

Impact Hub Athens

Child Protection Policy

Impact Hub Athens builds communities for impact. We promote, enable & accelerate social innovation by providing business incubation, co-working, events space & a physical market space, along with accessible services to anyone committed to develop sustainable solutions for social & environmental issues. We are part of a global network of 120+ Impact Hubs and host 600 members in Greece. We develop programs around critical social issues focusing on tech for good, activism, circular economy & urbanism. We facilitate inclusion of vulnerable groups, access to work, empowerment & civic engagement..

The current policy document was issued in Athens in June 2018, and updated in January 2024. It is approved by IHA founders and administrators in order to be implemented in all its activities and locations.

1. INTRODUCTION

Our mission

Part of our work for social impact, and priority focus is social integration, inclusion & cohesion. Thus, we work closely with minorities, ethnic communities & locals, creating a safe & creative place for all, promoting inclusion, fair & responsible trade, civic engagement, while fostering the economic activity in the districts that we are present in. We continuously focus on employability & empowerment through different initiatives that either we design & implement or participate or support into kicking off as partners . With a special focus on voices that are not represented in the global/local marketplaces & neighborhoods, we are committed to create equal opportunities for all.

2. SCOPE, PRINCIPLES AND DEFINITIONS

A. The Scope of this Policy

The overall purpose of this document is to ensure the prevention and avoid the risk of occurrence of situations in which children's rights are infringed during the activities organized, hosted or participated by IMPACT HUB LABS NGO and to set out the corresponding procedures.

This document's goals are to:

- frame the principles and procedures for the support of the staff, partners and volunteers in their practices
- make sure that procedures to protect children and report any concerns about their welfare to appropriate authorities shall be followed.

These procedures cover actions of anybody who represents Impact Hub Labs and not only internal staff, but also associates.

Staff includes:

- all staff, national and international
- all volunteers and interns

Associates include:

- all contractors, e.g., consultants
- all board members
- all partners including local community based partners
- guests and visitors

B. Principles of The Policy

This policy is written in accordance with the Greek national and international legislation and norms concerning children and youth rights.

- the welfare of a child or young person will always be paramount
- the welfare of families and refugee communities will be promoted
- the rights, wishes and feelings of children, young people, their families and communities will be respected and listened to
- those people in positions of responsibility within our organization will work in accordance with the interests of children and young people and will follow the policy outlined below
- those people in positions of responsibility within our organization will ensure that the same opportunities are available to everyone and that all differences between individuals will be treated with respect.

Definitions

- A child is under the age of 18 (as defined in the United Nations convention on the Rights of a Child).
- Youth are those belonging to the age group 15 to 25 years (in line with main provisions of Greek legislation)

- Abuse is perceived according to the meaning of the term “abuse” as it is outlined in the Greek legal framework and jurisprudence as well as in the relevant international norms. It may take various forms, including the following: Physical abuse, Emotional abuse, Sexual abuse, Bullying, Neglect.
- Abuse or neglect of a child or young person is caused by inflicting harm or by failing to act to prevent them. Children may be abused in family or in an institutional or community setting by those known to them or by a stranger.

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child whom they are looking after.

Emotional abuse

Emotional abuse is the persistent emotional ill treatment of a child, such as to cause severe and persistent adverse effects on the child’s emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. It may involve causing children to frequently feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of ill treatment of a child, though it may occur alone.

Sexual abuse

Sexual abuse involves forcing or enticing a young person to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. This may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material, or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Bullying

Bullying is aggressive behaviour that is intentional and that involves an imbalance of power or strength. It occurs when a child or person is subjected to negative behaviour, repeated over a period of time.

Neglect

Neglect is the persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child’s basic emotional needs.

3. POLICY PROCEDURES AND IMPLEMENTATION.

It is the policy of Impact Hub Labs to safeguard the welfare of all children and young people by protecting them from all forms of abuse, including physical, emotional and sexual harm.

This organization is committed to creating a safe environment in which young people can feel comfortable and secure whilst engaged in any of Impact Hub Labs' activities, residential courses or workshops. Staff and volunteers should, at all times, show respect and understanding for individuals' rights, safety and welfare, and conduct themselves in a way that reflects the ethos and principles of Impact Hub Labs.

The procedure is approved by the founding members and the management staff of the organization and revised on a yearly basis by a specific internal committee, in charge of supervising on the protection of the child's rights in the organization's activities.

