have completed all exit procedures for any exit required; Immediate reporting is done to the partner organization/sponsor/supporter about the exit.
10. Concerned house parent and Program Manager are to be involved for both entry and exit procedures.

**CHAPTER XI  
VISITATION POLICY**

- 1 All visits must be prearranged with the concerned Program Manager and well informed to the concerned house parent.
- 2 Visitors must sign a visitation form confirming their understanding of this visitation policy.
- 3 All visitors must complete a National Police Check. (Applicable to all Foreigners) Director/CEO of 3AN may deny the visitation if he feels suspicion of any thing.
- 4 3AN staff must be present during all stages of the visit.
- 5 The visitors must not take children away from their home/school/hostel. For any emergency 3 AN staff/House parent will have to accompany for any outings required.
- 6 Sponsored children are not to accompany sponsors overseas or anywhere without a formal approval from the Director/CEO of 3AN.
- 7 Handshakes and formal greetings are acceptable. Hugs are sometimes acceptable with same sex. Embraces, caresses or culturally insensitive touch are not acceptable as is any form of touch that causes discomfort to the child.
- 8 Visitors are not to photograph children in any state of undress or with out a proper permission from the concerned HOD/Director.
- 9 All verbal communication with children and their families should be tactful and polite.
- 10 Children's contact details and full names will not be knowingly disclosed by 3 AN staff to non-sponsors.
- 11 In the event that a visit is denied the funding partner will be contacted for the denial and also in case the sponsor

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

attempts to resume the visitation.

- 12 All 3 AN staff are to abide by the conditions listed above.
- 13 Visitors and staff must be accommodated separately and no overnight stay allowed for any visitors.
- 14 Child photos and information is to be used cautiously. 3 AN and their funding partners should store this information in a secure environment and minimize the possibility of children being targeted for abuse.
- 15 In addition to this, a child protection policy of the Government of Nepal will be followed. For the best interest of the child the Director/CEO of 3AN reserves all the right to deny any visitor wishing to visit any child at any time.

**CHAPTER XII  
USE OF CHILDREN'S IMAGE**

1. A child should always be portrayed in a dignified and respectful manner and not in a vulnerable or submissive manner.
2. Children should be appropriately clothed and not in poses that could be seen as sexually suggestive.
3. Children should be portrayed as part of their community.
4. Local cultural, traditions should be assessed regarding restrictions for reproducing personal images.
5. Images should be an honest representation of the context and the facts.
6. When sending images electronically, file labels should not reveal identifying information
7. All photographers will be screened for their suitability, including police checks where appropriate.
8. For the best interest of children, 3 AN reserves all the right to deny

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

taking photographs, pulling down images from the net, or where published with out the consent of 3AN.

**CHAPTER XIII  
EMPLOY OF STAFF AND VOLUNTEERS**

3 Angels Nepal will:

1. Ensure that the house parents comply with the norms for home model care. And children comply with the parents guidelines in accordance with the values set by 3 AN and the standard demanded by the government of Nepal.
2. Ensure children above the age 5 be separated by sex (only one sex group is allowed to be in a home)
3. Ensure no visitors enter the home with out a proper permission from a concern house parent and an official approval obtained from HOD representing 3 AN.
4. Ensure all children treated fair and equal regardless of cast, creed, color, religion or any ethnic group.
5. Ensure 3 AN does not tolerate discrimination of religion and or cultural beliefs.
6. Ensure every child is respected with dignity and they are taught about their rights and duty to parents.
7. Ensure every child is given a free access to place a complaint about any difficulty they face to make the office aware of their difficulties.
8. Ensure all house parents and children eat together on the same table during the meal time. No house parent cooks or eats separately with out having their children involved. Separate kitchen/cooking is strictly prohibited.
9. Ensure that the house parents and children have their time together every day morning and in the evening.
10. Ensure all children taught with National anthem and moral education every day.
11. Ensure entertainment and recreational programs organized by every home periodically.
12. Ensure Program Manager organizes a counseling for every home or child depending on the need on a regular basis.
13. Ensure any form of an abusive action or words from house

### **3 Angels Nepal - Child Protection Policy and Operating Guidelines (2069) 2013**

parents/care takers are not tolerated thereby, an immediate action be taken against.

14. Ensure regular medical and health check up be conducted by 3 AN to all homes.
  15. Ensure regular home assessment conducted by 3 AN to all homes.
  16. Conduct reference checks on all Nepali staff working with children.
  17. Require a police clearance on all volunteers from overseas.
- 
1. In-service all new staff and volunteers are made aware about the policy and their obligations, including the police Clearance for any new employment.
  2. Limit the access of staff to student records on a need to know basis.
  3. Appoint a Child Protection and Right Officer to whom all complaints, no matter how minor, are channelled and documented.

#### **CHAPTER XIV**

#### **SELECTION CRITERIA TO BE HOUSE PARENT/S**

1. Must be Adventist couple with an interest and commitment for caring poor and needy children for long term.
- 
1. Preferably AA ex-students will be given the first priority provided they have interest for caring children and commitment for long term.
- 
1. Must be trained and educated in the areas of caring for children. and child protection policy of the Nepali Government; must have knowledge of UNICEF guidelines pertaining to child protection and rights.
  2. Must be a Nepali Citizen.
- 
1. Must have no police or criminal records or complaints against the couple applying to be house parents.



## **CHAPTER XV**

### **SELECTION CRITERIA FOR CHILDREN TO BE IN 3ACH**

1. Have to be totally orphaned/abandoned.
2. Should have no guardians for visitation.
3. Should be either rescued from being sold for body parts (Boys) or for sex slavery (Girls)
4. Should be under the age 8. In the case of children from prison, must be at-least 3 years old unless or otherwise very serious and urgent rescue of a child is felt necessary.
1. Should have a complete legal papers prior to 3 AN's approval.
2. Not allowed to be sent home/relatives during the vacation without proper arrangements made.
3. Should have sponsorship plan approved prior to joining any home under 3 AN's care.
4. All entry process/procedures followed before accepting a child in to 3 AN home.
5. No payments expected from a child.
6. All children accepted by 3AN must be registered with the Government DCWB - Kaski, Nepal.

