

RED BARNET UNGDOM INTERACTION POLICY

Adopted by the Board 02/05/2021

In Red Barnet Ungdoms activities, close and social relationships are built between volunteers and children as well as their families. Even if such relationships are undoubtedly positive and rewarding for everyone, it is paramount that you think about your own and others' boundaries as a volunteer. As a Red Barnet Ungdom volunteer, it is important that you understand Red Barnet Ungdoms Interaction Policy and follow the current guidelines. As a Red Barnet Ungdom volunteer, you are already working to prevent abuse and violations of children and young people in Red Barnet Ungdoms activities.

At Red Barnet Ungdom, we not only create relationships between volunteers and children, but also between volunteers. Therefore, we must have a healthy culture and a good community in our organisation, where volunteers thrive and feel safe in the relationship with each other.

It is important that we all take responsibility for compliance with the Interaction Policy. At times, however, it can be difficult to know exactly how to translate this policy into your interactions with others at Red Barnet Ungdom. If you have any questions about the Interaction Policy, please reach out to your contact person at the Secretariat or call +45 35 24 85 42.

Reporting violations of the Interaction Policy

If you either suspect or experience a violation of the Interaction Policy, you must immediately reach out to your contact person at the Secretariat or call +45 35 24 85 42.

Violations of the Interaction Policy may result in a warning and – in some cases – exclusion from Red Barnet Ungdom. Furthermore, the relevant authorities e.g., the police, will be notified.

The Interaction Policy deals with social interactions between volunteers and children, special interactions rules for selected activities, and social interactions between volunteers.

VOLUNTEER/CHILD INTERACTION

At Red Barnet Ungdom, we seek to protect children under our responsibility while protecting volunteers from being misunderstood, placed under suspicion, or exposed to false accusations during their activities. Therefore, it is essential that all volunteers thoroughly read the following about social interactions between volunteers and children.

Communication

As a volunteer, be aware:

- that you must be inclusive and appreciative in your communication with children and young people.
- that you must be clear and unambiguous in your communication with children and young people, as well as with parents or other volunteers.
- that you must not speak negatively or disparagingly about children, their families or other volunteers. If you need to discuss something about the children or their families with your co-volunteers, make sure that it takes place away from children and their parents, and bearing in mind your duty of confidentiality (see section on confidentiality below).

- that language may be misunderstood by others. The meaning of words and the way they are conveyed can have an undesirable effect. Children, in particular, may have difficulty understanding and relating to e.g., sarcasm, irony and dark humour.
- that you may not introduce sexual connotations in your conversation with children, nor do so regarding others when children are present.

Social media

Social media is part of everyone's everyday life. When the contact between volunteers and children/parents takes place digitally, there are some essential areas for creating a safe environment for you and the children.

As a volunteer, be aware:

- that Red Barnet Ungdom recommends communicating by phone, text, email, Microsoft Teams or a similar means.
- that well-known social media sites such as Snapchat, Instagram, Facebook, TikTok and others should be avoided as far as possible in order to protect your privacy and that of your children.
- that you must separate private life from volunteer work. Therefore, "friendships" between volunteers and children/parents on social media must be avoided.
- that you may communicate with children through a special Red Barnet Ungdom social media profile.
- that the age requirement on many social media sites is 13 years.
- that pictures of children are not uploaded on social media because pictures become public property once they are shared.

Boundaries

As a volunteer, be aware:

- that it is fine to say NO to children and young people who exceed your personal boundaries.
- that you can and should talk to children and young people about the way we interact. Doing so reduces misunderstandings and the risk of unconscious abuse or violations.
- that, when a child needs comfort, his/her best interests should be the primary consideration. Children must initiate both the conversation and any physical contact such as hugging. If a child needs comfort or a confidential chat, it should be held at an appropriate distance from others so that they can see but not hear you.
- that you must exhibit humility and respect for family rules when visiting the child's home, for example, when picking up or dropping off the child.
- that you must be clear about the context for your role as a volunteer in the activity towards the child and the family. If you believe that the child or family is involving you in something unrelated to your role as a volunteer in the activity, please speak up and be clear about this in a respectful manner.

