



Join for Joy Safeguarding and Child Protection Policy

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Introduction

Safeguarding is a core responsibility of Join for Joy.

Safeguarding involves the proactive protection of children, young people, and vulnerable adults from harm, neglect, exploitation, and abuse. This policy defines the responsibilities of Join for Joy stakeholders and outlines how to prevent, report, and respond to safeguarding concerns.

Child protection is central to safeguarding, emphasizing the need to address risks and ensure the safety of individuals identified as being at risk of significant harm.

As an organisation, we commit to the 'Do No Harm' principle and strive to protect privacy and security of all stakeholders, without risks for those involved.

Join for Joy operates in diverse and challenging environments, requiring robust safeguards to address vulnerabilities and uphold the highest standards of care and responsibility.



Purpose

This policy ensures:

- **A unified safeguarding approach** across all stakeholders.
- **Proactive measures** to prevent harm and abuse.
- **Clear guidelines** for reporting, escalating, and responding to concerns.
- **Compliance with international standards**, exceeding local legislative requirements where necessary.

Breaches will result in disciplinary action, program termination, or legal reporting.

Key Terminology

Abuse: Any action (physical, psychological, financial, sexual) or neglect that harms a child, young person, or vulnerable adult's health, development, or dignity. Abuse may be deliberate or unintentional and often involves criminal acts.

Discriminatory Abuse: Harm motivated by personal characteristics such as age, race, gender, or disability.

Financial/Material Abuse: Exploitation or misuse of someone's property, finances, or benefits, including theft, fraud, or coercion.

Neglect: Persistent failure to meet basic needs, leading to harm or serious impairment in physical or psychological health and development.

Physical Abuse: Causing physical harm through actions like hitting, shaking, poisoning, or inappropriate restraint.

Psychological Abuse: Emotional harm through threats, intimidation, isolation, humiliation, or serious bullying, including cyberbullying.

Sexual Abuse: Forcing or coercing participation in sexual activities, including physical and non-contact acts (e.g., grooming, viewing sexual images).

Child: Any person under 18 years old, recognized as particularly vulnerable due to dependence, developmental stage, and social status.

Youth/Young Person: Individuals aged 15–25 (or up to 35 in some countries), spanning both children and adults but with distinct safeguarding needs.

Scope

This policy applies to:



- Employees (direct and indirect).
- Volunteers, consultants, interns, board members, and visitors.
- Implementing partners and staff in participating schools and teacher colleges.

Compliance with safeguarding standards is mandatory for all stakeholders.

This policy demonstrates how Join for Joy will meet its legal obligations and reassure all stakeholders;

- A. On what they can expect Join for Joy to do to protect and safeguard vulnerable people.
- B. That they can voice any concerns through an established procedure safely.
- C. That all reports of abuse or potential abuse are dealt with in a serious and effective manner.
- D. That there is an efficient recording and monitoring system in place.
- E. That employees, volunteers, teachers, subcontracted agencies and partners receive appropriate induction on safeguarding.
- F. That a robust 'safe' recruitment procedure is in place.

Policy Statement

Join for Joy is committed to a **zero-tolerance approach** to abuse and exploitation, embedding safeguarding in all activities and organizational practices.

Key Principles:

- **Equality:** Every vulnerable person has the right to protection from abuse, irrespective of identity or background.
- **Best Interests:** Safeguarding decisions prioritize the vulnerable person's welfare.
- **Confidentiality:** Information is shared only on a "need-to-know" basis.
- **Continuous Monitoring:** Policies and practices are reviewed regularly for effectiveness.

Responsibilities

Expected Actions:

- Adhere to the Safeguarding Policy and sign the Code of Conduct.
- Promote a **zero-tolerance approach** to discrimination, harassment, and abuse.
- Build relationships based on equality, trust, respect, and honesty.
- Prioritize the safety and welfare of children and vulnerable people.
- Report any safeguarding concerns or inappropriate behavior by a representative.
- Ensure visibility and accountability when interacting one-on-one with children (e.g., another adult nearby or aware).

Prohibited Actions:

- Any form of **sexual, physical, or emotional abuse**.
- Engaging in or condoning abusive, illegal, or unsafe behavior.
- Forming exploitative or inappropriate relationships with children or vulnerable people.



- Acting in violent, inappropriate, or sexually provocative ways.
- Agreeing to keep secrets that could compromise a child's safety.

Guidelines for Safe Interventions

Stakeholders will:

- Follow the "Four Eyes Principle" (always involve two adults in activities with children).
- Respect and promote laws protecting children and vulnerable people.
- Involve children and communities in setting behavioral expectations.
- Educate children about their rights, unacceptable behaviors, and reporting mechanisms.

