



**CISV International**  
Building global friendship

# Positive Behaviour Policy

## R-07

Valid for year 2024

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# Introduction

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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 our organization.

Though we recognize that behaviour norms may vary across our members' cultures, everyone in CISV must recognise our mission and values and follow the standards, expectations, and rules set out in this policy.

In line with The Universal Declaration of Human Rights and the United Nations Convention on the Rights of the Child (UNCRC), we believe in actively promoting and creating an inclusive learning culture where all people have the right to feel safe and included. Morally, and as a charity registered in the UK, we are expected to protect people who come in contact with us from harm. Harms include behaviours that we have identified as forbidden or inappropriate. People who come in contact with us include volunteers, participants, and employees.

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.

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

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

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

# Positive Behaviour Policy

CISV is committed to creating an organization that prioritises and values diversity, equity, and inclusion. We strive to create an organization that reflects 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 reflects 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 is expected to demonstrate honesty, integrity, respect, and accountability for their personal behaviour to support CISV’s mission, values, educational goals, and methods.

CISV commits to fostering a culture of safety and learning in which everyone feels responsible, safe, and encouraged to report concerns without fear of negative consequences, exclusion, bullying, or other oppressive behaviours. Reporting dangerous or illegal activity or any wrongdoing is referred to as whistleblowing.

## Scope

This policy and procedures apply to behaviours during all CISV activities, including programmes, events, planning meetings or anything connected to CISV business. This includes all interactions that CISV participants, volunteers, and employees have, whether in person, by phone, or online.

## Supporting Documents

This policy and procedures are complementary to the following CISV policies and procedures:

- [Safeguarding Policy](#)
- [Social Media and Digital Safety Policy](#)
- [Procedure for Leaving or Being Removed from a CISV Programme or Event \(R-15\)](#)



## Policy Principles

These principles serve as the cornerstone of our Positive Behaviour Policy. We believe that:

- **Safety is Paramount:** The safety and wellbeing of everyone is our top priority.
- **Diversity and Inclusion:** We respect and value diversity and we actively challenge bias and discrimination in everything we do.
- **Cultural Sensitivity and Recognition of Local Contexts:** Our Positive Behaviour Policy will reflect and respect the diverse cultures, languages, and context in which we operate, ensuring a culturally sensitive and relevant approach. In cases of conflict between local customs and our values, we will prioritise the protections outlined in the Universal Declaration of Human Rights and the UNCRC.
- **Safety Overrides Data Protection:** If there are reasonable concerns for someone's safety, those concerns take precedence over data protection considerations. Information must be shared with relevant parties to ensure the person's safety, while every effort will be made to maintain confidentiality for all involved parties. Information will only be shared with those who need to know to address the concern.
- **Balancing Safety and Individual Rights:** 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 activities 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.
- **Fair Consequences:** Consequences should be fairly and equally applied without bias or discrimination (see [Terms and Definitions](#)).

## Policy Monitoring and Review

CISV has a global network of Risk Managers and an internal certification system to ensure that they have the training and skills required for the role. Each Chapter and National Association (NA) must have a certified Risk Manager in place. This network of Risk Managers works to support the efforts of the organisation and documents all concerns regarding behaviour.

CISV International keeps a record of all incidents reported, enquiries made, and actions taken. We also summarize incidents anonymously and keep them in a database of issues. Every year the International Office analyses all reported issues for the organisation to identify learnings, development potential, and actions to improve CISV. This informs the review or update of our policies and procedures.

CISV International's Risk Management and Safeguarding Committee will review this policy and its procedures at least every three years and relevant updates will be provided by the International Office Risk Management and Safeguarding Team.

# Terms and Definitions

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Definitions are for the purpose of this policy and procedures. For a full list of definitions please refer to [CISV Safeguarding Policy](#).

- **Bullying:** Repeated behaviour that is intended or likely to cause a person to feel excluded, afraid, or upset and is a form of abuse. There are 4 types of bullying:
  - Physical - using your body or objects to hurt someone
  - Verbal or Written - using words to hurt someone
  - Social (relational) – using friends or relationships to hurt someone (e.g. by excluding them)
  - Cyber - using technologies e.g. social media, instant messaging etc to hurt someone.
  
- **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.
  
- **Confidentiality Breaches:** When private information is disclosed to a third party without consent.
  
- **Cultural Insensitivity:** 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 insensitivity involves a lack of concern for the impact on others.
  