Physical interaction

As a volunteer, be aware:

- that physical contact in itself can be perceived as crossing a boundary. We all have our own boundaries. Sitting on the lap, giving hugs and holding hands can be perceived differently by the child and other adults than what is intended.
- that, as a natural part of being with children, you may have to block, step in, or deal with children who pose a danger to themselves or others. Actual restraint may only be used as emergency means and last resort in situations where a child

poses a danger to him/herself or to others. Any restraint or use of force must be reported to your contact person at the Secretariat.

- children may engage in abusive behaviours and cross personal boundaries. It is therefore important that all activities and interactions are facilitated and attended by volunteers.
- that, as a rule, you may not be alone with children on any activity. This does not apply to activities where, with the consent of the parents or guardian, you may disregard this principle. If this is the case, follow the interaction rules which are described below in special rules for the particular activity you are volunteering for.
- that, if you must be alone with a child in transport to and from an activity, you will need the parents' or guardians' consent.
- that you must avoid having closed or locked doors when you are with children or young people. Closed or locked doors can lead to rumours that something wrong is happening behind the door, even if this is not the case.
- that, if a child needs help to go to the toilet or shower, at least two volunteers should be present if possible.
- for overnight stays at events in the organisation, sleeping arrangements must be safe for everyone. Therefore, there must be both the possibility of gender-segregated sleeping arrangements, as well as an accommodation option for those who do not define themselves within the binary gender scheme.
- that you may not consume alcohol when you are with children, even if children have been put to bed on e.g., on a summer camp.

Privacy

As a volunteer, be aware:

- that you must show consideration for and respect for the child's privacy. Pay special attention to this aspect in connection with changing situations and when using the toilet.
- that, unless required by the activity, you should not provide your private contact information to children and their families. If you exchange private telephone numbers and other contact information, agree with the parents how and when you communicate with the child.
- that you should avoid interacting with children and young people outside the activity itself. If you meet children or parents outside Red Barnet Ungdom, wait for them to greet you first.

Certificates required for volunteering with children and young people (Children volunteering certificates)

Before you start as a volunteer at Red Barnet Ungdom, you must obtain children volunteering certificates from the National Police. Children volunteering certificates contain information on violations of the criminal code rules on sexual offences against children under 15 years of age. Children volunteering certificates must show no violations before you can volunteer with Red Barnet Ungdom.

Parental consent

Written consent from parents or guardians of children under the age of 16 must be obtained and retained if:

- the interaction takes place on a one-on-one basis.
- pictures and videos are taken, which Red Barnet Ungdom subsequently uses for public marketing and other internal and external communications.
- children and volunteers carry out activities outside the house.

Duty of confidentiality

All volunteers must observe the general duty of confidentiality:

- personal data concerning children and their families may not be disclosed to unauthorised persons.

The duty of confidentiality does not apply in four cases:

- sparring – upon necessary sparring concerning a child/family within the volunteer group. The project manager or the closest contact person must always be involved.
- available consent – if the person to whom data relates has granted his/her consent to sharing.
- duty of protection – if you are given information that may help to prevent a serious crime such as murder, violence or other serious offence.
- duty to notify – if there is concern about a child's discomfort or suspicion of violence or assault.

Duty to notify

Danish Social Service Law § 154:

Anyone who becomes aware that a child or young person under the age of 18 is being subjected to neglect or degrading treatment by parents or other caregivers, or lives in conditions that endanger his or her health or development, has a duty to notify the municipality.

As a volunteer, you, like all other citizens in society, have a duty to notify relevant authorities if you suspect that a child is living in dissatisfaction or being exposed to neglect, violence or abuse. This duty is personal.

If you become aware or suspect that a child is living in dissatisfaction or being exposed to neglect, violence or abuse, you must immediately contact the Red Barnet Ungdom Secretariat, which will help you in:

- assessing whether a notification should be made.
- dealing with the situation of the children and the family. However, it must be emphasised that parents must not be informed if the suspicion is about violence or abuse and is directed towards them.

Image permission

If children are under the age of 16, parents or guardians must sign an official Red Barnet Ungdom image permission before taking and using photos of children.

