

**GRUPO AAVE**  
**GOIÂNIA, GOIÁS, BRAZIL**



**POLICY ON SAFEGUARDING OF CHILDREN AND  
VULNERABLE ADULTS**

Policy updated January 2023

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## **INTRODUCTION**

Goiânia is the capital of the state of Goiás, in the central-western region of Brazil. The population of Goiânia is approximately one and a half million, and is ever growing, as people move to the city from the interior and rural regions, in search of employment.

Goiânia's infrastructure is inadequate for its fast-growing population: healthcare services, transportation, education system, housing, employment. As a result, there is violence, drug addiction, growing prostitution rates and human trafficking. Since the majority of the population does not receive the present-day minimum salary, there is poverty, sickness, suffering and the related socio-economic problems. A growing problem is that of AIDS and people infected by the HIV virus. In Goiânia and Goiás, the virus follows the tendency in Brazil of feminization, pauperization and interiorization. The stark lack of health-care facilities is a shocking social problem. There are not enough medical professionals, or medical facilities available to meet the growing needs.

## **DETAILS OF THE ORGANISATION:**

It is in this general setting that Divina de Fátima Nogueira Dias and Sister Margaret Hosty founded the AAVE Group - AIDS: SUPPORT, LIFE, HOPE, at the end of 1995. It was registered as a non-governmental organization in 2000 and gained the title "Utilidade Pública Estadual" in the state of Goiás on 23/03/2005, Law Nº 15.132 and "Utilidade Pública Municipal" of the city of Goiânia on 08/07/2007 Law Nº 8570. The AAVE Group has as its objectives to support people living with HIV/AIDS; to provide information / education on HIV/AIDS prevention in the community and to be involved in lobbying activities and advocacy in an effort to protect human rights.

The 300 service users and their families registered at Grupo AAVE come from the city of Goiânia and towns of Aparecida de Goiânia, Trindade, Bela Vista de Goiás Senador Canedo, Goianira, Hidrolândia and Campestre and have at least one person living with HIV/AIDS. In order to carry out its mission and objectives, the AAVE Group offers a variety of services, courses and activities: Adult literacy, Counseling, Individual and Group Therapy, Arts and Crafts Classes, Computer Skills Classes, Cookery, Spirituality, Social

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Assistance, Legal Assistance, Human Rights workshops, a Recycling Project, home/hospital visiting and provides information on HIV/AIDS and its prevention to the public. Each year, through means of these services and courses AAVE reaches at least 10,000 people.

The activities, services and courses provided by AAVE are attended by adults. Occasionally children accompany their parents, guardians or caregivers. When children are present at AAVE they are always under the responsibility of the adult who brought them to AAVE and remain with that person as s/he takes part in an activity or service.

The following policy was drawn up in the AAVE Group to protect the rights of children, adolescents and vulnerable adults.

# **PART 1 WRITTEN POLICY ON KEEPING CHILDREN AND VULNERABLE ADULTS SAFE**

## **Chapter I: Values Guiding our Safeguarding Policy**

**Art. 1** The AAVE Group believes that:

- a) Life is a gift from God and must be valued and respected.
- b) Children and vulnerable adults have the inherent right to dignity and physical integrity which should always be protected.
- c) Members of the AAVE Group have an obligation to ensure that the fundamental rights of children and vulnerable adults are respected.

**Art. 2** These are the values that guide our policy. The policy has been written to ensure that the members of the AAVE Group take every measure possible to protect and respect children and vulnerable adults and to prevent abuse.

*Acrísio Silva Gonçalves*  
President of AAVE

*Elenice Natal de Lima*  
Sisters of St. Louis

Date: 16 January, 2023

## **Chapter II: Guiding Principles Governing the Policy**

**Art. 3** The AAVE Group is guided by the following principles:

- a) Treating all children and vulnerable adults with respect.
- b) Providing an example of good conduct, we wish others to follow
- c) Being visible to others when in the presence of children and vulnerable adults
- d) Challenging and reporting potentially abusive behavior
- e) Developing a culture where children and vulnerable adults can talk about their contact with staff and others openly.
- f) Respecting each child's and vulnerable adults' boundaries and helping them to develop their own sense of their rights, as well as helping them to know what they can do if they feel there is a problem.
- g) Ensuring that staff and volunteers are appropriately prepared and trained for their roles and are supported in carrying out their responsibilities concerning children, adolescents and vulnerable adults.
- h) Reviewing the AAVE Group Safeguarding Policy annually.
- i) Making resources (human and financial) available in order to carry out our policy.

### **Chapter III: Legal and Guiding Documents Governing our Policy**

**Art. 4** The AAVE Group in its Policy on Safeguarding children and vulnerable adults is governed the “Universal Declaration of the Rights of the Child” (adopted by the United Nations General Assembly of 20 November 1959 and ratified by Brazil), by the Brazilian “*Estatuto da Crianca e Adolescente*” Law N °. 8069 of 13/07/1990 (Statute of Children and Adolescents. This document is often referred to as ECA), and by the “Universal Declaration of Human Rights” (adopted by the United Nations on Dec 10, 1948).