- **Discrimination:** The unfair treatment of someone because of who they are or because they have certain characteristics. Based on the Universal Declaration of Human Rights, CISV International does not tolerate discrimination against anyone because of: age, disability, gender, gender identity, gender expression, gender reassignment, disability, marriage and civil partnership, pregnancy and maternity, race, 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 not drinking more than you'd still be legally allowed to drive.

- **Harassment:** Unwanted behaviour between adults, children, or children and adults that has a negative impact on a person's psychological wellbeing. It can be verbal, physical, or sexual and is often motivated by an individual's characteristics (e.g. age, sex, gender, disability) and could be considered discrimination.
- **Hate incident:** Acts of hostility or violence towards an individual or group that is motivated by prejudice because of who they are or who they are perceived to be. This can take the form of name calling, making derogatory jokes, demonising and/or dehumanising statements, threats, insults, pejorative terms, and/or slurs. If it is serious enough, it may also be a crime in the country where the incident occurred.
- **Nicotine Replacement Therapy (NRT):** A medically approved way to take nicotine.
- **ODIS Method:** 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.
- **Person-in-Charge:** The person with lead responsibility for safeguarding and positive behaviour in a CISV activity. This could be, for example, the Camp Director, Chapter President, Interchange Coordinator, National Junior Representative, or a relevant Board member (e.g., JB Liaison).
- **Person with Organizational Responsibility:** Any person within a chapter/NA/PA who has been elected or appointed to a formal position within the organization. For example, a National Association Representative, board member, international volunteer, Governing Board trustee, NJR, IJR etc.
- **Psycho-active drugs:** Substances that can cause altered consciousness, mood or thought (e.g. Cannabis, heroin, opioids), not including caffeine, alcohol, or tobacco products.
- **Sexual Behaviour:** Diverse array of behaviours engaged in to experience sexual gratification or arousal, including sexual activity. Sexual behaviour can be inappropriate and even harmful. Risk Managers can access traffic light tools and more information about inappropriate and potentially harmful sexual behaviour, including risk of exposure from sexual activity, from the [Risk Management SharePoint](#) (accessible to Risk Managers only).
- **SOLVE Method:** A problem-solving method. 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.
- **Nicotine/Tobacco products:** Include cigars, cigarettes, smokeless tobacco (e.g. e-cigarettes, snuff or chewing tobacco), pipe tobacco or roll-your-own.
- **Violence:** The intentional use of physical force or power (threatened or actual) that either results in or has a high likelihood of resulting in injury, death, psychological harm, maldevelopment or deprivation<sup>1</sup>.
- **Weapon:** Something that is designed or used to inflict bodily harm or damage to a person.

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<sup>1</sup> United Nations: [www.bond.org.uk/resources-support/safeguarding/safeguarding-definitions-and-reporting-mechanisms-for-uk-ngos/#Violence](http://www.bond.org.uk/resources-support/safeguarding/safeguarding-definitions-and-reporting-mechanisms-for-uk-ngos/#Violence)



# Forbidden and Inappropriate Behaviours

All inappropriate and forbidden behaviours are unacceptable in CISV. Forbidden behaviours are serious. However, the level of seriousness may vary depending on [other relevant factors](#), such as the person's age, responsibilities, and prior behaviour, for example. Certain inappropriate behaviours can also be serious when taking into account [other relevant factors](#). Whether the behaviour is forbidden will help to determine what measures and consequences may be imposed both in the short and long-term.

**Forbidden Behaviour** is conduct that:



**Has or could have a serious negative impact on the health or safety of CISV volunteers, participants, or employees.**

**Has or could cause reputational damage.**

**Is so contrary to the mission and values of CISV that it will lead to more serious consequences.**

There may be other factors which are also relevant to the assessment of the level of seriousness – see [other relevant factors](#). Examples of forbidden behaviour include but are not limited to:

✘ **Child abuse**

See [CISV Safeguarding Policy](#)

✘ **Encouraging, permitting, or facilitating a sexual relationship/activity between a CISV adult and child**

This includes a CISV adult volunteer or employee, or person in Position of Trust and Responsibility (including young people)

✘ **Sexually suggestive or provocative communication by a CISV adult with or about a child**

This might be appropriate in the context of exploring the topic of sexual orientation with a child, if initiated by the child

✘ **Emotional or physical abuse of volunteers or staff**

✘ **Harassment – between adults**

See [Terms and Definitions](#)

✘ **Possession or use of weapons or the use of a non-weapon in a violent way**

See [Terms and Definitions](#)

✘ **Possession or use of psychoactive drugs**

This is without a medical prescription and excludes nicotine replacement therapies