## **CHAPTER XVI**

### **Child Abuse Reporting Processes and Response of a Child who has been Abused:**

1. Take all allegations seriously and refer directly to the CPRO/WAP.
2. Within 24 hours the staff member must document the allegation.
3. If an allegation is made against an adult or other person who has direct contact with the child, steps must be taken to immediately distance the alleged perpetrator.
- 4 Any allegations are to be treated with utmost confidentiality by the management.
- 5 Follow the incident report form attached to this document.

## **CHAPTER XVII**

### **SPECIFIC REPORTING GUIDELINES FOR ALLEGATION MADE**

1. Allegations of sexual or physical abuse must be reported directly to the CPRO/WAP.
2. Allegations of sexual or physical abuse must be reported directly by the CPRO/WAP to the Program Manager for children regardless of consent or lack of consent from the alleged victim.
3. The family of the child should be informed as soon as possible and consulted.
4. CPRO/WAP is not allowed to directly report to the police, family members, partner organisation with out having consulted to the Director/CEO of 3AN. Any direct reporting with out a consent and formal approval of the Director/CEO of 3AN will mean a violation of child protection.
5. Overseas allegations about staff representing our partner organisation are to be documented and reported directly to CEO of the partner organisation and the CPC.
6. The CEO of the funding partner may follow its own procedures in investigating and reporting the incident.
7. The Director/CEO of 3AN partner is to liaise with the Australian CEO and CPC for all matters relating to Australian staff, visitors, volunteers and supported children.

## **CHAPTER XVIII**

### **GUIDELINES FOR RESPONDING TO A CHILD WHO HAS BEEN ABUSED**

An employee/staff may become aware of possible abuse in various ways. They may see it happening or suspect it happening because of signs such as those listed under 'Indicators of Abuse'. It may also be reported by someone else or directly by the affected child. It is particularly important to respond appropriately if the occurrence of

### **3 Angels Nepal - Child Protection Policy and Operating Guidelines (2069) 2013**

abuse is reported directly by the child. In such cases, the employee/staff should:

1. Stay calm so as not to frighten the child.
2. Reassure the child that she/he is not to be blamed.
3. Listen to the child, showing that the child's information is being taken seriously.
4. Keep questions to a minimum so that there is a clear and accurate understanding of what has been said. (The law is very strict and child abuse cases have been dismissed where it is felt that the child has been led or words and ideas have been suggested during questioning). Only ask questions to clarify.
5. Inform the child that it would be necessary for the employee/staff to inform other people about what has been reported. Tell the child that it is done to help stop further abuse.
6. Act for the safety of the child. If the child needs urgent medical attention, call an ambulance, inform the doctors of the concern and ensure that they are made aware that this is a child protection issue. Inform the CEO of the funding local stake holder District Child Welfare (DCWB) of any action taken, so that a formal report can be sought from medical staff treating the child.
7. Record all information you feel might be appropriate to the case.
8. Formally report the incident to the funding Partner CEO or the Child Protection contact person, through completing and submitting an Incident Report Form [IRF] along with any other supporting information or documentation you have.

#### **What to Say to a Child That has Been Abused?**

1. I will try and help you.
2. You were brave to tell.
3. Adults sometimes do wrong things – I am sorry this happened.
4. I will give you a voice.

## **CHAPTER XIV CHILD ABUSE INVESTIGATIONS**

Where management in Nepal management reviews minor allegations reserves the right to stand down the alleged perpetrator or change their duties.

Local police will investigate all serious allegations of incidents made in Nepal. The alleged perpetrator is to be stood down on full pay pending results of the investigation and distanced from children and the workplace.

Where allegations are confirmed, 3 Angels Nepal management must sever all ties with convicted child abusers. They are not to be employed in any capacity thereafter.

## **CHAPTER XX INVOLVING CHILDREN AND YOUNG PEOPLE**

3 Angels Nepal is a Community focused organization, committed to the support, development and empowerment of orphans and disadvantaged children, vulnerable women and young people. Our programs not only provide children with an education, but a voice and a safe and supportive environment where they can confidently share their views and opinions to bring about a positive change in their personal life and to their communities.

3 Angels Nepal relies on the donations, contributions, help and support from donors, friends and partners to shape and influence the planning for the future of all its projects. We strive to incorporate their views into our policies and procedures and welcome any feedback about our programs and services.

## **CHAPTER XXI CONFIDENTIALITY**

Every person who is privy to any information about an allegation or suspicion of abuse must ensure that confidentiality is maintained at all times. Information should be handled and disseminated only on a need-to-know basis, and must be stored in a secure place in line with

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

data protection laws, and with access limited to only designated people.

Protection of the child's identity, and confidential information about them, is of the utmost importance. 3 AN expects that all parties will abide by the governing child protection policies. Disciplinary action will be taken against those whose conduct is not acting in accordance with the behaviors outlined in the Child Protection Policy.

**CHAPTER XXII**

**Educating The Organization On Child Abuse And The  
Child Protection Policy**

3 AN is committed to fostering a safe, child-friendly environment. Our focus on educating staff, providing them with the knowledge of how to identify and reduce risks and prevent the abuse or exploitation of children is paramount. We will undertake regular child protection and threat awareness training, promote child-safe practices which keep children within our organization safe and promote awareness of child safety in the communities in which we work.

**CHAPTER XXIII**

**REVIEWING THE CHILD PROTECTION POLICY**

3 AN Board shall regularly monitor the implementation of this policy and review reports submitted by the Child Protection and Right Officer on the progress, challenges, difficulties, achievements, gaps and areas where changes are required.

The child protection policy shall be reviewed every 2 years or whenever there is a major change in the organisation or in any relevant legislation introduced or when required before.

If any difficulty arises in giving effect to the provisions of this policy the Chief Executive of 3AN may, by order do anything, not inconsistent with the purpose of this policy but to bring into effect the uniformity and utility of this policy.