**Art. 5** In the Declaration of the Rights of the Child we emphasize:

- a) Principle 2: The child shall enjoy special protection and shall be given opportunities and facilities, by law and by other means, to enable him/her to develop physically, mentally, morally, spiritually and socially in a healthy and normal manner and in conditions of freedom and dignity.....
- b) Principle 8: The child shall in all circumstances be among the first to receive protection and relief.
- c) Principle 9: The child shall be protected against all forms of neglect, cruelty and exploitation. S/he shall not be the subject of traffic, in any form.
- d) Principle 10: The child shall be protected from practices which may foster racial, religious and any other form of discrimination. S/he shall be brought up in a spirit of understanding, tolerance, friendship among peoples, and peace.....

**Art. 6** In the Statute of Children and Adolescents we emphasize the following articles:

- a) Article 2 of ECA, (Law N °. 8069/90) states: a person is a child until the age of twelve years, and an adolescent is a person between twelve and eighteen years of age.
- b) Article 3: The child and adolescent enjoy all the fundamental rights inherent to the individual, without prejudice to the full protection of this law, assuring to them by law or by other means, all the opportunities and facilities in order to provide them with physical, mental, moral, spiritual and social development in conditions of freedom and dignity.

- c) Article 4: It is the duty of the family, community, society and the government to ensure, with absolute priority, effective implementation of the rights to life, health, nutrition, education, sports, leisure, professional training, culture, dignity, respect, freedom and family and community.
- d) Article 7: Children and adolescents are entitled to protection of life and health, through effective implementation of public social policies that allow the birth and healthy and harmonious development;
- e) Article 53: Children and adolescents have the right to education, aiming at full development of the person, preparation for the exercise of citizenship and qualification for employment.

**Sole Paragraph:** Our policy is also governed by Article 227 of the Federal Constitution of Brazil of 1988 which states: It is the duty of the family, society and the State to ensure children and adolescents, with absolute priority, the right to life, health, food, education, leisure, professional training, culture, dignity, respect, freedom, family and community, keeping them safe from all forms of neglect, discrimination, exploitation, violence, cruelty and oppression.

**Art. 7** In the Universal Declaration of Human Rights, we emphasize:

- a) Article 6: Everyone has the right to recognition everywhere as a person before the law.
- b) Article 7: All are equal before the law and are entitled without any discrimination to equal protection of the law. All are entitled to equal protection against any discrimination in violation of this declaration and against any incitement to such discrimination.
- c) Article 16: .... the family is the natural and fundamental group unity of society and is entitled to protection by society and the State.

## **Chapter IV: Definitions, Types, Signs and Symptoms of Abuse**

**Art. 8** A child or vulnerable adult is believed to be abused:

- a) if s/he is treated in a way that is unacceptable within the concept of a culture at a given time
- b) when the child's/vulnerable adult's rights are tampered with
- c) when a child/vulnerable adult is not given adequate care and protection.

### **Art. 9 Neglect**

Neglect is any omission where a child/vulnerable adult suffers significant harm or impairment of development by being deprived of food, clothing, warmth, love, hygiene, intellectual stimulation, supervision, attachment to and affection from adults or appropriate medical care.

### **Art 10: Signs and Symptoms of Neglect:**

- a) Neglected appearance
- b) Poor personal hygiene
- c) Inappropriate clothing
- d) Constant tiredness
- e) Constant hunger
- f) Compulsive stealing/scavenging for food
- g) Underweight or overweight
- h) Dry sparse hair
- i) Untreated medical problem/s
- j) Few friends
- k) Low self-esteem

### **Art. 11 Emotional Abuse**

Emotional abuse is normally found in the relationship between a care-giver and a child/vulnerable adult, rather than in a specific event. It occurs when a child's/vulnerable adult's need for affection, appraisal, consistency and security are not met.



#### **Art. 12 Examples of Emotional Abuse:**

- a) Persistent criticism, sarcasm, hostility or blaming
- b) Conditional parenting
- c) Emotional unavailability of parents
- d) Unresponsive, inconsistent or inappropriate expectations
- e) Premature imposition of responsibility
- f) Unrealistic or inappropriate expectations of the child/vulnerable adult
- g) Under or over-protection of the child
- h) Failure to provide age-appropriate opportunities for the child's cognitive and emotional development
- i) Use of unreasonable or over-harsh disciplinary measures
- j) Exposure to domestic violence - unnecessary witnessing

#### **Art. 13 Signs and Symptoms of Emotional Abuse:**

- a) Physical/mental development delays
- b) Excessive clinginess to or avoidance of a parent or guardian
- c) Low self-esteem, unhappiness
- d) Over-reaction to mistakes
- e) Underweight/lethargic
- f) Withdrawn/attention seeking
- g) Neurotic behavior e.g. rocking/hair twisting
- h) Speech disorders
- i) Self-mutilation
- j) Suicide
- k) Significant decline in concentration

#### **Art.14 Physical Abuse**

Physical abuse is any form of non-accidental injury or pain, which results from willful or neglectful failure to protect a child/vulnerable adult.

**Art. 15: Examples of Physical Abuse:**

- a) Use of excessive force in handling
- b) Deliberate poisoning
- c) Suffocation
- d) Shoving, hitting, slapping, shaking, throwing, biting, punching, burning, scalding, kicking etc
- e) Allowing or creating a substantial risk of significant harm to a child/vulnerable adult.

