

CHAPTER FIVE

CAM related POLICIES

REK has got several policies which should be followed in particular cases. Please follow our policies and contact the office when problems are occurring.

You will find the following policies in this chapter:

- 5.1. Child's Folder
- 5.2. Sponsor Visits
- 5.3. Gift Policy
- 5.4. Child Protection Policy

5.1 Child's Folder

Make this a part of RECORD KEEPING. So far this was done in physical folders. In the future more will be stored in digital folders. It is expected that initially partners will use a combination of physical and digital folders.

Records to be kept for an ambassador

Per child/family	In the child folder
At the start	Original recruitment questionnaire and attachments Parents/guardian consent form Child / family home address/village name/map indication family location. New picture of the child/ family Introduction sheet
During time in program	Home: Home visitations reports SRD correspondence records: Letters from sponsors Letters to sponsors Annual child report Annual photo Social records : (if applicable) Social responsibilities, counseling, criminal records
Leaving	Leaving form Leaving letter manager Recent photo (see also SRD records) Picture at time of admission Photocopy of child introduction sheet and photo, at time of admission (HACA use only)

When a child/ family have left, the folder of the child/ family has to be kept for at least two years.

5.2 Sponsor Visits

A sponsor visiting the program is an opportunity to help the sponsor understand the vision of the work you are doing. A visit helps a sponsor to experience the relevance of the program firsthand. Such a visit can be life changing for sponsors, who sometimes see the effects of poverty this close for the first time. They will share their experience with relatives, friends and their church and might become real advocates.

The sponsor wants to see their sponsor child/ family and experience the reality of life and the program. It is therefore important to plan for the visit. Give the sponsor the opportunity to meet the sponsor child/ family. Make sure the ambassador (and his/her family) is prepared for the visit and knows what is expected from them. Give them freedom to interact with the sponsor. They could play together such as kicking a ball or seeing the school. Additionally, you could show the sponsor some relevant program locations and explain things about the program. The visit should be limited to one day.

All sponsor visits have to be arranged through REK Zwolle as explained in our child protection policy.

If a sponsor contacts your organization directly with a request to visit the program, please refer them to REK office.

Process and Timeframe

Who	To whom	What	Final date
Sponsor	REK Zwolle	Request for a visit by phone or email	2 or 3 months before the visit
REK Zwolle	Sponsor	Information about : <ul style="list-style-type: none"> the REK's Visitors Policy, see appendix REK's Child's Protection Policy the letter of good behavior 	
REK Zwolle		Keep record of the request in a visitor's file on the computer	
REK Zwolle	HACA/HACI	Request for the visit and info about travel possibilities	Straight away
HACA / HACI	Partner	Request for the visit and coordination of the program for visitor	Straight away
HACA/ HACI	REK Zwolle	Feedback if the visit is possible	Within 2 weeks
REK Zwolle	Sponsor	Feedback if the visit is possible and, if so, info about how to get there. The Visitors Policy document will be sent to the sponsor and has to be send back signed, together with a declaration of good behavior of the municipality and the final date of the visit.	Straight away
Sponsor	REK	Signed visiting policy document + declaration of good behavior + final date and time of visit	

REK	HACA/ HACI	Confirmation of final date and time of visit	1 month before the visit
-----	------------	--	--------------------------

Who	To who	What	Final date
HACA / HACI	Partner	Information about the purpose of the visit and what is expected <ul style="list-style-type: none"> • Make sure that the sponsor child is prepared for the visit and knows what is expected from them; give them freedom to interact with the sponsor by playing together or visiting the school. • Staff members can never request sponsors for further assistance • The sponsor should grasp the following during the visit: <ul style="list-style-type: none"> ○ The role and relationship of your organization and REK Zwolle ○ How is the program is run ○ What the vision, mission and accomplishments of the program are ○ How the education system works The importance of the gospel in the work of the organization	3 weeks before the visit
HACA/ HACI	REK Zwolle	Feedback about the visit	2 weeks after the visit
Sponsor	REK Zwolle	Feedback about the visit	
REK Zwolle	HACA	Feedback about the visit	

Frequently asked questions with regards to the sponsor visits:

Should we receive money and gifts from sponsors?

There is no problem in receiving small gifts from visitors for the child. If the sponsor wants to give money to the child, they should follow the regular channel of donations to the program through REK Zwolle.

Who covers the expenses during the visit?

The sponsor should cover all the expenses except for some food or lunch that you could serve. The sponsor should cover all other expenses such as transport.

Should we exchange addresses, phone numbers and email addresses?

No, never! When a visitor signs the visitor's book, the only address they can give is their name and country. No more.

Can staff members/ families further assistance from sponsors?

No, never! The sponsor already does so much on a regular basis and this should be avoided and discouraged by the social workers and staff members who are present. It is unkind to ask someone to do more than what they are already doing. If they decide to do more on their own, that is okay. However, always tell them get in contact with REK Zwolle.

Role of the Partner:

Make sure the sponsor is accompanied by an organization staff member at all times! Also, make clear that no addresses or e-mail addresses are to be exchanged.

