



CHILD PROTECTION IN EMERGENCY SHELTERS FOR REFUGEES



Save the Children

**A checklist for temporary accommodation
for children and families**

INTRODUCTION

Increasingly, refugees seeking protection in Germany are now being accommodated in so-called emergency shelters again. These are often buildings that were actually intended for other purposes.

These fall well below minimum standards for refugee accommodation: Children, young people and their families are being put under varied and high levels of stress there.

We are therefore providing a checklist for reviewing the most important protection requirements for refugee children, young people and their families and ensuring these are met, based on our tried and tested quality assessment tool, “the children’s rights check”.

This checklist is intended to help operators and staff deal with this issue, and if necessary, to quickly initiate measures to improve the situation. It is aimed at shelters where people stay for approximately 24 to 48 hours.

For longer-term accommodation, we recommend the comprehensive “Kinderrechte-Check” (Children's Rights Check) ([Der_Kinderrechte-Check_fuer_gefuechtete_Kinder.pdf](#)). This quality measurement tool reviews and assesses compliance with children's rights in refugee shelters in even greater detail.

HOW DOES THE CHECKLIST WORK?

You can use the checklist to determine the situation regarding children’s rights in your own shelter. For this purpose, five quality areas were chosen: Protection, health, participation and the cross-cutting areas of human resources and infrastructure.

To check how well you are positioned to meet the needs of children, young people and their families, we translated these categories into everyday observations. Tick off the things that are already going well and highlight the areas where you still need to make adjustments. This will allow you to recognise those areas that require further action.

Checklist I: Protection

Quality criterion	Indicator	YES	No	Your notes
1. Children are identified upon admission or shortly thereafter and their data is recorded.	<p>There is a systematic overview of all children and their relationships to parents or guardians, which is updated regularly.</p>			
2. Children with additional protection needs are identified and referred to the appropriate bodies.	<p>There is a procedure for assessing the relationship between the accompanying person/parent and the child.</p> <p>Procedure: If accompanying persons have been entrusted with the care of the children by the parents, initial contact is made with the competent points of contact for youth and child welfare services, the so-called "Clearingstellen" (clearing centres). It is also ensured that children and young people promptly receive the help and services they are entitled to.</p>			
	<p>There is an existing procedure to identify unaccompanied minors.</p> <p>Procedure: There must be close cooperation with the responsible Jugendamt (youth welfare office). Staff must be informed about existing procedures in advance and regularly briefed on them. Unaccompanied children and young people are directly taken into care by the Jugendamt (youth welfare office).</p>			
	<p>If there are any particular requirements e.g. accessibility), these are immediately forwarded to the follow-up accommodation.</p>			
	<p>➔ In the medium term, cooperation with the local Jugendamt (youth welfare office), the emergency mental health services and violence protection centres must be established.</p>			



Quality criterion

Indicator

YES

No

Your notes

3. Risks to child welfare are identified and appropriate measures are initiated.

There are chains of reporting and procedures for cases in which the welfare of the child is suspected to be endangered, with fixed responsibilities and contact numbers for external contact persons.

Printed copies of the chains of reporting are posted in all of the team's offices (security, first-aid station, social services, canteen). These have information in multiple languages, wherever possible.

➔ In the medium term, cooperation with the local Jugendamt (youth welfare office), the emergency mental health services and violence protection centres must be established.

4. Children are protected from potential threats from parents or guardians, residents, staff and partners of the shelter.

There is one person who is responsible for child protection.

Staff can be clearly identified using name badges.

Volunteers are clearly identified and can be distinguished from staff (e.g. using vests with "Volunteer" written on them)

Volunteers are registered under their name, sign a self-disclosure statement and receive a printed copy of the code of conduct

4. Children are protected from potential threats from parents or guardians, residents, staff and partners of the shelter.	Information on violence protection centres and child protection centres is available in several languages.			
	Children are informed about their rights to protection. (e.g. UNICEF posters on children's rights are prominently displayed everywhere, especially in common rooms, as well as safe spaces and play areas).			
	<p>➔ In the medium term (and as soon as possible), certificates of good conduct must be obtained from all volunteers and staff. One person is responsible for sifting through these and signing to attest to their existence. Certificates of good conduct may not be retained due to data protection.</p> <p>➔ In the long term, the person responsible for child protection should be trained as a child protection specialist.</p>			