Impact Hub Labs will endeavour to safeguard children and young people by:

- Adopting child protection guidelines through a code of behaviour for staff and volunteers
- Sharing information about child protection and good practice with children, parents, staff and volunteers
- Sharing information about concerns with agencies who need to know, and involving parents and children appropriately
- Following carefully the procedures for the recruitment and selection of staff and volunteers

Impact Hub Labs will act in order to prevent and combat risks of Child Rights' Infringement as follows:

- 3.1 Conducting Risk assessment on all operations of Impact Hub Labs;
- 3.2 Establishing a safe recruitment policy, including guidelines for Impact Hub Labs Staff and Volunteers
- 3.3 Establishing service delivery contracting and sub-contracting policies;
- 3.4 Communicating its policy clearly and effectively towards the staff and organizing specific trainings for them;
- 3.5 Establishing professional boundaries that safeguard professional integrity for the staff and that assure correctness of the relationship between staff members and the beneficiaries, by means of a mandatory CODE OF CONDUCT;
- 3.6 Establishing a clear process for the reporting of safeguarding issues and concerns;
- 3.7 Requesting commitment to this policy by visitors and confirmation of awareness;
- 3.8 Regulating the use of images and videos by visitors and external persons;

3.1 Risk Assessment

A risk assessment of all Impact Hub Labs' operations, programmes and project activities will be conducted. Risk mitigation strategies, which minimise the risk to children, will be developed and incorporated into the design, delivery and evaluation of programmes, operations and activities involving or impacting children.

3.2 Recruitment policy and guidelines for Impact Hub Labs' Staff and Volunteers

A) Recruitment process

Impact Hub Labs ensures safe recruitment through the following processes:

- recruitment adverts or application details shall state that the recruitment is done in line with safe recruitment practices
- definition of jobs and roles descriptions with clear reference to safeguarding responsibilities
- interviews are conducted according to equal opportunity principles and interview questions are based on the relevant job description and person specification
- a written declaration shall be provided by the candidates, declaring that they have no criminal records regarding an offence towards a child and do not know of any reason why anyone would deem them unsuitable to work with children
- formal job offers are made after checks for suitability in line with this policy and in conjunction with job's specifications. Therefore, any document concerning health, education and generally any necessary information may be requested, provided that it is absolutely necessary for the certain purpose, its use will be strictly limited within this purpose and it is in line with the privacy and data protection legislative principles.

B) Guidelines for Impact Hub Labs Staff and Volunteers

Attitudes: Impact Hub Labs staff and volunteers should be committed to:

- treating children and young people with respect and dignity
- always listening to what a child or young person is saying
- valuing each child and young person
- recognising the unique contribution each individual can make
- encouraging and praising each child or young person

Leading by example: Impact Hub Labs staff and volunteers should endeavour to:

- provide an example, which we would wish others to follow
- use appropriate language with children and young people and challenge any inappropriate language used by a child or young person or an adult working with young people
- respect a child and young person's right to privacy

One to one contact: Impact Hub Labs staff and volunteers should:

- not spend excessive amounts of time alone with children away from others

- in the unlikely event of having to meet with an individual child or young person, make every effort to keep this meeting as open as possible
- if privacy is needed, ensure that other staff are informed of the meeting and its whereabouts

Physical contact: Impact Hub Labs staff and volunteers should never:

- engage in sexually provocative or rough physical games
- allow, or engage in, inappropriate touching of any kind

General: Impact Hub Labs staff and volunteers should:

- be aware that someone might misinterpret our actions no matter how well intentioned
- never draw any conclusions about others without checking the facts
- never allow themselves to be drawn into inappropriate attention-seeking situations such as tantrums or crushes
- never exaggerate or trivialise child abuse issues or make suggestive remarks or gestures about or to a child or young person.

3.3 Service delivery contracting and sub-contracting policy issues

Impact Hub Labs ensures that partnerships with individuals or other institutions (contracting and sub-contracting) shall not be in contrast with the scope and principles of this policy and that there will be a systematic checking towards this. Contracts and memorandums of agreement for partnership delivery work will include reference to this policy and a sentence of commitment to respect its basic principles and standards, for the whole duration of the partnership.

