



# TOOLKITS FOR ADDRESSING PSEA

## TOOLKIT H

EXAMPLES OF VISUALS



Global Affairs  
Canada

Affaires mondiales  
Canada



## H) EXAMPLES OF VISUALS

### FOREWORD

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This toolkit aims to provide your organization with examples of visuals to help the development of programs on the Prevention of Sexual Exploitation and Abuse (PSEA). The four documents gathered here were developed by different organizations and have been selected among the Digna database. The documents are samples of visual information materials, and might be used as examples for each organization to develop their own visually-friendly documents regarding PSEA.

Digna deems some documents as particularly useful for the development of organizations' visuals. For example, the poster produced by Concern Worldwide Rwanda – document 1 in this toolkit – shows how a summarized set of information can be easily and collectively produced alongside interested groups of people.

In turn, the materials produced by Regional Safe Spaces Network / UNHCR, – document 3 in this toolkit – exemplify how to merge organizations' procedures in printable documents to be readily available.

Digna is committed to provide your organization with clear and useful tools. We hope they will help your work while developing visually-friendly information materials on PSEA.



# LIST OF DOCUMENTS

1

**Program Participant Protection Policy: Poster** – Concern Worldwide Rwanda, 2000.

2

**Booklet to raise awareness about Program Participants Protection Policy (P4)** – Concern Worldwide Ethiopia, Booklet aimed at explaining the organizational Program Participants Protection Policy to community members, 2000.

3

**Visual information materials on PSEA reporting** – Regional Safe Spaces Network / UNHCR, Regional Toolkit for Protection from Sexual Exploitation and Abuse, Sexual Harassment (PSEA/PS) and Inter-Agency Community-Based Complaint Referral Mechanism in the Americas, 2019, pp. 93-94.

4

**Suggestions for communicating safeguarding messages** – Save the Children, Safeguarding in Emergencies Toolkit, 2019, p. 35.

## USEFUL:

- to develop a PSEA Policy and Code of Conduct (ANC 03-20: Breakout Session 2)
- to reach partners and beneficiaries (ANC 03-20: Breakout Session 3)