**CHAPTER XXIV**  
**MEDIA GUIDELINES**

**Use of children's images for work related purposes:**

When photographing or filming a child for work related purposes, I must:

1. Before photographing or filming a child, assess and endeavour to comply with local traditions or restrictions for reproducing personal images.
2. Before photographing or filming a child, obtain consent from the child or a parent or guardian of the child. As part of this I must explain how the photograph or film will be used.
3. Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive.
4. Ensure images are honest representations of the context and the facts.
5. Ensure file labels, do not reveal identifying information about a child when sending images electronically.

I, ..... [insert name], engaged by Asian Aid Organization, have read, understood and hereby agree that while implementing the organization's programs/activities, I will abide by the above stated Code of Ethics and Conduct; and I understand that the onus is on me, to use common sense and avoid actions or behaviors that could be construed as child abuse when implementing its program/activities.

I agree that in the event of any breach in complying with the code of conduct, 3 Angels Nepal has the right to dismiss or transfer or otherwise proceed with disciplinary action against me as they deem fit in the circumstances.

Signed: \_\_\_\_\_

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Appendix 4

## Incident Report Form

REPORTING OFFICER	OFFICE USE ONLY
Field Officer's Name:	Date Received by Partner Office:
School Name:	School ID:
Type of institution [Day, Boarding, Home]:	Date of Submission to Reporting Office [AAO/AAUSA]:

DATE OF INCIDENT	
Date of Incident:	
Date reported: (if date reporting is more than 2 weeks after the incident please provide a reason for the delay in reporting)	

CHILD/YOUNG PERSONS DETAILS			
Name:		Sponsorship ID:	
Gender:	Age:	DOB:	Nationality:
Home address:		Contact telephone:	
Does this child have siblings, relatives attending the school or living in the home?			
Does the child have a disability?			
Is this child an orphan?			

DETAILS OF PERSON/S REPORTING INCIDENT OR MAKING ALLEGATION	
Name:	Gender:
Occupation:	
Is the person making the report expressing their own concerns, or those of someone else? (If they are speaking on behalf of someone else, please include the contact details of this person unless they wish for their identity to remain	

### 3 Angels Nepal - Child Protection Policy and Operating Guidelines (2069) 2013

confidential)	
---------------	--

DETAILS OF PERSON/S AGAINST WHOM THE ALLEGATION HAS BEEN MADE	
Details of each person the allegation has been made against must be included below.	
Name:	Gender:
Nationality:	Occupation:
How is this person involved in the school home?	
What kind of contact does this person have with the children?	

DETAILS OF THE INCIDENT	
Describe briefly the facts of the incident or incidents.	
Date of incident:	Approximate time:
Location of incident:	
Account of the Incident:	

TYPE OF CONDUCT ALLEGED	
Please highlight behaviours in the list below that are relevant to the incident described above.	
Physical assault	Sexual misconduct
Hitting/kicking Shaking/throwing Pushing/shoving/grabbing/pinching Rough restraint or excessive force Use of an object or weapon	Deliberate exposure to sexual behaviour Inappropriate touching Indecent exposure, language, gestures Sexual harassment, assault Child pornography Rape or sexual intercourse
Psychological harm	Neglect - absence of any



### 3 Angels Nepal - Child Protection Policy and Operating Guidelines (2069) 2013

	of the following
Persistent hostility	Clothing/food
Exposure to violence/threats of violence	Medical care
Humiliation/belittling	Shelter
Name calling	Supervision
Ignorance or rejection	Unsuitable environment
General Misconduct	Other (provide details below)
Inappropriate relationship with a child (not sexual)	
Inappropriate comments, jokes or threatening behaviors	
<b>Note:</b> If possible, a description of visible bruising and injuries should be made (if possible photos could be taken). The child should be supervised at all times and observations of their behavior, changes in their attitude and diet should be noted.	

#### THE CONTEXT

Provide any background information, first hand witness observations or additional information you feel might assist in understanding why or how the incident occurred.

#### THE RESPONSE

Provide any information regarding the response

What action has been taken to support the

### 3 Angels Nepal - Child Protection Policy and Operating Guidelines (2069) 2013

young person?			
What action has been taken to support the person who is the subject of the allegation?			
Have the child's parents/guardians/relatives been informed of the incident?			
What disciplinary action (if any) has been taken against the person who is the subject of the allegation?			
Indicate below the action that has been taken, or is proposed, against the person who is the subject of the allegation whilst the investigation is undertaken?			
No action	Increased supervision	Restricti on on current duties	Transferred to alternate duties
Suspended with pay	Suspended without pay	Not re- engaged	Not relevant as incident has been finalised
Has the incident been reported to the police or in-country government child protection department to be investigated?			
What actions have the police or in-country government department taken?			
Staff member responsible for investigating the incident			
Name:		Position:	
Email:		Telephone:	
Details of what they will be responsible for doing:			

STATEMENT OF TRUTH	
I declare that the facts stated in this ' <b>Child Protection   Incident Report Form</b> ', are true and accurate and the opinions expressed in it are honestly held.	
Name:	
Date:	
Signed:	

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

**Minimum Standards of Care for 3 Angels Family Homes  
Operation and Management**

3 Angels Nepal is a non-governmental, socio-religious, community-focused organization registered under Nepal's **Non-Government Organizations Act, (2034) 1977**.

3 Angels Nepal's work focuses on the **RESCUE PREVENTION AND REHABILITATION** of victims and people vulnerable to human trafficking and sex slavery. 3 Angels Nepal is committed to the support, development and empowerment of orphans and disadvantaged children, and vulnerable women and opposes the discriminatory treatment of any person with regard to their gender, race, age, ability, religion, caste, class, culture, lifestyle choices, health, creed or any other unlawful or unjustifiable reason. 3 Angels Nepal's programs not only provide access to education, but a safe and supportive environment where people can confidently heal and grow, share their views and opinions, and bring about positive changes in their personal life and their community.