**Art. 16: Signs and Symptoms of Physical Abuse**

- a) Unexplained/Untreated injuries
- b) Injuries not consistent with history
- c) Injuries to a pre-mobile child
- d) Delay in seeking treatment
- e) Repeat visits to GP or Accident & Emergency Department
- f) Specific physical signs e.g. bruising to face, back, arms, ears, hand or buttocks.
- g) Severe bruises in one place
- h) Bruises that have the same shape or have an imprint
- i) Finger or knuckle marks
- j) Scars, burn or scald marks
- k) Any fracture with no clear accidental history

**Art. 17: Sexual Abuse**

Sexual abuse occurs when a child or young person is used by another person for his or her gratification or sexual arousal or for the gratification or sexual arousal of others.

**Art. 18: Examples of Sexual Abuse:**

- a) Fondling genitals, masturbation, oral sex
- b) Vaginal and/or anal penetration
- c) Penetration by finger, penis or another object

- d) Voyeurism (deriving sexual pleasure from watching other people undress or engage in sexual activity) and exhibitionism (compulsive exposure of the sexual organs in public)
- e) Exploitation through pornography or prostitution

#### **Art. 19: Signs and Symptoms of Sexual Abuse**

- a) Pregnancy
- b) Injuries to anal/genital area
- c) Sexually Transmitted Infections (STIs)
- d) Fear of a particular individual
- e) Social isolation - withdrawal or introversion
- f) Sleep disturbance (nightmares, irrational fears)
- g) Reluctance or refusal to participate in physical activity
- h) Drug/Alcohol abuse
- i) Having unexplained sums of money

#### **Art. 20: Children/vulnerable adults who are particularly vulnerable to abuse**

- a) Children/vulnerable adults with communication difficulties
- b) Children/vulnerable adults with special needs
- c) Children/vulnerable adults who are homeless
- d) Children/vulnerable adults who are separated from their families e.g. children in care, refugees

#### **Art. 21 Effects of any form of Child Abuse**

The effects are not so much about what was done to the child as what it does to the child and to the adult the child will become. Other possible effects:

- a) Unexpected angry behavior;
- b) Low confidence in self and others;
- c) Tendency to do everything to please others;
- d) Suffering from conditions such as depression or anxiety;
- e) Extreme shyness;

- f) Blaming self excessively;
- g) Bullying self;
- h) Constant need of approval;
- i) Physical consequences such as sexually transmitted infections, scarring and amputations.

## **PART 2: RESPONDING TO CHILD/VULNERABLE ADULT SAFEGUARDING ALLEGATIONS AND SUSPICIONS**

### **Chapter V: Roles and Responsibilities**

#### **Art. 22 Appointment of Safeguarding Officer and Committee for Protection of Children/vulnerable adults**

The board of AAVE Group appoints a Safeguarding officer and a committee to work in collaboration the Safeguarding Officer.

#### **Art. 23 The Role of AAVE`s Safeguarding Officer**

It is the role of the Safeguarding Officer to be informed of all child/vulnerable adult safeguarding concerns within the AAVE group. This role includes the following responsibilities:

- a) To ensure that basic training in the safeguarding of children, adolescents and vulnerable adults is provided to the Staff and Volunteers at the AAVE Group.
- b) To provide information and advice on the safeguarding of children, adolescents and vulnerable adults.
- c) To ensure that the Safeguarding policy procedures are followed.
- d) To receive information about a concern or allegation or suspicion of abuse of a child or vulnerable adult and to act or respond immediately.
- e) To ensure that the procedure for the management of suspicions, concerns and allegations is followed and a referral made to the statutory authority (Appendix 01).
- f) To create a safeguarding case file that includes a log of actions as indicated in the recording form for every referral. [Entries should be made as soon as possible and

before the end of the day when a referral is made. Ensure time, date and signature are recorded].

- g) To collect all written records in relation to a case and place them in the Safeguarding case file.
- h) To explain the procedure for addressing concerns/allegations to the person who has the concern.
- i) To contact the emergency or appropriate services where a child/vulnerable adult appears to be at immediate and serious risk of harm.
- j) To make enquiries to identify the present and previous appointments of the employee/volunteer (known here as the respondent) to establish if there are any previous concerns about his/her practice or any current grounds for concern about his/her practice.
- k) To alert an adviser/support person to be on standby for the respondent without identifying the respondent.
- l) To conduct an initial interview with the respondent as soon as possible unless the relevant statutory service has requested that such an interview be deferred. The purpose of the interview is to inform the respondent of the allegation and the process being followed. The respondent needs to be given enough detail about the allegation and the person raising it to be able to offer a response. A written record of the interview must be prepared, agreed with the respondent, signed by him/her and dated.
- m) The respondent shall be given information about his/her right to seek legal advice and about the child/vulnerable adult safeguarding process.
- n) The respondent should be informed that he/she is not obliged in law to respond or to furnish evidence but that any statement provided will be taken into account in the investigation.
- o) The AAVE Group Safeguarding Officer must keep written records of the outcome of the consultation with any of the above services.

