



Safeguarding policy

From Streets to Homes! Association

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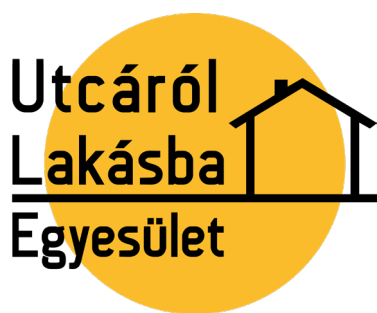
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This document has been compiled to guarantee the safety, well-being, and safeguarding the tenants, clients, staff, volunteers, official partners of From Streets to Homes! Association against any form of violence. Under Safeguarding we mean the prevention of any form of damage, harm, risk to persons, and the reparation and restoration of damages occurred due to neglect, abuse, violence, exploitation or other activities by or of people working on behalf of the Association. Also, in the Hungarian version of this document we use the word Safeguarding for these, in accordance with the international jargon, as there is no agreed one-word Hungarian translation for this concept.

In the introduction of this document, we will give an overview of the work of the Association, its objectives, then present the risks identified during the compilation of the Safeguarding document, and finally the responses to these.



ABOUT US

We at From Streets to Homes! Association (FSHA) believe that everybody needs a place they call home, and to achieve this, social policy changes are necessary in Hungary. You can gain insight into our work by visiting our website, www.utcarollakasba.hu, or you can follow our Facebook page at www.facebook.com/utcarollakasba.

in 2022 our Association has 5 main areas of activities. These are the following:

- 1. From Shack to Home! program:** Our Housing First core-program, in cooperation with municipalities.
Further information: <https://utcarollakasba.hu/kunyhobol-lakasba/>
- 2. Housing Now! Housing Agency:** A social rental agency, part of our core program. In this, we rent property of private owners we manage based on a utilization contract, on a social and employee housing basis.
Further information: <https://utcarollakasba.hu/lakasugynokseg/>
- 3. Give Work! program:** self-help group and program for labor market integration.
Further information: <https://utcarollakasba.hu/adj-munkat/>
- 4. Solidarity Housing:** supporting the housing of refugees of the war in the Ukraine, co-funded by the UNHCR and EPIM:
<https://utcarollakasba.hu/szolidaris-lakhatas/>
- 5. Awareness-raising:** we do advocacy work and awareness raising to facilitate changes in attitudes and social policies. We present our activities targeting the whole society with media appearances and by contacting political decision-makers directly.
Further information: <https://utcarollakasba.hu/szemleletformalas/>

OUR TEAM MEMBERS AND OUR SELECTION PROCEDURE

From Streets to Homes! Association is a small organization, we present our current team on our website as well: <https://utcarollakasba.hu/cspatunk/> Here we present our staff, interns and long-term volunteers as well. In the Association we work in the following working groups:

- the social worker working group of core housing programs
- the housing agency working group
- the social worker working group engaged in solidarity housing
- the maintenance and refurbishing, and volunteer coordinating working group
- the communication and fundraising working group
- the financial and office working group

About the competences and selection of our staff working in the various working groups:

In our working group dealing with the social worker basic activities we employ professional social workers with a higher education degree, and as case managers we may employ staff with a degree in associated sciences with appropriate references. In the program in our basic field of activities our staff performs permanent individual case management with the Housing first attitude, or with case manager social worker attitude based on this. During the selection procedure we request a motivation letter, we compare their skills with the duties listed in the job description, and we interview the suitable candidates in person.

In the solidarity housing working group we employ a social worker and another staff member who has another type of degree, born in the Ukraine: there is no individual case management but target-oriented, yet personalized social work in this field, as a part of which the staff provide help in housing, finding jobs, schooling, and if necessary, finding one's way in the health care system. During the selection procedure we request a motivation letter, we compare their skills with the scope of activities listed in the job description, and we interview the suitable candidates in person.

In our maintenance and refurbishing working group, the candidate needs to have higher education degree or secondary education certificate in a technical field and experience in building projects. We train our staff how to coordinate volunteers in the technical working group and to keep contact with clients. In case of work with clients, all of our communication and behavioral regulations relevant to social workers are also binding to technical staff as well. During the selection procedure we compare the skills of the candidates with the scope of activities listed in the job description.

Members of the communication and fundraising working group can be employed without any restriction with regard to education, after an appropriate selection procedure (which means a copywriting exercise, a task in English, a situation exercise and an oral interview, or the successful completion of our apprenticeship program), they can meet clients only in previously established circumstances and do not keep contact or meet them on their own

Members of the administrative and office working group can be employed without any restriction with regard to education, after an appropriate selection procedure (which means a copywriting exercise, a table management task and an oral interview, or the successful completion of our apprenticeship program), they can meet clients only in previously established circumstances and do not keep contact or meet them on their own.

Among the members of the housing agency working group there is a social and a coordination staff member. For social work, the social worker selection procedure governs. Coordination work can be done with a higher education degree, but without regard to the field of education, after an appropriate selection procedure (which means a copywriting exercise, a table management task and an oral interview, or the successful completion of our apprenticeship program) Our colleagues who are not social workers can meet clients only in previously established circumstances and do not keep contact or meet them on their own.