✘ **Illegal acts or the possession of illegal items or substances**

## ✘ Confidentiality breaches

This excludes situations where confidentiality is breached because of a child safeguarding or protection concern – see [CISV Safeguarding Policy](#)

## ✘ Making malicious allegations

## ✘ Violence

See [Terms and Definitions](#)

## ✘ Hate Incident

See [Terms and Definitions](#)

## ✘ Bullying

See [Terms and Definitions](#)

## ✘ Intentional Discrimination

See [Terms and Definitions](#)

## ✘ Encouraging or facilitating a sexual relationship/activity between children

## ✘ Sexual activity between CISV adults with risk of exposure

This is onsite during a CISV activity involving children. See [Terms and Definitions](#) for definition of ‘Sexual Behaviour’ and link to CISV traffic light tool for determining forbidden sexual activity between adults (accessible to Risk Managers only).

## ✘ Possession or consumption of alcohol by children

This includes Junior Counsellors

## ✘ Possession or consumption of alcohol by a CISV adult onsite

This is onsite during a CISV activity where:

- Children are the majority attendees, and the activity involves a recognised curriculum such as Village, Seminar, minicamps, selection weekends etc.
- The majority of attendees are adults but there are registered children in attendance under the age of 16 years old.
- The majority of attendees are adults but 16–17-year-old children are in attendance – in such cases, an assessment must be completed in order to ensure the activity can be managed without impacting children. The assessment can be completed using the assessment tool available from the [Risk Management SharePoint \(accessible to Risk Managers only\)](#).

## ✘ Excessive consumption or abuse of alcohol by a CISV adult offsite

See [Terms and Definitions](#) for ‘Excessive consumption’. Offsite includes leader’s weekends, down time, and excursions. Persons in Positions of Trust and Responsibility should not return to site under the influence of or being negatively affected by alcohol.

## ✘ Sharing views that could be perceived as extremist or having the potential to radicalise individuals

## ✘ Helping someone to carry out any of the above forbidden behaviours

**Inappropriate Behaviour** is conduct that:



**Is contrary to the mission and values of CISV.**

**Interferes with the operations of CISV activities.**

**Has negative effects on volunteers, participants, or employees or the achievement of programme goals.**

There may be other factors which are also relevant to the assessment of the level of seriousness – see [other relevant factors](#). Examples of inappropriate behaviour include but are not limited to:

✘ **Failure to respect privacy**

Except in cases of suspected illegal activity, policy violations, or when the behaviour is a threat to health or safety\*

✘ **Failure to respect rules of host families or host sites**

✘ **Harassment – child to adult**

✘ **Use of tobacco in front of children**

This includes Junior Counsellors

✘ **Possession or use of tobacco products by children**

This includes Junior Counsellors

✘ **Unnecessary nudity\***

✘ **Rudeness / Cultural insensitivity / Bias that is unintentionally hurtful to others**

See [Terms and Definitions](#)

✘ **Sexual behaviour between children\***

See [Terms and Definitions](#).

✘ **Exclusionary behaviours**

✘ **Use of inappropriate or offensive language, especially around children**

✘ **Sexual behaviour between CISV adults**

This is onsite during a CISV activity involving children. See [Terms and Definitions](#) for definition of ‘Sexual Behaviour’ and link to CISV traffic light tool for determining inappropriate sexual behaviour between adults (accessible to Risk Managers only).

Behaviours marked with \* may involve a safeguarding concern and may amount to forbidden behaviour. In these cases, follow the [CISV Safeguarding Policy](#).

## Other Relevant Factors

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All inappropriate and forbidden behaviour should be assessed on a case-by-case basis against other relevant factors when conducting an initial assessment and further internal enquiries (see [Procedure 2: Concerns about Behaviour](#)) to ensure a comprehensive evaluation and consistent approach. This will aid in decision-making about proportionate short-term and long-term measures and consequences (see [Procedure 3: Short-Term Measures and Consequences](#) and [Procedure 4: Long-Term Measures and Consequences](#)). This list is not exhaustive and there may be other factors, not listed, which are relevant.