3.4 Awareness of staff members, volunteers and partners

Special focus on communication, training and support for permanent staff, partners, volunteers shall be given by Impact Hub Labs. This will include:

- discussion about the safeguarding policy and confirmation of reading and understanding it
- clear information and guidance of all staff (including partners and volunteers), so as to ensure familiarity with reporting processes
- initial training on safe working practices, on child and youth protection with a special focus on those belonging in vulnerable groups

3.5 Professional boundaries and Code of Conduct

Professional boundaries are established to safeguard the professional integrity, the correct detachment and the proper relationship between a staff or volunteer member of Impact Hub Labs and a beneficiary, and they are based on a mandatory code of conduct – see Annex n. 1 to this policy.

3.6 Process for the reporting of safeguarding issues and concerns

Please, see Annex 2 for an example of the reporting process in case of issues.

Impact Hub Labs nominated two persons as main officers for safeguarding issues – they are:

1. Nia Zoi

Designated Child Protection Person, nia.zoi@impacthub.net;

2. Elena Lamprou, elena.lamptou@impacthub.net

If staff members or volunteers are concerned about a child, they must share their concerns to these persons. The purpose of this consultation is to discuss concerns and decide what action is necessary. (It is good practice to ask a child why they are upset or how a cut or bruise was caused, or respond to a child wanting to talk. This practice can help clarify vague concerns and result in appropriate action).

Also, children themselves should be aware that they can count on somebody if they feel they are somehow being threatened or if they feel uncomfortable in any relationship with adults.

Awareness and response

Impact Hub Labs staff and volunteers need to be alert to the potential abuse of children, both within their families and also in other surroundings, including abuse by other Impact Hub Labs staff members and volunteers.

The organization members should know how to recognize and act upon indicators of abuse, or potential abuse, involving children. All members of the organization should be alert and ready to respond to any suspected or actual abuse of a child, in accordance with these procedures.

It is good practice to be as open and honest as possible with parents/carers about any concerns.

However, staff members and volunteers must not discuss their concerns with parents/carers in the following circumstances:

- where sexual abuse is suspected
- where organized or multiple abuse is suspected
- where fictitious illness by proxy (also known as Munchausen Syndrome by proxy) is suspected
- where contacting parents/carers would place a child, staff members or volunteers, or any others at immediate risk.

A. Case Management: what to do if children talk to Impact Hub Labs staff and volunteers about abuse or neglect

It is recognized that a child may seek staff members and volunteers out to share information about abuse or neglect, or talk spontaneously individually or in groups when they are present. In these situations, staff and volunteers must:

- listen carefully to the child. DO NOT directly question the child
- give the child time and attention
- allow the child to give a spontaneous account; do not stop a child who is freely recalling significant events

- make an accurate record of the information: timing, setting and people present; the child's presentation as well as what was said. Do not throw this away as it may later be needed as evidence (see Annex n. 2, a template form for internal reporting)
- use the child's own words where possible reassure the child:
 - that you are glad he or she has told you
 - that he or she has not done anything wrong
 - by telling him/her what you are going to do next explain that you will need to help keep the child safe
- do NOT ask the child to repeat his or her account of events to anyone.

Immediate action may be necessary at any stage in involvement with children, families and communities. In all cases, it is vital to take whatever action is needed to safeguard the child or young person.

- if emergency medical attention is required, this can be secured by calling an ambulance (dial 166) or taking a child to the nearest Accident and Emergency Department
- if a child is in immediate danger, the police should be contacted (dial 100) as they alone have the power to remove a child immediately if protection is necessary, via the Policy Protection Order.
- If the responsible persons (inside Impact Hub Labs) are implicated in the concerns, then these concerns should be discussed directly with Social Services.
- Impact Hub Labs staff members and volunteers should consult externally with the local Social Services Department in the following circumstances:
 - when there is an inability to consult promptly or at all with a Designated Child Protection Person
 - when there is uncertainty after internal consultation as to whether child protection concerns exist
 - when there is disagreement as to whether child protection concerns exist
 - when the concerns relate to any member of the organising committee; consultation is not the same as making a referral, but should enable a decision to be made as to whether a referral to Social Services or the Police should progress.

In Greece, the public service offers the following helplines:

- **1107**: SOS national line for the protection of the minors. National Centre for Social Solidarity (Greek acronym EKKA), public agency
- **197**: SOS national line for the adults. National Centre for Social Solidarity, public agency. Public prosecutor for the protection of minors, public authority
- **100**: SOS police line for the protection of the citizens. Hellenic Police, public authority
- **1109**: SOS national line for the protection of the trafficked victims. A21 Campaign, NGO, private agency

B. Making a referral (see Annex 3 for a template)

A referral involves giving Social Services or the Police information about concerns relating to an individual or family in order that enquiries can be undertaken by the appropriate agency, followed by any necessary action.