We recruit our volunteers via calls for volunteers, and we conclude a volunteering contract with them. They meet our clients only among pre-established circumstances, or if they do background work, they do not meet them at all.

FSHA is a small workplace, with a friendly atmosphere. When we select our new recruits, besides professional considerations we also emphasize to select a person who is able to adapt to and identify with the spirit and values of FSHA. In order to protect our staff and clients we regulate our working processes; therefore, we do not require a certificate of good conduct for any of our positions.

COMPILATION OF THE DOCUMENT, IDENTIFYING RISKS

The present document is compiled in August 2022, and is approved in September, 2022. The document shall be updated as necessary, at a minimum once in every two years . Every safeguarding policy review shall start with and be informed by a new analysis of safeguarding risks that may occur in the course of the work of From Streets to Homes! Association.

In From Streets to Homes! Association, the fight against the housing crisis is done from a human rights perspective. The aim of the present document is to declare that From Streets to Homes! Association is also committed to the enforcement of the right to safety, dignity and respect. For this purpose, they have set up rFSHAs with the following objectives:

- To provide guidance for the clients, employees, volunteers and staff of the organization regarding the meaning of Safeguarding
- Identifying risks arising during the operation of the organization
- identifying the manners of their avoidance
- Introducing behavioral regulations and prohibitions to avoid identified risks
- in case of risks occurred, a clear protocol and identifying the persons responsible for the mitigation of the damages occurred

From Streets to Homes! Association in the course of their work consider the Code of Conduct of Social Workers as governing.



IDENTIFYING RISKS

The identification of risks in the course of our work took place during a workshop held in August 2022, where one staff member of all the working groups were present. We worked in this manner to map the risks of all the activities we pursue.

Stakeholders affected by the safeguarding protocol were distributed into four groups, and we will break down our risk-avoiding procedures to chapters according to these four groups:

- clients and clients' relatives, with special regard to minors
- employees
- volunteers and donors
- external partners

As mentioned above, From Streets to Homes! Association works on the basis of participation and partnership with its clients and their relatives. We above all respect human dignity and acknowledge housing as a human right. This is also true for volunteers and donors, the staff of the Association and our external partners. Furthermore, we have identified the following risks, listed below:

- physical abuse
- sexual abuse
- emotional abuse
- online abuse
- neglect
- exploitation
- harmful practices

PHYSICAL ABUSE:

Physical abuse can be any deliberate action aimed to threaten the physical safety of another person . Such an action can be a shove, a hit, a kick, poisoning, arson, etc.

SEXUAL ABUSE:

Sexual abuse is any action which has a sexual implication and is not welcomed by the recipient. This has no relevance to the relationship of the persons involved. Sexual abuse includes partnership and domestic violence, coercing to marriage of convenience or prostitution and any unwanted touch or verbal announcement.

EMOTIONAL ABUSE:

We consider any verbal communication emotional or psychological abuse, which is disparaging or offensive for the recipient. We also list here isolation from the family, close friends or the external world in general.

ONLINE ABUSE:

Online abuse is any harmful practice which take place in the online space, and was made with a harmful intent. These can include harassment, intimidation, deception in online correspondence or the use of fake profiles.

NEGLECT:

We use the term neglect primarily for persons under eighteen years of age. Neglect is apparent when a person bound to care for the child is unable to fulfil the child's needs and provide for their safety.

EXPLOITATION:

We call any practice which causes damage to the injured party, as the service provided by them is not remunerated or only in part, or they provide services under coercion. The forms of exploitation can be fiscal, physical or mental.

OTHER HARMFUL PRACTICES, AND FAILURE:

We can list among harmful practices any behavior, action, practice or the lack of these which have a harmful effect on the individual. No matter whether these are deliberate actions or caused by mistake or human failure. In addition, we also list as harmful practices the incidents which are accepted in society in general, however are harmful for certain special groups due to their vulnerability. Such groups are children, or those who have different sexual orientation, religious affiliation or skin color than mainstream society.

RESPONSES TO THE RISKS

Our various working groups encounter and work with individuals who can be subjects of our safeguarding activities. Therefore in the policy we identified the risks according to working groups and target groups, and the responses to these accordingly.



GENERAL PRINCIPLES

- We accept and keep the provisions of the *Code of Conduct* of social work. The provisions of the code of conduct are binding to our colleagues working with client relations even if they are not employed as social workers.
- During our work we do not cause harm, avoid power abuse, ban physical, sexual abuse and the abuses and harmful practices listed above.
- In case our renters or staff experience such action from any third party, we deal with the situation according to the provisions of this document.
- The Association shall appoint a person in charge of Safeguarding, who will be responsible for the enforcement of the provisions of this document
- in case of physical or sexual abuse, we have zero tolerance, the Association shall terminate cooperation with any person committing such an action, and take the necessary legal measures
- We shall not disclose the data of our clients and volunteers to any third party, and shall not inform any external party about the identity of our clients

In order to enforce our basic principles and to avoid the risks above, the Association shall compile a protocol, which will be contained in a further part of this document. We shall disclose the protocol according to working groups and risk groups.