Checklist II: Health

Quality criterion	Indicator	YES	No	Your notes
1. Children and parents are checked for diseases on arrival.	A health check similar to the check carried out when applying for asylum is performed.			
	A COVID-19 test is performed and information is provided about the possibility of COVID-19 vaccination.			
	Initial information about the healthcare system is provided in the language of origin. (Verbally or also using multilingual informational materials)			
2. Children and parents receive the necessary medical care.	Access to medical care is ensured in the case of acute diseases.			
	Particularly vulnerable people (pregnant women, children with physical/ mental disabilities) quickly receive and needs-orientated medical care.			
	Access to necessary care services (especially medication) is ensured.			
	Interpreters and translators who are licensed to deal with medical matters are on-hand.			
	Where possible, children are not used as translators or interpreters and therefore do not have to deal with topics that are not age-appropriate.			
	Information on emergency numbers and the German healthcare system is available in several languages.			

3. Children with psychological stress are able to access adequate support.	There are childproof safe spaces and play areas for children.			
	There are chains of reporting for psychological emergencies and advice regarding referral to other services, as well as multilingual information materials on psychological support services.			
	There is at least one person on site who is trained in psychological first aid.			
	Parents are informed about support options for children who are under mental stress (e.g. <i>Informational material on the Kinderschutzbund (the German Society for the Protection of Children) Baff (the German Federal Association of Psychological Centres for Refugees and Victims of Torture), etc..</i>)			
4. Pregnant women receive gender- and culturally sensitive support in relation to sexual health and pregnancy.	The additional nutritional needs of pregnant women are met.			
	There is information about health care during pregnancy in the languages of origin.			
	There are informational materials on sexual health in the languages of origin.			
5. Children, their parents and pregnant women are properly protected in the event of highly-infectious diseases.	There are alternative shelters or separate quarantine areas for pregnant women in case of outbreaks of diseases that pose a high risk to pregnant women and their unborn children.			
	<p>➔ Important: In these segregated areas, the integrity of the family unit must be ensured.</p>			

Checklist II: Health Quality criterion	Indicator	YES	No	Your notes
6. The food provided to children in reception centres is adequate, wholesome, and balanced and takes special requirements into account.	There are kitchenettes in which baby and toddler food can be prepared .These are accessible regardless of meal times.			
	There is alternative food/meals for children and adults with allergies and food intolerances.			

Checklist III: Participation


Quality criterion	Indicator	YES	No	Your notes
1. Children are able freely express their opinions in relation to any matters that affect them.	There is a complaint box that is clearly visible and installed in a discreet place. This system is explained to people when they move in.			
	There is a procedure, including delegation of responsibility, for the translation of messages.			
	There are staff who are responsible for and available to speak to children.			
2. Children are given opportunities partake in cultural, artistic or or sporting activities and recreation.	There is a protected safe space and play area for children.			
	There are guided play and care services for children.			
	There is a lending service for play equipment (e.g. balls) and games for different age groups of children.			
	Playground equipment is checked regularly to prevent injuries from broken equipment.			

Checklist V: Infrastructure

Quality criterion	Indicator	YES	No	Your notes
1. The children and families have privacy.	There are bathrooms and showers which can be locked.			
	There are sufficient baby changing facilities.			
	There are gender-specific washrooms and toilets.			
	There is sufficient lighting on all paths and in all corridors. Repairs are carried out promptly.			
2. Children are protected from physical dangers in their environment.	There are speed limits for vehicles that apply across the entire site.			
	There are child-proof locks on window handles, stairs and plug sockets.			
3. The children have enough rest.	There are house rules with prescribed quiet hours.			
	The house rules are posted in several languages. People are informed of them when they move in.			
4. The children are living in a clean, hygienic environment.	All common areas, especially the sanitary facilities, are regularly cleaned.			
➔ The duration of the stay in the arrival centre is kept as short as possible. You aim to relocate people to another shelter as quickly as possible (if possible with their own accommodation unit or in their own private living space).				