- p) The AAVE Group Safeguarding Officer must maintain a dialogue with those carrying out the investigation from the Statutory Authorities and record details of any contacts made in a case file.
- q) The AAVE Group Safeguarding Officer must follow the advice given by the statutory authorities where the protection concern has been referred to them. The Statutory Authorities must be allowed to make their enquiries unimpaired.
- r) The AAVE Group Safeguarding Officer must not visit the family or contact members without prior discussion with the investigators from the Statutory Authorities.
- s) The AAVE Group Safeguarding Officer must ask for an update from the statutory authority about the outcome of their investigation.

**Art. 24** The board of AAVE Group appoints its social worker, Ms Maria Suely de Sousa Marinho as its Safeguarding Officer.

Contact information: Maria Suely: (62) 99663-8725, [suely@grupoaave.org](mailto:suely@grupoaave.org)

**Art. 25 The AAVE Group Safeguarding Officer shall not**

- a) take on the role of support person to the person raising a concern/making an allegation or disclosure
- b) take on the role of adviser to the respondent.

**Art. 26** Mr Acrisio Siva Gonçalves as president of the AAVE group is legally responsible for the organization

Contact information: Acrisio Silva Gonçalves, [acrisio@grupoaave.org](mailto:acrisio@grupoaave.org)

**Art. 27 The Role of the AAVE Group Committee**

The role of this committee is supportive, developmental and unrelated to the management of individual cases of suspected or alleged abuse.

The committee has responsibility for the following:

- a) Ensuring that training is provided in AAVE.

- b) Ensuring the safe recruitment of staff and volunteers.
- c) Ensuring the monitoring of a safe environment for children/vulnerable adults.

**Art. 28** The members of the Safeguarding committee are: the safeguarding officer, the president and the coordinator of the AAVE group.

## **Chapter VI: Guidelines and Procedures**

### **Art. 29 General Guidelines for Safeguarding Officer**

Confidentiality is of paramount importance. Any information shared with the AAVE Safeguarding Officer will be treated as privileged information and will only be shared with those who need to know it so as to move forward the situation in a positive manner. Confidentiality can be supported by:

- a) providing a safe, private place to talk
- b) staying calm, listening carefully and patiently
- c) explaining clearly that you will have to inform the Statutory Authorities of Goiânia.

### **Art. 30 Guidelines for the AAVE Safeguarding Officer when responding to a disclosure/concern/allegation**

When responding to a disclosure do not:

- a) press for details, except for clarification
- b) fill in words or finish sentences
- c) transmit your anger or shock or embarrassment
- d) agree to or promise total confidentiality
- e) offer an opinion and yet respond empathically
- f) promise to keep secrets
- g) tell stories about other people
- h) tell them that everything will be fixed straight away
- i) ask leading questions

- j) make judgments about the alleged abuser
- k) attempt to investigate

**Art. 31 At the end of the disclosure:**

- a) record what the person has said as soon as possible after the meeting, using their own words as far as possible
- b) reassure them that it was right to tell you
- c) let them know what you are going to do next
- d) take what they say seriously
- e) remember children/vulnerable adults rarely lie about abuse
- f) be aware that the child/vulnerable adult may have been threatened
- g) reassure them. They may feel responsible for or guilty about the abuse
- h) emphasize that it's not their fault and that you are glad they have told you
- i) let them know that their parents or person responsible will have to be informed unless this is the abuser

**Art. 32 Possible sources from where an allegation of abuse might be received:**

- a) Disclosure from the victim
- b) Witness account - third party
- c) Direct evidence
- d) Indirect evidence
- e) Consistent signs of neglect over time.

**Art. 33 Procedures to be followed in the Event of a Complaint or Allegation of Abuse of a Child/vulnerable adult**

An employee or volunteer who receives a complaint from a victim of suspected abuse should:

- a) Listen carefully to the complaint. Take what is said seriously. Give the child/vulnerable adult time to talk about the matter at his/her pace.



- b) Whenever possible and appropriate take notes during the disclosure. Ask permission to do so first and if the child/vulnerable adult does not feel comfortable with note-taking, write the notes as soon as practicable following the disclosure.
- c) Keep calm and be as natural as possible. Remember that you were approached because you are confident and not because you're an expert or a counselor.
- d) Be aware that disclosure is very difficult for the person involved.
- e) Remember that, initially, the abused person may be testing your reactions and can only be fully open after a period of time.
- f) Do not question the child/vulnerable directly about intimate details of abuse. This could complicate the legal investigations.
- g) Do not ask the victim to repeat the incident unnecessarily.
- h) Do not promise that you will keep secret what has been revealed.
- i) Ensure the child/vulnerable s/he did the right thing in talking with you and you are willing to give help and support. Reassure the child/vulnerable adult that your relationship to her/him has not been negatively affected as a result of what has been disclosed.
- j) Explain what will happen next and obtain consent to this, if possible.
- k) Explain that the AAVE Group's policy is to communicate complaints of abuse to civil authorities.
- l) Do not express a personal opinion to the complainant on the complaint.
- m) Try not to become overly involved with the child/vulnerable adult, so as not to become part of the problem rather than the solution.
- n) Take in writing the name, address and telephone number(s) of the child/vulnerable adult who made the complaint.

**Art 34** An employee or volunteer who receives a complaint from a victim of suspected abuse should make a careful written record of what the complainant has said and give it to the Safeguarding Officer of the AAVE Group. This report should:

- a) Give the name of the person against whom the concern or allegation is being raised and any other identifying information.

