

# PREPAREDNESS PLAN FOR VOLUNTEERS PARTICIPATING IN ACTIVITIES WITH CHILDREN



## CRISIS! WHAT DO I DO?



Save the Children

# INJURIES AND ACCIDENTS THAT OCCUR DURING THE ACTIVITY



- 1 Keep calm.
- 2 The first person on the scene:  
Assess whether the injury can be tended to onsite.  
Assess whether there is a need for medical assistance.  
Provide first aid if necessary.  
Ensure that other volunteers are alerted.
- 3 Get someone to call an ambulance at 113:  
State your name, place, what has happened.  
Have the information you provided confirmed.
- 4 Volunteers not providing first aid are to remove the other children from the accident site and keep them calm.
- 5 Alert the person or persons responsible for the child about what has happened and what is being done.

Continued on the next page

# **INJURIES AND ACCIDENTS THAT OCCUR DURING THE ACTIVITY**



- 6 Meet the ambulance.
- 7 A volunteer will go with the ambulance, if possible, another volunteer should be at the hospital:  
Bring a mobile phone.  
Stay with the child until the person or persons responsible for the child arrive. Be aware that parents may act angry towards you when they arrive.
- 8 Make sure that the other children return safely.
- 9 Gather the children and parents (if possible) and talk about what has happened:  
Ask staff from the crisis centre/reception centre to be present. It is important to give a correct and concrete account of the situation.

**NB! APPLIES TO ALL INCIDENTS:**

Notify your contact person in Save the Children and scan the QR-code to fill out the deviation form. Afterwards you will get the opportunity to have a debrief with your contact person or talk to a psychologist if needed.



**IF THERE IS A PHYSICAL  
CONFLICT BETWEEN  
CHILDREN**

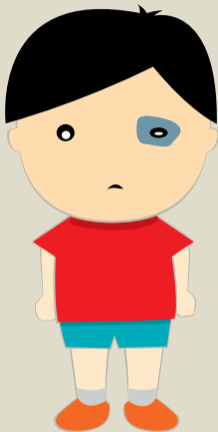


In volunteer work with children, we must provide a safe environment for the activities and act in a way that reduces conflict and respects the children. If there is a physical conflict between children, it is important that you assess the situation and act according to the degree of seriousness.

- 1 Remain calm.
- 2 Address the children involved in a calm and clear manner.

Continued on next page

**IF THERE IS A PHYSICAL  
CONFLICT BETWEEN  
CHILDREN**





## IF THE CONFLICT ESCALES:

- 3 At least 2 volunteers will take responsibility for removing children who are not part of the conflict from the situation.
- 4 Contact staff of the partner and consult with them.
- 5 At least 2 volunteers will assess whether it is possible to gently intervene physically, without harming the children or themselves.
- 6 If volunteers assess that it is not safe to intervene and that the situation is urgent, the police must be contacted immediately.
- 7 As soon as the situation has calmed down, gather the children to talk about what has happened.

### **NB! APPLIES TO ALL INCIDENTS:**

Notify your contact person in Save the Children and scan the QR-code to fill out the deviation form. Afterwards you will get the opportunity to have a debrief with your contact person or talk to a psychologist if needed.



**UNCOMFORTABLE SITUATIONS  
- E.G. SOMEONE WATCHING,  
FOLLOWING OR TRYING  
TO MAKE CONTACT**



- 1 Keep calm.
- 2 Gather the children and keep them calm.
- 3 Assess the situation.
- 4 Alert those responsible for the child to what has happened, if necessary.
- 5 Follow their instructions further.  
(Applies particularly to crisis centres).

**NB! APPLIES TO ALL INCIDENTS:**

Notify your contact person in Save the Children and scan the QR-code to fill out the deviation form. Afterwards you will get the opportunity to have a debrief with your contact person or talk to a psychologist if needed.



**IF A CHILD GOES MISSING**



- 1 Keep calm.
- 2 1-2 volunteers look for the child.  
Ask passers-by if they have seen the child.
- 3 1-2 volunteers gather the other children and make sure they stay calm.  
Ask the other children if they have seen or heard anything.
- 4 Assess the situation and do not wait long before alerting those responsible for the child.  
Explain what has happened and what is being done.
- 5 Follow any instructions and or call the police at 112.

**NB! APPLIES TO ALL INCIDENTS:**

Notify your contact person in Save the Children and scan the QR-code to fill out the deviation form. Afterwards you will get the opportunity to have a debrief with your contact person or talk to a psychologist if needed.



**IF A CHILD IS TAKEN/KIDNAPPED**



- 1 Remain calm:  
Try to remove children from the situation. Do not pull the child/children away abruptly. Do not do anything that could put yourself or others in danger.
- 2 A volunteer calls the police at 112 immediately:  
Tell them who you are, where you are, who the issue concerns and what has happened. Follow the instructions of the police.
- 3 Alert those responsible for the child:  
Tell them what has happened and what is being done.  
If necessary, ask the crisis centre to notify family members.
- 4 Gather the other children and make sure they remain calm.

**NB! APPLIES TO ALL INCIDENTS:**

Notify your contact person in Save the Children and scan the QR-code to fill out the deviation form. Afterwards you will get the opportunity to have a debrief with your contact person or talk to a psychologist if needed.



# IF VOLUNTEERS BECOME CONCERNED ABOUT A CHILD





- 1 In emergencies, the police, Child Welfare Services or an ambulance should be notified immediately.
- 2 If the issue is not an emergency, it is sufficient to notify the regional office and tell them why you are concerned.

**NB! APPLIES TO ALL INCIDENTS:**

Notify your contact person in Save the Children and scan the QR-code to fill out the deviation form. Afterwards you will get the opportunity to have a debrief with your contact person or talk to a psychologist if needed.



**IF A CHILD CONFIDES IN YOU**



As a volunteer in Save the Children you may experience children confiding in you about violations of our policies, such as sexual harassment, abuse, or violence. The steps below apply whether the incident has happened during or outside the activity/event.

- 1 Listen to what is being said, act calmly and reassuringly.
- 2 Do not promise to keep anything secret.
- 3 Report the matter.

Continued on next page

**IF A CHILD CONFIDES IN YOU**



Notify the regional office immediately.

Make sure that the child receives medical help if needed. You are responsible for the child's wellbeing until someone else takes over.

NB! It is your responsibility to listen, but you should not investigate or contact the accused person.

Information on whistleblowing on the following page.

You will get the opportunity to have a debrief with your contact person in Save the Children or talk to a psychologist if needed.

# WHISTLEBLOWING



Everyone should feel safe when they are with Save the Children. We work to ensure that all our activities and events are safe and secure for both children and adults. If something unwanted happens or you suspect that our guidelines have been breached, you should let us know as soon as possible. Doing so, you give us the opportunity to sort things out and offer help to those that need it.

You make a report by talking to your contact person from the regional office or by using our electronic reporting form by scanning the QR-code.

NB! The reporting form is only checked during workhours.



# IMPORTANT TELEPHONE NUMBERS

## STORED ON THE PHONE

Fire **110**

Police emergency number **112**

Ambulance **113**

Emergency services **116 117**

Police/Child Welfare Services emergency unit **02800**

Poison information centre **22591300**

Crisis centre/reception centre \_\_\_\_\_

Save the Children regional office \_\_\_\_\_