**Introduction**

3 Angels Nepal is committed to delivering high quality care to orphaned and vulnerable children throughout Nepal.

This Minimum Standard of Care document is created by 3AN so as to provide the minimum standard of care for all children that 3AN is involved taking care. The purpose of this document is to ensure that at-least the minimum standard is maintained in within 3AN operation in Children Homes, Safe Homes and Women Safe haven. The same standard shall also be implemented for all 3AN safe homes across Nepal. This document shall also be the basis of assessing our standard of care for all home based care and management run by 3AN. This document when used to measure the standard will ensure the quality care and further it will help to focus in the area where lacking.

Therefore, These objectives are submitted as a part of the organizational constitution at the time of registration with the District Children's Welfare Board. Furthermore, the policy and procedure for the efficient operation and working methods of the Family Homes is made available to the Children's Welfare Board of Kaski District.

### 3 Angels Nepal - Child Protection Policy and Operating Guidelines (2069) 2013

The Home system of care is proved to be better than that of an orphanage system. Looking at the emotional and mental side of children's need, this home base has proved to be the most effective care compared to an orphanage system or a dormitory style of care.

More than good food, better clothing, and education opportunity for such disadvantaged children it is felt as a proven factor that children need more of emotional and mental care for their balanced growth and development. 3 Angels Nepal has been applying this model of caring the children since the establishment of 3AN in 2004. And this has been a model that other organizations have been asked by the GoN to adapt this modality which indicates that this model of caring for the children is better. Further, the Child Welfare Board Kaski has enforced other organizations to adopt this care model applied by 3AN.

3 Angels Nepal started with a blind girl which soon grew up to be having 6 disabled children with one family in 2004 as a home. Now this has grown up to 13 homes with home parents in each home and a care taker where necessary.

3 AN believes, that the children are created in the image of God, and parents are given the responsibility as care takers of them, therefore, to best achieve the objective 3AN has formulated this "Minimum Standard of Care" document.

#### Table of Content

Chapters	Contents
1	<i>The objectives of 3 Angels Nepal Family Homes are</i>
2	<i>Management and Staffing</i>
3	<i>Financial Management</i>
4	<i>Management of Volunteers and Visitors to the Home</i>
5	<i>Protections and Safeguarding</i>
6	Needs Management
7	<i>Physical Management of Homes</i>
8	<i>Leisure and Recreation</i>
9	Psychosocial and Behaviour Management
10	<i>Alternate Care for Special Needs and Disabled Children</i>
11	Life Skills and Vocational Training and Placement

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

12	<i>External Monitoring and Accountability</i>
13	<i>Admission</i>
14	<i>Management of Record-keeping, Monitoring and Evaluation</i>
15	Management of Restoration and Follow-up
16	<i>Permanent Positive Change</i>
17	Declaration

**CHAPTER 1**

***The objectives of 3 Angels Nepal Family Homes are:***

- a.** To ensure children with best possible care with home parents provided in a safe and healthy family environment.
- b.** To provide a holistic education and exposure to every child under the care.
- c.** To facilitate overall development with Mental, Physical, Social and Spiritual empowerment to every child.

Every home is set-up for proficient operation according to the standards set by the Children's Welfare Committee as directed by the Government of Nepal.

***Intention -***

To ensure holistic development of children

***Approach - Child Focused Family Model***

**A - 0 to 7 years old (Home Parents with intensive care)**

- 10 Children per home with Home Parents and Care taker provided
- Special supplements provided for their proper physical and mental development.
- Intensive and extra care provided
- Exposure to ample indoor and outdoor games and entertainment opportunities provided

### **3 Angels Nepal - Child Protection Policy and Operating Guidelines (2069) 2013**

- Minimum 3 Months of training on child psychology/Psycho-social counselling training to be qualified for home parent under this category
- Full time home parents

#### **B - 8 to 11 Years old (Home Parents Model)**

- 12 children per home as a family with no care taker provided unless absolutely necessary based on the organizational capacity
- Special and extra supplements provided to only those recommended by a nutritionist GoN
- Exposure to ample indoor and outdoor games and entertainment opportunities provided
- Must have minimum 3 Months of child psychology/Psycho-social counselling training by staff to be qualified as home parent under this category

#### **C - 12 to 15 years old (Single Parent Model)**

- 14 children per home
- Widow or unmarried Girl for girls home and Unmarried Man for boys home.
- Must have short term training on psycho-social counselling/Child Psychology and must be Bachelor degree holder or more to be qualified staff under this category
- Psycho social counselling provided to children
- Motivational classes given to children
- Exposures to Sex education, Anti-trafficking, Child rights and development etc. and encourage in sports and entertainment, competition for their social development.

#### **D – 16 years and above (Self Care Model)**

- A supervisor to assist in their studies and to ensure security and safety.
- Must obtain short term training on psycho-social counselling/Child Psychology and must be Master

### **3 Angels Nepal - Child Protection Policy and Operating Guidelines (2069) 2013**

degree holder or more to be qualified staff under this category

- Psycho social and career counselling provided to children
- Motivational classes given to children
- Exposures to Sex education, Anti-trafficking, Domestic violation, outreach activities, vocational training, formal and informal studies etc.... and encourage sports and entertainment, competition for their social development.

#### **E – 16 years and above - students after their year 10<sup>th</sup> (Tertiary or Self Management model)**

Self management simply means the students under this category will have to manage their own food, accommodation, medical, find suitable college, etc.

- Students under this status shall be provided mentoring, security arrangements, guardianship guidance, counselling, facilitation on finding suitable colleges and rentals etc..
- Students under this status shall be given per head budget calculated to cover all their normal expenses as mentioned above.
- Students under this status are required to manage their own finances, education, medical, security etc.. under the supervision and guidance of 3 Angels Nepal (Welfare and Protection Team)
- Psycho social and career counselling provided to them
- Motivational classes given
- Participation and Exposures to Sex education, Anti-trafficking, Domestic violation, outreach activities, vocational training, formal and informal studies etc.... and encourage sports and entertainment, competition for their social development are encouraged for this status of students.
- Students under this status are required as a mandatory to take work program for at-least 2 hours/day for which

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

they shall be paid on an hourly basis for their pocket money.

