

Annex to Order
No. 18/08/2024 of the Director of Jerzy
Semkow Polish Sinfonia Iuventus
Orchestra

of 30 August 2024

**Standards for the Protection of Minors
at Jerzy Semkow Polish Sinfonia Iuventus Orchestra**

Preamble

The child protection standards implement the legal obligation to introduce standards for the protection of minors at school (Act of 13 May 2016 on counteracting the threat of sexual offences and the protection of minors – Journal of Laws (Dz.U.) 2024, item 560).

The guiding principle for all activities undertaken by the employees of Jerzy Semkow Polish Sinfonia Iuventus Orchestra is to act for the wellbeing of children and in their best interests. Each employee shall treat children with respect and take their needs into account. It is unacceptable to use any form of violence against a child. In pursuing these objectives, the institution's employees shall act under applicable law and in accordance with internal regulations and their remit.

GENERAL PROVISIONS

§ 1

The Standards for the Protection of Minors at Jerzy Semkow Polish Sinfonia Iuventus Orchestra (PSIO), hereinafter referred to as “the Standards”, include:

- a) principles for the safe recruitment of employees (staff);
- b) principles to ensure safe relationships between minors and the PSIO staff;
- c) principles and procedure for intervention where harm to a minor is suspected or known;
- d) procedures and persons responsible for reporting suspected offences against a minor;
- e) the method for documenting and storing disclosed or reported incidents or events endangering the wellbeing of a minor.

§ 2

Throughout these Standards, any reference with no further specification to:

- 1) **Director** – shall mean the Director of Sinfonia Iuventus;
- 2) **employee** – shall mean a person employed by Sinfonia Iuventus under an employment contract or a civil law contract;
- 3) **cooperating partner** – shall mean persons performing tasks commissioned to Sinfonia Iuventus under separate regulations;
- 4) **minor** – shall mean a person from birth until the age of 18, in accordance with the Civil Code;
- 5) **guardian of a minor** – shall mean a person authorised to represent and decide on a minor, in particular his/her statutory representative;
- 6) **statutory representative** – shall mean a parent or guardian with full parental authority or a legal guardian (a person representing the child, appointed by the court, where the parents do not have parental authority or are deceased);
- 7) **consent of a minor's guardian** – shall mean the consent of at least one of a minor's parents. If there is no agreement between a minor's guardians, they shall, however, be informed that the matter must be resolved by the family court;
- 8) **harm to a minor** – shall mean the commission of a criminal or punishable act to the detriment of a minor by any person, including an employee of Sinfonia Iuventus, or a threat to the minor's wellbeing, including neglect;
- 9) **personal data of a minor** – shall mean any information enabling identification of a minor using the services of Sinfonia Iuventus in Warsaw;
- 10) **person responsible for the Standards for the Protection of Minors** – shall mean the employee designated by the Director to supervise the implementation of these Standards;
- 11) **harm to a child** – shall mean the commission of a criminal or punishable act to the detriment of a child by any person, including an employee, or a threat to the child's wellbeing, including neglect; It is any intentional or unintentional act or omission by Sinfonia Iuventus or the public at large and any result of such act or omission that infringes on the equal rights and freedoms of children and/or interferes with their optimal development, including:
 - a) **emotional (psychological) violence** against a child is a chronic, non-physical, harmful interaction between a child and an adult, involving both acts and omissions. This includes: rejection, developmentally inappropriate or inconsistent interactions with a child, failure to recognise or acknowledge a child's individuality and the psychological boundaries between an adult and a child, emotional unavailability, emotional neglect, a relationship with a child based on hostility, blaming or denigration. Manifestations of emotional violence may encompass forcing a child to undertake an activity beyond his/her physical capabilities, making a child's worth dependent on his/her sports performance, fulfilling the ambitions of a coach or guardian in violation of the child's needs ;
 - b) **physical violence** against a child is violence whereby a child suffers actual physical harm or is potentially at risk of such harm. Such harm is a result of an act or omission on the part of a parent or another person who is responsible for the child or whom the child trusts or who has authority over the child. Physical violence against a child can be a repetitive or one-off activity undertaken for disciplinary purposes.