Any referral procedure of Impact Hub Labs should be put in practice by one of the two Designated Child Protection Persons.

Parents/carers should be informed if a referral is being made, except in the circumstances outlined in the paragraph "Awareness and response". The inability to inform parents, however, should not prevent a referral being made. It would then become a joint decision with the social services about how and when the parents should be approached and by whom.

Information required for a referral: as much of the following information as possible should be given.

- the name, telephone number, and position of the staff member or volunteer making the referral
- full name and address of the child or young person, and their age and date of birth
- names and address of parents/carers, and their telephone numbers
- details of the child's gender, ethnicity, first language, and any special needs
- the names of professionals known to be involved with the child and/or family e.g.: Music teachers, Impact Hub Labs Staff, NGOs volunteers, camps' staff etc.
- the nature of the concerns and foundation for them (including dates and times of any specific incidents)
- whether the child or young person has been spoken to? And if so, what was said
- an opinion on whether the child may need urgent action to make them safe
- a view on what appears to be the needs of the child or the family
- whether the consent of a parent/carer has been given to the referral being made
- whether this information has been passed on to anyone, and if anyone else has been consulted.

The unavailability of some information should NOT prevent a referral being made.

Following a referral, Impact Hub Labs staff members and volunteers must ensure that an accurate record of the concern(s) made at the time is kept within Impact Hub Labs. The organisation should ensure that any records made in relation to a referral should be kept confidential and in a secure place.

C. Confidentiality

Information in relation to child protection concerns should be shared on a "need to know" basis. However, the sharing of information is vital to child protection and therefore the issue of confidentiality is secondary to a child's need for protection.

Children and young people have a right to information, especially any information that could increase their safety.

When sharing information, Impact Hub Labs staff members and volunteers should be sensitive to the

level of understanding and maturity, as well as to the level of responsibility, of the child or young person with whom they are sharing.

A copy of Impact Hub Labs' Child Protection Policy will be made available to all staff, volunteers, partners and visitors.

3.7 Commitment to the policy by visitors and confirmation of awareness

Any person such as sponsors, volunteers, contractors, suppliers, donors, journalists, consultants, occasional visitors who visit Impact Hub Labs's infrastructures or offices and may come into contact and/or interact with children and young adults who benefit from Impact Hub Labs' activities:

- are given a copy of this policy and are made aware that they must act in accordance and comply with it whilst visiting Impact Hub Labs infrastructures or offices
- declare their written commitment to respect and comply with the safeguarding policy principles, as well as with the principles and rules provided in the code of conduct.

3.8 Regulation of use of images and videos by visitors and external persons

Photographs, videos and other images are forbidden to be taken and/or published or publicly displayed except in cases where an appropriate consent is given, provided that:

- these pictures are respectful
- they do not expose beneficiaries to any danger or risk
- they do not infringe personal data protection provisions they could not be interpreted as sexually suggestive.
- The pictures of children cannot be used in order to gain money in any way, nor for journalistic purposes, without written permission from Impact Hub Labs.

4. Monitoring & Evaluation

In order to ensure the protection of children's rights and to prevent situations that might affect the rights thereof, Impact Hub Labs will follow a standard procedure that is subject to annual review or whenever deemed necessary (e.g. through the emergence of unforeseen situations that could jeopardise the rights of the child, and due to the need to streamline the process of preventing and protecting children's rights, amending or supplementing related legislation, or in order to tailor to donors' requirements, etc.).

5. List of documents annexed

5.1. Code of Conduct

5.2 Flow chart report

5.3 Incidence reporting form

5.4 Indicators of violence

5.5 Declaration of Commitment Form

ANNEXES

5.1 Code of Conduct

The following boundaries and rules apply to and bind all directors, managers, consultants, designated staff (permanent staff, contractors, external partners) and volunteers and dictate their duty to never ignore or omit to report any concern, suspected violation or violation of the current safeguarding policy principles and arrangements:

