



## POSITIVE BEHAVIOUR POLICY (R-07)

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## INTRODUCTION

CISV International promotes an inclusive learning culture that furthers CISV's mission to educate and inspire action for a more just and peaceful world. This includes creating positive learning environments wherever we meet or work together, as well as promoting behaviours that are in line with our values.

Our educational approach helps children and adults gain the attitudes, skills, and knowledge that contribute to becoming active global citizens with lasting cross-cultural relationships. To do this we must establish shared standards and expectations that govern all our programmes and events. Though we recognize that behaviour norms may vary across our members' cultures, everyone in CISV must follow the standards, expectations and rules set out in this policy.

In line with The Universal Declaration of Human Rights and the Convention on the Rights of the Child, we believe in actively promoting and creating an inclusive learning culture where all people have the right to feel safe and included.

Positive behaviours support the values of CISV:

**Friendship** - We find a common bond and we are kind to each other.

**Inclusiveness** - We are open, we accept and respect others.

**Cooperation** - We work together and support each other toward our common goal.

**Enthusiasm** - We bring energy and passion to everything we do.

**Engagement** - We show up, participate and learn with a positive attitude.

## SCOPE OF THE BEHAVIOUR POLICY

This policy and procedures apply to all parts of CISV local, national, regional, and international, including all programmes and events and day-to-day activities. This includes all interactions that CISVers have, both in person and online.

CISV National and Promotional Associations may supplement this policy, but they may not contradict the wording or effect of official CISV International policy and procedures.

## POLICY

CISV is committed to creating an organization that prioritises and values diversity, equity and inclusion. We strive to create an organization that reflect the communities we serve and where everyone feels empowered to bring their full, authentic selves into everything we do. CISV commits to taking all reasonable steps to creating a culture that reflect our values and where all members of our community feel safe and supported, have the right to be respected and have a responsibility to respect each other. We will actively work to identify and challenge discrimination and bias within our programmes and throughout our organization.

Everyone in CISV (children and adults) are always expected to demonstrate honesty and integrity, respect for others, and accountability for their personal behaviour (as outlined in the Codes of Behaviour) to support CISV's mission, values, educational goals and methods.

CISV commits to fostering a culture of safety and learning, in which all members feel responsible, safe and encouraged to speak up and report concerns in good faith without fear of negative consequences, exclusion, bullying or other oppressive behaviours. This is also referred to as whistleblowing.

### **Principles that guide implementation of this policy:**

- We believe that the physical, social and emotional safety and well-being of ALL participants must always take priority.
- We respect and value diversity and we actively challenge bias and discrimination in everything we do.
- Where there is a conflict between 'local customs' and our values, CISVers will observe the protections extended in the Universal Declaration of Human Rights and the Convention on the Rights of the Child.
- While the aim is to enable all children to participate in CISV by meeting individual needs, there must be a balance between the rights of an individual to participate fully within CISV's programmes or events and CISV's obligation to protect the health or safety of all children placed in CISV's care. The "balance" tips in favour of protecting the health or safety of all children placed in our care.
- If there are reasonable concerns for someone's safety, that concern overrides data protection concerns – in other words, information must be shared with those who need to know in order to help protect the person(s). Every effort must always be made to make sure that confidentiality is maintained for everyone involved – we only share the concern with those who need to know in order to address it.
- Consequences should be fairly and equally applied without bias or discrimination (see definition at end of document).

## DEFINITIONS

**CODES OF BEHAVIOUR:** Documents which set out the positive expectations that CISV considers significant and fundamental to our values and mission. Codes of Behaviour are not an exact measure of behaviour. They do not define all circumstances and are not meant to be used to punish or constrain.

We have two separate Codes of Behaviour for [adults](#) and [children](#) (see the appendices at the end of this document).

**FORBIDDEN BEHAVIOUR** is conduct that has or could have a serious negative impact on the health or safety of CISV members and is so contrary to the mission and values of CISV that it will lead to more serious consequences.