- (c) **peer violence** (peer aggression, bullying): occurs when a child experiences various forms of violence from peers, either directly or by means of communication technologies and social media. This involves action intended to cause distress or harm (intentionality) that is systematic (repetitive) and where the victim is weaker than the perpetrator or group of perpetrators. It covers verbal violence (e.g. name-calling, teasing, ridicule), relational violence (e.g. exclusion from a group, ignoring, playing others off someone), physical violence (e.g. beating, kicking, pushing, pulling), material violence (e.g. theft, damage to property) and e-violence (a malicious text message or email, post on a social networking site, posting embarrassing photos or videos of the victim online) and dating violence by a boyfriend/girlfriend, sexual abuse, i.e. touching intimate parts of the body or use of force to have sexual intercourse or other sexual activities by a peer, violence based on gender norms and stereotypes.
- (d) **sexual violence** (child sexual abuse) is the involvement of a child by an adult and/or another child in sexual activity without physical contact (e.g. exhibitionism, any form of verbal harassment, e.g. conversations with sexual content inappropriate to the age of the child or sexual comments about the child's appearance and behaviour, sexualisation of games and images, solicitation of contact with pornographic content, online grooming) or with physical contact such as touching, forcing the child to touch the perpetrator's body in a sexual manner or sexual intercourse. Any sexual activity with a child under the age of 15 is a criminal offence. Sexual abuse involves activity occurring between a child and an adult or a child and another child if these persons are in a relationship of care, dependence, authority due to their age, disability or degree of development. Sexual abuse may also take the form of sexual exploitation, namely any actual or attempted abuse of vulnerability, advantage of power or trust for sexual purposes, including but not limited to profiting financially, socially or politically from the sexual abuse of another person. The threat of exploitation exists as regards both children and their guardians, relatives, so-called family friends.
- e) **neglect**: when no one makes the child feel important, special and loved, nor cares or supports the child. The child's guardian does not care for the child's health, nutrition, living conditions. Neglect is a failure to meet a child's basic needs and/or to respect the child's fundamental rights by parents, guardians, or others responsible for the care, upbringing and protection of the child. It encompasses both isolated situations and an established way of functioning whereby the guardian fails to provide adequate conditions for the child's physical, cognitive, social, emotional and psychosexual development and welfare. This may include situations such as: lack of safe shelter, care, nutrition (caloric content and nutritional value of meals adequate to exercise and training needs), appropriate amount of sleep, recovery time after training or injury, neglect of equipment (lack of appropriate clothing, shoes, glasses, etc.), basic and specialised medical care, vaccinations, access to education, school education, failure to provide access to books and school aids, limited social contacts, lack of attention to physical safety, failure to provide emotional safety.

§ 3

1. The Director shall be responsible for preparing employees at Sinfonia Iuventus to apply the Standards.
2. The Director or a designated employee shall make employees aware of the Standards and collect from each employee a *Declaration of Knowledge of Sinfonia Iuventus' Standards for the Protection of Minors*.
3. The Declaration form is set out in Appendix No. 1 to this procedure.

4. New hires to Sinfonia Iuventus shall read the Standards during their first week of work and the declaration referred to in paragraph 2 shall be collected from them at that time.
5. The person responsible for the Child Protection Policy is an employee designated by the Director. He/she shall oversee the correct application of the Standards and their topicality.
6. Principles for the safe recruitment of staff at PSIO:
 - 1) before entering into an employment relationship with a person or before allowing a person to engage in any other activity related to the upbringing, education, recreation or care of minors, the Director shall seek information as to whether the data of that person is included in the Restricted Access Register or the Register of persons in respect of whom the State Commission for the Prevention of Sexual Abuse of Minors under 15 years of age has issued an order for entry in the Register;
 - 2) if the job applicant has non-Polish citizenship, he/she shall also submit information from the criminal record of the country of which he/she is a citizen, obtained for the purposes of professional or voluntary activities involving contact with minors, or information from the criminal record if the law of that country does not provide for the issuing of information for the aforementioned purposes;
 - 3) a declaration about the country/countries (other than the Republic of Poland) shall be collected from a job applicant, stating where he/she has resided in the last 20 years, under pain of criminal liability. *The declaration form of no criminal record* is attached as Appendix No. 2 to these Standards;
 - 4) if the law of the country from which the information on criminal record is to be submitted does not provide for the issuance of such information or such country does not maintain a criminal record, the job applicant shall, on pain of criminal liability, submit a declaration to that effect together with a statement that he/she has not been validly convicted and that there is no other judgment against him/her specifying that he/she has committed such offences and that he/she is not obliged under a decision of a court, other authorised body or law to comply with a prohibition to hold any or certain positions, exercise any or certain professions or activities related to the upbringing, education, leisure, treatment, provision of psychological counselling, spiritual development, sports or the pursuit of other interests by minors or to the care of minors;
 - 5) the declarations shall be made on pain of criminal liability with the following statement: 'I am aware of the criminal liability for making a false declaration'. This statement substitutes the authority's notice concerning criminal liability for making a false declaration.