- **Age of person responsible:** Including whether the individual responsible is an adult or child (under the age of 18 years old), as well as their actual age. Behaviours should be interpreted differently for adults and children due to differences in levels of maturity and stages of development.
- **Underlying health and/or behavioural conditions or issues:** Any underlying conditions or issues that may have contributed to the behaviour, for example, a mental health condition, learning difficulty, and/or behaviour conduct disorder.
- **Frequency and persistence:** Whether the behaviour is an isolated incident or part of a pattern of repeated occurrences, either recently or non-recently (according to non-recent reports/IRFs).
- **Understanding and accountability:** The person's demonstrated understanding of their behaviour and its impact, as well as their willingness to take responsibility for their actions. Whether the person has in any way attempted to conceal their behaviour.
- **Legal implications:** Whether the behaviour has any potential legal implications such as criminal activity.
- **Role and responsibilities:** The impact of their behaviour on them fulfilling their role and responsibilities.
- **Position of Trust and Responsibility:** Whether the person is in a position of trust and responsibility. The impact of their behaviour on them fulfilling their responsibilities. Whether the behaviour involves an abuse of the trust, power, and influence afforded to them in that role (particularly involving children).
- **Negative impact on CISV activity:** Whether the behaviour has had, and to what extent, a negative impact on the operation of a CISV activity and achievement of its goals.
- **Negative impact on health and safety:** Including whether there are any actual or potential safeguarding concerns, and the involvement of external agencies such as child welfare/protection services.
- **Negative impact on other people:** Including the negative emotional, physical, and/or physical effects on other people, such as other volunteers, participants, employees, and members of the public.
- **Negative impact on physical environment/site:** Including, for example, damage to any buildings, structures, fixtures, and/or the wider environment.
- **Intent:** Whether the behaviour was intentional, accidental, or maliciously motivated.
- **Contrary to CISV mission and values:** Whether the person's behaviour is, and to what extent, a departure from the educational mission and values of CISV.
- **Reputational risk:** Whether the behaviour constitutes, and to what extent, a risk to CISV's reputation.

# Procedure 1: Role Responsibilities

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Everyone in CISV is responsible for following this policy and its procedures. Some CISV employees and volunteers also have specific responsibilities regarding the effective dissemination, implementation, and training on this policy and procedures, as outlined below.

## All Participants

- Sign a [Code of Behaviour](#) (adults or children) which sets out the positive expectations that CISV considers significant and fundamental to our values and mission.
- Act appropriately to challenge unacceptable, inappropriate, and/or forbidden behaviour in others.
- Complete the training required for their role (see CISV Safeguarding Policy, [Procedure 3 Safeguarding Education and Training](#)) and engage in continuous learning in a positive and constructive way.
- Declare any conditions or diagnoses that may impact their behaviour on the CISV Health and Behaviour Form (*coming soon*) prior to a CISV event/programme. This is to ensure that relevant support can be provided and any potential changes or adaptations can be assessed and implemented during the planning stages.

## Persons in Positions of Organizational Responsibility and Persons in Position of Trust and Responsibility

- Both model and promote positive behaviour in line with [CISV values](#), [Codes of Behaviour](#), and this policy.
- Both apply this policy and procedures, the [Adult Code of Behaviour](#), [Safeguarding Policy](#), and [Social Media and Digital Safety Policy](#), in a spirit of respect, sensitivity, and common sense, where the best interest of the child is always the primary consideration.
- Persons in a Position of Organizational Responsibility, ensure that this policy and the [Codes of Behaviour](#) are shared with local, national, regional, and international volunteers.
- Persons in a Position of Trust and Responsibility ensure that the adult group and participants have discussed and agreed to follow the [Codes of Behaviour](#), during the introduction of the CISV activity.
- All adults in a Position of Trust and Responsibility should ensure that the Health and Behaviour Form (*coming soon*), legal forms, and Delegation and Individual Information forms that they are responsible for, are completed within timeframe.

## Person-in-Charge

- Ensures that everyone attending a CISV activity for which they are in charge knows who they are and what their role involves.
- Ensures that everyone attending their CISV activity (that lasts more than 4 hours) has completed orientation on this policy and procedures. This orientation should cover at a minimum an interactive activity that covers the



[Codes of Behaviour](#), the definition and examples of [forbidden and inappropriate behaviours](#), and the responsibility to report concerns about behaviour as outlined in [Procedure 2: Responding to Concerns about Behaviour](#).

- Works with everyone to respond appropriately and in line with this policy and procedures to behaviour that is contrary to [CISV values](#), [Codes of Behaviour](#), or this policy.
- Ensures that all concerns about behaviour are taken seriously and acted on appropriately.

## Risk Managers

- The Chapter or National Risk Manager provides support and guidance to the Person-In-Charge or Board Chair to make sure that this policy and associated procedure is followed and to provide consultation on concerns about behaviour as they arise.
- Regional Risk Managers ensure that their Chapter or National Association takes proportionate [short-term](#) and [long-term](#) measures and consequences.
- Regional Risk Managers support their National Associations and Chapters in enforcing consistent and fair measures and consequences across CISV.

