



OPEN ARMS
CHILD PROTECTION POLICY
2025

Next Review: January 2026

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1. Introduction

1.1 It is essential that every member of Open Arms (OA) understands their safeguarding roles and responsibilities when it comes to the care of the children in the welfare homes. OA has a particular duty of care to prevent abuse by OA members or the partners it introduces to these homes.

1.2 The children in the homes are our paramount concern therefore, the purpose of this document is to outline OA procedures to ensure that the children are protected against any abuse, harm, injury or maltreatment which they might be exposed to.

1.3 This policy outlines the basic procedures for good practice within OA and applies to all members who have been duly accepted to volunteer for the group.

2. Definitions

The following definitions apply throughout the document:

Child/Children	Any person under the age of 18 years (Article 1, CRC, 1989).
CPO/Child Protection Officer	The person in OA with overall charge of the implementation of the OA Child Protection Policy
On-boarding team	Admin group responsible for recruitment process
OA	Open Arms
OA Executive Committee	The management body responsible for the running of OA and chaired by the Executive Director of OA
OA volunteers	Volunteers of OA
OA representatives	All non-members representing OA, including partners where they are volunteering on OA programs, and consultants
Partners/ Partnerships	Individuals or organizations with whom OA has a relationship to further the wellbeing of welfare home children
Programs	Sessions, lessons or classes held, led or run by OA for welfare home children where there is contact between the children and OA staff or partners
Team Coordinators	Person in charge of a particular program
Welfare Home	Care facility housing children

3. Role and responsibility

- 3.1 The CPO has overall responsibility for safeguarding and together with the OA Executive Director will ensure that all guidelines as contained in this policy are adhered to
- 3.2 The onboarding team are responsible for ensuring that all application forms including references are duly approved in accordance with OA rules and guidelines
- 3.3 The volunteers and other external partners are aware of these policies and know how to respond to issues pertaining to the child/children in the welfare home

4. Recruitment process

4.1 The OA has the following procedures in place to ensure that all of its volunteers have undergone the correct recruitment process to ensure the safety of the children in the home. This is done through the completion of an OA Application form which comprises of:

- A Staff recruitment guide
- Character Reference form
- Code of Conduct (which must be read and signed)
- Declaration of Association which must be signed and completed every year
- Where necessary in cases of special request from a specific Welfare Home, an OA staff or volunteer will need to undertake further background checks via the Korean Police License system
- An introductory meeting with a member from the Onboarding team

5. Training

5.1 OA holds training sessions twice a year for all new and existing volunteers.

6. Definition of Child Abuse

Child abuse and child maltreatment is defined as "all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power" (WHO).

6.1 Reporting abuse

If a volunteer has any concerns or suspects that a child/children is experiencing abuse, the member should:

1. Immediately raise concerns with the group coordinator or directly with the CPO. If this concern is regarding the group coordinator, then this should be raised directly with the CPO. The volunteer can send as an email or use this form, the form will go directly to the CPO: [Incident report](#)
2. Where a volunteer is not satisfied with the action taken above, the volunteer can use the whistleblower form if they wish to remain anonymous or report to the Executive Director. There is link to the whistleblower form on our website as well as direct link here: [Whistleblower form](#)
3. In cases where a volunteer has concrete examples of abuse, they should contact the CPO within 24 hours. This can be done in person or by telephone and a Child Protection incident form will be completed afterwards.
4. Concerns raised against the CPO should be raised directly with the ED, and in cases where the concerns are raised against the ED, the CPO should also be informed directly.

6.2 Dealing with a concern from a child

If a child tells a volunteer they are being abused by a volunteer, the volunteer should:

6.1 Complete as Incident report detailing:

- Date and time of incident
- Dates and times of any discussion
- Any injuries
- Explanation given by the child

6.2 Contact CPO

6.3 Dealing with reports from children can be very difficult. It is important that you listen to the child and take it seriously:

- Never make any promises as you do not know what will happen.
- Never promise the child confidentiality.
- You are obligated to share this concern with the CPO to protect the child.

6.4 In case of emergencies where there is an immediate risk of physical harm to a child from themselves or towards other children, we will refer to OA's policy on how to deal with this [Policy responding to physical altercation](#)

7. Responding to Report of Abuse

7.1 Any concerns or abuse should be reported directly to the Program Coordinator and later to the CPO. The Executive Director should be contacted if the member does not receive any feedback during the timeframe in accordance with OA policy on reporting.

7.2 In cases where information has been shared with other volunteers, this should be stated when the report is made

8. Information sharing

8.1 OA recognizes that all matters relating to children are confidential, therefore we adhere to a strict photo policy as shared in the OA's Code of Conduct guidelines. We will ensure that all volunteers fully comply with this policy and are duly reminded during the biannual training sessions.

8.2 Volunteers must respect the child's rights to privacy and, due to the sensitive nature of the matter, the Volunteer must not share any information with anyone but the Program Coordinator, CPO and/or Executive Director before, or after any session.

9. Security

9.1 All OA volunteers shall have a name tag with a photo identifying them whilst on site in the welfare homes.

9.2 Volunteers must always wear their name tag for their own safety as well as for easy identification in case of any eventuality.

10. Partnerships with a Partnership Agreement

OA partners with different organizations who share a common goal in the welfare of children. But OA will ensure that this Agreement covers the Child Protection Procedures and members fully understand this. These partners will always be accompanied by OA volunteers.

11. Partnerships without an Agreement

Where an Agreement does not exist, volunteering opportunities should not be provided except under the same terms as external visitors (see below). Any member of the partner organization wishing to volunteer regularly must register as a Member of OA.

12. Visitors

12.1 OA does not allow unannounced visits; however, we accept that prospective visitors may wish to visit our programs. Visitors must;

- Complete our visitor form,
- Must always be accompanied by OA volunteers,
- Must have a special reason if a visitor wants to visit more than once without becoming a member.

13. Policy Review

13.1 This policy and the procedures will be reviewed each year together with other linked policies in the review cycle.

13.2 The CPO will ensure that all volunteers are made aware of any amendments to policies and procedures.

13.3 Additional updates to the safeguarding policy and appendix will be done as needed.

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Adopted on 2025-02-05 by Open Arms Executive Committee

Signed on behalf of the Executive Committee:

Executive Director

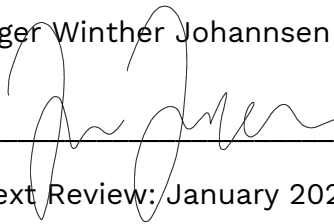
Child Protection Officer

Date:

Date:

Inger Winther Johannsen

Delasi Osei





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