**Forbidden behaviours include (but are not limited to):**

- Any form of child abuse (as defined in the Child Protection Policy)
- Violence
- Encouraging others to hate an individual or group
- Bullying
- Harassment
- Intentional discrimination
- Possession or use of psychoactive drugs by adults without a medical prescription (excluding nicotine replacement therapies)
- Possession or use of psychoactive drugs by children without a medical prescription (including nicotine replacement therapies)
- Possession or use of tobacco products by children, including Junior Counsellors
- Possession or use of weapons
- Possession or use of alcohol by children, including Junior Counsellors
- Possession or use of alcohol and tobacco products by Seminar Camp and Youth Meeting (16-18 years) participants and Staff during the programme
- Excessive consumption or abuse of alcohol by adults
- Illegal acts
- Helping someone to do any of the above

**INPPROPRIATE BEHAVIOUR** is conduct that is contrary to the mission and values of CISV, interferes with the operations of programmes or events and or has negative effects on the achievement of programme goals. These behaviours should be used as teachable moments—opportunities to learn how the behaviour impacts others negatively and to determine appropriate ways to behave in the future.

**Inappropriate behaviours include (but are not limited to):**

- Failure to respect privacy (except in cases of suspected illegal activity, violation of policies, or when the person's behaviour is a threat to health or safety) \*
- Failure to respect rules of host families or host sites
- Unnecessary nudity\*
- Sexual behaviour between adults in public without consideration of privacy \*
- Rudeness
- Cultural insensitivity
- Bias that is unintentionally hurtful to others
- Exclusionary behaviours
- Knowingly making false accusations

**Sexual Behaviour between children\*** – during CISV Programmes and events, sexual behaviour among children is inappropriate, because the CISV event is a brief period of time where such activity would be a significant distraction from the purpose and aim of the CISV event. Bringing together young people from a range of different cultures requires all participants to be sensitive to the feelings of others and this can become very challenging if some participants are forming sexual relationships.

**NB:** Behaviours marked as \* may be child protection or safeguarding concerns in which case the Child Protection Policy and Procedures must be referred to and followed, as a more serious response may be necessary.

**You will find further definitions at the end of this document – please review them.**

## **HOW WE MONITOR THIS POLICY**

CISV International has a global network of risk managers and an internal certification system to make sure that they have the training and skills required for the role. Each National Association and Chapter must have a certified risk manager in place. This network of risk managers works to support the efforts of the organization and document all concerns regarding behaviour.

CISV International keeps a record of all incidents reported, inquiries made, and actions taken. We also summarise incidents anonymously and keep them in a database of issues. We send annual reports, based on the database, to National Associations for their review and further action as needed.

Every year the Committees of the Board and the Regional Coordinators and their teams analyse all reported issues for the organization to identify learning, development potentials, and actions to be taken to improve CISV.

CISV International's Training and Quality Assurance Committee will review the policy and procedures at least every three years.

## PROCEDURES

### 1. Creating a respectful, safe and welcoming environment

<b>Everyone in CISV</b>	<b>Every participant</b>	<b>Anyone in a position of leadership, or position of trust and responsibility (including Junior Counsellors)</b>
<ul style="list-style-type: none"> <li>You must follow the Codes of Behaviour and this policy.</li> </ul>	<ul style="list-style-type: none"> <li>Child participants must sign the Child Code of Behaviour.</li> <li>Adult participants must sign the Adult Code of Behaviour.</li> </ul>	<ul style="list-style-type: none"> <li>You must work to model and promote positive behaviour that is in line with CISV values, the Codes of Behaviour and this policy</li> <li>You must sign the Adult Code of Behaviour</li> </ul>

<b>The person in charge</b>	<b>The Chapter or National Risk Manager</b>
<ul style="list-style-type: none"> <li>You must work with everyone at the programme or event to respond appropriately and in line with this policy and procedures to behaviour that is contrary to CISV values, the Codes of Behaviour or this policy.</li> <li>You must make sure that all concerns are taken seriously and acted on appropriately.</li> </ul>	<ul style="list-style-type: none"> <li>You must make sure that all members get a copy of the current CISV Child and Adult Codes of Behaviour when they become members.</li> <li>You must work with the people involved in your Chapter or National Association to respond to behaviour that is contrary to CISV values, the Codes of Behaviour or this policy.</li> <li>You must make sure that all concerns are taken seriously and acted on appropriately.</li> </ul>