- b) Include the dates on which the concern arose, or when the incident occurred and describe the circumstances.
- c) Contain the child's/vulnerable adult's statement using their own words to describe the event or incident.

**Art.35** Upon receiving a concern or allegation of abuse by a person who is not a member of the AAVE team, the Safeguarding Officer at AAVE must act immediately:

- a) If the victim is a child, submit the matter to the Guardian Council of Goiânia located at: Rua dos Ferroviários, Qd. 23, Lt. 10, Setor Esplanada dos Anicuns, CEP: 74433-090. Telefone(s): 3524-2480 / 3524-2481 (See Appendix 01 for other Guardian Councils in Goiânia)
- b) If the victim is an elderly person, inform the Specialized Police Station in the Attention to the Elderly (Deai) in Goiânia, Avenida Anhanguera, nº 463, Setor Universitário, Goiânia.
- c) If the victim is an adult with special needs formalize a complaint - dialing 100.
- d) Make a report as complete as possible containing: the report received by the AAVE Group official or volunteer, if applicable; a statement from the victim using his or her own words to describe the event or incident if any and details of any action taken on the incident or allegation (Appendix 02).

**Sole paragraph.** If the respondent / aggressor is a service user of the AAVE Group, s/he will be prevented from participating in the activities offered at AAVE until the investigations are completed.

**Art. 36** If the complaint is about a staff member or volunteer of the institution, the Safeguarding Officer at AAVE must act immediately:

- a) If the victim is a child, submit the matter to the Guardian Council of Goiânia located at: Rua dos Ferroviários, Qd. 23, Lt. 10, Setor Esplanada dos Anicuns, CEP: 74433-090. Telefone(s): 3524-2480 / 3524-2481 (See Appendix 01 for other Guardian Councils in Goiânia)

- b) If the victim is an elderly person, inform the Specialized Police Station in the Attention to the Elderly (Deai) in Goiânia, Avenida Anhanguera, nº 463, Setor Universitário, Goiânia.
- c) If the victim is an adult with special needs formalize a complaint - dialing 100.
- d) Make a report as complete as possible containing: the report received by the AAVE Group official or volunteer, if applicable; a statement from the victim using his or her own words to describe the event or incident if any and details of any action taken on the incident or allegation (Appendix 02).

**Art. 37** If the concern or allegation of abuse is against the Safeguarding Officer, the President of AAVE shall assume his or her duties with the support of the Safeguarding Commission. The accused will be subject to the penalties of this policy as the other employees or volunteers of the AAVE Group.

**Art. 38** If the concern or allegation of abuse is against the president of the AAVE Group, the Safeguarding Officer shall assume his or her duties with the support of the Safeguarding Commission. The accused will be subject to the penalties of this policy as the other employees or volunteers of the AAVE Group.

**Sole paragraph.** Until the investigations are completed, the employee or volunteer will not have contact with the victim / whistle-blower within the premises of the AAVE Group. If the complaint is confirmed by the legal authorities, the accused will be immediately disconnected from the AAVE Group team.

**Art. 39** Upon receiving a concern or allegation of abuse, the Safeguarding Officer at AAVE should inform parents or guardians except when to do so would place the child/vulnerable adult at more risk.

## **FLOWCHART OF HOW TO DEAL WITH SUSPECTS, CONCERNS, KNOWLEDGE OR ALLEGATIONS OF CHILD ABUSE- Appendix 06**

## **PART 3: PREVENTING HARM TO CHILDREN**

### **Chapter VII: Procedure followed in the Recruitment and Selection of Employees and Volunteers.**

**Art. 40** In the process of selecting new staff members and volunteers at the AAVE Group:

- a) The Contract Committee of the institution interviews the applicant in an effort to investigate the veracity of the information contained in the curriculum presented.
- b) A review and evaluation are carried out on work history, criminal, civil and other experiences of professional conduct.
- c) Suitability of the applicant in relation to contact with children/vulnerable adults is examined and evaluated.
- d) Contact is made with personal and professional references contained in the curriculum.
- e) The candidate must provide certificates from the Court of the State of Goiás, the Regional Labor Court and the Guardianship Council to prove a clear past record. The applicant signs a declaration form declaring any previous court convictions.  
(See form in appendix 03)

#### **Art. 41 Code of Conduct and Safe Activities for Children**

In general, it is inappropriate to:

- a) Spend excessive time alone with children away from others
- b) Take children to your own home, especially where they will be alone with you.

**Art. 42** AAVE Employees and Volunteers must never:

- a) hit or otherwise physically assault or physically abuse children/vulnerable adults.
- b) develop a sexual relationship with children/vulnerable adults.
- c) develop relationships with children/vulnerable adults which could in any way be deemed exploitative or abusive.
- d) act in ways that may be abusive or may place a child/vulnerable adult at risk of abuse.

**Art. 43** AAVE Employees and Volunteers must avoid actions or behaviors that could be construed as poor practice or potentially abusive. For example, they should never:

- a) use language, make suggestions or offer advice which is inappropriate, offensive or abusive.
- b) behave physically in a manner which is inappropriate or sexually provocative.
- c) do things for children/vulnerable adults of a personal nature that they can do for themselves.
- d) condone or participate in behavior of children/vulnerable adults which is illegal, unsafe or abusive.
- e) act in ways intended to shame, humiliate, belittle or degrade a child/vulnerable adult.
- f) discriminate against, show different treatment, or favor particular children to the exclusion of others
- g) let allegations made by a child/vulnerable adult go unrecorded.
- h) have insufficient supervision, as good supervision is essential at all times when interacting with children/vulnerable adults.
- i) allow or engage in any inappropriate touching.