- Treat every child and youth equally and respectfully, without any form of discrimination, racist, xenophobic behaviour and approaching them with positive, friendly and non-violent ways, with respect of their personal and cultural identity in line with the principles stated in the current Policy
- Respect of the children's and young adults right to be heard and to participate in the procedures and decisions that concern them, inform, encourage and empower them towards the claiming and realization of their rights
- Respect of the principles of trust, confidentiality and personal data protection. In conjunction with these principles, a safe information sharing process among the competent involved professionals/ stakeholders shall be followed. It is noted that any information, data, photo concerning the beneficiary's personality and story shall be published only under his/her explicitly given permission, and provided that he/she is not exposed to any danger or risk of stigmatization. Special care shall be taken concerning the children cases (see below).
- It is prohibited to:
 - Develop personal relationships between a member of staff (paid or unpaid) and a beneficiary who is a current service user
 - Passing on service users' personal contact details, unless it is previously agreed
 - Use of abusive language or response to inappropriate behaviour / language and the use of punishment or chastisement, or any abusive behaviour
 - Behave in disrespectful way (for example using disrespectful vocabulary or bad manner toward anybody etc.) and work under the influence of drugs or alcohol. It is reminded that staff (paid and non-paid) and volunteers must behave with modesty and dignity and serve as role-models of behaviour for children and youth.
 - Watch, publish, produce, or show pornographic material to children at all times, during and outside work
- Especially with regards to children, it must be ensured that:

- Never a child is used as an interpreter in processes and responsibilities (such as interview, social history etc.)

- Never children are fondled, held, hugged, kissed or touched in an improper way, taking into account what the child itself believes is improper (based on their cultural, ethnical, religious background and their gender)

- Never any collaboration is engaged with private actors that operates in any way against the best interest of the child

- Never any form of sexual relations take place with anyone under 18 years old, at all times. Never touch children or use language or make suggestions in an inappropriate manner, never provoke, harass or degrade the child or show disrespect for cultural practices. Never behave in a way that has negative impact on the child's confidence and self-worth

- Never any child gets exploited for labour (ex. through domestic work).

- Never stories or images which may endanger the child, their family or community are published

- Never any money is given directly to children, or that other people are encouraged to give money to children, especially those being in vulnerable situations - such as victims of exploitation, unaccompanied minors, victims of trafficking and children in street situation

- Never any information or image of the children is used without the written permission by children's parents/guardians and without taking into account the children's will and opinion. No forcing to any kind of public expose should be made to children. Any information or photo concerning the children's story shall in no way expose them to any danger or to any risk of stigmatization

• It is also reminded that every member of the staff (paid and non-paid) is additionally bound to the principles and rules of his/her professional code of conduct; the latter code is the one that it is formally and legally approved by each competent professional union in accordance with the Greek legal framework

• If a case of conflict of interests arises, the person in concern shall refer and discuss it with the designated officer for safeguarding issues of Impact Hub Labs.

I hereby declare that I have read and understood this code of conduct and I commit to work in accordance with it. I am aware that breaching this code may result in the termination of my engagement with Impact Hub Labs and/or further disciplinary or judicial proceedings as mentioned above.

NAME AND SURNAME: Sophie Lamprou



IN ATHENS, on DATE 8/10/2025

5.2 Flow Chart Report



5.3 Incidence Reporting Form

Child Protection Incident Report Form- Impact Hub Labs MKO Email this to: nia.zoi@impacthub.net	
Date of Report:	Place:
Reported By:	
Your name:	Your position:
Your phone number:	Your email address:
Person being protected (the victim)	
Family name:	First name:
Date of Birth & Nationality:	Gender:
Address & Contact Details:	
Who does the child live with?	Are any other children involved?
Person who caused the problem (the offender)	
Family name:	First name:
Age and Gender:	Nationality:
What is this person's relationship with the child?	
If there are two or more people who caused the problem, please add details at the end of this report	
Facts (details of the incident/report)	
Date and time of the incident:	Location of the incident:
How did you become aware of the incident? Witnessed it Other staff told me Victim told me Other (please specify)	
Were there any other witnesses to the incident? YES NO If yes, please provide name, position and contact details:	
Please describe the specific child abuse incident:	
Protection	
What immediate action has been taken to protect the child?	

5.4 Indications of Violence

The following table provides definitions, examples and indicators of abuse with which all staff members must be familiar.

Type of Abuse: Physical	
Definition	Physical abuse includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
Examples	Hitting, slapping, pushing, burning, inappropriate restraint of adult or confinement, use of excessive force in the delivery of personal care, dressing, bathing, inappropriate use of medication.
Indicators	Unexplained signs of physical injury – bruises, cuts, scratches, burns, sprains, fractures, dislocations, hair loss, missing teeth. Unexplained/long absences at regular placement. Service user appears frightened, avoids a particular person, demonstrates new atypical behaviour; asks not to be hurt.