ANC = Annual National Conference

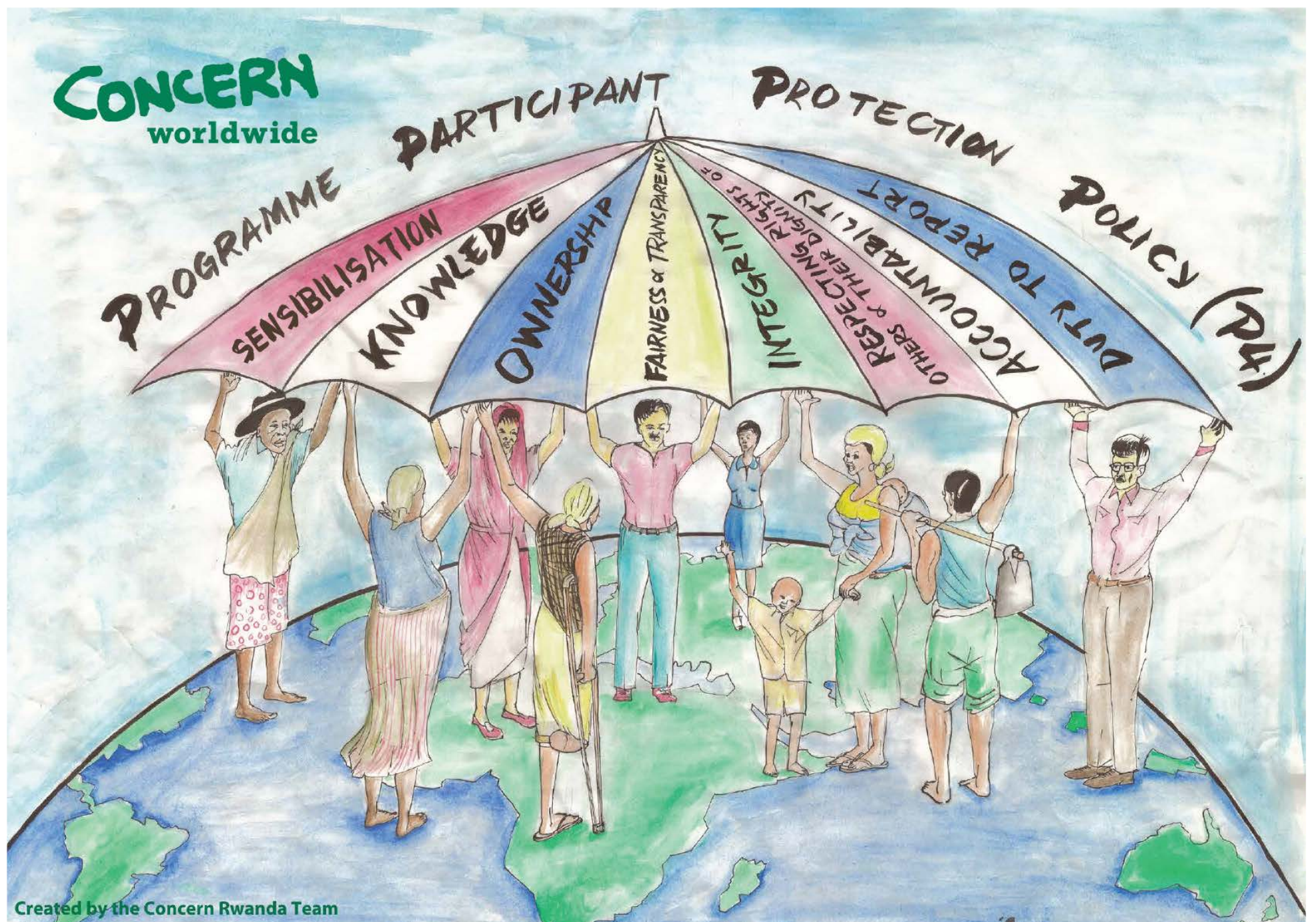




# DOCUMENT 1

## PROGRAM PARTICIPANT PROTECTION POLICY: POSTER

CONCERN WORLDWIDE RWANDA, 2000





## BOOKLET TO RAISE AWARENESS ABOUT P4

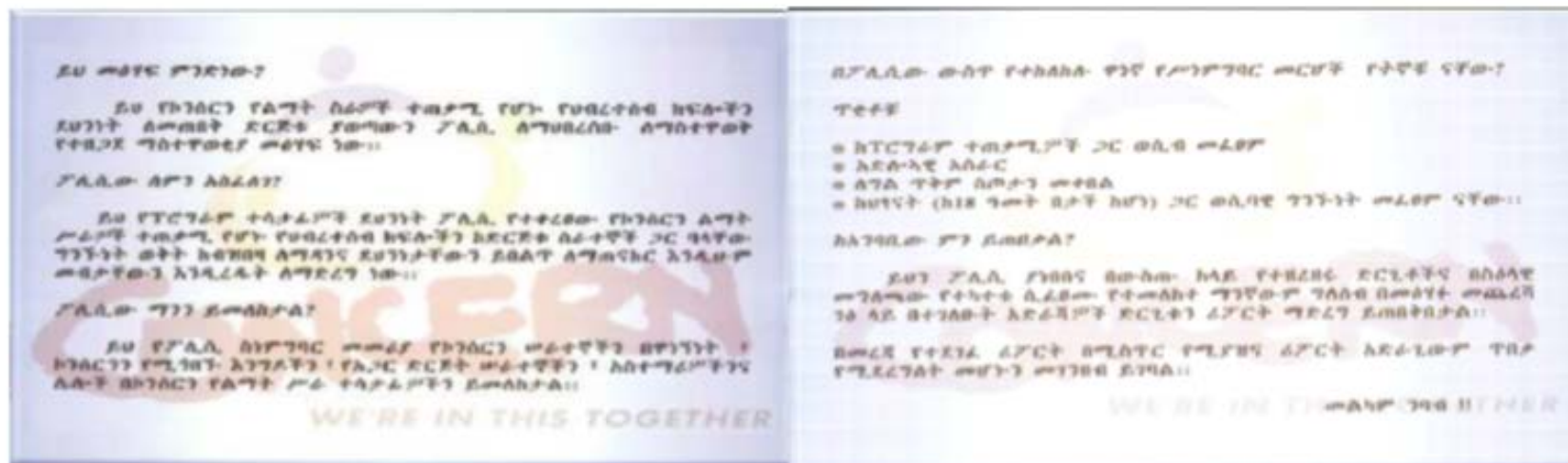
CONCERN WORLDWIDE ETHIOPIA, BOOKLET AIMED AT EXPLAINING THE ORGANIZATIONAL PROGRAMME PARTICIPANTS PROTECTION POLICY TO COMMUNITY MEMBERS, 2000