§ 4

1. Principles of safe relationships between employees and minors:
 - a) the fundamental principle of all actions undertaken by employees is to act for the minor's wellbeing and in the minor's interests. Employees shall treat everyone with respect and take into account everyone's dignity and needs. It is unacceptable to use any form of violence against minors;
 - b) the principles of safe employee relations with minors shall apply to all employees, interns and volunteers;
 - c) knowledge and acceptance of the principles are evidenced by a signed declaration a model of which is attached as Appendix No. 1 to these Standards.
2. All employees shall maintain a professional relationship with minors and each time consider whether their response, message or action is appropriate to the situation, safe, reasonable and fair to others.

3. An employee having contact with minors shall:
 - a) show respect;
 - b) listen to minors and try to give them answers appropriate to their situation and age;
 - c) not embarrass, disparage, humiliate or insult them;
 - d) not shout unless a dangerous situation so requires (e.g. a warning);
 - e) not disclose sensitive information about a minor to unauthorised persons, including disclosure of the minor's image.
4. Decisions on a minor should take into account the safety of the other persons under care.
5. A minor has a right to privacy and any deviation from confidentiality must always be justified.
6. Employees shall keep confidential any minor-related information obtained in connection with their function or work.
7. Employees may not record images of minors for private or professional purposes unless the guardian has given consent.

§ 5

1. Employees shall reassure minors that they receive help whenever they feel uncomfortable.
2. Should an employee notice a worrying behaviour or situation, he/she shall act in accordance with the Standards.
3. Any violent behaviour towards a minor participant on the premises of PSIO in Warsaw is prohibited.
4. Pushing, beating or poking, etc., is forbidden.
5. Employees must not touch a minor in a way that could be misinterpreted unless the minor's or other participants' safety is at risk.
6. Physical contact with a minor must never be surreptitious or concealed, involve any reward or result from a power relationship.
7. An employee who is aware that a minor has suffered some kind of harm, e.g. physical, psychological or sexual abuse, shall be particularly careful when dealing with the minor and show understanding and sensitivity.
8. Physical contact between employees and minors is permitted in justified cases. These include:
 - a) assisting a disabled minor in sanitary activities if the type of disability so requires and the minor or his/her guardian agrees to it or the minor requests so;
 - b) assisting a disabled minor to move around the premises.

§ 6

1. Contact with minors shall be generally prohibited outside working hours.
2. Minors must not be invited to the employee's place of residence. Meetings with minors or their guardians shall take place on the premises.
3. Should a need arise to contact a minor or his/her guardian outside working hours, the following channels are allowed:
 - a) business phone;
 - b) business email.
4. If an employee needs to meet a minor (or his/her guardian) outside Sinfonia Iuventus' working hours, the Director or his/her substitute must be informed and the guardian must consent to such contact.

5. Where an employee has a family or social relationship with a minor or the minor's guardian, he/she shall maintain full confidentiality, in particular keep matters concerning other minors, guardians and employees confidential.