Type of Abuse: Sexual	
Definition	Sexual abuse includes rape and sexual assault, or sexual acts to which the vulnerable person has not consented, or could not consent, or into which he or she was compelled to consent.
Examples	Intentional touching, fondling, molesting, sexual assault, rape. Inappropriate and sexually explicit conversations or remarks. Exposure of the sexual organs and any sexual act intentionally performed in the presence of a service user. Exposure to pornography or other sexually explicit and inappropriate material.
Indicators	Trauma to genitals, breast, rectum, mouth, injuries to face, neck, abdomen, thighs, buttocks, STDs and human bite marks. Service user demonstrates atypical behaviour patterns such as sleep disturbance, incontinence, aggression, changes to eating patterns, inappropriate or unusual sexual behaviour, anxiety attacks.

Type of Abuse: Emotional/Psychological (including Bullying and Harassment)	
Definition	Psychological abuse includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
Examples	Persistent criticism, sarcasm, humiliation, hostility, intimidation or blaming, shouting, cursing, invading someone's personal space. Unresponsiveness, not responding to calls for assistance or deliberately responding slowly to a call for assistance. Failure to show interest in, or provide opportunities for a person's emotional development or need for social interaction. Disrespect for social, racial, physical, religious, cultural, sexual or other differences. Unreasonable disciplinary measures / restraint. Outpacing – where information /choices are provided too fast for the vulnerable person to understand, putting them in a position to do things or make choices more rapidly than they can tolerate.
Indicators	Mood swings, incontinence, obvious deterioration in health, sleeplessness, feelings of helplessness / hopelessness, Extreme low self esteem, tearfulness, self abuse or self destructive behaviour. Challenging or extreme behaviours – anxious/ aggressive/ passive/withdrawn.

Type of Abuse: Neglect	
Definition	Neglect and acts of omission include ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life such as medication, adequate nutrition and heating.
Examples	Withdrawing or not giving help that a vulnerable person needs so causing them to suffer e.g. malnourishment, untreated medical conditions, unclean physical appearance, improper administration of medication or other drugs, being left alone for long periods when the person requires supervision or assistance.
Indicators	Poor personal hygiene, dirty and dishevelled in appearance e.g. unkempt hair and nails. Poor state of clothing. non attendance at routine health appointments e.g. dental, optical, chiropody etc. socially isolated i.e. has no social relationships.

Type of Abuse: Discriminatory	
Definition	Discriminatory abuse includes ageism, racism, sexism, that based on a person's disability, and other forms of harassment, slurs or similar treatment.
Examples	Shunned by individuals, family or society because of age, race or disability. Assumptions about a person's abilities or inabilities.
Indicators	Isolation from family or social networks.

Type of Abuse: Financial	
Definition	Financial or material abuse includes theft, fraud, exploitation, pressure in connection with wills property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
Examples	Misusing or stealing the person's property, possessions or benefits, mismanagement of bank accounts, cheating the service user, manipulating the service user for financial gain, putting pressure on the service user in relation to wills property, inheritance and financial transactions.
Indicators	No control over personal funds or bank accounts, misappropriation of money, valuables or property, no records or incomplete records of spending, discrepancies in the service users internal money book, forced changes to wills, not paying bills, refusal to spend money, insufficient monies to meet normal budget expenses, etc.

Type of Abuse: Institutional	
Definition	Institutional abuse may occur within residential care and acute settings including nursing homes, acute hospitals and any other in-patient settings, and may involve poor standards of care, rigid routines and inadequate responses to complex needs.
Examples	Service users are treated collectively rather than as individuals. Service user's right to privacy and choice not respected. Staff talking about the service users personal or intimate details in a manner that does not respect a person's right to privacy.
Indicators	Lack of or poor quality staff supervision and management. High staff turnover. Lack of training of staff and volunteers. Poor staff morale. Poor record keeping. Poor communication with other service providers. Lack of personal possessions and clothing, being spoken to inappropriately, etc.

5.5 Declaration of Commitment

TO THE CHILD PROTECTION POLICY IN THE ORGANIZATION

I, the undersigned , having reviewed the basic principles and standards set out in the Child Protection Policy of Impact Hub Labs MKO, agree to implement all the terms of the policy for the duration of my work within the organization, and I pledge not to disclose information about cases I dealt with, even after the end of my contract with the organization.

Staff member name:

Sophie Lamprou

Signature:



Sophie Lamprou

Job title:

Co-Founder (Legal Representative)

Date:

08/10/2025