



Safeguard and Protection Policy

Statement of policy, objective, and scope

Armonía Cuscatleca uses music to create peace, empathy and encourage creativity in vulnerable communities or susceptible to violence. We create safe spaces where participants can explore and develop their creativity. We believe that all people have the right to be protected from harm. Therefore, we are committed to act in their best interest at all time.

This policy along with its associated guidelines: increase awareness of the safeguard issues; define expectations when working with participants; and define our approach to promoting the well-being of participating people, protecting from violence, abuse, and exploitation.

It is applied to all those people who work on behalf of Armonía Cuscatleca, including salaried staff, freelancers, volunteers, and our council of supervision.

Definitions and Legal Bases

Our policy is structured based on the International Conventions of the Nations United for the Rights of the Child (1989), considering the different cultures, religions, and laws of the communities in which we work.

Child: person under 18 years of age.

Vulnerable person: child or adult who, due to disability, age, gender, disease, the context in which it is found or as a result of social inequalities and other types, runs or may run the risk of harm or exploitation.

What is abuse?

Abuse and neglect are forms of mistreatment that may involve inflicting harm or may not act to prevent it. The categories of abuse are listed below and must be used as a guide to monitor and report suspected abuse:

Neglect: persistently unable to meet the physical and / or psychological needs of a person at risk of vulnerability, with the consequent damage to their health or its development. Failing to take all reasonable steps to provide adequate food, clothing, and shelter; protect people from possible harm; do not supervise them adequately; make sure that they receive appropriate medical care.

Sexual abuse or harassment: forcing a person in a vulnerable situation to participate in sexual activity or being the subject of sexual advances or comments. Not having why involve violence or be the person in question aware of what is happening. Includes, for example, intercourse with or without penetration; sexual exploitation of a vulnerable person in exchange for gifts, money, or affection, making, looking and / or distribute indecent images.

Physical abuse: threat and inflicting actual physical injury to a person or not prevent physical injury or suffering of a person.

Emotional abuse: persistent emotional abuse or rejection; deliberate scaring, humiliating or verbally abusing a person at risk of vulnerability or denying the love, care and encouragement; o control and limit people's opportunities to use their rights to social and cultural life.

Exploitation: requiring a child (or adult) perform any work which may be dangerous or interfere with the child's education, or that is detrimental to the child's physical, mental, spiritual, moral, or social development or health.

Misuse of substances: the use, manufacture, or distribution of illicit substances.

Safeguard Procedures and Guidelines

Our safeguarding strategy provides protection to everyone with we work and advise the staff on safeguard issues and protocols to follow.

Recruitment and support for staff and volunteers

Armonia Cuscatleca:

- Ensure that new staff and volunteers provide their CV or in its absence a record of their employment history.
- Request a criminal background check on all personnel and volunteers who work with vulnerable people unless it is not possible or safe to do, due to ongoing conflict or police corruption.
- Get two references regarding the candidate's suitability for working with vulnerable children and adults.
- Ensure that all staff and volunteers read and agree with our code of conduct.

Risk analysis

Responsible staff:

- Present a written risk analysis before starting new activities.
- Keep updated and informed about the current risk situation for to be able to inform people who visit the organization.
- Take all reasonable steps to mitigate the risks and examine them thoroughly continuously in conjunction with other colleagues.

The voice and consent of the participants

Our staff honors all participants and sensitively treats various factors that may influence their ability to participate.

Armonía Cuscatleca values free communication, inviting participants to participate, always requesting prior consent. We provide a space for formal and informal feedback, listening to the suggestions that people participants express both verbally and non-verbally.

We make sure that:

- Participants know that they have the right to feel safe and be aware that they can discuss any concerns with any member of the staff with whom they feel comfortable.
- We request the consent of the participants if we intend capture your image in any format. Consent will be requested from several ways: in writing, through an information document, verbally, during participatory activities, or in closed groups on social networks.

Parental consent

- Armonía Cuscatleca ensures that parents or guardians sign a record of registration and an agreement that includes: an attendance regulation, a conduct for students, and a consent and participation permission.
- If any of the requirements related to the image or personal information of participants is not accepted by parents or guardians, Armonía Cuscatleca is will make sure to take the necessary actions to respect these indications.

Supervision of participants

- All staff and volunteers will avoid spending time alone with vulnerable people. However, if for any reason it is necessary for a person from the staff had to be alone with a vulnerable person, they will make all possible to ensure they can be seen by others.
- Staff will have emergency contact information for all participants, unless they are working in partnership with a school / community group where the other organization collects such data.