Scanned copy of Concern Worldwide Ethiopia's booklet aimed at explaining the organisational Programme Participants Protection Policy to community members – translation from Amharic to English is shown below each scanned page.



Concern Ethiopia  
Program Participant Protection Policy  
A booklet prepared to raise the awareness of beneficiaries about the P4

June 2000 /Ethiopian Calendar



### What is this booklet?

This booklet is an educational material designed to make concern development program beneficiaries aware about the program protection policy of the organization.

### Why the policy?

Concern's Programme Participant Protection Policy has been developed to ensure the maximum protection of programme participants from exploitation and to clarify the responsibilities of Concern staff and the standards of behaviour expected of them.

### Who is the policy applicable on?

This policy is applicable principally on Concern employees, visitors, partner organizations and their employees, teachers and others who are involved in Concern's development and relief work.

### Which are the principal conducts the policy categorizes as inappropriate behaviour?

Some are:

- Sexual relationship with program beneficiaries
- Discrimination
- Soliciting personal gifts
- Sexual relationships with children (a person under the age of 18)

### What is expected of the reader?

Any one who has read this document and witnessed a violation of the codes of conducts discussed in the booklet and depicted in the drawings has a responsibility of reporting the violation using the addresses indicated at the back of this booklet.

Reports of violations supported by evidence will be handled confidentially and protection to the witness will be extended.

Enjoy reading!

