



iOFF Youth Experience Program - Safeguarding Policy

Introduction

The OFF Youth Experience program, part of the Youth Film Festival Sarajevo, is committed to ensuring the safety and well-being of all participants. This safeguarding policy outlines our approach to protecting children, young people, and vulnerable adults involved in our program. It provides detailed guidance to staff, volunteers, and stakeholders on their responsibilities in safeguarding and promoting the welfare of participants.

Objectives

- To provide a safe and supportive environment for all participants.
- To prevent harm and abuse by adopting robust safeguarding practices.
- To ensure all staff and volunteers are aware of their safeguarding responsibilities.
- To promote the welfare of children, young people, and vulnerable adults.

Scope

This policy applies to all staff, volunteers, contractors, and partners involved in the OFF Youth Experience program.

Definitions

- **Child/Young Person:** Any individual under the age of 18.
- **Vulnerable Adult:** Any individual aged 18 or over who is unable to protect themselves from harm or exploitation due to physical or mental disability, age, illness, or other factors.
- **Abuse:** Any form of physical, emotional, sexual, or neglectful harm.



Roles and Responsibilities

Head of OFF Youth Experience program

- Ensure the implementation and regular review of the safeguarding policy.
- Appointed a designated Safeguarding Officer
- Provide oversight and support to the Coordinators of the Youth Experience program in managing safeguarding concerns.
- Ensure adequate resources are allocated for safeguarding information spread and procedures.

Coordinators of OFF Youth Experience program

- Act as the main point of contact for safeguarding concerns.
- Ensure staff and volunteers are trained in safeguarding practices and understand their responsibilities.
- Liaise with external agencies, such as child protection services and law enforcement, when necessary.
- Maintain accurate records of all safeguarding concerns and actions taken.
- Provide support and guidance to staff and volunteers dealing with safeguarding issues.

Other Staff and Volunteers

- Provided with safeguarding practices and regular refreshers during the entirety of the event.
- Be vigilant and proactive in identifying potential safeguarding issues.
- Report any safeguarding concerns to the Head of Youth Experience program promptly.
- Promote a safe environment for participants by adhering to the code of conduct.
- Support participants in understanding and exercising their rights to be safe and respected.



Safeguarding Procedures

Recruitment and Information

- All staff and volunteers will undergo a thorough recruitment process, including background checks (e.g., criminal record checks) and obtaining references from previous employers or volunteer coordinators.
- The recruitment process will include interviews to assess candidates' understanding of and commitment to safeguarding.
- All new recruits will receive comprehensive safeguarding information as part of their induction, covering signs of abuse, reporting procedures, and the code of conduct.
- Regular refresher sessions will be held to ensure all staff and volunteers remain up-to-date with best practices and legislative changes.

Code of Conduct

- Staff and volunteers must adhere to the program's code of conduct, which outlines expected behaviors and professional boundaries to maintain a safe environment.
- The code of conduct includes guidelines on appropriate physical contact, communication, and the use of technology and social media.
- Any form of inappropriate behavior, including physical, emotional, or sexual abuse, as well as neglect, will not be tolerated and will result in disciplinary action, up to and including termination of employment or volunteer status.
- All participants, staff, and volunteers will be made aware of the code of conduct and their responsibility to uphold it.

Reporting Concerns

- Any concerns about the welfare of a participant should be reported to the Coordinators of the Youth Experience program immediately, either in person, via phone, or through email (info@omladinski.ba).
- Staff and volunteers should document their concerns, including details of the incident, the individuals involved, and any actions taken, and submit this report to the Coordinators of the Youth Experience program.
- Coordinators of the Youth Experience program will assess the concern, determine the appropriate course of action, and, if necessary, contact external agencies such as child protection services or the police.



- Confidentiality will be maintained throughout the reporting process, with information shared only on a need-to-know basis to protect the welfare of the participant.

Responding to Disclosures

- If a participant discloses abuse, staff and volunteers must listen carefully without judgment, interruption, or disbelief.
- Reassure the individual that they have done the right thing by disclosing and that they will be supported.
- Explain that the information will be shared with the Safeguarding Officer to ensure their safety and well-being, and do not promise confidentiality.
- Record the disclosure accurately, including the exact words used by the participant, and report it to the Safeguarding Officer immediately.
- Follow up with the participants to ensure they feel supported and to inform them of any actions taken.

Confidentiality

- All safeguarding concerns and disclosures will be handled confidentially, with information shared only with those who need to know to take appropriate action.
- Records of safeguarding concerns will be stored securely and only accessible to the Coordinators of Youth Experience program and authorized personnel.
- Participants will be informed about the confidentiality policy and how their information will be used and protected.



Monitoring and Review

- The safeguarding policy will be reviewed annually or in response to significant changes in legislation, program structure, or following a major safeguarding incident.
- Regular feedback will be sought from participants, staff, and volunteers through surveys, meetings, and anonymous suggestion boxes to continuously improve safeguarding practices.
- The Head of Youth Experience program and Coordinators of Youth Experience program will monitor the implementation of the policy and make necessary adjustments based on feedback and new developments in safeguarding practices.

Contact Information

- **Head of Youth Experience program**, [Mirza Čustović, +38761065831, Email: mirza.custovic@omladinski.ba]
- **Main Coordinator of the Youth Experience program** [Zan Mujkić, +38763819023, Email: ye@omladinski.ba]
- **General Reporting Email**: info@omladinski.ba