Checklist VI: Staff

Quality criterion	Indicator	YES	No	Your notes
1. The staff in the shelter are competent, experienced and qualified to deal with refugee children, young people and parents. The staff contribute to the wellbeing and safety of the children and parents.	The responsibilities of the staff are clearly defined and posted, along with names and pictures, and are visible to all residents. The staff wear name badges.			
	People are given short training sessions on psychological first aid before starting work.			
	Staff and volunteers are trained in the area of child protection.			
	Before starting work, information is provided on existing guidelines/procedures, especially on the subject of risks to child welfare.			
	<p>➔ In the medium term, employees need to be given further education in the form of advanced training and training sessions. Volunteers should also be offered training/courses.</p> <p>➔ In the medium term, there must be regular supervision of staff.</p>			
Social services	Social services are supported by interpreters.			
	There is one person who is responsible for child protection.			
	<p>➔ In the long term, this person should be trained as a child protection specialist (Kinderschutzfachkraft).</p> <p>➔ The recommended staffing ratio for social services is 50:1 or less.</p>			

Checklist VI: Staff 		YES	No	
Quality criterion	Indicator			Your notes
Volunteer coordination	There is a person who coordinates the volunteer work and is responsible for the registration, briefing and certificates of good conduct of the volunteers.			
	Each shift of security must have at least one woman on duty.			
Service: Security	Chains of reporting for different types of emergencies (see above) are posted and employees are periodically informed about how to act in emergencies before they start work (every two months).			

APPENDIX

Emergency numbers:

NUMMER GEGEN KUMMER (NUMBER AGAINST SORROW): ELTERNTELEFON (HOTLINE FOR PARENTS)

For parents and other adults
who are worried about children:

0800 111 0 550

Counselling in German

Monday to Friday: 9 a.m. to 5 p.m.

Tuesday and Thursday: 9 a.m. to 7 p.m.

NUMMER GEGEN KUMMER (NUMBER AGAINST SORROW): KINDER- UND JUGENDTELEFON (HOTLINE FOR CHILDREN AND YOUNG PEOPLE)

The hotline for children and young people provided
by Nummer gegen Kummer (number against
sorrow) can be reached anonymously from mobile
phones and landlines, free of charge, on:

116 111

Counselling in German

Monday to Saturday from 2 p.m. to 8 p.m.

as well as [via email or chat](#).

HILFE-PORTAL UND HILFE-TELEFON SEXUELLER MISSBRAUCH (SEXUAL ABUSE HELP PORTAL AND HELPLINE)

You can find counselling centres, emergency services,
therapists and counselling centres for refugees in
your region who can answer your questions about
sexual abuse via the nationwide [Hilfe-Portal Sexueller
Missbrauch](#) (Sexual Abuse Help Portal).

The [Hilfe-Telefon Sexueller Missbrauch \(Sexual Abuse
Helpline\)](#) is the nationwide, free and anonymous
contact point for young people and adults who are
looking for help in easing their burdens, for counsel-
ling and support, who are worried about a child,
who have a suspicion or a “funny feeling” or who
are simply unsure and want to ask questions about
the topic.

The helpline can be reached by calling
0800 22 55 530.

[Online counselling](#) via email or chat.

Counselling in German

Monday, Wednesday and Friday: 9 a.m. to 2 p.m.

Tuesday and Thursday 3 p.m. to 8 p.m.

MEDIZINISCHE KINDERSCHUTZHOTLINE (MEDICAL CHILD PROTECTION HOTLINE)

The [Medical Child Protection Hotline](#) is a nationwide,
free telephone counselling service, available 24 hours
a day, for members of child and youth welfare
services and family courts in suspected cases of child
abuse, neglect and child sexual abuse. Available at
0800 19 210 00.

HILFETELEFON GEWALT GEGEN FRAUEN (VIOLENCE AGAINST WOMEN HELPLINE)

The [Hilfetelefon Gewalt gegen Frauen \(Violence
Against Women Helpline\)](#) is a nationwide counselling
service for women who are experiencing or have
experienced violence. The number can be reached
24 hours a day.

Phone number: **08000 116 016**

or through [online counselling](#)

Multilingual counselling

HILFETELEFON SCHWANGERE IN NOT (PREGNANT WOMEN IN NEED HELPLINE)

Pregnant women can contact the free and qualified initial counselling service “Schwangere in Not” (pregnant women in need) around the clock by calling **0800 40 40 020**

[Pregnant women in need – anonymous and safe advice.](#)

The helpline also refers people to local counselling centres. The counselling is anonymous, accessible and offered in several languages. You can find further information here: [Beratung & Geburt vertraulich \(Counselling & Birth Confidential\)](#).