Monitoring

Safeguarding activities and records are monitored by the person of reference within the organization and in conversation with the monitoring team. The reports of each record will be kept in a protected database and will be summarized as needed by the Oversight Board. The Safeguarding and procedures policy will be reviewed annually, and they will modify as necessary.

Register and report

Any suspicion or report of abuse should be handled quickly, in a confidential, and respecting the sensitivity of the event.

Inform the reference person as soon as possible, as detailed below, and do not discuss any details of what happened with anyone who should not know. For all staff, volunteers, local staff, and guests:

- If you are concerned about the situation of a person you work with, contact with Pablo Méndez Granadino as soon as possible. Any incident that requires further investigation will be reported to the Directorate of Armonía Cuscatleca.
- If it is an event that concerns Pablo Méndez Granadino, you can contact Miguel Ortega, the external reference person

AC reference person - Director of AC - Pablo Mendez Granadino: +1 818-694-3024 / pablomendezmusic@gmail.com

External reference person - Supervisor MWB - Miguel Ortega: + 31xxxxxxxxx / xxxx@mwb.ngo

Armonía Cuscatleca will seriously treat all complaints received regarding safeguarding, listening, and supporting all victims of abuse. Once it has reported a case of abuse to the organization, it will be decided if a referral to social services or other relevant authority is

necessary and assessing whether there is any imminent risk. The person who reported the incident may be asked for more detailed information, as well as maintaining continuous supervision.

Any decision made must take into account the internal mechanism of the organization, as well as the existing legal bases to handle those reports or inappropriate actions that can potentially put the vulnerable person in greater danger, the sustainability of our work and the safety of staff.

We will act in the most appropriate manner, considering the ultimate interest of the affected person, following expert advice in all cases, regardless of the person to whom the complaint refers.

Armonia Cuscatleca:

- Maintain a clear, written record of all allegations and instances of abuse reported.
- Make sure records are updated with all requirements taken at each stage of the investigation.
- Ensure that reports are filed securely and confidentially.

Code of conduct

The staff, volunteers and guests who work with the Armonía Cuscatleca projects and programs, undertake to follow the following rules, that are part of our Code of Conduct, to prevent, stop, and communicate any and all abuses to the participants of Armonía Cuscatleca.

To do:

- Treat participants with respect, regardless of age, race, color, sex, language, religion, political opinion, national, ethnic, or social origin, disability, or other status.
- Acknowledge the work of local partners and participants and represent your own contribution in an honest and modest way.
- Be aware of the risks or vulnerabilities of the participants and be aware of your position as someone with power or authority.
- Be aware of situations that may present risks (for example, be alone with the participants, take videos / photos or do interviews for the work / evaluation / reports). You should only continue if the situation is within the limits of this policy and after obtaining authorization from the management and the participants themselves.
- Plan and organize work, workplace or visit to manage risks.
- As much as possible, be visible when working or visiting with participants.
- Promote and guarantee a culture of openness that allows to raise and debate any problems or concerns.
- Ensure accountability among staff, teachers, and volunteers to document and report bad practices or behaviors potentially abusive.
- Talk to participants about their contact with staff and educate participants on what is acceptable behavior and unacceptable in accordance with AC policies and procedures and encourage them to raise any concerns.
- Report concerns or incidents of abuse towards participants, to the designated persons and authorities. Consult with the AC director to clarify reporting procedures.

Not to do:

- Do not develop physical or sexual relationships with the participants. Do not behave physically inappropriately (for example, stroking, hugging, kissing, or touching participants in a culturally insensitive way) or provocatively.
- Do not act in a way that could be abusive, exploitative, physically or emotionally harmful, or act in a way that puts a participant in the same risk.

- Do not spend time alone with participants away from others, even pushing away a project participant alone or having individual meetings. If it is necessary privacy, other staff members should be informed and leave an open door that allows the visibility of third parties.
- Do not tolerate or participate in participant behavior that is illegal, unsafe, or abusive.
- Do not use corporal punishment or physically assault participants.
- Do not act with the intention of shaming, humiliating, belittling or degrading participants, or commit any kind of emotional abuse.
- Do not discriminate, show unfounded differential treatment, or favor participants determined.
- Do not allow participants to do housework or other tasks that are inappropriate given their age or stage of development, that interferes with their education or puts them at risk of physical injury.
- Do not allow a participant to be systematically neglected and do not stop protect them from any harm that you become aware of.
- Do not abandon your professional distance by assuming a personal care role, such as becoming a personal donor or a sponsor.