§ 7

1. Where harm to a child is suspected, each Sinfonia Iuventus employee or cooperator shall notify the Director or his/her substitute of the situation immediately. The employee shall then draw up a memo.
2. Where harm to a child by another child present at Sinfonia Iuventus (e.g. at artistic events) is suspected, an employee shall respond and take action that will ensure the safety of the harmed minor. The Director or his/her substitute shall be notified of the incident and determine further action.
3. Where harm to a child by an adult present at Sinfonia Iuventus (e.g. at artistic events) is suspected, an employee shall respond and take action that will ensure the safety of the harmed minor. The Director or his/her substitute shall be notified of the incident and determine further action and call the police if needed.
4. Where harm to a child by a relative/legal guardian is suspected, an employee shall respond and take action that will ensure the safety of the harmed minor. The Director or his/her substitute shall be notified of the incident and determine further action and call the police if needed.
5. Such issues can be reported personally or in writing by sending an email to: som@sinfoniaiuventus.pl or a letter to: Polska Orkiestra Sinfonia Iuventus im. Jerzego Semkowa Plac Defilad 1, lok. 701, 00-901 Warszawa
6. Each report, whether oral or written, shall be treated with due seriousness and verified. Sinfonia Iuventus employees and cooperators involved in the intervention shall keep the information about the situation under investigation confidential.
7. Any intervention commences by informing the child's guardian (where possible) of the suspected harm to the child if the child's wellbeing is not at risk. 8. Should anyone become aware of suspected harm to a child inflicted by a Warsaw PSIO employee or cooperator, they shall report the situation immediately to the Director in order to take steps to assess the issue.
9. The Director or his/her substitute shall summon the suspected employee or cooperator of Sinfonia Iuventus and inform them of the report received, and then shall conduct an explanatory interview to assess the circumstances of the incident with the findings of the interview being written down.
10. Depending on the findings of the interview referred to above, a conversation shall also be held with the child and his/her guardian in a safe environment. All actions shall be documented in writing.
11. If the Director or his/her substitute becomes aware that an employee or cooperator of Sinfonia Iuventus is committing an offence or misdemeanour to the detriment of a child, he/she shall notify the Police immediately. This is a legal obligation deriving from Article 304 of the Code of Criminal Procedure.
12. The child's guardians shall be notified immediately and a plan for the help and support for the child that is appropriate to the child's needs shall be agreed with the parents. The Director may seek assistance in agreeing a plan of help from the Municipal Social Welfare Centre or other public bodies competent to provide support for intervention where harm to a minor is suspected.

§ 8

If an employee suspects that a minor is being harmed, he/she must draw up a memo and provide the obtained information to the Director.

§ 9

1. Whenever harm to a minor is noticed, an *Intervention Card* a model of which is attached as Appendix No. 3 shall be completed.
2. The card shall be kept by the Director.

§ 10

1. Sinfonia luventus ensures the highest standards of protection of children's personal data in accordance with applicable law and the GDPR Policy.
2. Recognising the child's right to privacy and protection of personal interests, Sinfonia luventus ensures the protection of the child's image in a responsible and prudent manner as regards the recording, processing, use and publication of children's images.
3. The recording, processing, use, publication of a child's image in a photograph, recording or on any medium must be done prudently and carefully. Such actions are only permitted in order to indicate the child's successes, document Sinfonia luventus' activities or operations (for example at events), while ensuring the safety of children.
4. The wellbeing and dignity of the child must always be taken into account. Material containing an image of a child must not be derogatory or insulting to the child, depict situations that appear ridiculous or inappropriate out of context, show a breach of the intimate area and nudity, or perpetuate stereotypes. In order to protect children from actions that undermine their wellbeing, during the recording:
 - a) the child on the recording must not be humiliated, ridiculed or shown in a negative context,
 - b) photographs/recordings of the child should focus on the child's activities and, where possible, depict the child in a group rather than individually.
5. During the recording, it is forbidden to disclose any information concerning the child, including the child's health, financial situation, legal situation and any information related to the child's image.
6. All suspicions and concerns about inappropriate recording and dissemination of children's images shall be registered and reported to the Director or an employee ensuring security.