What must the visitor/sponsor understand during the visit?

- The role and relationship of your organization and REK.
- How the program is run.
- Vision, mission and accomplishments of the program.
- Situation of children in the program/ in the community.
- How the education system works/when children typically start school/challenges to attending school.
- The importance of the gospel in the work of the organization.

5.3 Gift Policy

All sponsors are informed about the REK gift policy and the rationale behind it.

- For the welfare and benefit of all children served directly and indirectly by HACA/HACI, we do not allow:
 - Money to be directly gifted to the child by a sponsor.
 - Money to be designated by the sponsor for the purchase of a special gift for the child.
 - Gifts articles to be sent by the sponsor to the child by mail or through someone.
- If a sponsor sends a cash gift and requests that it be used to purchase a specific gift for their child or family ambassador (e.g. a bicycle or a coat), the program should tell the sponsor that they cannot honor this request and return the money to the sponsor with a request to send the money through HACA/HACI and one or more of the reasons applicable, as given below:
 - The child does not have any bank account in her/his own name
 - The currency is not legally allowed to be enclosed in envelope
 - The government does not allow money to be received in the name of the child
 - Partner policy does not allow one child having/receiving more money than others
 - Equal treatment of children is necessary
- Exceptions to gift policy: A personal visit by the sponsor to the child. Here a small gift is quite proper. The sponsor should receive guidance from the program as to what gift would be appropriate for the child. Ideally, the sponsor will give a small token of friendship to all the children in the program.
- If a sponsor still sends a gift to the child, HACA/HACI will inform REK. REK will inform the sponsor that this is not allowed. The present will be given to the program for the use for all children.

Gift policy rationale:

REK does not want to promote unfair or unequal treatment among children in a poor community by giving some gifts and not others, for no reason other than that one sponsor gave a gift and another did not.

5.4 Child Protection Policy

Make sure that you are aware of REK child protection policy. Below, you will find several specific paragraphs in the REK Child Protection Policy related to sponsor issues, children's and families' information and sponsor visits.

Communications Concerning Children

Communications about children should use pictures that are decent and respectful, not presenting them as victims. Children should be adequately clothed and poses that could be interpreted as sexually suggestive should be avoided. Language that implies a relationship of power should also be avoided. However, we also recognize there are times when children are really victims, for example, of famine. In such cases, the child's dignity should still be preserved whilst presenting the reality.

Protection of Children in CAM Programs

- An ambassador's history, picture folders and photographs of children are stored in locked and in secure facilities to which a limited number of people have access.
- At the time of CAM, sponsors should be advised that REK's policy prohibits unannounced visits.
- A REK sponsor and his or her ambassador should not exchange home addresses.
- REK will not facilitate the visit of any child to a sponsor's country unless on invitation and at the responsibility of the REK office. REK will not facilitate the adoption of children. Any request for such assistance will be declined.

Sponsor Visit to REK's Partner Organization Residential Homes and Programs

- In order to ensure that all possible steps are taken to protect sponsored children as well as their families and communities from those who may wish to exploit or abuse them, all sponsor visits have to be arranged through the REK HQ.
- Partner Organizations are required to name any sponsor, or friend of a sponsor, attempting to bypass this procedure to REK HQ and also to report the incident to REK HQ. The sponsor will then be contacted by REK.
- On receiving a request to visit a program from a sponsor, the sponsor relations department of REK will check the sponsor's record. A letter will be sent asking the sponsor to obtain a "declaration on behavior" of his or her city hall. Additionally, sponsors will receive the Child Protection Policy in which they can find visitation guidelines and Behavior Protocols, a 'Request to Visit' form and some declaration forms.
- Sponsors wishing to visit a program will also be interviewed by REK to ensure their suitability for the visit. The interview will take place at the REK office.
- If a sponsor chooses not to comply with the requirement to obtain his or her "declaration on behavior" and to be interviewed, the visit will be cancelled.
- Sponsor and child/ family details are then forwarded to the partner organization concerned. Staff from that office would normally respond with permission for the visit.
- Group sponsor visits will be subject to the same requirements regarding the "declaration on behavior" and the interview with the Child Protection Officer. Any sponsor wishing to join a group visit must attend a briefing meeting from REK prior to departure. A member of the sponsor relations department will be present during these briefings.

- All visitors to REK programs must be advised of Behavior Protocols that should reflect national and local sensitivities. Visitors must sign an acknowledgement of receipt and an understanding of these protocols as part of their orientation before they visit the child/family.

- While visiting programs, sponsors must be accompanied by a member of the partner organization's staff and will normally not be allowed to stay overnight. During group visits, when there may be more sponsors than members of staff to accompany them, child visits must be done in turn. Under no circumstances should a sponsor be allowed to visit a child's home alone.

- REK will retain the right to cancel a sponsor's visit at any time. Partner organizations must be informed if REK staff has any suspicions, so that the situation can be monitored.

- Communities and families participating in CAM programs are advised of REK procedures regarding sponsor visits. They are encouraged to immediately report visit that has not been arranged by REK staff or any request from a sponsor that encourages withholding information from REK staff or other members of the community.