As an organization pursuing social work, the main objective of the present document is to guarantee that as a result of our work our clients, who are renters of the From Shack to Home! program and the Housing Now! Housing Agency, members and visitors of the Give Work and the female renter group, and the residents and renters of our solidarity housing program, as well as their family members, household members getting into contact with us, especially their minor children, shall not suffer any harm during their work with us.

THE SAFETY OF OUR CLIENTS, AVOIDING CLIENT RISKS

The most important pillar of the housing program of From Streets to Homes! Association is social work. A great proportion of our clients have some kind of vulnerability (Roma, disabilities, bad health condition, dependence). This is why we consider especially important that during social work with often exposed clients we respect their rights, necessities, emotions and seek to establish symmetric client-social worker relationships. During any relationship with us, nobody can suffer discrimination or disadvantage for their origin, gender, age, sexual identity, belief, physical or mental condition.

OUR ESSENTIAL PRINCIPLES:

- housing is a human right
- ensuring the opportunity of choice and have a say to our clients
- separation of housing and care
- encouraging recovery
- harm reduction
- unenforced, active cooperation
- person-centered cooperation
- flexible help as long as it is necessary



When we recruit social workers for our association, it is an essential expectation that they can identify with the principles represented by the association, and do their job taking the principles of housing first into consideration. Our social workers have the opportunity to develop professionally, we support their in-service training and also organize internal training sessions so that our clients can receive high standard social services.

In the beginning of the cooperation with clients, our social workers conclude a cooperation *agreement*, which establishes the framework for cooperation and the mutually expected rFSHAs of behavior, which explicitly defines the framework of the relationship between the social worker and the client, the rFSHAs of non-violent communication based on mutual respect, and also contains in what manner the client can make a complaint with regard to the service.

The social workers of the Association visit the renters in their homes alone. If any circumstance arises which may imply that it is not safe for the social worker to meet the client alone, another social worker accompanies them. However, they report about the complete work process weekly to the social work team. If necessary, mainly in more complex cases or in which there is a conflict, the social worker and the client also can request the involvement of other staff of the association. An external participant helps in maintaining power balance and objectivity. In addition, as a mediator they can contribute to the resolution of the conflict in an amicable manner as soon as possible.

Social work accompanying housing programs (with the individual case treatment and social work group) we pay special attention to women and children (including the relatives of our clients), who have a higher risk of falling victim to various types of abuse. In case of any abuse concerning minors (psychological/physical abuse, sexual abuse, exploitation or neglect) we have zero tolerance, comprising all forms of abuse.

In case the necessity arises at any of our clients, we proceed in accordance with the Child Protection Act and report the incident to the competent child welfare services, and in cooperation with them we provide for the child to be transferred in a safe environment as soon as possible and the abuse to stop. Our social workers can contact a minor only in the presence of any of the parents. The only exception is when there is a suspicion that the parent is a threat to the child.

Women living in homelessness or housing poverty are more exposed to the various forms of domestic violence than average. A significant proportion of our female clients living in a partnership experiences verbal, psychological and financial-social abuse, some of our clients also experience physical abuse. To avoid these, we maintain a continuous domestic violence *monitoring* activity.

The client suffering abuse can report the offence to the following persons:

- case managing social worker
- workplace superior, social worker working group coordinator

In case our client is harmed by the social worker or a participant seconded by the Association, then the report can be made directly to the social work team leader as well. The social worker colleague or the working group leader informs the person in charge of safeguarding about the harm, and cooperates with them in resolving the matter.

In case a colleague experiences any kind of abuse affecting a client or its risk, they are obliged to report the case to the person in charge of safeguarding. **Reporting the case is obligatory for the colleagues: you must not keep silent about any violations.**

For the sake of our the safety of our clients and to improve the quality of their work our workers continuously train themselves in this topic, if necessary, they consult a professional familiar with this field so that they can recognize domestic violence as soon as possible, and to provide professional support to clients suffering violence. In case of domestic violence we explicitly stand by the person suffering abuse, and we clearly inform the abuser that their behavior is not accepted and may result in losing their housing.

We have also established a group for women with the aim of increasing the self-respect of our female clients and allow them to experience a safe, supporting environment.

We seek to exclude the risk of abuse not only in the social worker-client relation. In case work, external persons often get into contact with the client through the Association. E.g.: something needs to be repaired in the house and the social worker calls a repairman, a journalist wants to interview the clients in their home, or an ambulance or GP must be called. **In these cases the social worker is always present so that nobody can exploit the client's vulnerable situation.**

We seek to promote the work of the Association continuously, and we involve our clients in public appearances (our FB page, newsletter, online and printed press, television). In these instances, we proceed according to the following rFSHAs in order to avoid emotional exploitation:

- it is our clients' independent decision whether they are willing to appear in public, we do not coerce them in any way
- we prepare them to appear in public in every case
- at the appearance, the client's social worker is also present
- we only agree to press appearances where the human dignity of our clients is not infringed, and where they are presented as active doers

In our housing programs we provide, besides appropriate level social work, a safe living environment as well. We provide for the adequate and safe technical condition of flats renovated and managed by us

- the rights of the renters relevant to the use of the flat are guaranteed by the lease contract
- the adults living in the same household are always included in the lease contract as renters with equal rights, this is especially important to decrease the vulnerability of our female clients
- our social workers pay special attention to female clients
- the monitoring of *domestic violence* also constitutes part of the individual case management, our staff receives dedicated training in this field
- a huge proportion of our clients suffer from some physical or mental disease, therefore we pay special attention to their access to appropriate health care services

Beyond individual case management, there is also group work in the Association. When the present document is being compiled, we operate two groups. One of them is the labor market integration and self-help group operating since 2017, the other is a closed self-help group for female clients.