## 2. Training

<b>Everyone in CISV</b>	<b>The Person in Charge</b>	<b>The Chapter or National Risk Manager</b>
<ul style="list-style-type: none"> <li>• You must attend and engage in the training required for your role in CISV – e.g. local or national training, elearning modules.</li> <li>• You should engage in training and continuous learning and development in a positive and constructive way.</li> </ul>	<ul style="list-style-type: none"> <li>• You must make sure every person attending a CISV programme or event (that last more than 4 hours) has completed training on this policy and the Codes of Behaviour.</li> <li>• At a minimum, this should include an interactive activity that covers the Codes of Behaviour, the behaviours considered forbidden and inappropriate, and the responsibility to report and act on concerns following this policy.</li> </ul>	<ul style="list-style-type: none"> <li>• You must make sure that everyone in a position of trust and responsibility in your chapter or National Association are trained on this policy and the Codes of Behaviour. The training must cover the content of the elearning module on Positive Behaviour at a minimum.</li> <li>• You must make sure that everyone in roles of trust and responsibility have the certifications required for their roles – see our <a href="#">M-01 Training Policy and Procedures</a>.</li> </ul>

### 3. Seeing and sharing concerns

There are many ways to share your concern, and many ways to become aware of concerns.

- You observe something that feels wrong or you know is wrong
- You are told something by a child (anyone under 18) or adult that feels wrong or you know is wrong

Someone else tells you that they have either heard or seen something that they feel is wrong or they know is wrong.

<b>Everyone in CISV</b>	<b>Anyone in a position of trust and responsibility (including Junior Counsellors)</b>
<ul style="list-style-type: none"> <li>• If you see or hear of inappropriate or forbidden behaviour, you must report it immediately (within 6 hours) to the Person in Charge (on site)</li> <li>• If you are a participant – report to your leader or another adult in a position of trust and responsibility if you have a concern</li> <li>• If you want to share a concern about something that happened in a past programme, please report this to your Chapter or National Risk Manager, follow their advice and work with them to submit an Incident Report Form.</li> <li>• <b>How to Report.</b> <ul style="list-style-type: none"> <li>○ Ideally, reporting happens verbally, immediately and in-person followed by a written record to confirm</li> <li>○ Otherwise by e-mail as soon as possible.</li> </ul> </li> <li>• Anyone can submit a separate Incident Report Form directly at any time to document and report any issues or concerns.</li> <li>• If the issue is about the person you would report to, you should contact the Local, National or Regional Risk Manager instead.</li> </ul> <p>Anyone who raised a concern and is not satisfied with the response should contact their Chapter or National Risk Manager who will provide advice and guidance.</p>	<ul style="list-style-type: none"> <li>• You must also immediately record in writing what you’ve seen and or heard in detail.           <ul style="list-style-type: none"> <li>○ State clearly what is fact, opinion, or rumour.</li> <li>○ Make clear whether or not you are expressing your own concerns or those of someone else.</li> <li>○ Be clear on the nature of the concern.</li> <li>○ Include dates, times and other relevant information – be as detailed as you can.</li> </ul> </li> </ul>

<b>The Person in Charge (on site)</b>	<b>The Chapter or National Risk Manager</b>
<ul style="list-style-type: none"> <li>• You must support everyone in reporting and documenting concerns.</li> <li>• When a concern is brought to your <b>attention, you must follow procedure 4 below.</b></li> </ul>	<ul style="list-style-type: none"> <li>• You must support the Person in Charge with ensuring appropriate reporting and documentation. You must be available to the Person in Charge for support and consultation on issues and concerns as they come up. You should actively follow up with the Person in Charge, to make sure they feel supported and have opportunities to bring up concerns or issues.</li> <li>• Review all reports from the Person in Charge and make sure that all issues are dealt with appropriately and in a timely manner, and that they are reported through an Incident Report Form to CISV International.</li> <li>• If a concern is brought to your attention, you must follow procedure 4 below.</li> </ul>

#### 4. Responding to reported concerns

If the concern is a **Child Protection issue**, consult and follow [the Child Protection Policy](#).