As a volunteer, be aware:

- that, when parents or guardians sign, consent is granted for Red Barnet Ungdom to use images, video footage, audio clips or quotes where the child is included in Red Barnet Ungdoms communication from the date the permission is granted. Pictures of children must never be shared outside Red Barnet Ungdom such as on volunteers' private profiles on social media.
- that the consent allows you to take pictures of the child when you do activities together and share them with parents privately e.g., via email, SMS or the like, and not via social media like Facebook or Instagram, as pictures become public once shared.

SPECIAL INTERACTION RULES FOR SELECTED ACTIVITIES

The Interaction Policy deals with rules and guidelines for all activities. As a rule, you may not be alone with a child during a voluntary social activity. However, there are some selected activities where you may be alone with a child provided

his/her parent or guardian has granted written consent. This one-to-one relationship between the volunteer and the child is basically positive and rewarding for the child and family. As a volunteer, however, it is important to understand the vulnerability that such relationship also involves. Please find below a list of activity-specific rules which aim to prevent abuse and violations as well as avoid misunderstandings.

Special rules for Homework Friends and the Child's Friend

As a volunteer in Homework Friends and the Child's Friend, be aware:

- that, as a volunteer in a one-to-one relationship, you can be alone with a child provided his/her parents or guardians have granted their consent.
- that there is boundary between private and voluntary relations. Red Barnet Ungdoms 1-to-1 initiatives are voluntary initiatives and not private relationships. Therefore, avoid being seen privately with the child outside the context of the project, except in the event of special events such as birthdays, which are agreed with parents on the condition that both parties deem it beneficial. Remember that it is fine for volunteers, children, and parents to say NO.
- If you believe that the child or family is involving you in something unrelated to your role as a volunteer, please speak up and be clear about this in a respectful manner. This could be, for example, a request to handle matters with the municipality, stay with the child's siblings or generally act as relief for the family. If you believe that the family asks you for the above, please reach out to your contact person or the Secretariat staff who is associated with your activity.
- that you can minimise time alone with the child by staying in the public space.
- that you must show humility and respect for the rules of the family when socialising in the family home.
- that, if you are staying in your own home, you must always seek the parents' permission beforehand. The visit must be a limited activity that takes place during the daytime.
- that you may not stay overnight with the child. However, you may stay overnight with groups of children and volunteers if it is part of an event organized by Red Barnet Ungdom, where several children and volunteers participate and spend the night together. In that case, of course, this will also require parental consent.

Special rules for Venskabsgruppe (Friendship Groups)

As a volunteer in a Venskabsgruppe, be aware:

- that, during transport to and from an activity, you may find yourself alone with a child. The prerequisite for being alone with a child during transport is a signed consent from the parent or guardian.

Special rules for summer camps and stays

As a volunteer at summer camps or stays, be aware:

- that you may not be alone with children, and this also applies to sleeping arrangements.
- that it is important to consider each other as volunteers, for example by taking turns sleeping with the children in groups.

Special rules for online interaction

As a volunteer in an online activity, be aware:

- that you must talk to children about online interaction rules For example, that you only call at agreed times and which media you use. We recommend that you use Microsoft Teams.
- that you must start each meeting by talking about digital security. Ask children if anything has happened since the last time, and if everyone is being nice to each other.
- that you must have a good idea of the group's participants, so that there are no unauthorised participants.

- that every participant must have his/her camera on from the start of the activity to ensure you recognise all of them.
- that you can create a special Red Barnet Ungdom social media profile to use for your volunteer work.
- that you may not become friends with the children on social media, where you will have access to the children's postings, pictures, etc. and they for yours.
- that you may not take screenshots or pictures of the children nor share pictures of the children with others, e.g., on your private profile. Additionally, participating children may not take photos or screenshots of each other or share the photos on their private profiles. This is the case unless image permission has been obtained for the children and the screenshot is being used by Red Barnet Ungdom.
- that, if some children carelessly say or write things that are very personal and others observing it, you may have a private, one-to-one conversation with the child on the matter in question.
- that, as a volunteer, you can also find confidential knowledge online about the child, the child's family, etc. If concerns arise or if you are in doubt as to whether there is any reason for concern, contact the Secretariat, who will help you deal with the situation.