Stakeholders will not:

- Engage in or condone harmful practices (e.g., child marriage, trafficking).
- Place themselves in vulnerable or compromising situations.
- Humiliate, belittle, or emotionally abuse vulnerable people.

Join for Joy International Board of Directors

The Managing Director of Join for Joy International and the Join for Joy International Board of Directors are ultimately responsible for ensuring the effective implementation of this policy, providing oversight and resources to uphold safeguarding standards across all programs and countries.

Managerial Responsibilities

Managers must:

- Ensure all team members are trained on safeguarding policies and practices (with Safeguarding officers in each country).
- Foster a culture of openness, ensuring concerns can be raised safely.
- Act immediately and decisively upon becoming aware of safeguarding concerns.

Safeguarding Officers

In each country there is a designated safeguarding officer that is responsible for handling reports or concerns appropriately and by the procedures that underpin this policy. The safeguarding officers must have undertaken and been certified as completing the [RSH Safeguarding Matters Course \(or equivalent training course\)](#). The certification must be refreshed every 3 years to ensure knowledge is up to date.

The international safeguarding lead, along with the safeguarding officer in each country is responsible for:

1. Safeguarding Training:



It is the remit of the Safeguarding Lead and Safeguarding Officers to provide safeguarding and risk mitigation workshops to all staff and volunteers to prevent potential safeguarding issues arising and ensure that all know how to report any incidents.

2. Policy Updates and Feedback:

The Safeguarding Lead and Safeguarding Officers will ensure that the Safeguarding and Child Protection Policy is updated and reviewed every 3 years or earlier if necessary. The Safeguarding officers will incorporate feedback from children and communities into policy reviews. The Safeguarding Lead will schedule regular safeguarding audits to identify gaps and improve protocols.

3. Reporting

The Safeguarding Officers are responsible for monitoring and recording safeguarding concerns in their country and communicating these to Safeguarding Lead, following the reporting procedure outlined below.

Procedure Overview

1. Recruitment and Selection of Staff and Volunteers

- **Safe Recruitment:** Comprehensive vetting, including criminal background checks for those working directly with children and vulnerable individuals.
- **Policy Adherence:** All employees, volunteers, and partners must sign and follow the safeguarding policy and Code of Conduct.
- **Code of Conduct:** Defines expected standards in professional conduct, integrity, representation, and safeguarding.
- **Training and Support:** Covers handling disclosures, identifying signs of abuse, addressing concerns about others' behavior, and accessing organizational advice and support.

2. Data Protection and digital security

Personal data is handled with the utmost confidentiality and in line with GDPR. Disclosure occurs only when required to protect vulnerable individuals or fulfill legal obligations.

3. Four Eyes principle

To ensure accountability, all activities involving children must include at least two adults. This prevents isolated interactions and reduces risks.

4. Minimum Standards



Implementing partners must demonstrate compliance with Join for Joy's safeguarding standards. Regular reviews ensure adherence.

5. Safeguarding Social Media

- Images and names of children are shared only with written consent from school and / or parents/guardians.
- Photos and descriptions must respect the child's dignity and avoid exploitation.
- Families must be informed that participation in media is voluntary and unrelated to program access.

Raising and responding to concerns

Join for Joy places a *mandatory obligation* on all employees, volunteers, contractors, staff of participating schools and teacher colleges, and partners to report concerns, suspicions, allegations, and incidents that indicate actual or potential abuse or exploitation of vulnerable people or which suggests this policy may have in any other way been breached.

It is not the responsibility of the employees to decide whether or not abuse has taken place.

Concerns should be raised with the safeguarding officer who will initiate the procedure for dealing with suspected or actual incidents of abuse.

Reporting and investigation

The designated Safeguarding Officers are responsible for ensuring that the reporting procedure is followed so that suspected or actual cases of abuse are responded to appropriately and consistently, and referred to the relevant statutory authority. To ensure that all such situations are handled appropriately and effectively, reports must be made, and decisions and actions taken.

Where the incident pertains to a member of staff, the safeguarding lead (Managing Director of Join for Joy) will decide if the international Crisis Management Team (CMT) needs to be activated. If it does then the CMT oversees the investigation as per the Crisis Management Protocol.