<p><b>Everyone in CISV</b></p>	<p><b>Anyone in a position of trust and responsibility (including Junior Counsellors)</b></p>
<ul style="list-style-type: none"> <li>You must cooperate with any fact finding or inquiry</li> </ul>	<ul style="list-style-type: none"> <li>You must support the person in charge in handling the concern as required.</li> </ul>

**STEP ONE: Determine level of seriousness**  
**NB - If the concern is about something in the past: Respond to any reports of a concern about something that may have happened in a past programme by taking it seriously and providing appropriate advice and guidance to the person. The National Risk Manager must report the concern in line with this procedure, as if it was a current new concern.**

<p><b>The Person in Charge</b></p>	<p><b>The Chapter or National Risk Manager</b></p>
<ul style="list-style-type: none"> <li>You must start documenting the concern and actions being taken in detail.</li> <li>Based on the information available to you, you must determine whether the concern is likely to be at the level of inappropriate behaviour, or whether it is forbidden behaviour or a serious issue (e.g. inappropriate behaviour that could be a child protection concern or inappropriate behaviour that is repeated or serious enough to warrant a more severe response).</li> <li>You must contact the Hosting Risk Manager (by phone, preferably) and CISV International (through an Incident Report Form) immediately for:             <ul style="list-style-type: none"> <li>forbidden behaviour,</li> <li>child protection concerns, and</li> <li>issues that require reporting to external authorities.</li> </ul> </li> <li>If in doubt, you <b>MUST</b> consult with hosting Risk Manager.</li> <li>You must follow the steps below according to the level of seriousness of the concern – either “Dealing with Inappropriate Behaviour” or</li> </ul>	<ul style="list-style-type: none"> <li>You must support the Person in Charge and make sure this procedure is followed.</li> <li>You must be available to the Person in Charge for support and consultation on issues and concerns as they come up.</li> </ul>

“Dealing with Forbidden Behaviour or Serious Issues”.	
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<b>STEP TWO: If Acting on Forbidden Behaviour or Serious Issues</b>	
<b>The Person in Charge and Chapter Risk Manager for the Host</b>	<b>The Chapter or National Risk Manager</b>
<ul style="list-style-type: none"> <li>• You must take immediate steps to protect others if the behaviour places others at significant risk of harm.</li> <li>• If someone needs to be removed from the programme, you must follow the Procedure for Sending Someone Home (Info file R-15)</li> <li>• If the behaviour is against the law, you must contact the appropriate authorities if it is safe to do so. There are some “illegal acts” where reporting in certain countries can cause significant risk of harm. In such cases, CISV International will require a clear statement and evidence of risk and needs from the affected National Association and will conduct a full risk assessment.</li> <li>• You must contact CISV International (Regional and International Risk Manager and International Safeguarding Lead) within 12 hours and follow directions.</li> <li>• You must act as a team to coordinate looking into the concern. This includes, according to directions: <ul style="list-style-type: none"> <li>○ Speaking and listening to people to consider all relevant perspectives.</li> <li>○ Documenting all conversations and actions.</li> <li>○ Supporting and helping the complainant, witnesses, victims and the Subject of the Concern.</li> <li>○ Informing the Subject of Concern of the concerns, the process to look into them and any immediate actions (e.g. suspension, removal from the programme, further investigation)</li> </ul> </li> <li>• The leader must be involved when there are conversations with their delegation, unless the leader is the person the concern is about.</li> <li>• If this is likely to turn in to a crisis situation, refer to and follow the guidance in the CISV Crisis Communications Guide.</li> </ul>	<ul style="list-style-type: none"> <li>• The Chapter Risk Manager must consult directly with the National Risk Manager. Together, you must also keep your Chapter and National Boards advised of any incidents.</li> </ul>

## STEP TWO: If Dealing with Inappropriate Behaviour

The Person in Charge	The Chapter or National Risk Manager
<ul style="list-style-type: none"><li>• You must conduct fact-finding to gather relevant perspectives in an organized and structured way that displays appropriate intercultural sensitivity – e.g. by using the ODIS Approach and SOLVE Method presented in the mandatory training behind the Safeguarding Certificate. This includes:<ul style="list-style-type: none"><li>○ Speaking and listening to people to consider all relevant perspectives.</li><li>○ Documenting all conversations and actions.</li><li>○ Supporting and helping those involved to feel safe and heard in a fair process.</li></ul></li><li>• The leader must be involved when there are conversations with their delegation, unless the leader is the person the concern is about.</li><li>• You must seek support and guidance from your Hosting Risk Manager and staff team as appropriate.</li><li>• You must make sure an Incident Report Form is submitted within 24 hours of the concern being raised. This must be submitted as instructed in the form.</li><li>• When you have finished your fact-finding and decided on appropriate action, you must explain to the person(s) concerned why the behaviour was inappropriate (unless you found no inappropriate behaviour).</li><li>• You must take actions that are measured, proportionate and aim to teach not punish. Positive discipline <b>practices that promote learning of self-control and responsibility should be used. The actions should protect those who were subjects of the inappropriate behaviour.</b></li></ul>	<ul style="list-style-type: none"><li>• If requested by the person in charge provide guidance to them on addressing inappropriate behaviours.</li></ul>

