

## **POLICY AND PROCEDURES ON THE ENFORCEMENT OF CISV INTERNATIONAL RULES**

### **INTRODUCTION**

Parents all around the world place their children in our care and trust that we will keep them safe. They are reassured to learn about our rules and policies meant to protect all those participating in CISV programmes.

Under our Articles of Association, CISV International has the responsibility and authority to establish and enforce standards for health, safety, insurance, and educational content in our programmes and activities. Under our Principles of Membership and Association, each Member has the responsibility to follow all rules, policies and procedures of CISV International and to ensure that each Chapter does the same.

It is important that we all make our best efforts to enforce our rules. This document defines and explains the approach and process that CISV International will follow in those efforts. This document is intended to be used in a constructive and positive manner that encourages continuous learning and improvement.

### **DEFINITIONS**

**Rules:** In this document the word 'rules' includes any policy or procedure of CISV International that is mandatory – things that we must do. It does not include recommended practice.

**Exceptions:** Only the Governing Board has the authority to "grant exceptions" to rules, unless they have specifically delegated the authority to another body to do so. National Associations (NAs) and Chapters may not make informal agreements to "grant exceptions" to our rules unless the Governing Board (or a body to whom the Board has delegated that authority) has given them permission to do so. Exceptions will not be granted if doing so would have significant negative impact on the health or safety of the organization, the programme or the people involved.

If an exception is granted, **sanctions that might normally be applicable to the violation will not be applied, however, the exception will be recorded and future violations will be treated more seriously.**

### **SCOPE**

This document explains the procedures CISV International follows when a rule is broken by a CISV Chapter or NA. Please see Appendix 1 for examples of the types of rules that come under the procedures in this document.

Sanctions may only be applied to the NA. CISV International may recommend to the NA that it take particular action with regard to a Chapter, but will not directly sanction Chapters.

When individual participants or volunteers break a rule, for example a violation of our Behaviour Policy (R-07) or our Child Protection Policy, it is the responsibility of the selecting Chapter or National Association to take appropriate action. This document does not cover the actions of individuals unless they are acting on behalf of a NA or Chapter in an official role.

## **POLICY**

Rules are essential for the health and safety of our participants and members, the quality of our educational programmes, and the appropriate operation of the organization. Therefore,

- We expect that local Chapters, National Associations, and CISV International will work constructively and cooperatively to ensure that our rules are followed,
- It is the responsibility of all board members, officers, employees and volunteers throughout CISV to report concerns about violations of CISV's rules to a CISV official, and
- It is contrary to the values of CISV for anyone to seek revenge upon any person who in good faith reports a violation, or a suspected violation.

In line with our commitment to experiential education, we accept that, as CISV/CISVers, we have a responsibility to learn from our own mistakes in order to improve continuously.

To support this policy we seek to provide fair, and effective processes to report, investigate and act on rule violations in a sensitive and consistent way.

## PROCEDURES

The Governing Board has the authority to determine how rule violations will be addressed, to set sanctions (including penalties), and to delegate implementation to the relevant volunteers or staff. Only the Board may impose or approve a sanction.

Note that during and in the lead up to programmes, it is essential that we be able to identify and address issues or potential issues quickly and effectively. Such situations cannot wait for the reporting, “issues database” and investigation process outlined in this document. The Governing Board may grant Regional Delivery Teams the authority to address rule violations with the relevant NAs in ‘real time’.

### Reporting Rule Violations

Rule violations are identified or documented by CISV International in many ways:

- Incident Report Forms (IRF)
- Programme Director’s Planning and Evaluation Forms (PDPEF)
- Direct reports by email or phone call, (to be followed by official documentation)
- Administrative reports

All such reports are added to our Issues Database. Reports from the database are regularly provided to NAs, which circulate them to their Chapters. NAs and Chapters have the opportunity to dispute or provide further information on each violation.

### Investigating Rule Violations

We expect that Chapters and NAs will take appropriate action when violations or alleged violations of our rules are brought to their attention including taking steps to prevent future violations. Because CISV International relies on and expects that Chapters and National Associations will act in good faith to respond to rule violations, in most cases, this will end the matter for CISV International.

CISV International (the relevant Committees and Regional Teams) also analyses reports of incidents and issues and determines the need for any follow-up action.

CISV International has divided the main responsibility for responding to (alleged) rule violations among different groups of people, based on the nature of the rule violation. In general terms the work will be carried out by the relevant Regional Delivery Team, staff and Manager. They will involve the relevant Committee, as needed. See the table below:

Type of Rule	Senior Manager	Regional Delivery Team
Health & Safety	International Risk Manager	Risk Management Team
Educational Content	Educational Programmes Manager	Educational Programmes Team
Organizational	Chapter Development Manager	Chapter Development Team
Administrative	As needed	International Office Administration Team
Training	Training & Quality Assurance Manager	Training & Quality Assurance Team

How each case is investigated will depend on the case. In general, the people carrying out the investigation will gather information directly from the people involved. Whether communication is in person or by phone or email, their investigation will be initiated and completed as quickly as possible. The Chapter and NA involved will have the opportunity to provide any relevant information during the investigation. **Chapters and NAs are required to**

**cooperate and assist CISV International in any investigation of rule violations.** This includes responding in a timely manner to investigation inquiries from CISV International.