- 3 AN shall facilitate finding work for them

**CHAPTER 2**

**Management and Staffing**

***Government Registration and Licensing***

3 Angels Nepal will apply this standard of care for home operation and management as directed by the Government of Nepal Ref. ***Standard of Care for children Home Operation and Management, 2003 (2060) Approved from the government of Nepal 2060/8/24 (Ministry for Women and Children Welfare) December 10, 2003***

All children homes run by 3 AN, which is registered with the GoN will automatically fall under 3AN's registration status, however, the Children home program has also been registered with the GoN in Kaski District which is mandatory under Children Welfare Board Kaski.

***1. Management of the Home***

The following staff have been recruited to manage 3 Angels Nepal Children's Homes under the (WAP) Welfare and Protection Team)

***1.a Head of the Department (HOD) – 1***

Is a Section Head or Manager of the concerned department who is responsible for a program, section or may have if necessary Its own separate management committee. HOD also means those who head up the department whether or not it has its own management committee.

The 3AN Women and Child Welfare Department conducts ongoing monitoring of Family Homes. Monitoring activities include Food menu, timetable, regular health and medical check up of Children, clothing, children's files, progress and counseling if required, and any other necessary items on a regular basis so as to ensure that the MSC is met in each home.

***1.b Accountant – 1 for the department***

*Departmental Accountant:* Means an accountant appointed to maintain separate books of accounts of the concerned department. He/she is also a cashier and a storekeeper of the concern dept. The



### **3 Angels Nepal - Child Protection Policy and Operating Guidelines (2069) 2013**

Dept. accountant works in line with his/her HOD and Finance Director/Manager. The departmental accountant is a member of the purchase team for the concerned dept.

#### ***1.c Home Supervisors and House Parents***

Means married couple having a long-term commitment to serve children as parents. They are appointed full house parents regardless of the size of the home or number of children. They are appointed parents for the best interest of the children therefore; they are expected to work under the concerned HOD's discretion. The house parents are either paid or agreed volunteer for their job and responsibility. They will work on a volunteer basis until the organization is in the capacity of paying them in full.

Unmarried person selected suitable through the screening process are appointed Home Supervisors. They are to act like house parents with all roles and responsibilities same as house parents.

The main responsibilities of the house parents are to manage their home with a family environment; look in to the best interests of their home children in their over all well-being. Assist their children with homework, manage households, children's sports and entertainment, ensure that their children participate and engage in community service activities so as to gain exposure and build their personal confidence are some of the responsibilities of the house parents.

The staff/children ratio will be 2/12 as the ideal; but this is adjusted as the number of children and organizational capacity increases to address the urgent circumstances. However, the organization envisions adopting the ideal model of 2/12 when possible. Volunteer House Parents undergo a selection process followed by parenting training to ensure suitable character, ability and commitment to work with children.

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

**2. The roles of House Parents is to ensure:**

- a. Physical safety and mental wellbeing
- b. Maintenance of good eating habits
- c. Adequate clothing, according to the climate is worn
- d. Behavioural management and learning
- e. An environment where each child is valued for their individual personality, encouraged and made to feel special
- f. Those affected by war, violence and natural disaster receive additional support as needed – including psycho-social counselling treatment.

**3. Selection criteria for House Parents and Support Staff:**

- a. Must be Christian couple with an interest and commitment for caring poor and needy children for long term
- b. Preferably AA ex-students will be given the first priority provided they have interest for caring children and commitment for long term
- c. Must be trained and educated in the areas of caring for children and child protection policy of the Nepali Government; must have knowledge of UNICEF guidelines pertaining to child protection and rights.
- d. All House Parents are Nepali as per the organisational policy directed by the government of Nepal.
- e. Must have no police or criminal records or complaints against the couple applying to be house parents.

Taken from 3AN ***Child Protection Policy and Operational Guidelines 2013 (Section 13)***

**4. Personnel and Staff of the Home**

The following staff have been recruited to support House Parents in caring for the children of the homes.

### ***5. Caretaker – 1 for home under Category A***

Care taker/carer is appointed to all homes where children need extra care and attention; and where the house parents are working full time in other places such as in the office or school thus, cannot spend full time with children. Carer will not be provided to those homes where children are big enough to self-care. In such homes bigger children are encouraged to be engaged in cooking, cleaning, washing, gardening and helping the parents with households.

Carer is full time paid staff appointed to provide an optimum care and support to children. She is appointed carer for the best interest of the children and therefore; expected to work under the concern House Parents' discretion. Carer is preferably married woman who has an experience of raising children and has a long-term commitment to serve children as a carer. The main responsibilities of the care taker is to cooperate with house parents for a family environment; look in to the best interest of the children in their over all well-being. Assist children with giving them bath, washing their clothes, brushing their teeth, making them ready for school, assist in games and entertainment are some of the responsibility of the care takers. Cooking and cleaning dishes of the whole family is also a part of carer's responsibility. However, keeping in mind that the carers are second mother to children and not a servant for the house. She is very much a part of the family.

### ***6. Security guard – Where required***

Security guard is a full time paid job appointed to look after the households, children and to keep the compound out of any potential threat or safety risk. SG is appointed only where additional safety to children and the households is required. The appointment of SG is done on the basis of gender (*Woman SG for girls home and Man SG for boys home*) and if any need to manage the potential threat.

To watch over the complete households, assist house parents and carer with any security concern are the main responsibility of the security guards.

### **3 Angels Nepal - Child Protection Policy and Operating Guidelines (2069) 2013**

3AN is committed to ensuring House Parents and home staff have sufficient support, skills and resources to guarantee every child is safe and receives optimum care that meets their individual needs so that they have the greatest opportunity to reach their potential.