**NOTE:** If the inappropriate behaviour continues, OR if many different inappropriate behaviours occur, then the consequences can become more serious, and you must immediately follow the “Acting on Forbidden Behaviour or Serious Issues” section above.

## Guidance on addressing inappropriate behaviour

To change inappropriate behaviour, expected behaviours must be taught directly and systematically using the following strategies:

- Place emphasis on activities which allow individuals to understand the effects of their behaviour, make up for misconduct (i.e. “to make it right”) and develop strategies to reduce re-occurrence.
- Recognize and welcome improved behaviour.
- Handle each situation according to the strengths and needs of the individual to the extent that it does not interfere with the learning environment of the remaining participants in the activity or programme. Although rules contained in this policy are consistent, strategies for helping participants to understand and respect the rules will vary from individual to individual.
- Make sure consequences are appropriate for the individual’s stage of development and culture, make sense to the individual as much as possible, are appropriately timed, and reflect the severity of behaviour.
- Make reasonable efforts to allow all participants or leaders/staff to continue with the program.

### **The Regional and International Risk Managers and International Safeguarding Lead**

- You must provide guidance and instruction to the person in charge, the Chapter Risk Manager and the National Risk Manager.
- You must consult with the relevant people on how to best address the concerns and take appropriate actions – e.g. camp staff and leaders, programme director, Chapter officials, National Officials, external agencies and authorities.
- You must review all Incident Report Forms to make sure all concerns are responded to in an appropriate and proportionate manner, and that cases are documented.
- You must assist the Person in Charge and Chapter Risk Manager in taking appropriate action, reporting to authorities, etc.
- You must provide reports, briefings and recommendations to the Secretary General and the Governing Board of CISV International as required.

## 5. Following up after the Programme or Activity

<b>The Person in Charge</b>	<b>The Chapter or National Risk Manager</b>
<ul style="list-style-type: none"> <li>• You will submit updated versions of all Incident Report Forms submitted during the programme within 14 days of the end of the programme, with full documentation to the Chapter or National Risk Manager and CISV International. This should include all actions taken and additional information that has come out after the initial Incident Report Form was submitted in line with procedure 4 above.</li> </ul>	<ul style="list-style-type: none"> <li>• You must make sure your Chapter or National Association takes additional actions or sanctions after the programme as needed. Chapters can consult with Regional Risk Managers to develop an appropriate follow up mechanism. E.g.               <ul style="list-style-type: none"> <li>○ In the case of forbidden behaviour this may include temporary suspension or permanent loss of membership.</li> <li>○ In the case of inappropriate behaviour follow up actions may include training or mentoring.</li> </ul> </li> </ul>
<b>The Regional Risk Managers</b>	<b>The International Safeguarding Lead</b>
<ul style="list-style-type: none"> <li>• You must follow up on reported issues as necessary, to guide Chapters and National Associations in taking appropriate action and ensuring proportionate follow-up.</li> <li>• You must assist National Associations and Chapters in enforcing consistent actions or sanctions across the organization. This is especially important with issues that involve multiple Chapters or National Associations, to make sure that consistent follow-up is done across everyone involved.</li> </ul>	<ul style="list-style-type: none"> <li>• You will oversee the outcomes and actions of all forbidden behaviour sanctions.</li> <li>• You will recommend to Chapters and National Associations when the most severe sanctions are appropriate.</li> <li>• You will inform the Secretary General and the Governing Board of CISV International when you hold a professional view that an individual should be banned from CISV because of forbidden or serious behaviour issues.</li> </ul>

## RELATED DEFINITIONS

**Adult:** anyone aged 18+.

**Bias:** A prejudice in favour of or against a thing, a person, or a group. Biases are often based on assumptions or unfounded beliefs. There are two main types of bias:

- *Conscious Biases* are prejudices known to the persons or groups who hold them.
- *Unconscious Biases* are underlying attitudes or stereotypes we assign to another individual or group that develop outside of our awareness. Everyone has unconscious biases. They are unconscious because we do not realize we hold them. And yet, they often negatively affect how we think about and interact with others.