**Art. 44** AAVE Employees and Volunteers must observe the following safe practices when in contact with children/vulnerable adults:

- a) Ensure that any communication with young people/vulnerable adults via phone, text, e-mail, computer is only done with parental/guardian knowledge and consent
- b) Ensure that children, adolescents/vulnerable adults are not photographed without parental/guardian consent.
- c) Obtain parental/guardian consent in order to publicize images of children, adolescents /vulnerable adults (Appendix 04).
- d) Inform children, adolescents/vulnerable adults and parents/guardian regarding how images will be used.
- e) Refrain from making or receiving private calls/texts.

- f) Get the child's/vulnerable adult's permission to touch - i.e. resistance from the child/vulnerable adults should be respected. Avoid breasts, buttocks, groin and neck touching.
- g) Be open and not secretive. Be guided by the age and developmental stage of the child/vulnerable.

**Sole paragraph.** Employees and volunteers who fail to follow guidelines of conduct to keep children/vulnerable adults safe are subject to administrative penalties or rescission of contract.

#### **Art. 45 Risk Assessment and Mitigation**

AAVE carries out a risk assessment in order to evaluate the possibility of risks to our service users, to children in relation to safeguarding and to all in relation to their safety and well-being. Appropriate action is put in place, as necessary, in order to mitigate these risks as far as possible.

## **PART 4: TRAINING AND EDUCATION FOR KEEPING CHILDREN/VULNERABLE ADULTS SAFE**

### **Chapter VIII: Training of Staff and Volunteers on Safeguarding**

**Art. 46** The AAVE Group holds training and workshops on Human Rights, thus enabling members and service users of the institution to be aware of human rights in the various segments of society. The AAVE Group wishes to protect and respect the rights of people living with HIV/AIDS, the rights of children and vulnerable adults. The workshops include the study of UN Convention, the Universal Declaration of Human Rights and the Brazilian Statute of the Child and Adolescent. (ECA - Law no. 8069/90). The Court of Childhood and Youth, an agency of the judiciary, disseminates and enforces the Statute of Children and Adolescents (Law No. 8.069/90).

**Art. 47:** At the beginning of each year, the AAVE Group carries out training of new members, using material available from the Court of Childhood and Youth of the District

Rua Iporá Nº 170, Qd. 19 Lt. 15, Bairro Nossa Senhora de Fátima, 74.420-290, Goiânia, Goiás, Brazil,  
Fone/Fax: +55623271-4510 E-mail: [aave@grupoaave.org](mailto:aave@grupoaave.org) Site: [www.grupoaave.org](http://www.grupoaave.org)

of Goiânia, which is available online. (<http://www.ijj.tjgo.jus.br> Address: Av T 30 esq c/ T-47, 669, Setor Bueno, Cep 74.210-180, Goiânia/GO, Telephone: 3236-2700 Fax: 3236-2733) The training also includes the study of our Safeguarding Policy. If a new member joins the AAVE Group during the year, training is provided before the person begins to work. AAVE training on safeguarding of children/vulnerable adults includes these important points:

- a) Interviewing children/vulnerable adults is different from taking the testimony of adults and should be considered as such.
- b) The testimony of a child/vulnerable adults should always be performed in the presence of their parents, relatives or guardians.
- c) The ability of children/vulnerable adults to express themselves verbally depends on age and stage of development. Their behavior may reveal more about what happened than their words so it is important to pay particular attention to nonverbal cues.
- d) Children/vulnerable adults are particularly susceptible to fatigue and should not be pressured during the interrogation.
- e) The child/vulnerable adults must receive support as soon as the testimony is over.

**Sole Paragraph:** The AAVE Group's Safeguarding Officer maintains close contact with the Guardian Council and The Court of Childhood and Youth. The Safeguarding Officer avails of all training and updating which these departments provide in relation to child/vulnerable adult protection. (Appendix 01 for locations details)

## **PART 5 COMMUNICATING AAVE'S SAFEGUARDING POLICY**

### **Chapter IX: Communicating the Policy**

**Art. 48:** The AAVE Group makes its staff, volunteers and service users aware of its Safeguarding policy. Staff, volunteers and service users take part in the training which the AAVE Group provides. An outline of the main points in the policy are displayed in the reception area of AAVE. A copy of the policy is made available to anyone who requests this. The information details of the Safeguarding Officer are displayed in the reception

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area of the institution. While AAVE does not have specific activities for children/vulnerable adults every effort is made for those children/vulnerable adults who do occasionally come to AAVE with a parent or guardian to be made aware of their rights and their need for protection.

## **PART 6: ACCESS TO ADVICE AND SUPPORT**

### **Chapter X Procedures in Support of Victims of Abuse.**

**Art. 49** The AAVE Group ensures that if a child/vulnerable adult is abused on its premises and/or by one of its staff or volunteers and/or if a child/vulnerable adult reports having been abused to a member of staff, the child/vulnerable adult has access to care to rebuild her/his life. It provides contact information of qualified personnel to parents / guardians. The AAVE Group's Safeguarding Officer will accompany the case. The contact information of the Guardian Council, the Court of Childhood and Youth and other places of denunciation are displayed in the reception area at AAVE. Contact information for the local police is displayed in AAVE's reception area.