#### ***7. Staff Training modules include:***

- a. Understanding the rights of a child
- b. Office management
- c. First Aid
- d. Child development
- e. Child protection and skills empowerment
- f. CFLG – Child Friendly Local Governance or Friendly Code of Conduct.
- g. Counselling

## ***CHAPTER 3***

### ***Financial Management***

3 Angels Nepal ensures and keeps clear and transparent financial statements of all activities carried out by the organization. All accounts audited annually, by an independent authorized auditor and the copy of documents given to the following government departments:

- District Development Office
- Internal Taxation Office
- Children's Welfare Board
- Pokhara Metropolitan Office
- District Head Office – Kaski

A separate bank account for 3ACH activities is in place as per the direction from the GoN. Reserve funds that cover at least 3 years as an additional requirement from the GoN from the starting date are tried to be in place. This will be further strengthened as per the capacity of the organization.

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

No house parents manage the finances. They meet with their departmental accountant at the time of submitting orders for home supplies, any urgent concern, and any time to receive their supplies for their homes.

**CHAPTER 4**

***Management of Volunteers and Visitors to the Home***

Foreign volunteers must undergo a background check prior to involvement with 3 Angels Nepal. This includes a police clearance check from their country of origin and at least 3 reference checks from a notable source (e.g. employer, church pastor, sending organization). No foreign volunteers are appointed house parents (long or short term)

**CHAPTER 5**

***Protections and Safeguarding***

***1. Child Protection***

3 Angels Nepal does not tolerate any violence, discrimination, or harsh disciplinary treatment towards any child. 3 Angels Nepal does not tolerate any form of immoral (Sexual) activity. Management implements immediate disciplinary action when first notified of any incident. Such as a warning when first notified, second time is a written warning that refrains staff from any increments, organizational benefits, promotion etc. for a year. The 3<sup>rd</sup> warning is to ask the staff to resign within a day if not resigned within a day then the second day will be a termination of the concerned staff.

Family Homes understand the need to respect children's privacy such as their personal stories, health and medical issues, safety concerns etc. such sensitive issues will be taken with high priority. The concern House Parents will be consulted by the HOD while seeking for solution. but their personal files will not be shared with out child's permission to any one except to their sponsors, partner organization's officers, Child Welfare Officer, and 3AN Director. All safety concerns will be taken with urgency and an immediate action will be carried out to address the concerns.

3 Angels Nepal works to ensure all Family Homes implement the Child Protection Policy and Friendly Code of Conduct to ensure moral

### **3 Angels Nepal - Child Protection Policy and Operating Guidelines (2069) 2013**

guidance. The Child Friendly Code of Conduct was approved by the Children's Welfare Committee prior to the commencement of the program on 19<sup>th</sup> July, 2008.

*Friendly Code of Conduct: Keeping in mind the Mental, Physical and Emotional sensitivity of a child, the surrounding environment will be made as much appropriate as possible to best suit the child's capacity and circumstances.*

Eg. Simple use of words while speaking to children, appropriate playing equipment made available keeping the age group in mind, sleeping environment will be suitable to their personal capacity, No smoking, no usage of any alcoholic beverages, loud scream, quarrel, fight are some of the environment that will be strictly prohibited in front or near the children. Beatings, physical punishments or any inappropriate things that do not set a healthy atmosphere around children will be avoided doing in front of children.

#### **2. Child Rights:**

3 AN encourages children participation in child's right conferences, clubs, training etc.. that are organized periodically by the Child Welfare Board Kaski, Children Homes Network, Police force, Social activists, Human Right activists etc. At times, when necessary 3AN, organizes sessions with children about their rights through counseling, in family meetings and social gatherings.

#### **3. Security, Safety and Protection**

3 AN, ensures that children within its operation are safe and secured. Children are always accompanied by either their house parents or 3 AN staff for any outings, participations outside 3 AN, all children homes where the security concerns perceived will be provided with security guard. Active implementation of Child Protection Policy, Minimum Standard of Care and Friendly Code of conduct, implementation of a complaint box in each home where a child can independently express his/her concerns or complaints in the box. The only concerned HOD opens the complaint box once a month and implements mechanisms for improvements and problems solving. These activities ensure that children within 3AN are safe, secured and well protected from any potential harm to a child.

#### ***4. Locations and Infrastructure***

All homes run by 3AN are located in ward 15 – Pokhara within walkable distance from one home to another. All houses taken on rent are assessed safe including the neighbors surrounding our children's home. Quarterly home assessments are carried out for safety, healthy management of all homes.

### **CHAPTER 6**

#### ***Physical Management of Homes***

#### ***3 Angels Nepal ensures the following in each Family Home:***

- a. Well ventilated and spacious rooms for children
- b. 1 bed per child
- c. Girls and boys above 6 years of age live in separate Family Homes
- d. 2 toilets (separate toilet for boys and girls as required)
- e. 2 bathrooms (separate bathroom for boys and girls as required)
- f. 1 kitchen/storeroom
- g. 1 dining room
- h. 1 study room
- i. 1 consultant/counselling/treatment room if possible
- j. 1 lounge/common room if possible
- k. Child's own storage space for clothes and personal belongings
- l. Clothes for each child (3 sets of clothes, 2 pairs of shoes and 4 pairs of socks) besides school uniform and special dresses
- m. Safe drinking water for all family members
- n. Secured home environment with security guards if required.
- o. Access to playground and sports facilities

### **CHAPTER 7**

#### **Needs Management**

#### **1. Health and Sanitation**

To ensure health and sanitation of each home and child, various activities such as monthly house parents meetings to find needs and to know any concern, quarterly home assessments carried out by 3AN

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

nurse and departmental staff led by HOD, monthly maintenance on plumbing, electricity equipment and furniture is carried out by 3 AN staff. Apart from the regular services and assessments, immediate addressing of needs that are met when required at any time.