**Behaviour Policy FAQ:** Questions and answers that help all CISVers understand how to implement the behaviour policy; available at [www.cisv.org](http://www.cisv.org), search for Behaviour Policy FAQ.

**Bullying** - Repeated behaviour that is intended or likely to cause a person to feel excluded, afraid or upset. A situation can involve more than one type of bullying. Be aware that pranks can easily go too far and become bullying.

There are 4 types of bullying:

- Physical - using your body or objects to hurt someone
- Verbal - using words to hurt someone
- Social (relational) – using friends or relationships to hurt someone (e.g. by excluding them)
- Cyber - using communication technologies e.g. social networks, text or instant messaging, email, websites etc. to hurt someone.

Having a serious disagreement with one person at one time and then another disagreement with another person at another time is not bullying. Bullying should be distinguished from rudeness (inadvertently saying or doing something that hurts another person) or meanness (purposely saying or doing something to hurt someone else once or twice - any more than that is considered bullying).

Children can abuse other children and bullying can be considered child abuse. Please see the definition of Child Abuse in the Child Protection Policy and Procedures.

**Child:** anyone under the age of 18 (in line with the UN Convention on the Rights of the Child).

**Cultural Insensitivity** - is a lack of willingness to learn about and understand others whose cultural background, customs, and beliefs are different from one's own. Rather than

communicating with and treating others with respect, culturally insensitive persons are not concerned with how what they say or what they do will affect others.

**Discrimination** – is the unfair treatment of someone because of who they are or because they have certain characteristics. Based on the Human Rights Convention from the UN and UK legislation, CISV International does not tolerate discrimination against anyone because of, for example:

- age
- disability
- gender reassignment
- gender
- gender identity
- gender expression
- marriage and civil partnership
- pregnancy and maternity
- race (including colour, nationality, ethnic or national origin)
- religion or belief
- sex
- sexual or romantic orientation

There are two types of discrimination:

- *Direct* – is when a person is treated differently based on a protected characteristic.
- *Indirect* – may be less obvious. It occurs when a rule or policy puts a person at a disadvantage compared to a person who does not have those characteristics.

**Excessive consumption or abuse of alcohol:** Use of alcohol to the point that an adult is negatively affected, interfering with their judgement and ability to perform their role. This usually means never drinking more than you'd still be legally allowed to drive a car.

**Harassment** – is unwanted behaviour between adults that has a negative impact on a person's psychological wellbeing. Unwanted behaviour can be verbal, physical or sexual and is often motivated by an individual's characteristics (e.g. gender, age, sex) and could be considered discrimination.

**Nicotine Replacement Therapy (NRT):** A medically-approved way to take nicotine by means other than tobacco.

**ODIS Method:** The ODIS Method is a practical, four-step tool to help you be less likely to make automatic judgements and more likely to respond effectively and appropriately. ODIS stands for: **O**bserve, **D**escribe, generate **I**nterpretations, **S**uspend evaluation/judgement. The Method is introduced and explained in the CISV Basics elearning module.

**Participant:** anyone who participates in a local, national, virtual, or international CISV activity or programme, who is not a 'person in a position of trust and responsibility'. Note that in some programmes, participants are adults. Though not children, they have the same right to expect a safe environment and appropriate behaviour from other participants and persons in positions of trust and responsibility.

**Person in a position of trust and responsibility:** Any individual (staff, leader, Junior Counsellor, host family or other person) who has responsibility for any aspect of delivering a CISV programme or event.

**Person in Charge:** the person with lead responsibility for the event or programme. This could be the Camp Director, Chapter President, Local Interchange Coordinator, a relevant Board member or other official of CISV.

**Psycho-active drugs:** Substances that can cause altered consciousness, mood or thought (e.g. Cannabis, heroin, opioids). We do not include caffeine, alcohol or tobacco products in this definition for the purposes of this policy.