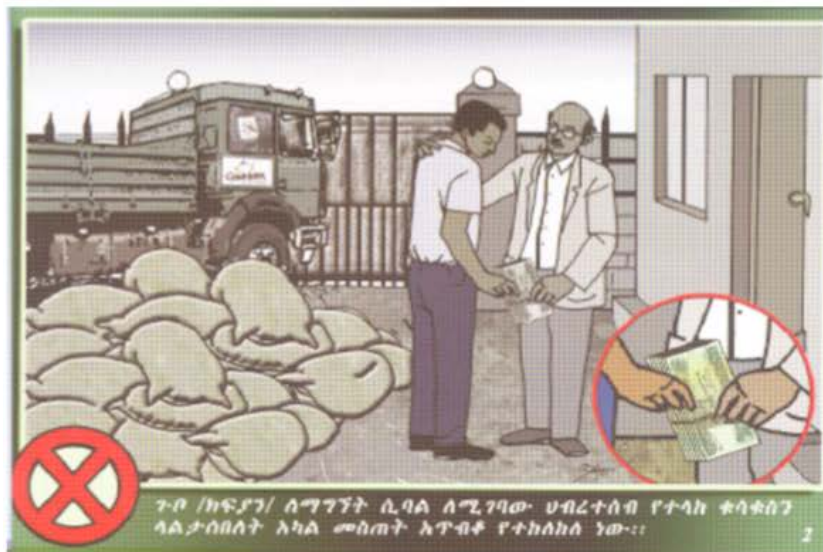




# DOCUMENT 2

## BOOKLET TO RAISE AWARENESS ABOUT P4

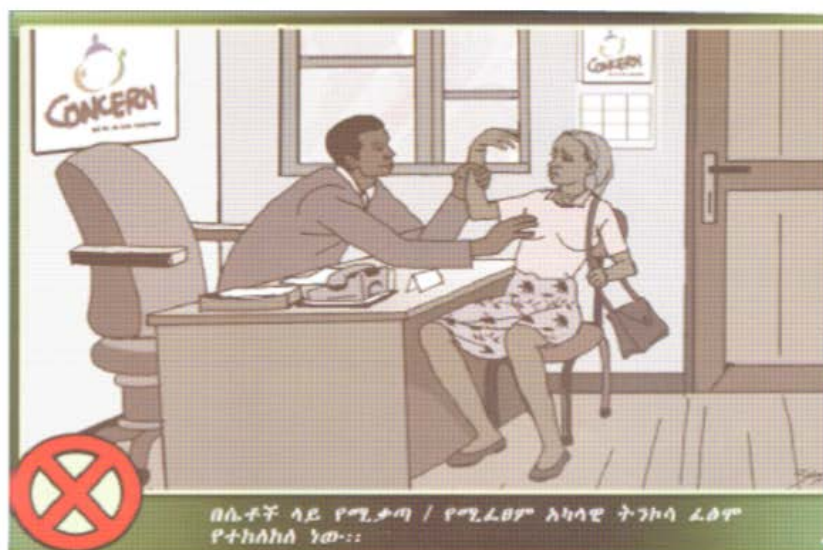
CONCERN WORLDWIDE ETHIOPIA, BOOKLET AIMED AT EXPLAINING THE ORGANIZATIONAL PROGRAMME PARTICIPANTS PROTECTION POLICY TO COMMUNITY MEMBERS, 2000



Awarding goods that are due to programme participants for other parties in order to obtain payments for personal benefit is highly prohibited.



Goods from the organisation must be distributed in public by holding discussions with program participants.



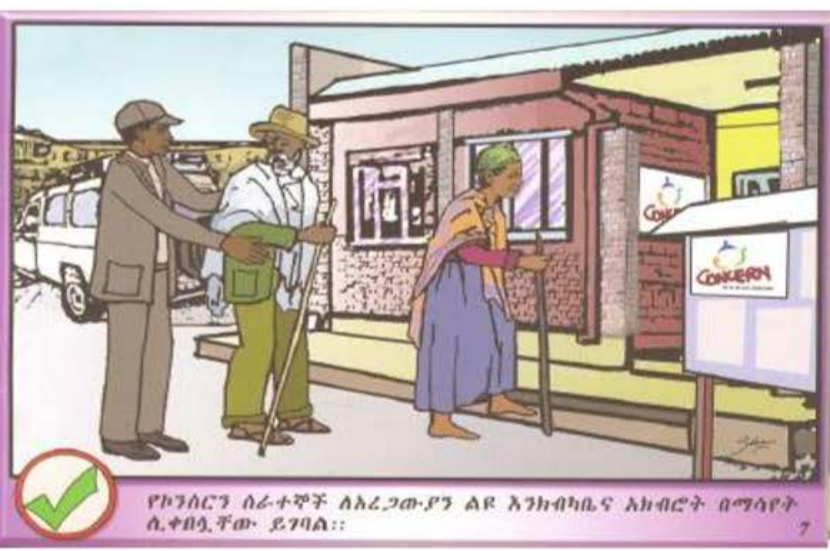
Any threatened or actual act of physical harassment against women is highly prohibited.



Women have the right to be equally treated, contribute to and benefit from the organisation's programs.



Any act of discrimination against the elderly is prohibited.



Concern's employees must demonstrate and extend special care and respect for the elderly.





# DOCUMENT 2

## BOOKLET TO RAISE AWARENESS ABOUT P4

CONCERN WORLDWIDE ETHIOPIA, BOOKLET AIMED AT EXPLAINING THE ORGANIZATIONAL PROGRAMME PARTICIPANTS PROTECTION POLICY TO COMMUNITY MEMBERS, 2000



Hampering the participation of the disabled in programs is prohibited.



Disabled people have the right to become equal program participants like any other member of the society.



Abusing position of responsibility to engage in sexual harassment against women contravenes Concern's Code of Conduct.



Concern employees should not, under any circumstances, accept sexual favours victimizing women as negotiating ground for obtaining personal benefits.



Sexual activity between a Concern staff member and a child is prohibited.



Teachers are responsible for nurturing children with full care without discrimination.