THE SAFETY OF OUR GROUPS

In both groups there is moderated conversation and there are group regulations. The Give Work group is open, anyone can join, therefore each occasion starts by briefing the people present about the rFSHAs of the joint work and the moderated conversation. The women's group, for the protection and strengthening of the membership is closed, and is only for the participants of the



given period. Only our renters participate in the women's group. Due to the peculiarities of the groups, with regard to the groups we emphasize the avoidance of emotional harms, therefore discrimination, bullying or verbal abuse and shaming, which are banned and to be avoided, however no other rFSHAs are rendered invalid.

THE GROUP LEADER

In both groups, the Association is presented by two people (typically a staff person who is a group facilitator and a rotating social worker of the Association). The presence of both the facilitator and a social worker is on one hand essential for group dynamics, on the other hand minimizes the risk of abuse and provides safety to group members and the staff at the same time.

The groups of Give Work are facilitated by the same staff member every time, while social workers rotate and ensure presence at each group session so that they can help group members address any problems in their field of competence as they arise.

In the case of the Women's Group there are two facilitators who are social workers not involved in individual case management at the Association, thus ensuring that the roles are not mixed up. The supervision of these Women's Group facilitators is provided by a staff member of a partner organization dedicated to women's rights advocacy.

Necessary skills::

- group facilitator skills
- empathy
- ability to create superordinate relationships
- appropriate anger management
- determination
- ability to self-reflexion

JOINT CREATION, DISCUSSION, ACCEPTANCE OF GROUP NORMS, REGULATIONS

Elements:

- "how are you" circle – to ensure a safe environment and emphatic connection
- how did you like it circle – feedback opportunity to each other and the group leader about personal experiences
- listening to each other
- raise your hand
- mutual respect
- confidentiality

Problems, difficulties, risks (+ below the possible solutions we apply), in which group they may arise, no typical in individual work. Therefore, principles and regulations applied in social work are also valid here, and to these are added the risks explicitly deriving from the group function, the tackling of dangers and keeping cooperation safe.

EXCLUSION, VERBAL ABUSE, BULLYING

- facilitator's toolkit, keeping communication under control, providing equal opportunities for participants to have their say, in extreme situation firm verbal warning to terminate the infringement of norms immediately
- metacommunication, conscious observation of body language, drawing intuitive conclusions regarding the internal psychological condition of the members and their needs deriving from it
- the toolkit of non-violent communication

FORMING INTERNAL GROUPS, INTERNAL CLIQUES, EXCLUSION

- one person speaks at a time, everybody pays attention and then the floor is given to the person who had raised their hand to indicate they have something to say
- emphatic attention on the working and trends in group dynamics, conscious shaping of these processes
- observing proxemics, shaping them to the goal: in general, chairs arranged in a circle where every place has an equal emphasis and everybody can see the faces of everybody else (unlike seating in rows, where 80-90% of the participants only see the back of heads); in small group work chairs and tables arranged in accordance with the number of participants in the group
- in case separate conversations or cliques are formed intervention, making interaction joint and putting it into the center. With explicitly not the aim of punishment but to ensure that a potentially productive comment or question should not be left out from mainstream communication.

CLOSURE, WHEN THE GROUP OPENS TOWARDS NEW MEMBERS WITH DIFFICULTY, NEWLY JOINING MEMBERS DO NOT FEEL THEY HAVE A PLACE HERE, OR EXISTING MEMBERS FEEL THE GROUP IS THREATENED BY NEWLY ARRIVING MEMBERS

- inclusive regulations, establishing and maintaining group norms
- greeting new members, facilitating their integration in the group
- keeping the topic on the agenda if there are adverse feelings

GROUPTHINK, WHEN ONE MUST ADJUST TO THE GROUP'S OPINION AND ATTITUDE AND EXPRESSING AN OWN, DIFFERENT OPINION IS CONSIDERED AN INFRINGEMENT OF NORMS

- encouraging people to dissent
- declaring and emphasizing diversity as a value

The members of our group, when they feel concerned or unsafe, or have experienced or observed any form of misconduct, can turn to the group leader, if they feel offended by the group leader, can turn to their supervisor, the head of the social worker team for help. The renters of our refugee program are constituting a special group of our clients. The members of the "solidarity housing" team working with them make the following additions to the parts related to individual and group social work besides the fact that the aforementioned are also valid in the work with refugee clients:

ADDITION ABOUT REFUGEE CLIENTS FROM THE UKRAINE



From Streets to Home! Association In the solidarity housing program of From Streets to Homes! Association those and their family members can participate depending on capacity, who are between 18-60 years of age and fled from the Ukraine after 24.02.2022. The legal status of most of the refugees is uncertain, some of them are in refugee status, others are waiting for a refugee status (this is similar to asylum-seeker), and there are others who are not in either category as they have not submitted a request for refugee status. Therefore only Ukrainian personal documents are needed for the application for the program, no legal status.