## International Office Risk Management and Safeguarding Lead

- Oversees the outcomes, measures, and consequences of the most serious forbidden behaviours.
- Provides support and guidance to Chapters and National Associations when the most severe measures and consequences are appropriate.
- Informs the Secretary General and the Governing Board when an individual should be permanently excluded from CISV because of forbidden behaviour or inappropriate behaviour (where despite several measures and warnings, there has been no improvement).

## Board Chair

- Ensures that Persons in Positions of Organisational Responsibility and Positions of Trust and Responsibility in their Chapter or National Association are orientated on this policy and procedures.
- Ensures that Persons in Positions of Trust and Responsibility have the certifications required for their role (see [CISV Training Policy and Procedures](#)).
- Ensures that all members get a copy of the current [Codes of Behaviour](#) when they become members.
- Works with the people involved in their Chapter or National Association to respond to behaviour that is contrary to CISV values, the Codes of Behaviour, and this policy.
- With the risk manager, makes sure that all concerns are taken seriously and acted on appropriately.

## Secretary General

- Ensures that any concerns about employees will be dealt with as a HR matter, supported by the Board chair, or designated as appropriate.
- The Governing Board – will deal with concerns involving the Secretary General.

## Procedure 2: Concerns about Behaviour

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If the concerns about behaviour relate to an actual or potential child or adult safeguarding concern, including incidents involving an immediate risk of abuse or harm, follow [CISV Safeguarding Policy Procedure 5: Safeguarding Incidents](#).

If anyone in CISV becomes concerned about an [inappropriate and/or forbidden behaviour](#), which does not involve a child or adult safeguarding concern, the below steps must be followed. These steps provide a framework for responding to concerns about inappropriate and/or forbidden behaviour effectively. This is often a complex and dynamic process. Therefore, these steps may not always be carried out in a linear order. Some of these steps may be conducted simultaneously.



**Recognising**  
inappropriate  
and/or forbidden  
behaviour(s)



**Responding by**  
gathering  
information and  
conducting initial  
assessment



**Reporting**  
concerns to  
someone more  
senior



**Recording on an**  
IRF



**Referring to**  
external agencies  
if required



## Recognising

There are many ways in which a CISV participant, volunteer, or employee could become concerned about an [inappropriate and/or forbidden behaviour](#) within CISV. The behaviour:

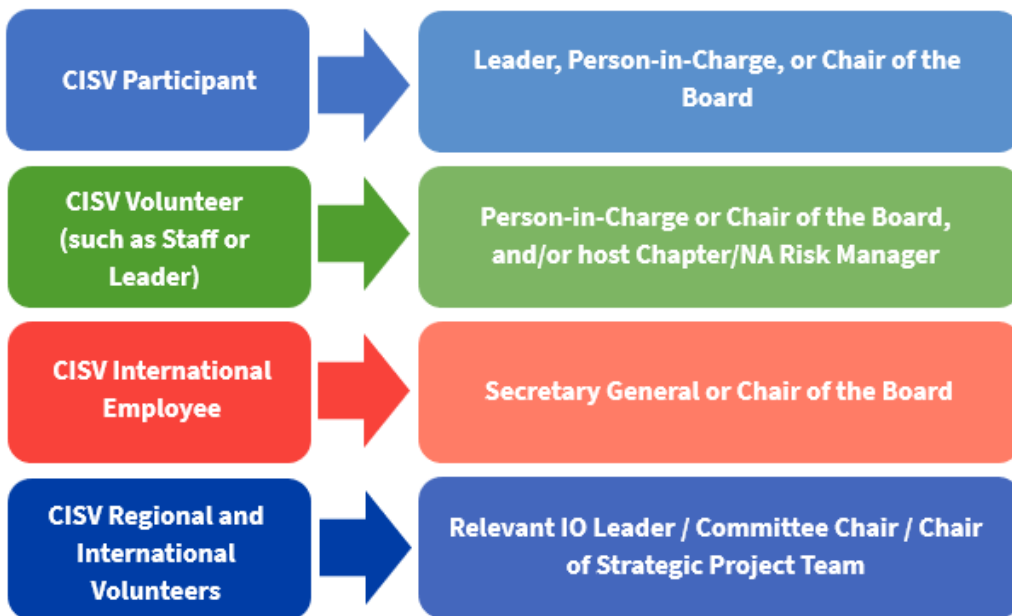
- May be recognised through observation, experience, or reporting.
- May have taken place during a CISV activity, such as at an international programme, or at an event or meeting on a chapter, national, or international level.
- May have occurred outside of CISV activities but still during CISV business, such planning a CISV activity.
- May have happened recently or in the past (non-recent).
- May have occurred during interactions in person, over the phone, or online.