## DOCUMENT 2

### BOOKLET TO RAISE AWARENESS ABOUT P4

CONCERN WORLDWIDE ETHIOPIA, BOOKLET AIMED AT EXPLAINING THE ORGANIZATIONAL PROGRAMME PARTICIPANTS PROTECTION POLICY TO COMMUNITY MEMBERS, 2000



*If you seek additional information on the P4 and other related issues please contact*

*Mrs Hiwot Emishaw ,  
Addis Ababa Head Office  
Telephone: 0116 611730 /extension 243/*

*Wolaita Sodo office  
Zelalem Mengistu  
Telephone : 046 5512427*

*Wollo Kombolcha office  
Miss zehara Said  
Telephone: 033 5510298/ 033 5511906*

*Or write to*

*Concern Ethiopia  
P.O.Box: 2434  
Addis Ababa*

*You can also visit the Concern office near you.*





## VISUAL INFORMATION MATERIALS ON PSEA REPORTING

REGIONAL SAFE SPACES NETWORK / UNHCR, REGIONAL TOOLKIT FOR PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE, SEXUAL HARASSMENT (PSEA/PS) AND INTER-AGENCY COMMUNITY-BASED COMPLAINT REFERRAL MECHANISM IN THE AMERICAS, 2019

TOOLS

### TOOL 6

#### VISUAL INFORMATION MATERIALS ON PSEA/SH REPORTING IN THE AMERICAS

Leaflet for  
concerned  
populations  
and  
communities

**IF YOU HAVE EXPERIENCED SEXUAL EXPLOITATION OR ABUSE PLEASE REPORT IT TO US**

**WE WANT TO HEAR YOU**

All service providers take reports of exploitation and sexual abuse very seriously. We will investigate them independently and confidentially and action will be taken to stop this happening again.

- You can report to a service provider in any country and they will listen to you and follow-up your complaint.
- Your safety will always be carefully considered when following up on a complaint or report.
- The person you tell will be able to help advise and help you with the support you need for assistance.
- Investigations will be conducted by an independent person and action will be taken against service providers if found guilty of inappropriate behaviour.

**INDIVIDUALS WHO WORK FOR SERVICE PROVIDERS OF HUMANITARIAN ASSISTANCE must comply at all times to HIGH STANDARDS OF BEHAVIOUR in their personal and professional lives.**

**SEXUAL EXPLOITATION AND ABUSE of anyone from the local populations (including refugees, displaced populations, and migrants and other populations receiving services) WILL NOT BE TOLERATED**

**REMEMBER, ACTS OF SEXUAL EXPLOITATION AND ABUSE COMMITTED AGAINST YOU ARE NOT YOUR FAULT**

**REGIONAL SAFE SPACES NETWORK**

**IT IS NOT ALLOWED FOR ANY SERVICE PROVIDER TO ASK FOR OR FORCE YOU TO PROVIDE THEM WITH ANY SEXUAL FAVOUR OR ACT**

**WHAT IS SEXUAL EXPLOITATION AND ABUSE?**

Sexual exploitation is service providers accepting sexual relations or favours in exchange for assistance, services, money, shelter, food or other property.

Sexual abuse is the threat or use of force by a service provider to have sexual relations with another person.

**ANY ACT OF SEXUAL EXPLOITATION OR SEXUAL ABUSE committed by a service provider (staff, volunteer, personnel) is serious misconduct and can be grounds for disciplinary action and termination of their contract. The following behaviours are prohibited by service providers:**

- All sexual intercourse with children under the age of 18 regardless of the age of majority in a country.
- The offering of money, employment, goods or services in exchange for sex.
- Offering assistance and services in exchange for sex.
- Any sexual relationship maintained by force or by coercion or of a degrading nature.

**YOU OR SOMEONE YOU KNOW:**

- When you forced or asked to exchange sex or do any action of a sexual nature for any assistance, food, shelter, money, or any other kind of support?
- Were you forced by anyone from a service provider to have sexual relations or any other act of a sexual nature?
- Were you threatened by anyone from a service provider to engage in sexual intercourse or any other act of a sexual nature?
- Do you know or are you a person under the age of 18 that has had or been asked for sexual relations, of any sort, with someone from a service provider?