Refugees are an extraordinarily vulnerable social group, as we are talking about people who moved from one country to another leaving all their belongings behind. Fleeing and the war causing it is a traumatic experience for many. Refugees have to face extraordinary difficulties: in a new country they have neither home nor work, while they are torn from their family members staying in the Ukraine. Vulnerability is even bigger in case of the following groups: single women or women raising their children alone, children, elderly, people with permanent diseases, people of gipsy origin, those not speaking Hungarian (or English). The number of women raising their children alone is extremely important due to the men's obligation to do military service. For these reasons it is essential that we communicate with every refugee client who turns to us clearly, with understanding and a helping intent. Our clients are informed about where and in what manner they can turn to psychologist to process their grim experiences and traumas.

ABOUT REFUGEE CLIENTS NOT SPEAKING HUNGARIAN

Some of our clients do not speak Hungarian, therefore we need to pay special attention that this should not mean any kind of disadvantage for them in the program. For this purpose, we employ a case manager speaking Ukrainian in the program, and besides all the colleagues working with refugees, and most of our volunteers speak English. For them, we prepared bilingual contracts, no matter whether it was the cooperation agreement concluded with the social workers, or the receipt certificate of an in-kind donation, or a rental contract. **We consider it extremely important that the clients should not sign anything they do not understand because they do not speak Hungarian.**

ABOUT THE VOLUNTEERS

As many volunteers are involved in our work helping refugees, this addition was compiled with their involvement. The tasks of the refugee program volunteers can be categorized into two groups: helping refugees in administrative matters, and managing the central email address of the program. The volunteers before the start of their volunteering are trained by the volunteer

coordinator of the program, where they are informed about the importance of emphatic communication and safeguarding. (Forms of abuse, its prohibition, about what can we do for prevention and what can one do when they have become a victim). Following the training, the volunteers sign a volunteering contract. The volunteers have regular contact with the coordinator of the refugee program. The volunteers have the opportunity to share their experiences or adverse incidents which may be caused by volunteer work with the members of oppressed and vulnerable groups in a weekly online meeting, which thus functions as a support group or self-help group for volunteers.

VOLUNTEERS - HELPING REFUGEES IN ADMINISTRATIVE MATTERS

An important task of the volunteers requests personal encounters: giving help in authority or other administrative matters, moving. **Clients are informed in advance that the employees and volunteers helping them cannot ask for any financial or other remuneration for their help**, and if this occurs, they can report the incident and make a complaint at their social worker, or the head of the social worker team. Prior to the encounter, the volunteer and the client, in the presence of the clients' social worker and/or program coordinator agree in what the volunteer can help them exactly, by this preventing a possible problematic situation, where the client (requesting significantly more help than agreed) or the volunteer (not performing the task they had undertaken) exploits the other party. **In the meantime, we would like to emphasize that when volunteers help the clients in their administrative matters, they actually decrease the vulnerability of the clients** due to their lack of language skills and knowledge of the location, and financial deprivation, **thus safeguarding clients from becoming the victims of abuse or exploitation.**

During such encounters, volunteers can only take pictures on which the clients are not recognizable and/or had given their consent to be on the photos. During their work with clients, the volunteers cannot remain alone with a child in a room whose door can be closed without a parent present.

VOLUNTEERS - MANAGING THE CENTRAL EMAIL ACCOUNT OF THE PROGRAM

FSTHA has a central email address which is used for communication with clients. A significant task of the volunteers is to manage the central email account of the program. Mostly refugees requesting help from the Association write to this address. In order to prevent any kind of violence between volunteers and refugees, we do the following:

- all the volunteers and employees have access to the central email address, the communication is thus visible to all FSTHA staff and volunteers, which in itself prevents online abuse
- Clients can use the central email address to report any concern, observed or experienced incident of misconduct
- With regard to Facebook, a volunteer is only allowed to communicate with the refugees using the FSTHA Facebook account (not their own personal FB account) in case it is indispensable. As some of the refugees do not have an email account, in some cases it is unavoidable that they keep contact through Facebook messenger or Viber, which are only visible for the volunteer and the client. In such cases volunteers write to the clients through the Facebook profile created especially for this purpose, which can be managed by every volunteer and employee working in the program.
- In order to prevent neglect, we are bound to answer each mail within 72 hours the latest.

Besides our work supporting refugees from the Ukraine, a large group of volunteers participate at the flat renovation volunteer days related to the basic program of the Association.

Therefore we summarize the experiences of the technical and volunteer coordinating working group about this group of volunteers.

GROUP VOLUNTEERING AT THE BUILDING VOLUNTEER DAYS.

Two employees (one technical and one volunteer coordinator) participate at each volunteer day. Our clients and volunteers work together on the renovation during the volunteer days. The role of our staff is to manage clients and volunteers, and to ensure the safety of our clients and volunteers. The task of the technical coordinator is to present the work to be done and provide for the work safety of volunteers, while the volunteer coordinator presents the operation of our organization, homeless care in Hungary, and provide for the mental well-being of volunteers.