§ 11

1. Publication by an employee of a minor's image recorded in any form (i.e. photograph, audio/video recording) requires the written consent of the guardian.
2. Before the image is recorded, the minor and the guardian must be informed of where the recorded image will be placed and what context it will be used in (e.g. that it will be placed on www.youtube.com) for promotional purposes.
3. An employee must not allow media representatives to record a minor's image (i.e. to film, photograph) on the premises of Sinfonia luventus or at events organised by Sinfonia luventus without the written consent of the minor's guardian.
4. It is unacceptable to provide a media representative with the contact details of a minor's guardian without the knowledge and consent of that guardian.

5. If a minor's image is only a detail of a whole such as an assembly, a landscape, a public event, the guardians' consent to record the minor's image is not required within the meaning of Article 81(2) of the Act of 4 February 1994 on copyright and related rights.

§ 12

1. Minors shall not have access to Sinfonia Iuventus' network infrastructure.
2. The network shall be password-protected.
3. Anti-virus software shall be installed and regularly updated on all computers with internet access at Sinfonia Iuventus – in accordance with the data protection policy.
4. Employees shall have an individual login and password to use computers on the premises of Sinfonia Iuventus in Warsaw. Employees shall keep their logins and passwords confidential.

§ 13

1. Minors have the right to use their mobile phones on the Sinfonia Iuventus premises.
2. Minors bring their own mobile phones to Sinfonia Iuventus or to concerts organised by Sinfonia Iuventus with the permission of their parent/legal guardian at their own risk. Sinfonia Iuventus is not responsible for lost, damaged mobile phones brought by a minor.
4. Where a minor violates the rules for the use of mobile phones on the Sinfonia Iuventus premises, an employee shall immediately inform the minor's parents/legal guardians of this fact and, together with the parents/legal guardians, establish a plan for further proceedings.
5. When attending concerts, minors shall abide by the rules of conduct at the event specified in the rules.

§ 14

1. The procedure for updating the Standards shall take place at least once every 2 years.
2. The Director shall designate an employee as the person responsible for the Standards for the Protection of Minors and set a deadline for their review and update.
3. The person designated by the Director shall monitor the implementation of the Standards, coordinate changes to the Standards and submit proposals, draft amendments.
4. The person responsible for the implementation of the Standards is obliged to assess the Standards in order to adapt them to the current needs of PSIO in Warsaw, ensuring their compliance with legal regulations. The process of assessing the operation of the Standards shall be documented by the person designated by the employer. That person shall also submit findings on the assessment of the applicable Standards.
5. If necessary, amendments to an existing Standard shall be devised and submitted to the Director for approval.
6. The Director shall make the necessary changes to the Standards and announce the new wording of the document to employees.
7. The person designated by the Director shall maintain the *Register of Reports/Incidents* attached as Appendix No. 4 to the Standards.
8. He/she shall inform the Director of each report/incident entered in the register in the manner customary at Sinfonia Iuventus in Warsaw.

§ 15

1. The document 'Standards for the Protection of Minors' is a Sinfonia luventus document generally available to Sinfonia luventus employees, minors and their guardians.
2. The document shall be published on the Sinfonia luventus website.
3. Sinfonia luventus in Warsaw shall take into account the principles set out in the Standards when preparing the rules of events.
4. An abridged – simplified – version has been prepared for minors and is attached as Appendix No. 5 (notice board) to these Standards.

§ 16

1. The Standards for the Protection of Minors shall enter into force on the date of their promulgation.
2. The promulgation shall be made in a manner that is accessible to employees, minors and their guardians, in particular by posting on the website, displaying the abridged version that contains relevant information for minors on the premises.
3. The Standards for the Protection of Minors are available at the Sinfonia luventus Secretariat in Warsaw.

Appendix No. 1 to the *Standards for the Protection of Minors* at Jerzy Semkow Polish Sinfonia Iuventus Orchestra

**DECLARATION OF KNOWLEDGE OF AND COMPLIANCE WITH THE PRINCIPLES
CONTAINED IN THE STANDARDS FOR THE PROTECTION OF MINORS
AT JERZY SEMKOW POLISH SINFONIA IUVENTUS ORCHESTRA IN WARSAW**

I,

.....

declare that I have read (Order No. of) the Standards for the Protection of Minors applied at Sinfonia Iuventus based in Warsaw and undertake to comply with their provisions.