FRÜHE HILFEN (EARLY CHILDHOOD INTERVENTION): SERVICES AND COUNSELLING FOR PARENTS OF BABIES AND TODDLERS

[Frühe Hilfen \(Early Childhood Intervention\)](#) are free services for pregnant women and parents of children up to the age of three.

They will help you if you are uncertain or nervous, or if you feel worked up or stressed during pregnancy or after giving birth.

You can find [Frühe Hilfen \(Early Childhood Intervention\) in your area](#) (in German) here

COUNSELLING AND SUPPORT FOR BOYS, MEN AND FATHERS

At [Männerberatungsnetz.de](#) you will find a nationwide overview of counselling services especially for boys, men and fathers, at addressing topics such as poverty, family, violence, homosexuality, crises, partnership, care, homelessness, sexuality, separation and divorce and fatherhood.

Here you will find [counselling services in your area and telephone hotlines](#) that offer direct, straightforward support in emergency situations.

At [maennerhilfetelefon.de](#) men who are suffering violence can find a first point of contact (counselling in German)

UNICEF POSTER:

Children's rights [poster:](#)

A2 “Children Have Rights” poster| UNICEF

In the appendix you will find templates for the self-declaration for the enhanced certificate of good conduct and a template for a code of conduct for volunteers.



Selbsterklärung zum erweiterten Führungszeugnis

Hiermit bestätige ich, dass ich zu keinem der folgenden Straftatbestände vorbestraft bin bzw. keine Verfahren anhängig sind, die der Aufnahme der in Rede stehenden Tätigkeit unter der Beachtung der Ziele der Child Safeguarding Policy von Save the Children Deutschland e.V. entgegenstehen:

Sexualstraftaten (§§ 174 bis 180 oder § 182 StGB), z. B.

- Sexueller Missbrauch von Schutzbefohlenen oder Kindern
- Sexueller Übergriff, sexuelle Nötigung und Vergewaltigung
- Förderung sexueller Handlungen Minderjähriger
- Sexueller Missbrauch von Jugendlichen

Weitere Sexualdelikte (§§ 180 a, 181 a, 183 bis 184g StGB), z. B.

- Ausbeutung von Prostituierten und Zuhälterei
- Exhibitionistische Handlungen
- Verbreitung pornographischer Schriften
- Verbreitung, Erwerb und Besitz kinder- und jugendpornographischer Schriften

Für den Schutz von Kindern und Jugendlichen relevante Straftatbestände (§§ 171, 225, 232 bis 233 a, 234, 235 oder 236 StGB), z. B.

- Verletzung der Fürsorge- oder Erziehungspflicht
- Misshandlung von Schutzbefohlenen
- Menschenhandel/Kinderhandel
- Ausbeutung unter Ausnutzung einer Freiheitsberaubung
- Menschenraub und Entziehung Minderjähriger

Ort, Datum

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Verhaltensrichtlinien für Besucher*innen

I. Ziel

Wir möchten den Schutz von Kindern¹ vor Misshandlung und Ausbeutung in der gesamten Arbeit der Organisation im In- und Ausland bestmöglich gewährleisten. Deshalb verpflichtet Save the Children Deutschland e. V. alle Besucher*innen von Projekten, Programmen, Veranstaltungen und Aktionen zu den nachstehenden Verhaltensrichtlinien. Sie sollen Handlungssicherheit geben und dabei unterstützen, ein für Kinder sicheres Umfeld zu schaffen.