In the beginning of the volunteer days, in a short introduction the staff presents the operation of the organization, information relevant to the flat, the work planned for the day and safety instructions necessary for the planned work. Besides, we also conclude a volunteering contract with every volunteer before the start of the work in which they are informed about their rights and the behavior expected towards our clients. In this contract, all information about the duration of work, accidents, photographing and GDPR can be found. We receive volunteers from 16 years of age. In case of volunteers younger than 18, both the volunteer and one of their parents must sign the volunteering contract. It is ideal when the parent participates at the volunteer day together with their child, however there is an opportunity to perform school volunteering service at our organization. Our participating clients are all majors, however after mutual agreement and not hindering schooling children of our clients over 16 years of age can also participate.

At the volunteer days we provide protective equipment and food for all our volunteers and clients present. Besides we also provide opportunity for them to do work which is only comfortable and they have the right to leave at any time. **In case of any problem they can talk to the two employees present. In case the problem goes beyond the competence of the volunteer and technical coordinators present at the site, the volunteers can turn to the head of the technical team, clients to their social worker, or social worker team leader.**

In the following subpoints we will present the rFSHAs and regulations of volunteer days:

RESPECT

On our volunteer days we treat staff, volunteers, clients and neighbors with respect. Neither physical, emotional or verbal aggression is allowed. A basis of the volunteer days is the understanding and cooperation of different social groups. This is true to our staff, volunteers and clients. If anyone is disrespectful during the volunteer day, taking the circumstances into consideration, the volunteer coordinator and the technical coordinator can impose sanctions (for instance by banning the person from the volunteer day).

SAFETY

The basis of safety is following the instructions of the technical coordinator. In case a volunteer or a client does not feel safe, they have to request the help of the technical coordinator, and we call the attention to this at the start of the work. The technical coordinator is responsible for creating safe working conditions, thus they are in charge of monitoring and helping participants continuously, and presenting the various work phases and tools. It is the technical coordinator's responsibility to decide how dangerous each situation is. They may order leaving the working area, the discarding of a tool or to have a rest. In case the work or presence of the participants may constitute danger, they are obliged to dismiss them or send them to do another, safer job for the safety of the other volunteers.

ZERO TOLERANCE

No persons under the influence of alcohol or drugs can participate at the volunteer days. It is forbidden to bring any weapon or knife to these events. In case anyone breaches the conditions above, they cannot participate at the volunteering day.

At the volunteering days any form of violent behavior is forbidden. Clients and volunteers are aware that no remuneration can be requested or given for volunteer work. Such requests or offers cannot be communicated by the participants towards each other.

GIFTS

It is forbidden to give presents or donations directly to our clients within the framework of the volunteer days. Donation is only possible after discussion with the employees of the organization, in the place, time and form dedicated to the occasion in order to prevent misunderstanding, conflicts or inequality.

OBJECT PROTECTION

It is forbidden to steal from the construction site or deliberately destroy the valuables of others (either the flat to be renovated, a personal object belonging to a volunteer or a tool or machine of the association). Of course, in case of damages or faults attributed to amortization or accident the organization will take over responsibility and the price of repairs or replacement.

In the following subpoints we are expanding on the various risks arising during volunteer days, where it is possible, providing an example.

MENTAL

The mental wellbeing of participants is very important to us, therefore the volunteer coordinator is responsible for preventing risks relevant to this. At the volunteer days joint work, encounters and sometimes confrontation may constitute risk. In these instances our colleagues must facilitate conflict management, to which we are prepared.

It is a special task to protect clients and volunteers from external actors, especially the verbal harassment of external actors. This is especially necessary because homeless people and people living in poverty is a social group suffering from exclusion, and our construction project

are sometimes targets of negative attention. An example is the tons of offensive questions by neighbors or strangers. At one of the volunteer days a neighbor addressed our volunteer and started to shout why the container is in front of his house, who would pay for it, what is the collateral, what we were doing, etc. Following the perception of the situation the volunteer coordinator hurried to the scene, took over the conversation from the volunteers calmed down the interested or harassing external actors. The safety of the clients and volunteers is guaranteed by the intervention of the employees of the organization.

PHYSICAL

At the volunteer days there is a risk of physical injury. To prevent these and to make participants aware of correct solutions we provide labor safety training to participants before each volunteer day. At the site there is always a first aid kit for smaller accidents. In case of bigger accidents, unprecedented so far, the volunteer coordinator has to provide first aid on the spot to the volunteer, take them to the doctor or hospital, or call an ambulance if necessary. However, minor accidents may occur. At a volunteer day one of our volunteers cut himself with a rusty piece of metal, and immediately reported his injury. The volunteer coordinator disinfected the wound with betadine on the spot and administered a plaster. The volunteer was asked whether he can go to the hospital alone for a Tetanus vaccine, who said yes. They discussed where the nearest hospital was, then the volunteer left the volunteer day. After the hospital visit he called the volunteer coordinator telling he was okay and they agreed to meet at the next volunteer day.