**HOW TO MAKE A COMPLAINT OR REPORT?**

- You have the right to make a report or a complaint in-person, anonymously or on behalf of someone else.
- Reporting an incident or making concerns will NOT prevent you from receiving assistance and support and will not stop the provision of services.
- You can contact any trusted service provider in the Americas to make an issue, regardless of which country the incident happened.
- You can tell a trusted person that you want to make a complaint of sexual exploitation and abuse and an official will contact you to follow-up.
- You can use a designated phone number in your country.
- You can submit a complaint to a service providers office, complaint box.

**YOU CAN ALSO DIRECTLY CONTACT THE UN HERE:**

UN Office of Internal Oversight Services (OIOS)  
Report online: <https://oios.un.org/content/contact-us>  
Call: +1 212 863 1111 (24 hours)

UNHCR Inspector General's Office (IGO)  
Report online: <https://www.unhcr.org/submitting-complaint.html> | Call: +61 23 1288864  
Email: [inspector@unhcr.org](mailto:inspector@unhcr.org)



## VISUAL INFORMATION MATERIALS ON PSEA REPORTING

REGIONAL SAFE SPACES NETWORK / UNHCR, REGIONAL TOOLKIT FOR PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE, SEXUAL HARASSMENT (PSEA/PS) AND INTER-AGENCY COMMUNITY-BASED COMPLAINT REFERRAL MECHANISM IN THE AMERICAS, 2019

REGIONAL TOOLKIT  
for PSEA/SH and Community-Based Complaint and Referral Mechanism in the Americas



**SEXUAL EXPLOITATION AND ABUSE**  
have no place in the work of humanitarian actors and service providers.

If any service provider worker attempts or has exchanged any assistance for sex or sexual favors, or money or goods, with you or someone you know, or forced you or any other person to have sex or any act of a sexual nature **REPORT THEM.**


You can make a report or complaint to any service provider, directly, anonymously or on behalf of someone else. Making a report of sexual exploitation or abuse will **NOT** prevent you from receiving assistance or cause service provision to stop.

**HOW TO REPORT?**

- Approach a staff member or go to an office of the service provider to make a complaint in person.
- Call or write a message to:  
UN OFFICE OF INTERNAL OVERSIGHT (UNOIG) (202)  
Report online: <https://www.un.org/peacekeeping/oversight> | Call: +1 352 940 1111 (24 hours)  
UNHCR REGIONAL RESULTS OFFICE (202)  
Report online: <https://www.unhcr.org/submitting-complaint.html> | Call: +41 22 3008544  
Email: [inspector@unhcr.org](mailto:inspector@unhcr.org)

**YOUR COMPLAINT WILL BE LISTENED TO AND WE WILL TAKE ACTION TO MAKE SURE YOU ARE SAFE!**

Poster for  
concerned  
populations  
and communities



**SEXploitation and ABUSE, AND SEXUAL HARASSMENT** are **NOT ACCEPTABLE** behaviour by humanitarian personnel.

**WE ARE CLEAR THAT:**

- We must respect the local population of concern with respect and dignity at all times.
- Sexual exploitation and abuse threaten the lives of those we are here to serve and support.
- Asking for anything from concerned populations in exchange for providing services is prohibited.
- Asking for sexual favors, sex, money or goods from concerned populations are prohibited.
- Sexual exploitation and abuse constitute acts of gross misconduct and are therefore grounds for termination of employment.
- Any form of sexual harassment against a fellow colleague or service provider is unacceptable and will not be tolerated.

**ALL PERSONNEL MUST ABIDE BY THESE RULES:**

**SEXUAL ACTIVITY WITH CHILDREN (PERSONS UNDER THE AGE OF 18) IS PROHIBITED** regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.

**EXCHANGE OF MONEY, EMPLOYMENT, GOODS, OR SERVICES FOR SEX IS PROHIBITED**, including sexual favors or other forms of humiliating, degrading or exploitative behaviour. This includes exchange of assistance that is due to beneficiaries and concerned populations.

**ANY SEXUAL RELATIONSHIP BETWEEN THOSE PROVIDING HUMANITARIAN ASSISTANCE AND PROTECTION** and a person benefiting from such humanitarian assistance and protection that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work.

Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, **THEY MUST REPORT** such concerns via established agency reporting mechanisms.