***2. Clothing and Bedding***

3 AN, children receives the following items a year.

- a. One set of matters, Quilt, Pillow, Blanket, 2 sets of covers for each
- b. 2 pairs of shoes and socks – Uniform and out dress
- c. 2 pairs of slippers
- d. 1 pair of uniform
- e. At-least 3 pairs of out dress
- f. At- least 2 pairs of winter clothes (Jacket/Coat, Blazer/sweater
- g. Toiletries as per the need

***3. Sanitation and Hygiene***

All 3AN children are provided with basic toiletries as per the need such as Toothpaste, brush, comb, hair oil, shampoos for girls. No child is left out with at-least the basic needs.

***4. Food, Nutrition and Water***

3 Angels Nepal works in accordance with the nutrition standard set by the GoN - Ministry of Health to ensure the proper dietary requirements for physical and mental development which is periodically monitored by 3AN staff who is a qualified RN appointed as Children's nurse.

3 Angels Nepal ensures adequate nutrition of all children by supplying the following:

- a. Weekly food routine (posted in each home for all to see)
- b. Regular daily meals (4 times per day, including snacks)
- c. Variety of fruits supplied weekly in accordance with climatic availability.
- d. Children are often consulted while preparing the requisition for meals.



## **5. Education and Recreation**

### ***Access to Education and Career Guidance***

All children attend the 3 Angels International Mission School established in 2011 as a registered private school with the Government of Nepal under Nepal education act 1972 (2028). 3AN established 3 Angels International Mission School with a aim to providing a holistic education to our 3ACH children at the same time to attract fee paying students so as to bring 3AIMS to self sustainability ASAP.

The 3AIMS is located in Indrachwok 10 Pokhara, it currently employs 21 teachers including part time teachers and has 316 total number of students. The school runs from Montessori to grade 9<sup>th</sup>.

As the school has continued to grow, almost beyond its current facilities, 3AN have been thinking and planning for the future. With a hope to grow to 800 students and attract a greater number of fee paying students by offering a high quality education, qualified teachers, well resourced classrooms, larger range of classes and a range of extra-curricular activities, creating a pathways after highest grade in 3AIMS, adopting "A and O" level of education along with the current course that is approved by the government of Nepal. 3AIMS also envisions students with an opportunity and exposures to the international level of competent education such as an affiliation with Avondale College Australia, Macquarie college Australia and Adventist colleges in Thailand. These arrangements will not only add credibility of the school but will also provide reasons for parents to choose our school to be better option to enrol their children which will ultimately enable us to become self sustainable ASAP. As per each child's interest and willingness, opportunities for spiritual education, higher education and skills training are provided.

Progress reports of each child are reviewed and filed. All house parents are given access to their child's progress reports when ever they like to have a review. HOD maintains the progress reports and keeps them safe in the office. Child is counseled about their progress on a regular basis by the concerned house parents and HOD if required so that a child understands the need of reaching his/her goal. Children are often interviewed randomly, individually, in group and in a private environment about their personal experiences at home

### **3 Angels Nepal - Child Protection Policy and Operating Guidelines (2069) 2013**

House parents provide additional support to students who find learning difficult. House Parents assist children with homework and any other support that the children require. Resources are provided to House Parents to ensure they can provide support to all children if required, 3AN also engage tutors for home children if some are assessed weak in their studies.

Playgroup is implemented in the home environment each day for infants not yet old enough to attend school. Other bigger children play on the playground that is adequate for playing on the leased ground. A qualified sports teacher is paid to train children on sports and games.

## ***CHAPTER 8***

### ***a. Leisure and Recreation***

1. Children have a day out at least once per month (picnic, park, lake, etc.)
2. Balls, bats and other entertainment options are made available to children
3. Children receive training about their rights on a regular basis through participation and organized programs.

### ***b. Daily Routine***

There a set daily/weekly routine for homes and this is displayed in the home for children to see.

## ***CHAPTER 9***

### **Psychosocial and Behavior Management**

#### ***a. Behavior Management***

It is the House Parents' responsibility to manage the behavior of children and if the need be the HOD gets involved in management. The child protection officer does get involved as an option to the management of the behavior of children.

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

***b. Physical Health and Emotional Well-being***

Following the medical check conducted when a child is first admitted to the home, every child will have a compulsory medical check each year, including immunization as necessary.

Children found to be sick are managed as per the medical doctor's advice and in consultation with local authorities for children with chronic/life threatening diseases.

3AN has trained nurses and a Doctor on call at all times. For any complicated cases, 3 AN also has a partnership built with nearest hospitals.

***c. Positive Behaviors and Stable Relationships***

Looking at the emotional and mental side of children's need, 3 AN adopted a home and family model, which has proved to be the most effective care, compared to an orphanage system or a dormitory style of care.

More than good food, better clothing, and education opportunity for such disadvantaged children, it is felt as a proven fact that children need more of emotional and mental care for their balanced growth and development. 3 Angels Nepal has been applying this model of since its beginning 2004. This has been a model that other organization in this communities are asked to adapt which indicates that this model of care for the children is better.

All children live in a Family Home, which ensures a natural environment for development, including playing with neighbors, talking with storeowners etc.

In the case of twins, 3 Angels Nepal ensures accommodation that keeps these siblings together. In the case of twins that are of two different sex, they will be housed separately but close enough to have them meet and see each other frequently.

***d. Self-worth, Expression and Personal Growth***

3 AN, encourages to maintain child's last name as original. This is to give every child a sense of self worth, they are no different or lesser than any higher caste, and to teach them their value before God regardless of their caste, or color. At the same time 3AN does not prohibit changing their sir name if the child feels a need of change.

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

Eg. In the case of Badi, Chepang or any other DAG (Disadvantaged Group)

Where possible each child's parent's citizenship papers are photocopied and put on file. This ensures ease for making citizenship for each child in the future

**CHAPTER 10**

***Alternate Care for Special Needs and Disabled Children***

3AN have special arrangements in place for the present disabled children that are in homes. Eg. Blind children go to blind school, where as children with other disability attend 3AIMS. Children with disability are provided with appropriate resource materials and environment in homes that assists their disabilities.