EXPLOITATION

Volunteers work with a volunteering contract, while our clients participate in the renovation of their own flats. If our clients work on other flats, they do it on commission, as casual workers. Overwork is regulated by hourly breaks, the opportunity to leave, and the number of hours planned to be spent with work told at the beginning of the volunteer day. Publishing photos about participants (FSTH staff, volunteers and clients) without prior agreement is a form of exploitation. We ask at the beginning of each volunteer day whether we may take and publish photos. The consent form is included in the volunteer contract. If a volunteer doesn't want their photo taken, this is noted and respected. On-site, at time of taking photos, verbal consent is obtained from participants. If, at a later date, one of the photos is considered for publication, written consent is sought from the person whose image will be used.

SEXUAL

The Association has zero tolerance towards any form of sexual harassment. Participants at the volunteer day do not leave the group and stay isolated either with each other or our colleagues. Sexual harassment may include unwanted compliments mostly. The presence of our two FSTHA staff at the site and their professional expertise provide for the correct management of such incidents. Clients can report sexually implicit behavior to their social worker, while volunteers can report to the volunteer coordinator. In case there is a suspicion of crime, our colleagues are bound to report the incident to the police. Our colleagues take action against unsolicited sexually implicit comments on the site, and if necessary, afterwards, pointing out the unacceptability of such behavior, and if the situation requests, expel the perpetrator from the working site.

ONLINE

Volunteer days are almost always organized online, therefore we pay special attention to GDPR. We do not disclose the data of our clients and volunteers to any third party, e.g. in case of the circular email containing the information of the volunteer day volunteers are bcc-ed. Thus, they cannot know each others' email addresses, unless agreed otherwise or specifically requested.

MATERIAL

As we have pointed out earlier, it is forbidden to steal or deliberately damage the valuables of others. We do not expect clients and volunteers to use their own working tools so that we do not cause damage to the participants. However, following the discussion of risks, we do not forbid it.

About causing damage and avoiding damage we inform the participants at the start of the volunteer day on site, specifically tailored to the given site.

Finally, if we want to make safeguarding complete, we must also expand on provisions which concern our employees and the operation of our offices.

EMPLOYEE SAFETY

The basis of our housing programs is *intensive social* work. Our social workers visit our clients in their homes every week or in every two weeks, if necessary, they accompany them when they use health care services or take care of administrative matters.

The renters get into the programs through application for flats or in certain cases from waiting lists. Applicants who are not our clients yet are never met alone by our colleagues, they only communicate through official channels. In the course of the selection and contracting procedure applicants only meet the members of the social worker group or the management.



For the sake of the safe and traceable work of our employees:

- at the first contact with clients, social workers visit the clients in pairs, if possible, together with the staff of the street care service in charge.
- The interview preceding contracting cannot take place one to one, at least 2 colleagues must be present
- social workers conclude a cooperation agreement with the clients, which sets out the framework and regulations of their joint work
- since the start of the coronavirus epidemic we have provided protective equipment for our employees necessary according to the current regulations and beyond (mask, hand sanitizer)
- if the client may be have Covid infection, we prefer contact over the phone.
- we shape the form of our weekly work meetings in accordance with the epidemic situation (online or in person)

We employ our staff with a uniform work contract also containing the job description. Challenges arising during work are explored by the weekly case meeting of our social worker group and the monthly supervision meeting as well

Beyond the safety of our clients, we need to expand on the safety of our staff. Therefore:

- the social worker has the opportunity to terminate work with the client based on adequate professional reasons, in this case the social worker team appoints another social worker for the given client
- we provide a work phone to keep contact with the clients, which may be turned off during holiday or outside working hours
- social workers work flexibly, therefore it is especially important for them to adhere to their working hours and avoid overwork, and use rest time for actual recreation.
- social work with the clients is a great mental burden, therefore we provide group supervision for our social workers, in case of crisis, we also provide individual supervision
- if the social worker is abused by the client (violent communication, shouting, makes disparaging remarks to the social worker), the social worker must report the incident to the professional leader, and together with the social worker team a proposal for the solution of the issue is worked out, and they establish contact with the client and warn them to keep the provisions of the cooperation agreement

We believe everybody has the right to their own identity, which must be respected. Therefore nobody can suffer any disadvantage due to their sexual orientation; belonging to a group or race; physical, financial or health condition; gender, religious affiliation or belief or any other identity. We expect our colleagues and those coming into contact with us to recognize and adhere to this.

At the Association, we always respect the privacy of our staff and partners. We only disclose their data if it is obligatory (e.g. to authorities, payroll with external partners), or with their explicit consent (e.g. internet, studies, articles).

The Association has zero tolerance towards any physical or verbal violence, thus we do not tolerate any physical, mental, sexual, religious abuse, or targeting any belief or other identity and any abuse in general during work or communication, not only between clients and colleagues, but also between colleagues and other partners. Prejudice from external partners often occurs and it is difficult to prevent it, however we also expect our contractual partners to be free of discrimination and avoid violent communication.



WORKING HOURS - PRIVATE LIFE - FREE TIME

The Association always takes work-life balance into consideration.