## **PART 7: IMPLEMENTING AND MONITORING**

### **Chapter XI: Supervision of Activities and Practical Issues Related to the Activities of Children or Adolescents.**

**Art. 50:** The staff and volunteers at the AAVE Group should treat each child, adolescents and vulnerable adult with respect and care. Employees or volunteers should always maintain professional relationships with minors/vulnerable adults and adhere to the procedures on Safeguarding, established by the AAVE Group and contained in this document. As a means of implementing its policy, AAVE requires that children are accompanied by a parent or guardian at all times while at AAVE and that vulnerable adults are accompanied as far as possible. Recognizing that much abuse happens within the home/family, staff and volunteers are trained to recognize the signs and symptoms of abuse and to respond to these signs in a sensitive and professional manner.



**Art. 51** An evaluation regarding adherence to the Safeguarding Policy will be carried out regularly. At the end of the year evaluation, a complete evaluation will take place. A database of all incidents, allegations and suspicions of abuse will be recorded by the Safeguarding Officer at the end of each year and stored in a secure and confidential location.

## **APPENDICES**

### **Sample Forms for Use in Case of an Allegation of Child Abuse.**

#### **Appendix 01: Guardian Councils in Goiânia**

**Conselho Tutelar Campinas** - Rua Ferroviária, Quadra. 23, Lote 10, Esplanada Anicuns. Fone: 3524-2403 e 3524-2481

**Conselho Tutelar Oeste** - Rua U-59, esquina com U-47, Setor União. Fone: 3524-1765 e 3524-8432

**Conselho Tutelar Centro-Sul** - Rua 119, esquina com 119 A, nº 84, Setor Sul. Fone: 3524-1760 ou 3524-8291

**Conselho Tutelar Leste** - Avenida do Ouro, chácara nº 329, Jardim Novo Mundo. Fone: 3524-1752

**Conselho Tutelar Noroeste** - Avenida do Povo, Quadra 10, Lote 11 Jardim Curitiba I. Fone: 3595-5106 e 3595-5384

**Conselho Tutelar Norte** - Avenida do Cerrado nº 999 Bl.'F' - APM 09 - Park Lozandes - Goiânia/GO – Fone : 3524-2404 e 3524-2468.

**Conselho Municipal dos Direitos da Criança e do Adolescente de Goiânia:** Rua B, Qd. E, Lt. 13, nº 56, Vila Viana, Goiânia – GO. Telefones: (62) 3524-7315 e (62) 3524-7324

## **Appendix 02: Child Protection Recording Form**

(taken from Misesan Cara Child Protection Recording Form)

### **1. About the disclosure**

Date of disclosure/concern \_\_\_\_\_

Time of disclosure/concern \_\_\_\_\_

How was information received (attach any written information to this form)

Telephone \_\_\_\_\_ Letter \_\_\_\_\_ Email \_\_\_\_\_ In Person \_\_\_\_\_

### **2. Details of person making disclosure/raising concern**

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Tel \_\_\_\_\_ Mobile \_\_\_\_\_

Email address \_\_\_\_\_

Relationship to child/alleged victim \_\_\_\_\_

### **3. Details of child or alleged victim**

Name \_\_\_\_\_ D.O.B. \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Tel \_\_\_\_\_ Mobile \_\_\_\_\_

Ethnic origin \_\_\_\_\_ Language \_\_\_\_\_

Disability \_\_\_\_\_

Special Needs \_\_\_\_\_

Parish/Order if applicable \_\_\_\_\_

### **4 Parent/carers details**

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Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Tel \_\_\_\_\_ Mobile \_\_\_\_\_

Are they aware of the allegation/disclosure/suspicion/complaint \_\_\_\_\_

### **5 Details of alleged perpetrator**

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Tel \_\_\_\_\_ Mobile \_\_\_\_\_

Relationship to child/alleged victim \_\_\_\_\_

Position in church/order if applicable \_\_\_\_\_

Address at time of incident \_\_\_\_\_

\_\_\_\_\_

Current contact with children if known \_\_\_\_\_

Any additional information \_\_\_\_\_

\_\_\_\_\_

### **6. Details of concern/allegation/complaint**

(Include dates, times and location the incidents occurred if known. Does the child/complainant know that this referral is being made?) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

---

**7. Action taken**

Has the concern been referred to the statutory services? \_\_\_\_\_

If Yes

Date \_\_\_\_\_ Time \_\_\_\_\_

If no, why not? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Who was it referred to?

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

Has the matter been referred to a member of the Church? \_\_\_\_\_

If Yes

Date \_\_\_\_\_ Time \_\_\_\_\_

If no, why not? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Who was it referred to?