**The SOLVE Method:** SOLVE is a problem-solving method that helps us deal with problems. We can use the same approach no matter how diverse the problems are. The five steps of SOLVE are short, easy to use and simple to remember. The steps are: **S**elect the problem; **O**bserve, organize and define the problem; **L**earn by questioning all parts of the problem; **V**isualize possible solutions, select one and refine it; **E**mploy the solution and monitor results. The SOLVE Method is introduced and explained in the CISV Risk Assessment and Tools elearning module.

**Tobacco products:** Include cigars, cigarettes, smokeless tobacco (e.g. e-cigarettes, snuff or chewing tobacco), pipe tobacco or roll-your-own.

**Weapon:** Something that is designed or used to inflict bodily harm or physical damage to a person.

## Adult Code of Behaviour

This Code of Behaviour applies to all adults in CISV as well as to Children in roles of trust and responsibility, e.g. Junior Counselors and people in Junior Branch Leadership Positions. The Code applies at all levels and with all interactions that CISVers have, both in person and online.

This Code helps CISV to provide a positive, inclusive and welcoming environment that reflects our values and where everyone feels safe, supported and respected.

### I WILL ALWAYS:

1. Put the safety and welfare of the children in CISV as my first priority.
2. Help create a culture where children feel safe
3. Encourage children to speak out and bring up any concerns they have.
4. Listen to the voices of children
5. Treat everyone with courtesy, dignity and respect.
6. Recognize that as adults we are role models at all times and we set the tone for what is acceptable
7. Model positive behaviours that reflect the values of CISV: Friendship, Inclusiveness, Enthusiasm, Engagement and Cooperation.
8. Follow CISV rules, especially the Behaviour Policy and the Child Protection Policy (see especially Procedure 4: Communicating with and about Children).
9. Recognize that my behaviour, both in person and online, affects the reputation of CISV
10. Use appropriate language and behaviour in all forms of communication.
11. Report all concerns about inappropriate or forbidden behaviours immediately to the Person in Charge.
12. Avoid physical contact or displays of intimacy that could reasonably be perceived as inappropriate or an abuse of power or trust.
13. Challenge others on behaviour that I feel is against our Code of Behaviour and be open to be challenged by others on my behaviour.

I understand and agree to follow this Code of Behaviour at all times. I understand that violating this Code may result in serious consequences including temporary or permanent removal from an activity or a programme, and / or suspension or termination of my CISV membership.

Signature and Date: \_\_\_\_\_

## Child Code of Behaviour

This Code of Behaviour applies to every child in CISV. It applies at all activities – both in-person and online.

This Code helps CISV to provide a positive, inclusive and welcoming environment that reflects our values and where everyone feels safe, supported and respected.

This code should be shared and discussed at the beginning of any CISV activity or event.

As a child in CISV, **I WILL:**

- Be friendly, polite and helpful toward others.
- Respect everyone regardless of things like age, gender, sex, sexual orientation, ability, race, cultural background or religious beliefs.
- Respect the boundaries, privacy and property of others.
- Keep myself safe.
- Challenge and report the bullying or inappropriate behaviour of others.
- Contribute to a creating a safe space for everyone
- Be a good role model
- Openly share my opinions, needs and concerns
- Encourage others to share their ideas.
- Follow the rules.

**I have the right to**

- Be and feel safe
- Be listened to
- Be respected and treated fairly
- Be protected from abuse by other member or outside sources
- Participate on an equal basis, appropriate to my ability
- Be believed.
- Ask for and get help

**I WILL NOT:**

- Pick on or make fun of others
- Bully others
- Get involved in peer pressure or push others into something they do not want to do.
- Be mean
- Break the law

I understand that CISV programmes and activities are not the place for sexual behaviours or relationships.

I understand that if I am acting in a position of trust and responsibility (For example, Junior Counsellor or Junior Branch leadership position) I will be held to a higher standard and that I must also follow the Adult Code of Behaviour.

I understand and agree to follow this Code of Behaviour.

I understand that if I don't follow this Code, there may be serious consequences: I may have to leave the CISV activity or programme and I might lose my CISV membership temporarily or forever.

Signature and Date: \_\_\_\_\_