.....

(signature)

Appendix No. 2 to the *Standards for the Protection of Minors* at Jerzy Semkow Polish Sinfonia Iuventus Orchestra

DECLARATION ON COUNTRIES OF RESIDENCE

I,..... PESEL no.
...../passport no. declare that during the last 20 years I have resided in the following countries other than the Republic of Poland and the country of citizenship:

..... Simultaneously, I submit the criminal record information from these countries obtained for professional or voluntary activities involving contact with children/criminal record information. I am aware of the criminal liability for making a false statement. (signature) **DECLARATION OF NO CRIMINAL RECORD I,**

..... declare that I have not been convicted of an offence against sexual freedom and decency or violent offences against a minor and there are no criminal or disciplinary proceedings pending against me in this respect. I am aware of the criminal liability for making a false declaration. This statement substitutes the authority's notice concerning criminal liability for making a false declaration.

..... (signature)

Appendix No. 3 to the *Standards for the Protection of Minors* at Jerzy Semkow Polish Sinfonia Iuventus Orchestra

INTERVENTION CARD

Name of the minor	
Reason for intervention (form of harm)	
Person reporting the intervention	
Description of actions taken by employees	Date/description of action
	Date/description of action
	Date/description of action
Meetings with the minor's guardians	
Form of intervention	Notification to the police Report of suspected offence Request for insight into the family situation Another type of intervention. What?
Intervention data (name of the authority to which the intervention was reported) and date of intervention	
Intervention outcomes: actions by the judicial authorities, actions by PSIO, actions by parents	Date/description of action

.....
date and signature of the person drawing up the card

Appendix No. 5 to the *Standards for the Protection of Minors* at Jerzy Semkow Polish Sinfonia Iuventus Orchestra

**Standards for the Protection of Minors
at Jerzy Semkow Polish Sinfonia Iuventus Orchestra
in an abridged version for minors**

INTRODUCTION

For your safety, Jerzy Semkow Polish Sinfonia Iuventus Orchestra (PSIO) has produced a document aimed at protecting children and teenagers from harm – ‘Standards for the Protection of Minors’. It reflects our concern for your protection in situations where you feel hurt. We understand this concern as a particular care for your dignity and for your physical and mental wellbeing.

Remember that:

- You have the right to protect your life and health.
- You have the right to freedom of conscience, thought and religion, as well as the right to personal development.
- You have the right to be respected and acknowledged by others.
- You have the right to be protected against physical violence, psychological violence and neglect. The right to be protected against violence means that beatings and humiliation, psychological harm, bullying, cruel and degrading treatment are unacceptable and punishable.
- You have the right to be protected against all forms of sexual abuse. No one has the right to touch you in a way you do not want or induce or force sexual contact.
- No one has the right to force you to use alcohol, tobacco products or drugs (including narcotics).
- You have the right to protect your image. No one may take photos of you without your permission for private purposes. No one may post your photos online without your permission.
- You have the right to seek all help whenever you are being harmed.

Our Institution has the Standards for the Protection of Minors in a complete version and an abridged version designed just for you.

When at POSI, please:

- behave in line with good manners;
- respect others, including your peers;
- comply with the rules of conduct in force.

We want you to know that:

if something that you do not approve of has happened to you at home or at PSIO; something that concerns, worries, saddens you; if anyone has hurt you or behaved in an inappropriate manner or in a way that you do not approve of, you can say so and ask any POSI

employee for help.
We will try to resolve the issue so that you are safe.

Violence can take many forms:

Physical violence

- is violence whereby you suffer actual physical harm or are potentially threatened with physical harm – this includes beating, pulling, pushing, throwing objects, kicking, shaking or throwing, scratching, pinching, biting, pulling hair/ears, forcing you to stay in an uncomfortable position, burning you or forcing you to eat/swallow something;
- harm that occurs as a result of an action or failure to act by a parent or another person responsible for you.

Emotional violence

- a chronic, non-physical, harmful interaction between you and your guardian, involving both actions and inactions;
- it includes: emotional unavailability, ignoring emotional needs, a relationship based on hostility, blaming, denigrating, rejecting, humiliating, scaring, attributing negative characteristics to you.