II. Geltungsbereich

Die Verhaltensrichtlinien gelten für:

- Besucher*innen von Projekten, Programmen, Veranstaltungen und Aktionen, die durch Save the Children Deutschland e. V. gefördert oder organisiert werden.²

III. Verhaltensrichtlinien

- 1) Ich achte die Rechte von Kindern und beachte die hierfür auf internationaler, europäischer und jeweils nationaler Ebene geltenden gesetzlichen Bestimmungen.
- 2) Ich verpflichte mich, alles mir Mögliche zu tun, um Kinder vor Vernachlässigung sowie vor körperlicher, psychischer und sexueller Misshandlung und Ausbeutung zu bewahren.
- 3) Ich unterlasse verbal und nonverbal gewalttätiges, diskriminierendes, rassistisches und sexistisches Verhalten gegenüber und in Gegenwart von Kindern.
- 4) Ich behandle Kinder als eigenständige Persönlichkeiten und begegne ihnen mit Respekt – unabhängig von z. B. Alter, Geschlecht, Herkunft, Sprache, Religion, Hautfarbe, Behinderung oder politischen Ansichten.
- 5) Ich achte die Meinungen und Sorgen von Kindern und lasse sie an allen sie berührenden Angelegenheiten entsprechend ihrem Alter und ihrer Reife angemessen teilhaben.
- 6) Ich achte darauf, Kinder persönliche Dinge, die sie alleine bewältigen können, selbst erledigen zu lassen – wie z. B. auf die Toilette zu gehen oder Kleidung zu wechseln.
- 7) Ich achte die Sorgeberechtigten der Kinder und respektiere sie in ihrer Verantwortung.
- 8) Ich trage dafür Sorge, dass bei dem Umgang mit Kindern stets eine zweite erwachsene Person anwesend oder in Reichweite ist („Zwei-Erwachsenen-Regel“).³
- 9) Ich verpflichte mich zur Einhaltung der „Informationen und Richtlinien für Berichtersteller*innen“⁴ bei der Erstellung, Verbreitung und Speicherung medialer Inhalte.
- 10) Ich gehe gegenüber Kindern und ihren Familien sorgsam und transparent mit meiner Rolle um und missbrauche das Machtgefälle zwischen Hilfsorganisationen und Begünstigten sowie Erwachsenen und Kindern nicht.
- 11) Ich gehe verantwortungsvoll mit Nähe und Distanz um und unterlasse schädliche Formen von Beziehungen zu Kindern wie beispielsweise sexuelle Misshandlung und Ausbeutung.
- 12) Ich trage meinen Teil zu einer Kultur der gegenseitigen Verantwortlichkeit am Arbeitsplatz bei, die ermöglicht, dass sämtliche bei Save the Children Deutschland e. V. aufkommende Verdachtsfälle gemeldet und für alle Seiten vertraulich behandelt werden.
- 13) Ich melde sämtliche mir im Rahmen meiner Tätigkeit für Save the Children Deutschland e. V. bekannt werdenden Verdachtsfälle innerhalb von 24 Stunden vertraulich bei den zuständigen Ansprechpersonen.

¹ In Anlehnung an das Übereinkommen über die Rechte des Kindes der Vereinten Nationen ist ein Kind jeder Mensch, der das 18. Lebensjahr noch nicht vollendet hat.

² Verfügt der Implementierungspartner in dem zu besuchenden Projekt oder Programm über gleichwertige Verhaltensrichtlinien, so können auch diese unterzeichnet werden.

³ Falls dies nicht möglich ist, sollte die Gruppengröße bei mindestens fünf Kindern liegen. Die Beaufsichtigung eines einzelnen Kindes ist nur in Ausnahmesituationen für einen kurzen Zeitraum zulässig.

⁴ Siehe Anhang 4 der Child Safeguarding Policy.

IV. Verpflichtungserklärung

Ich habe die Verhaltensrichtlinien gelesen und verstanden und verpflichte mich, gemäß diesen Richtlinien zu handeln.

Mir ist bewusst, dass Save the Children Deutschland e. V. jeden Verstoß mit Straftatbestand der zuständigen Polizei melden wird. Verstöße ohne Straftatbestand können organisationsinterne Maßnahmen nach sich ziehen inklusive einer Beendigung des Vertragsverhältnisses oder der Zusammenarbeit.

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Save the Children, an independent children's rights organisation, has been working for more than 100 years, and now works in 120 countries, to ensure that children survive and grow up healthy, that they are protected and are able to learn. The organisation has been in Germany since 2004.

In addition to our international work, we are also active in projects there, especially in the areas of migration and refugees, fair educational opportunities and child protection. In this regard, one area of focus is on the situation of refugee children in shelters.



Save the Children

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