When someone becomes concerned about an [inappropriate and/or forbidden behaviour](#), the below steps must be taken. However, if the behaviour involves child and/or adult safeguarding concerns, including incidents involving an immediate risk of abuse or harm, the [CISV Safeguarding Policy Procedure 5: Safeguarding Incidents](#) must be followed.



## Reporting

All CISV participants, volunteers, and employees must immediately report any concerns about an [inappropriate and/or forbidden behaviour](#) to someone more senior in a Position of Trust or Responsibility or Position of Organisational Responsibility. Lines of reporting for different roles are typically as follows and can escalate accordingly:



When there are concerns about forbidden behaviour, safeguarding, and/or potential behaviour requiring referral to an external authority, such as potential illegal (criminal) behaviour:

- The Person-in-Charge or Chair of the Board must immediately consult with their Risk Manager(s) and staff team as appropriate.
- The Chapter Risk Manager must consult directly with the National Risk Manager or the National Risk Manager with the Regional Risk Manager or the IO Risk Management and Safeguarding Team. Together, they must also keep the Chapter and National Boards advised of any incidents.



### Responding (*initial response*)

When concerns about an [inappropriate and/or forbidden behaviour](#) has been reported, it is the responsibility of the Person-In-Charge or the Board Chair, with support from their Risk Manager(s) (and the IO if required) to gather further information and to conduct an initial assessment aimed at determining:

1. Whether the behaviour is (potentially or actually) [inappropriate and/or forbidden](#)
2. The seriousness of the behaviour based on whether it is inappropriate and/or forbidden and any [other relevant factors](#)
3. The most proportionate short-term measures and consequences for the person responsible (see [Procedure 3: Short-Term Measures and Consequences](#)).

This process should entail:

- Engaging in discussion with the person responsible to explore what happened, who was involved, why it happened, and any [other relevant factors](#):
  - For adults, the Person-in-Charge must discuss this with the adult responsible.
  - For children, the Person-in-Charge must discuss this with the child's Leader or an equivalent person in a Position of Trust and Responsibility.
  - At IJB events, the most appropriate person to lead this discussion must be determined between the home staff and People with Organizational Responsibility.
- Reviewing information available on the person's Health and Behaviour Form on myCISV, for any other relevant factors.
- Upholding confidentiality.
- Demonstrating appropriate intercultural sensitivity e.g. by using the ODIS Approach and SOLVE Method (see [Terms and Definitions](#)).

Further internal enquires may be necessary, particularly in cases involving forbidden behaviour or inappropriate behaviour (where despite several measures and warnings, there has been no improvement), which may involve interviewing witnesses and those affected.



## Recording

- All CISV participants, volunteers, or employees should make a detailed and accurate record of what they have seen, heard, and/or been told regarding any concerns about [inappropriate and/or forbidden behaviour](#) using an [CISV Incident Report Form \(IRF\)](#).
  
  - The Person-In-Charge or the Board Chair, with support from their Risk Manager(s), should make an initial record on an IRF, including but not limited to:
    - Who was involved, what happened, when it happened, where it happened, and why.
    - Updates on initial assessment so far regarding whether it is an (potential or actual) inappropriate and/or forbidden behaviour and the level of seriousness of the behaviour, considering other relevant factors.
    - Any short-term measures or consequences that have already been imposed and their outcome.
- Please note, although the above process would be preferred, anyone can submit an IRF.
- All completed IRFs should be submitted confidentially and only to the following recipients:
    - IO Risk Management and Safeguarding Team via [incident.report.form@cisv.org](mailto:incident.report.form@cisv.org)
    - Hosting Chapter Risk Manager (*who can escalate it to their NRM if required*)
    - Sending Chapter Risk Manager (*who can escalate it to their NRM if required*)
    - If the concern relates to someone who works at the International Office, the IRF can instead be submitted directly to the Secretary General.
  
  - All serious incidents, including forbidden behaviour, must be initially recorded on an IRF and submitted within 12 hours. All other incidents, including inappropriate behaviours, must be recorded on an IRF and submitted within 48 hours.
  
  - Updated IRFs should be submitted with additional information at a later point. To do this, previously submitted IRFs can simply be added to and updated, the submission date changed, and re-submitted.



## Referring

Only specific behaviours will require a referral to an external agency. If you are not sure what to do, contact your risk manager or the IO Risk Management and Safeguarding Team, who can provide support and guidance.