All concerns can be reported to the safeguarding officer in the country in which the incident occurred or an email can be sent to report@joinforjoy.net

Safeguarding Officer Uganda - Hilda Mbabazi hilda@joinforjoy.net

Safeguarding Officer Kenya - Seth Mwangi [seth.mwangi@macheo.org](mailto:seth.mwangi@ macheo.org)

Safeguarding Officer Zambia - Mwangala Ikacana mwangala@joinforjoy.net

Safeguarding Officer Malawi - Tchaiwe Zulu tchaiwe@joinforjoy.net

Safeguarding Officer Netherlands - Minke Meijboom minke@joinforjoy.net

Safeguarding Lead Join for Joy International - Charlotte Petty charlotte@joinforjoy.net



Safeguarding Reporting Flowchart for Safeguarding Officers

- 1. Safeguarding Concern Reported**
 - A safeguarding concern is brought to the attention of the officer through official reporting channels.
- 2. Log Concern**
 - Document the details of the concern in the safeguarding records.
 - Inform Safeguarding Lead.
- 3. Assess Severity**
 - Evaluate the concern to determine its seriousness and whether immediate action is required.
- 4. Ensure Immediate Safety (if needed)**
 - Take immediate steps to ensure the safety of the individual if they are in imminent danger.
- 5. Referral**
 - Refer to Child Welfare or Law Enforcement if the concern warrants external authority involvement.
 - OR
 - Conduct an internal review if the case requires internal action (see guidance below)
- 6. Provide Support**
 - Arrange psychosocial support or other forms of assistance for the affected individual(s).
- 7. Monitor Case**
 - Track the progress of the case to ensure a satisfactory resolution.
- 8. Feedback to Reporter**
 - Provide updates and appropriate feedback to the person who reported the concern.
- 9. Close Case**
 - Finalize documentation, incorporate lessons learned into future practices, and officially close the case.

Internal Safeguarding Review

1. Conduct Internal Review

Appoint an Review Lead: an impartial and trained individual (e.g., Join for Joy safeguarding lead or external consultant if necessary) to oversee the process.

Set Objectives: Clearly define the goals of the review, such as identifying what happened, how it happened, and recommendations to prevent recurrence.

2. Gather Information

Collect Reports: Start with the initial safeguarding concern report and any related documentation.

Speak to Key Parties: Interview relevant stakeholders, including the individual who reported the incident, the alleged victim(s), witnesses, and staff involved. Always approach this step with sensitivity.



Review Records: Check staff or volunteer training records, attendance logs, and any policies or risk assessments related to the incident.

Maintain Confidentiality: Protect the identity of all individuals involved by limiting information sharing to a "need-to-know" basis.

3. Assess the Incident

Identify Breaches: Determine if there were any violations of safeguarding policies or procedures.

Analyze Contributing Factors: Examine circumstances that may have allowed the incident to occur, such as insufficient training, lack of supervision, or unclear policies.

Evaluate the Response: Review how the safeguarding concern was initially handled and whether protocols were followed effectively.

4. Engage External Authorities (if needed)

Mandatory Reporting: If required by law or if the case is beyond the NGO's capacity (e.g., criminal abuse), refer the case to child welfare or law enforcement agencies.

Collaborate: Work with external agencies to ensure a thorough and legal resolution to the case.

5. Document Findings

Incident Summary: Provide a concise, factual account of what occurred, based on evidence and interviews.

Key Findings: Highlight policy breaches, procedural gaps, and areas for improvement.

Recommendations: Offer actionable steps, such as policy updates, additional training, or resource adjustments.



Annex 1: Join for Joy Code of Conduct

1. Purpose

The Code of Conduct ("Code") outlines the legal, ethical, and professional standards expected from Join for Joy employees, volunteers, and partners. It complements the [Safeguarding and Child Protection Policy](#) and applicable laws, serving as a guide for ethical decision-making and behavior.

2. Applicability

- **Mandatory** for all employees of Join for Joy, volunteers Advisory Board members, Board of Directors, and partner organization staff supporting Join for Joy projects

3. Core Values

Quality education is our organisational purpose, to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

Join for Joy's shared values are the foundation of our work:

- **Joy:** Joy is about creating a positive and uplifting environment that inspires happiness and enthusiasm. It emphasizes celebrating successes, fostering a sense of fulfillment, and cultivating an atmosphere where both individuals and teams feel motivated, valued, and connected.
- **Intersectional inclusion:** intersectional inclusion recognizes and values the diverse experiences and identities of individuals, such as gender, race, ability, socioeconomic background, and more. It involves actively addressing systemic barriers, ensuring equitable opportunities, and fostering a culture where everyone feels respected, heard, and empowered. This value highlights that true inclusion considers the overlapping ways identities interact with power and privilege.
- **Playful learning:** Playful learning integrates fun and engagement into the educational process, making it dynamic and experiential. This value champions creativity, curiosity, and active participation, fostering environments where people learn through exploration, collaboration, and hands-on activities. Playful learning reinforces critical thinking, problem-solving, and social skills in an enjoyable and meaningful way.
- **Agility:** Agility represents the ability to adapt quickly and effectively in response to changes and challenges. It values flexibility, innovation, and a proactive mindset, enabling the organization to remain resilient and forward-thinking. Agility ensures that the organization can embrace opportunities, pivot strategies, and maintain momentum in an ever-evolving landscape.