When CISV International investigates a case, this will include an evaluation of the surrounding factors and the actual or potential risk or impact created by the specific rule violation.

### **Consequences of Rule Violations**

Based on the findings from their investigations, the investigating group may take action or make recommendations for action/sanction. Generally speaking, we adopt an approach which includes experiential learning and improving continuously based on that learning. CISV International or a Regional Team member may provide guidance to a Chapter to resolve a situation and prevent further occurrences. CISV International may also consider whether it needs to develop or adapt training or policies.

When this approach is not appropriate, we have the following mechanisms:

#### **Actions**

1. Written warning. For example, informing the NA that any future violation may result in a referral to the Governing Board and/or a specific sanction or consequence.
2. Written instructions. For example, requiring the NA to take a specific action or actions such as requiring proof that proper selection procedures are being followed or proof that programme sites meet safety standards.

#### **Sanctions**

3. Financial penalties. For example, requiring that there be reimbursement of reasonable costs or expenses incurred by individuals or a Chapter or NA as a result of the rule violation and, if applicable, that a fine be paid.
4. Programme invitation restrictions. For example, reducing the number of programme invitations given to an NA.
5. Programme sending or hosting limitations. For example, prohibiting participation in or hosting of programmes.
6. Suspension or Revocation of Membership in CISV International. This would mean that either temporarily or permanently, the NA could not belong to CISV or operate as a CISV organization.

Along with sanctions applied to specific cases, the Governing Board may set 'automatic' sanctions that are applied without the need for extensive investigation or specific referral to the Board. These clearly published sanctions are related to the more straight-forward, objective rules violations, such as those based on administrative records, but do not include new financial penalties. Please see Appendix 2 for some current examples.

### **Dispute and Reconsideration**

**If a Member disagrees that a warning, instruction or automatic sanction should be applied they should first** discuss the matter with the relevant Team or Manager. If the matter is not resolved, the Member should send a request for reconsideration (including all relevant information) to the relevant person or body as indicated on the original document).

That relevant person or body will make a final decision (which may include a decision not to reconsider the matter at all).

## **Referring a Matter to the Governing Board**

In some cases CISV International will take further action under this policy and will refer the matter to the Governing Board, for example if the rule violation was serious or appears to be a pattern that should be addressed.

The investigating group must include supporting documentation and recommendations. If the facts are disputed, the documentation must note the differing views.

The NA must receive the documentation, reasons for referral and recommendations at the same time as the Board. The NA then has 20 days from the date the material was sent to indicate whether it wishes to be heard by the Board when the Board considers the matter.

Unless the matter is very urgent, the Board will consider it at one of their scheduled meetings.

The Governing Board will determine whether or not a rule violation has occurred and issue sanctions, if applicable.

The type of sanction applied will depend on the nature of the rule violation and consideration will be given to surrounding factors, including

- The NA's history of compliance or violation
- The frequency of the violation when compared with the level of programme activity by that NA
- The history of prior efforts to enforce that or other rules in that NA
- Efforts made by the NA to mitigate the risks involved in the specific case
- Factors that may make things more serious. (For example, after specific instructions, the NA deliberately and knowingly violated the rule)
- Extenuating circumstances that might explain why certain actions were taken
- A pattern of violations by a specific NA over more than one year or where an NA appears unwilling or unable to operate in compliance with rules

Any action taken by the Governing Board under this procedure will be included in its official minutes, though the names of individuals involved will not be used (they will be reported to the relevant officials).

## **Monitoring and Consistency**

In order to monitor CISV International compliance with this policy and procedures

- All reports will be documented
- All Board decisions will be minuted, as outlined in the section above
- All Incident Reports will be reviewed, actioned, and documented by the relevant risk management officials in line with clear and consistent procedures
- All relevant areas of operation will annually review issues reports and identify patterns and appropriate actions
- An annual summary of findings and actions under this document from the different areas will be provided to the Governing Board

These measures will assist CISV International in taking a fair and consistent approach to addressing rule violations.

## **APPENDIX 1**

The list below contains examples of some of the rules, which, if violated, may result in action by the Chapter, National Association or CISV International. In particular, please refer to rules set out in the Principles of Membership and Association (Info File C-04), Programme Basic Rules (Info File C-03), and the Child Protection Policy.

- Age requirements for programme staff/leaders/participants
- Standards for camp site health and safety
- Health and legal forms
- Having a certified National and Chapter Risk Manager in place and listed in the Officials Directory
- Completing and filing the Risk Management Checklist on time
- Administrative deadlines

## **APPENDIX 2**

Examples of “automatic” sanctions (without formal investigation or referral to the Regional Teams, Managers or Governing Board) that have been used internationally:

- Financial penalties imposed for programme cancellations, date changes (Info File C-11)
- Financial penalties for failure to submit a Programme Director’s Planning and Evaluation Form
- Procedures for non-payment of international fees (Info File C-09)
- Programme Invitation restrictions for failure to have a certified risk manager in place.