Sexual violence

- any sexual activity undertaken with a child under the age of 15;
- involving the child in sexual activity: which the child cannot fully understand and give informed consent to, and/or which the child is not developmentally mature for and cannot agree to in a legally valid manner, and/or which is incompatible with the legal or moral norms of the society in question;
- physical contact (touching intimate parts of the body);
- without physical contact – all forms of verbal harassment and solicitation of contact with pornographic content.

Neglect

- failure to meet your basic needs and/or failure to respect your basic rights by your parents, guardians, or other persons responsible for care, upbringing and protection. It encompasses both individual situations and a pattern of functioning in which the parent/guardian does not provide you with the right conditions for your development and welfare;
- this may include areas such as: health, education, emotional development, nutrition, shelter and safe living conditions.

PRINCIPLES FOR PSIO STAFF'S SAFE RELATIONS WITH MINOR PARTICIPANTS

PSIO staff

1. PSIO staff do not break existing laws, established norms and rules. They treat everyone fairly. Staff do not discriminate (on grounds of origin, sense of identity, age, gender, material status, physical appearance, knowledge and skills).

2. Staff do not use power or physical advantage (intimidation, coercion, threats) against minors.
3. They do not use any form of physical, psychological or sexual violence against participants.
4. They do not express undignified statements with sexual overtones or refer in their statements to sexual activity or attractiveness.
5. They do not violate personal integrity.
6. They do not provoke inappropriate contact. As a general rule, contact with a minor should only take place for business purposes and using business channels and means of communication.

PRINCIPLES OF SAFE RELATIONS BETWEEN MINORS AT PSIO

1. Minors have the right to be in a safe environment.
2. Minors are required to comply with the rules and standards of conduct set out by PSIO.
3. Minors are required to respect the rights and personal freedoms of their peers.
4. Minors may not display physical and psychological aggression for any reason and against other minors.
5. Minors are required to resist all manifestations of violence and inform the staff of any threats that arise.

PRINCIPLES OF YOUR CONDUCT WHERE YOU SUFFER HARM

1. If you do not feel safe, have been harmed, physically, psychologically or sexually abused at or outside PSIO, you can report this to a member of PSIO staff. Ask for reaction, support and assistance. Tell the staff member about the situation, ask him/her to inform the PSIO Director about it.
2. If you witness physical, psychological or sexual violence against other minors, report it to a member of PSIO staff. Ask for reaction, support and assistance. Tell the staff member about the situation, ask him/her to inform the PSIO Director about it.
3. The PSIO staff member whom you have approached will take action to clarify the situation. He/she can take this action in cooperation with your parents/legal guardians if they are willing to participate in the investigation.
4. Inform parents/legal guardians of the incident at the same time.
5. PSIO will immediately take action to stop and eliminate such behaviour. It is the duty of any employee who has observed any violence or aggression against you or has been informed of it to stop it.
6. If PSIO staff members notice symptoms and signs of violence against you in your behaviour and appearance, even though you have not disclosed it, they are obliged to take protective action and/or report it to institutions that will provide you with lawful assistance. The POSI Director will then talk to you and your parents/legal guardians to verify the suspicions.

IMPORTANT TELEPHONE NUMBERS



HELPLINE FOR CHILDREN AND TEENAGERS



BLUE LINE FOR VICTIMS OF DOMESTIC VIOLENCE:



ANTI-DEPRESSION FORUM PHONE:

22 594 91 00 AT YOUR DISPOSAL ON WEDNESDAYS AND THURSDAYS FROM 5 PM TO 7 PM



**THE CHILDREN'S OMBUDSMAN HAS A TOLL-FREE
24-HOUR CHILD HELPLINE WHERE BOTH CHILDREN AND THEIR PARENTS OR GUARDIANS
CAN ALWAYS OBTAIN PROFESSIONAL PSYCHOLOGICAL AND LEGAL SUPPORT.**

CALL THE TOLL-FREE NUMBER: +800 12 12 12



POLICE HELPLINE: 800 120 226