4. Ethical Obligations

For All Employees:

- Understand and adhere to the Code.



- Comply with applicable laws and regulations.
- Report any violations, risks, or concerns promptly.
- When in doubt, seek guidance before acting.

For Managers:

- Lead by example and promote the Code.
- Ensure compliance and accountability within teams.
- Monitor adherence to policies and enforce them consistently.
- Encourage reporting of concerns and provide support.

5. Reporting and Investigation

- **Reporting Issues:** Any suspected violations should be reported to line manager or safeguarding officer, even if all details are not clear.
- **Whistleblower Protection:** Reports made in good faith are protected from retaliation.
- **Investigation Process:** All reports are handled with confidentiality and seriousness. Employees must cooperate and maintain confidentiality during investigations.
- **Disciplinary Actions:** Misconduct can lead to disciplinary measures, including termination. Serious violations may be reported to legal authorities.

6. Diversity and Inclusion

- Equal opportunities for all, regardless of race, color, religion, gender, sexual orientation, disability, or other protected characteristics.
- A workplace culture that respects and values diverse viewpoints, beliefs, and backgrounds.
- Prohibition of any form of discrimination or unlawful practices.

7. Workplace Conduct

Respect and Safety:

- Employees have the right to a safe and respectful workplace.
- Any threats, bullying, or harassment (emotional, physical, or sexual) are strictly prohibited.
- Report any safety concerns to the compliance and ethics officer immediately.

Examples of Prohibited Behaviors:

- Offensive or inappropriate jokes.
- Bullying or unwelcome physical contact.
- Sexual advances or requests for favors.
- Racial or ethnic slurs.

**Workplace Safety:**

- Misuse of drugs or alcohol is prohibited.
- Possession of weapons, including firearms and knives, is not allowed.
- All safety incidents or risks must be reported promptly.

8. Sustainability

- Commit to reducing, reusing, and recycling to minimize environmental impact.
- Integrate sustainability into operational decisions and practices.

9. Anti-Bribery and Fraud Prevention**Bribery:**

- Prohibited from offering, receiving, or authorizing bribes in any form.
- No facilitation or "grease" payments, even if customary in some regions.

Fraud:

- Fraudulent activities, including financial misrepresentation or misuse of resources, are prohibited.
- Employees must maintain accurate and transparent financial records.

[Join for Joy Anti-money laundering policy can be found here](#)

9. Digital Security

- For digital security: All employees must change their passwords every 6 months and are given clear guidance on safe use of laptops, email and the Drive. This will be repeated annually.

10. Conflicts of Interest**Avoiding Conflicts:**

- Employees must act in Join for Joy's best interest and avoid situations where personal or financial interests conflict with organizational responsibilities.
- Common examples include outside employment, affiliations, or personal relationships that influence decision-making.

Disclosure:

- Employees must disclose any potential conflicts of interest to the safeguarding officer
- Regular reassessments are encouraged to address new or changing circumstances.



11. Privacy and Data Security

- Maintain the confidentiality of personal and sensitive data for employees, program participants, and partners in accordance with GDPR.
- Access to the Drive is limited to only those employees who need specific information, applying the 'least privilege' as a basic principle.
- Access and use personal data only for legitimate business purposes.
- Promptly report data breaches or risks.

12. Social Media and Public Communications

Social Media:

- Employees must use sound judgment when discussing Join for Joy on public platforms.
- Avoid posting confidential, vulgar, or inappropriate content.

Public Communications:

- Only authorized spokespersons may speak on behalf of Join for Joy.
- Refer all media inquiries to your manager.

13. Implementation and Training

- Regular onboarding and refresher training will ensure all employees understand and adhere to the Code.
- Managers are responsible for reinforcing the Code within their teams.

14. Crisis Management

- Employees must familiarize themselves with the [Join for Joy Crisis Management Protocol](#) and act responsibly during emergencies.
- Report any immediate threats or hazards to authorities line manager and/or safeguarding officer.

15. Signature

Please sign to confirm that you have read and understood the Safeguarding Policy and commit to adhere to the Join for Joy Code of Conduct.

[Signature]

[Name]

[Place]

[Date]