- **Actual or potential risk of harm or abuse:** Follow the [CISV Policy Procedure 5: Safeguarding Incidents, 5. Referring](#).
- **Actual or potential illegal behaviours (against the law):** Such behaviour must refer to local law enforcement if it is safe



# Procedure 3: Short-Term Measures and Consequences

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Based on the initial assessment (see [Responding](#)), the Person-In-Charge or the Board Chair, with input from their Risk Manager(s) (and IO where applicable), decides on the most proportionate measures and short-term consequences. These procedures should be applied fairly and consistently across all cases involving similar behaviour to ensure that similar behaviours are met with similar measures and consequences, whilst also considering [other relevant factors](#).

An updated IRF must be submitted by the Person-in-Charge within 14 days of the end of the activity or within 14 days of resolution of the incident, detailing the actions taken and any additional information that was not previously submitted in an IRF (see [Recording](#)).

## Forbidden Behaviour



In cases involving the most serious (potential or actual) forbidden behaviours, the Procedure for Leaving or Being Removed from a CISV Programme or Event (R-15) must be immediately initiated and followed (see R-15, Procedure 2: Before R-15 Decision). Consideration should be given to whether the [CISV Safeguarding Policy Procedure 5: Safeguarding Incidents](#) should be followed, including referring to other agencies if this hasn't already happened (see [Referring](#)).

Even in situations where the Procedure for Leaving or Being Removed from a CISV Programme or Event (R-15) is being imposed, the person responsible should still be supported to reflect on and be educated about their behaviour, including but not limited to:

- What they could do to improve and avoid such behaviour.
- How the behaviour has impacted others. This may include advising them to apologise to those affected, if relevant.

This consequence may also be proportionate for some inappropriate behaviours where there is a pattern of behaviour and despite several measures and warnings, there has been no improvement (see [staggered warning system](#) for children and adults – see below). If the situation is likely to turn into a crisis, refer to and follow the [CISV Crisis Communications Guide](#).

For some forbidden behaviour, a [staggered warning system](#), including targeted education and support may be more proportionate and effective – see below.

## Inappropriate Behaviour



A staggered approach for responding to inappropriate behaviour involves a structured system of escalating consequences of repeated or escalating inappropriate behaviour. The purpose is to provide warnings, clear expectations, education, and support, whilst maintaining a safe environment. The following is intended as a guide and should be adapted to each case, whilst still exercising fairness and consistency.

### Children - Staggered Approach:

The following steps should be led by the Person-in-Charge with input from their Risk Manager(s) (and the IO if required). The actions could be carried out by the child's Leader and/or Staff as instructed, ensuring that there are always two adults in Positions of Trust and Responsibility present. It's important to approach these steps with patience, understanding and empathy. For some de-escalation techniques [click here](#). The R-15 committee should be informed at the earliest stage if there is the potential that someone may need to eventually leave camp - see [R-15, Procedure 2: Before R-15 Decision](#).

#### First warning:

- **Education and support:** Support reflection and provide education regarding:
  - Expected behaviours going forward, including what the child can do to improve and avoid such behaviour in future – this could involve written tasks and/or verbal discussions.
  - How the behaviour has or could have impacted others. This may include advising them to apologise to those affected, if relevant.
- **Verbal warning:** Provide a verbal reprimand and clear explanation of why their behaviour is inappropriate (or forbidden) in a calm and respectful manner.
- **Loss of Privileges:** Remove some privileges for a limited time, such as: sitting out of a free time, not having access to 'JC shop', not taking up a prized responsibility, or removal from an activity.
- **Explain next steps:** Explain what will happen if their behaviour does not improve – see below.

#### Second warning:

- **Verbal warning:** If the behaviour continues or escalates, provide a second verbal warning, including a verbal reprimand and clear explanation about the continuation or escalation in behaviour.
- **Reminder:** Remind the child of the first warning and further explanation about what will happen if behaviour does not improve – see final warning below.
- **Notify parent(s)/guardian(s) and R-15 committee:** Notify to parent(s)/guardian(s) of behaviour and level of measures already. If appropriate, involvement of parent(s)/guardian(s) in issuing the warning and discussions with their child. When notifying the R-15 Committee follow R-15, Procedure 2: Before R-15

Decision.

- **Supervision and monitoring:** Increase supervision and monitoring by Staff, or other Persons in Position of Trust and Responsibility, to ensure compliance with behavioural expectations.
- **Loss of privileges:** Gradually escalate the loss of privileges.

#### **Final Warning:**

- The Procedure for Leaving or Being Removed from a CISV Programme or Event (R-15) must be initiated and followed (see R-15, Procedure 2: Before R-15 Decision).