Name \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Tel \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

### 8. Next Steps

What actions were agreed and by whom when the matter was referred onto the

statutory/Church authority? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Are there any immediate child protection concerns If so please record what they are and state what actions have been taken by whom to address them

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9 Designated Officer details \_\_\_\_\_

\_\_\_\_\_

Date form sent \_\_\_\_\_

### 10 Details of person completing the form

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Tel \_\_\_\_\_ Mobile \_\_\_\_\_

Position \_\_\_\_\_

Date form completed \_\_\_\_\_ Time \_\_\_\_\_

Signed \_\_\_\_\_

**Appendix 03: Declaration form to be signed by employee and volunteers at AAVE declaring any previous court convictions.**

**Declaração de Bons Antecedentes**

Eu \_\_\_\_\_, de  
nacionalidade: \_\_\_\_\_, estado civil: \_\_\_\_\_  
profissão: \_\_\_\_\_ residente e domiciliado na cidade de  
\_\_\_\_\_ na rua \_\_\_\_\_ Nº \_\_\_\_\_  
bairro/setor \_\_\_\_\_ CEP: \_\_\_\_\_ portador  
da identidade \_\_\_\_\_, órg.Exp \_\_\_\_\_ data de  
expedição \_\_\_\_\_ carteira de trabalho de  
Nº: \_\_\_\_\_ série: \_\_\_\_\_ e do título de eleitor, inscrição  
nº \_\_\_\_\_, declaro na forma da Lei 6.868 de 03 de  
dezembro de 1980, que jamais sofri processo judicial, seja na área cível ou criminal, nem  
respondo a qualquer procedimento policial, não há nada que desabone minha reputação  
por minha conduta pública, sempre pautada de acordo com as normas de lisura e da  
honestidade.

Assim por ser verdade a presente declaração, assino-a para todos os efeitos da  
lei.

Goiânia, \_\_\_\_\_ de \_\_\_\_\_ de \_\_\_\_\_.

\_\_\_\_\_  
Assinatura

**Declaration of No Previous Court Conviction**  
**(translation of Appendix 03, p. 33)**

Name: \_\_\_\_\_ nationality \_\_\_\_\_, marital status

\_\_\_\_\_ profession : \_\_\_\_\_ Complete

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Identity registration N ° \_\_\_\_\_ .Expiry date \_\_\_\_\_

Issued (date) \_\_\_\_\_ N ° of work portfolio \_\_\_\_\_

and n ° of voter title \_\_\_\_\_, declare according to Law

6868 of December 3, 1980, I never had a judicial conviction, whether civil or criminal, nor respond to any police procedure and that there is nothing to discredit my reputation or my public conduct, based according to the standards of fairness and honesty.

I declare this to be a true statement and I sign it for the purposes of law.

Goiânia, \_\_\_\_\_ de \_\_\_\_\_ de \_\_\_\_\_.

\_\_\_\_\_

Signature



## **Appendix 04: Subject Consent and Release Form – Children and Young People**

(adapted from Misesan Cara Child protection and safeguarding policy)

By signing this form, I am giving the AAVE Group the right to use images of me:

- In printed materials, promotional or otherwise; Yes / No
- On AAVE's website and as part of our online communications Yes / No
- In exhibitions about work that is carried out by the AAVE Group Yes / No

I understand that these images will be used in an appropriate and respectful manner. These images were taken with my knowledge and consent.

Child's name: \_\_\_\_\_

Parent/Caregiver's signature: \_\_\_\_\_

Literate witness's signature: \_\_\_\_\_

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

Location of the photo: \_\_\_\_\_

## **Appendix 05: Other Organizations that Offer Support**

[www.tjgo.jus.br/](http://www.tjgo.jus.br/) Tribunal de Justiça do Estado de Goiás

[www.jjj.tjgo.jus.br/](http://www.jjj.tjgo.jus.br/) Juizado da Infância e da Juventude de Goiás

[www.cedca.go.gov.br/](http://www.cedca.go.gov.br/) Conselho Estadual dos Direitos da Criança e do Adolescente

[www.mp.go.gov.br](http://www.mp.go.gov.br) Ministério Público do estado de Goiás

[www.prgo.mpf.gov.br/](http://www.prgo.mpf.gov.br/) Ministério Público Federal

[www.stf.jus.br](http://www.stf.jus.br) Supremo Tribunal Federal

[www.ct.jjj.go.gov.br/](http://www.ct.jjj.go.gov.br/) Conselho Tutelar de Goiânia

[www.cmasgyn.com.br](http://www.cmasgyn.com.br) Conselho Municipal de Assistência Social

[www.saude.go.gov.br](http://www.saude.go.gov.br) Secretaria Estadual de Saúde

## Appendix 06

### FLOWCHART OF HOW TO DEAL WITH SUSPECTS, CONCERNS, KNOWLEDGE OR ALLEGATIONS OF ABUSE



**Suspicion, Concern, Allegation, or Knowledge is received**



**Designated Safeguarding Officer**



**Legal authorities – Guardian Council**

## Appendix 07

### **DECLARATION – AWARE & COMPLY**

I, \_\_\_\_\_  
\_\_\_\_\_, HEREBY DECLARE that I am aware of the  
existence of the "Safeguarding Policy for Children and Vulnerable Adults" of the Grupo  
Aids Apoio Vida Esperança Association. I undertake to comply with it under civil, criminal  
and administrative penalty.

Goiânia, (date) \_\_\_\_\_

Name \_\_\_\_\_

Signature \_\_\_\_\_

CPF \_\_\_\_\_