**CHAPTER 11**

**Life Skills and Vocational Training and Placement**

***a. Child Participation***

3AN children are given opportunities to provide feedback on their care at 3AN.

Children encouraged to make any special requests, make suggestions about meals, etc.

Children are asked to participate in suggesting a kind and types of games equipment they want to have in homes.

***b. Community Involvement***

3AN homes interact with the local community through SUPW (Social Useful Productive Work) programs organized periodically in the local community. Home children are often involved in shopping with their parents. Home children are sometime asked to assist their parents going to hospital on a public transportation but always with their parents with them. Children are encouraged to participate in a public programs such as in Child Club, Child right meetings, inter school competitions and tournaments etc.

***c. Life Skills***

Children contribute to the efficient running of the home by assisting with washing dishes, clothes, bedding, plus general house cleaning

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

tasks for bigger children who are able to and can assist their parents. In such case the home is not provided with a carer for that home.

3AN follow a Life-Skills program to ensure children have opportunities to learn the necessary skills to manage when they leave the home environment and move out in society. These skills would include problem solving, conflict resolution, relationship skills, financial management and budgeting, etc.

3 Angels Nepal does not allow children to work for the welfare of the organization, but for the purpose of learning basic life skills and contributing to creating a healthy and happy family.

***CHAPTER 12***

***External Monitoring and Accountability***

3AN allows external monitoring activities that happen quarterly, annually, and when required for the children's homes. This could be from Asian Aid, 3AN Women Child Department, the Government of Nepal for Women and Children Welfare Board and any other monitoring agencies.

Head of Department implements internal monitoring of each home at- least twice per year. The compiled report is submitted to the Children's Welfare Committee.

3 Angels Nepal welcomes visitations from the Central Welfare Committee and the District Children's Welfare Board for monitoring purposes.

As per regulations, 3 Angels Nepal prioritizes ordinances passed by the Central Child Welfare Council and Government of Nepal and implements these in each Family Home.

***CHAPTER 13***

***Admission***

3 Angels Nepal ensures the following compulsory documents are in place prior to admission into the Family Home program:

- a. The Recommendation of the District Head Office or Local Assembly
- b. If parents are deceased, the death certificate of both parents is on file

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

- c. Photocopy of the citizenship of the person admitting the child in the home
- d. Child's birth certificate.
- e. Each child admitted into 3 Angels Nepal is registered with the Children's Welfare Committee.
- f. Child's financial arrangements with partner Organisation/donor/sponsors etc.

NB: If a child has any property from his/her deceased parents, 3 Angel's Nepal deposits the vaulted property into the District Head Office, Children's Welfare Committee or related authorized assembly of the government.

Only after the above legitimate documentation has been verified with 3 Angels Nepal will admit a child into the program. Any concerns/doubts about the legitimacy of documents are referred to the government office for further clarification and inspection.

If the child's date of birth is not registered, 3 Angels Nepal registers the DOB of the child with the government office within 7 days.

Unknown children who have been left or come of their own accord to the Family Home are reported as quickly as possible at the nearest police station. Should authorities request admission of the child, 3 Angels will consider organizational capacity to do so, and provide feedback to authorities within 7 days.

Within 3 days of admission into a Family Home each child undergoes a medical check-up. This includes investigation of urine, blood, teeth and stool. Recommended medical treatment is provided to all children.

## **CHAPTER 14**

### ***Management of Record-keeping, Monitoring and Evaluation***

Each child has his/her own file, which is updated when required. Each child has 3 files:

- a. **Personal File:** Child's personal story, parental details etc.. are kept confidential and no access is given to other than absolutely necessary personnel or Sponsor. HOD maintains and updates the file when required.

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

- b. **Medical file:** The medical details with records, details and history with health related issues are maintained and upgraded when required on a regular basis. The house parents, carer, counsellors, HOD, CPO and any other 3 AN officer working in the related field are given access to review the file when necessary.
- c. **Progress Reports:** Basically, the educational and other progress that child has achieved, are filed separately which can be given access to any concern personnel up on their request and child's permission.

However, the older children can see all their files as mentioned above but up on their requests to the HOD and their house parents.

**CHAPTER 15**

**Management of Restoration and Follow-up**

***a. Discharge and Follow-up***

3 Angels Nepal encourages the completion of +2 – School Leaving Certificate prior to discharge. It allows the child to leave the home after 18 years of age. At discharge the child's details are submitted to the Children's Welfare Board to advice of change in circumstance. 3 Angels Nepal maintains contact with each child for a minimum of 3 years post discharge. Contact notes are kept in the child's file.

**b. In the Event of Death of a Child:** 3 Angels Nepal will immediately inform the local police, Child welfare office, family member of a child or next keen of interest about the unfortunate situation as soon as the situation occurs.

**c. Child running away:** 3 Angels Nepal will immediately inform the local police, Child welfare office, family member of a child or next keen of interest about the situation as soon as the situation occurs.

**d. Adoption of Child:** 3 Angels Nepal will not allow adoption of child whether internal or external.

**3 Angels Nepal - Child Protection Policy and Operating Guidelines  
(2069) 2013**

**e. Family Re-union:** 3 Angels Nepal will encourage family re union up on the request of a child and his/her family members. Family members must in writing produce viable reasons proving that the re-union is necessary. Up on the justification of the viable reasons stated by the family member, 3AN will respect to the decision made and will therefore follow the re-union process.

**CHAPTER 16**

***Permanent Positive Change***

Provision of parents to the parentless children, safe family environment to those rescued from the vulnerability, nutritious food supplies, holistic education for all-round development, exposures and community participations, tertiary education and pathways for higher education opportunities etc.. Implementation of these activities ensure that time in the Children's Homes will bring about long-lasting positive change in the lives of children.

**CHAPTER 17**

**Declaration**

***3AN Board reserves all rights to amend any article to best suit the circumstances and organizational capacity. Therefore, This official document of 3AN, MSC (Minimum Standard of Care) is subject to amendments when necessary and update whenever required by the GoN.***