### **Adults - Staggered Approach:**

The following steps should be led by the Person-in-Charge or Chair of the Board with support from their Risk Manager(s) (and the IO if required).

#### **First warning:**

- **Education and support:** Reinforce the expected behaviours through discussion, education, and/or supportive measures aimed at supporting the person to understand why their behaviour was inappropriate or forbidden and how they can improve. This might include additional awareness raising on relevant policies and procedures, emotional support, and/or assigning a mentor.
- **Verbal warning:** Provide a verbal reprimand and clear explanation of why their behaviour is inappropriate (or forbidden) in a calm and respectful manner.
- **Supervision and monitoring:** Increase supervision and monitoring to ensure compliance with expected behaviour.
- **Explain next steps:** Explain what will happen if their behaviour does not improve – see below.

#### **Second warning:**

- **Written warning:** If the behaviour continues or escalates despite previous warning, education, and support, provide a second warning in writing, which includes a reprimand, clear explanation about the escalation or continuation in behaviour, reminder of the first warning, outline of the consequences and what will happen if their behaviour does not improve.
- **Reminder:** As well as a written warning, remind the adult of the first warning and further explanation about what will happen if behaviour does not improve – see final warning below.
- **Education and support:** Further reinforce the expected behaviours through discussion, education, and/or supportive measures as appropriate.
- **Safety measures:** Escalate the safety measures and consequences by, for example, suspending them from certain duties and/or removal from direct contact with children.
- **Supervision and monitoring:** Continue to closely supervise and monitor to ensure compliance.

#### **Final warning:**

- The Procedure for Leaving or Being Removed from a CISV Programme or Event (R-15) must be initiated and

followed (see R-15, Procedure 2: Before R-15 Decision).

## Procedure 4: Long-Term Measures and Consequences

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It is the responsibility of the Chapter and National Risk Managers and/or the IO Risk Management and Safeguarding Lead to determine and ensure that any long-term measures or consequences for the person responsible are effectively imposed and enforced. The long-term consequences should be based on the outcome of any internal enquiry and/or external investigation, where an external investigation takes precedence. These procedures should be applied fairly and consistently across all cases involving similar behaviour to ensure that similar behaviours are met with similar long-term measures and consequences. These consequences are crucial for maintaining a safe and conducive learning environment.

### Permanent Long-Term Consequences

#### Forbidden Behaviour:



If any of the most serious forbidden behaviours are substantiated then the person (adult or child) will:

- permanently lose their CISV membership
- be banned from all CISV activities on chapter, national, and international levels.
- adults (not children) will also be added to the IO Excluded Individuals List.

### Temporary Long-Term Consequences

#### Forbidden Behaviour:



Other forbidden behaviours which although serious are not necessarily irredeemable, may require more temporary long-term consequences – see below. This is to give the person responsible a longer opportunity to reflect on their behaviours, to learn, and to demonstrate an understanding of commitment to improving their behaviour. For example, this may include isolated incidents of forbidden behaviour, which were not serious enough to warrant temporary or permanent removal from a programme or event, and the person responsible has shown some understanding for their behaviour and a

willingness to learn and improve.

## Inappropriate Behaviour:



The following temporary long-term consequences may also be proportionate to incidents of inappropriate behaviour where further support, education and monitoring is required.

- **Suspension:** Temporary suspension for a specific period can be used to offer the person responsible a period of reflection. It provides a chance for them to consider their behaviour and the impact over a longer period. It also allows those responsible for the decision-making to gain further insight into the person's level of understanding and accountability. The temporary break can facilitate a more thorough evaluation of the situation, leading to more informed decisions regarding proportionate consequences going forward. The decision allow conditional re-entry should be made with consideration of the individual's behaviour, their understanding of their behaviour and impact on others, willingness to take responsibility, and commitment towards improvement. For adults, after a period of temporary suspension, the adult responsible should be offered a probation period (see below). For children, after a period of temporary suspension, they child responsible should be offered targeted awareness raising on the Positive Behaviour Policy and be closely monitored.
- **Probation with Conditions:** During the probation period the adult responsible in which should be provided a mentor, trained, and closely monitored.
- **Targeted Education and Support:** Depending on the behaviour this could include but is not limited to: conflict resolution training, additional training on CISV policies and procedures, assigning mentors and positive role models, increased monitoring and supervision.

Multiple instances of inappropriate behaviour over different programmes or events may still lead to expulsion.



# APPENDIX

Click on the links below to access the:

[Adult Code of Behaviour](#)

[Child Code of Behaviour](#)

[Values, Elements, and Behavioural Descriptions](#)