Humanitarian workers **ARE OBLIGED TO CREATE AND MAINTAIN AN ENVIRONMENT WHICH PREVENTS SEXUAL EXPLOITATION AND ABUSE AND PROMOTES THE IMPLEMENTATION OF THEIR CODE OF CONDUCT.** Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.

**ALL HUMANITARIAN PERSONNEL CAN REPORT ANY CONCERN OR SUSPICION TO A PSEA FOCAL POINT OF ANY SERVICE PROVIDER IN THE AMERICAS, REGARDLESS OF WHICH COUNTRY THE INCIDENT OCCURS.**

Poster for  
personnel  
and service  
providers






## SUGGESTIONS FOR COMMUNICATING SAFEGUARDING MESSAGES

SAVE THE CHILDREN, SAFEGUARDING IN EMERGENCIES TOOLKIT, 2019


**8. Think creatively!** Here are some suggestions for communicating Safeguarding messages:

On existing planned information & education communication (IEC) materials for other sectors – banners, posters, handouts




**RADIO SPOTS OR RADIO SHOWS**

**DIRECT CONVERSATIONS WITH COMMUNITY LEADERS**




**LOCAL PRESS – ARTICLES, ADVERTS**




**COMIC-BOOK FORM**

**MEGAPHONES AT DISTRIBUTIONS**




Working with religious leaders to include CSG messages in their speeches/sermons

Posters on Infrastructure commonly used (e.g. water tanks, latrines) or in places that women and children often use (CFS, mother and baby centre, health centre, market place)




**COMMUNITY MEETINGS (ENSURE YOU INVITE Q&A)**




Illustrations in programme sites such as health care points, Child Friendly Spaces, Temporary Learning spaces, Community centres

**DISCUSSION GROUPS, WITH TRAINED CSG/PSEA STAFF**



**EDUCATIONAL GAMES OR SONGS**

**STORY-TELLING IN GROUPS**




**INTEGRATED INTO LESSON PLANS AT SCHOOLS**


**THEATRE PERFORMANCES**

TRAINING SESSIONS FOR KEY ADULT TARGET GROUPS

**WALLET-SIZED CARDS WITH FEEDBACK AND REPORTING MECHANISM ON**



**PUPPET SHOWS**



**FOCUS GROUP MEETINGS**



# TOOLKITS

This is a summary of the eight toolkits

**A**

## EXAMPLES OF CODES OF CONDUCT - POLICY PROGRAMS

This toolkit contains eleven documents, which are samples of principles, guidelines and codes of conduct, and might be used as examples for each organization to develop their own recommendations regarding PSEA.

**B**

## EXAMPLES OF RISK ASSESSMENT AND MANAGEMENT

This toolkit contains five documents, which are samples of useful tools to identify risk indicators and strategies to manage them, and might be used as examples for each organization to develop their own risk management systems.

**C**

## EXAMPLES OF REPORT FORMS

This toolkit contains four documents, which are samples of report and referral forms, and instructions on how to proceed while processing a disclosure. They could be used as examples for each organization to develop their own forms regarding PSEA.

**D**

## EXAMPLES OF FLOWCHARTS

This toolkit contains six documents, which are samples of visually-friendly diagrams. They could be used as examples for each organization to develop their own pathways regarding the procedures on PSEA.

**E**

## EXAMPLES OF PSEA AUDIT AND SELF-ASSESSMENT - CONTACTS WITHIN THE ORGANIZATIONS AND PARTNERS

This toolkit contains seven documents, which are samples of contact lists and check-lists. They could be used as examples for each organization to produce their own call trees and self-assessment forms regarding PSEA.

**F**

## EXAMPLES OF FEEDBACK FORMS

This toolkit contains two documents, which are samples of feedback forms. They could be used as examples for each organization to develop their own feedback materials on PSEA.

**G**

## EXAMPLES OF MONITORING SURVEYS-EVALUATION TOOLS

This toolkit contains five documents, which are samples of monitoring surveys and evaluation tools. They could be used as examples for each organization to develop their own evaluation materials regarding PSEA.

**H**

## EXAMPLES OF VISUALS

This toolkit contains four documents, which are samples of visual information materials. They could be used as examples for each organization to develop their own visually-friendly documents regarding PSEA.