Thus:

- there are no fixed working hours (e.g. from Monday to Friday between 9 to 5), it is only recommended, therefore it is up to the employees in what schedule they perform their tasks. By this, they can establish a better work-life balance. They also inform their clients about their working hours, and they are available through their work contacts in the given time.
- Our colleagues do not keep contact with their clients through their private and home contacts, an exception may be the use of Facebook in exceptional cases.
- We keep contact with the minor children of our clients only for special purposes, if possible, relevant to their own case.
- if an employee has to do overwork or work during the weekend, the organization provides extra free time for the employees.
- In case our clients are employed, which is part of our labor market integration program, we pay special attention to the establishment of appropriate working conditions and that the work the client performs for us does not hinder their ability to find permanent placement elsewhere.
- we consider it important to pay attention the other and we know that our private life affects our work and vice versa. Therefore we encourage our employees to share information about their private life they consider affecting their work, and it is good if the team members or only the management knows about it. By this, the organization can also help in overcoming difficult times by either making work easier, or providing extra free time. Of course, this information is treated with maximum discretion, and only those know about it, with whom the person concerned has shared it or allows it to be shared. Colleagues share with clients as much information and information which directly affects work.

COMMUNICATION

Fontosnak tarjuk, hogy a szervezeten belül, illetve a velünk partnerségben lévőket egyenlően kezeljük és tiszteletben tartjuk a különféle csatornákon történő kommunikáció során, illetve ők is tiszteletben tartásuk ügyfeleink és munkavállalóink biztonságát.

Thus:

- everybody can express their opinion on the given question and we equally listen to everybody, including partners in contact with the organization.
- we demand that our employees in every case (e.g. meeting, disagreement, conflict) pursue communication between each other and with external partners, clients or anybody, with whom they come into contact to follow the principles of full non-violent communication. We mutually expect this from those who come into contact with us. [mental, neglect, online]

FEEDBACK - TREATMENT

At the organization we consider important that if any of our staff or even partner experiences the infringement of the provisions above they should report the incident to the management, who is bound to investigate the matter and find the possible solutions. In case they experience infringement on behalf of the management, they can, depending on the severity of the incident, turn to the membership of the Association and initiate the summoning of a general assembly, or they can turn directly to the authorities of Hungary.

DATA MANAGEMENT

We manage the data of our staff and clients in accordance with the provisions of our GDPR policy.

WHEN PROTOCOL RISKS OCCUR

For the safe operation of the Association in accordance with the rFSHAs of procedure Anna Bende is responsible as the head of the social working group and Vera Kovács as the person responsible for safeguarding.

Contact: bende.anna@utcarollakasba.hu, kovacs.vera@utcarollakasba.hu

Every report regarding safeguarding must be submitted to any of them, according to the following:

In case our client, renter, staff member of volunteer experiences any of the risks listed above, we summarize who they can report the incident to. Our clients and renters report to their social worker. The social worker staff member registers the report and forwards it to the head of the working group. In case of a problem with a social worker, clients and renters report to the head of the social worker working group.

Reporting is done by filling in a reporting sheet and sending it to the allocated staff members. The reporting sheet is available in English and Hungarian here, and it is also available in a printed form. Renters can ask for the help of their social worker for filling in the report. Volunteers can send the reporting sheet to the head of the volunteering day, our staff members can send it directly to the person responsible for safeguarding, or if they do not meet them, the working group coordinator, who shall forward it to the person responsible for safeguarding. In case the persons involved would like to report concerning any of the staff members dealing with reports, they can send their report directly to the other allocated person in charge.

FOR REPORTING, THE FOLLOWING REPORTING SHEET MUST BE USED:

In English:

https://docs.google.com/document/d/1pm4G3cXI5HFqkKt5eNgiwjyOYzqQD3Q-S2C_QaJybg/edit

In Hungarian:

<https://docs.google.com/document/d/1liblWMXFoiGWEJHgJTnAvC3Ut7JS3cFoinGiKcd2VSs/edit>

In case a report is submitted, we confirm to the person reporting the incident that their report, reporting sheet has arrived and we are dealing with it. The report is processed within a week, and we establish the necessary steps.

In case of a chargeable offence, we do not deliberate, but report the incident to the police.

If there is a border crossing the repetition of which must be hindered and the incident repaired, we must make a resolution we also execute. Our toolkit for this:

- interview with the persons involved - interviewing the injured party and the perpetrator
- taking the interests of the injured party into consideration, reaching an agreement about the manner of compensation
- if necessary, banning the perpetrator from participating in the activities of the Association
- FSHA is a small workplace with a cozy atmosphere, where no such incident has ever occurred, however in case any of our colleagues would behave with any other person in an official relationship with them in a violent or abusive manner, we terminate their contract
- in case of partners and building contractors, moderately inappropriate behavior results in removal from the list of contractors, i.e. they are not given a contract in the future, however in a severe case it may also result in an immediate termination of their contract
- the proceedings in case of one injured party and one perpetrator must be completed within 30 days, with more parties the deadline is 60 days maximum

This protocol is to be applied when a non-chargeable action occurs. Our safeguarding protocol provides for any kind of discomfort or verbal or physical injury as well as injury due to neglect and offers remedy even if it is not mandatory by law. Except for injury, we may discuss cases involving verbal abuse causing discomfort and neglect about remedy, the prevention of recurrence, and record the results of the discussion in a short brief.

We hope the contents of this document will be a basis of the safe work of the Association. In order to achieve this, we will present our colleagues the approved material as part of the initial training procedure. The document is revised in every two years and compare it with our actual current practices, and if necessary, new persons responsible are appointed.

