Interagency Family Tracing and Reunification

Standard Operating Procedures (SOP)

for

Children in Refugee Camps

Bangladesh

March 2019

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1. List of Abbreviations

BDRCS	Bangladesh Red Crescent Society
CBCPC	Community Based Child Protection Committees
CM	Case Management
CMTF	Case Management Task Force
CP	Child Protection
CPSS	Child Protection Sub Sector
DSS	Department of Social Services
FTR	Family Tracing and Reunification
ICRC	International Committee of the Red Cross
IDTR	Identification, Documentation, Tracing and Reunification
IOM	International Organization for Migration
LCCMP	Lost Child and Care giver meeting Point
PERU	Protection Emergency Response Unit
RFL	Restoration of Family Links
SC	Separated Children
SCI	Save the Children International
SOP	Standard Operating Procedures
UAC	Unaccompanied Children
UASC	Unaccompanied and Separated Children
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children Fund

2. Introduction and Rationale

Since the attacks on the people living in Northern Rakhine State- Myanmar from late August 2017, the influx of people through the Southeast border of Bangladesh has continued. To date, there are 902,984[1] individuals who have arrived in Cox's Bazar, 55% of which are children. There are 7,510[2] children who have been separate from their families comprising of 6,021 Unaccompanied and 1,489 separated children.

In emergency settings, children, especially those that are separated from their primary caregivers, face increased child protection risks. These children require urgent interventions through identification, documentation, tracing and reunification (IDTR) process to promote wellbeing and establish a protective environment with their primary caregivers or parents and prevent potential abuse, neglect, exploitation and violence.

FTR programming provides a platform for children, families, communities and agencies to prevent and respond to separation. Informed by the Inter-Agency Guiding Principles on Unaccompanied and Separated Children (UASC), this document outlines the standard operating procedures to be used by both CP and non-CP actors in their FTR work with other children in need of FTR services in the Response within Bangladesh. Children who are nationals of Bangladesh will be supported using the National guidelines[3]. It also provides some criteria for agencies who wish to engage in FTR. Given the unique skillset necessary for quality FTR, it is critical to provide CP actors and all non-CP actors with a guideline to be used as they will be instrumental as a referral agency for FTR services while maintaining the case or as may be necessary.

This is borne out of the need for a harmonized approach towards UASC, missing and other children in need of tracing services and provides guidance to agencies to prevent and respond to family separation.

3. Scope

The separations covered by this SOP includes those that happened after the crisis in Myanmar, in transit from Myanmar to Bangladesh and in the camps after reaching Bangladesh. It includes temporary separation caused by natural disasters such as monsoons or cyclones[4], violence in the family, and separation associated with distributions[5] based on the complementary guidelines of Lost Children. However, this SOP applies exclusively to in-country tracing and reunification within and between and out of the camps. Tracing efforts, whether local or cross-border, require specialized responses. Cross-border

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[1] UNHCR 30/11/2018 Population Data

[2] 5W Matrix December 2018

[3] See Annex

[4] The primary goal of Child Protection agencies will be to prevent families separating in the first place. Spreading messages on prevention of separation and taking appropriate actions to prevent separation particularly temporary nature of separation.

[5] A lack of an available carer for children has caused adults to lose their children during food distributions.

tracing needs are referred to the mandated agency, BDRCS/ICRC while inter/intra camp tracing is conducted by Child Protection Case Management actors.

Responses to these drivers of separation are addressed in the prevention of temporary separation guideline. However, this SOP is open to all types of separation including child survivors of trafficking and children who are detained in Bangladesh[6].

This SOP is cognizant of the different types of tracing (inter[7]/intra camp, cross-border, temporary separation). It aspires to guide when one would use prevention of separation guideline and versus this FTR SOP.

4. Objective

This SOP outlines the step-by-step process for responding to an unaccompanied or separated child and other children in need of FTR. It aligns to the Case Management SOPs to provide synergy for quality implementation of FTR in the Response. Overall responsibility over this SOPs shall be with CPSS/CMTF for provision of technical guidance to FTR processes. The procedure includes the following steps: identification; documentation and information sharing; case referrals and transfers to relevant agencies; family tracing; reunification; and follow up of children before and after reunification. The primary audience for these SOPs are Child Protection actors conducting FTR and support agencies included in the IDTR process. This SOP assumes that the Child Protection agency engaging in FTR, has specific case workers/focal points trained, strong case management processes and have capacity to support the FTR process[8]. This SOP can also be referenced by CP Agency Focal Points, non-CP actors, DSS, CiC and Police in making referrals for cases required to be addressed under this SOPs. Appropriate training to all actors who are critical in the IDTR process will be provided.

All cross-border tracing requests shall be referred to the BDRCS/ICRC through an established system outlined in this document[9].

Specific objectives of these SOPs are as follow:
- ✓ Develop an inter-agency agreement for response, under the leadership of CPSS on the procedures of working with UASC, missing and other children in need of tracing and reunification.
- ✓ To document the procedures of tracing and reunification UASC, missing and other children in need of tracing and reunification in inter and intra camp, refugee children in host community.

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[6] These children whether UAC or Missing shall be referred to ICRC, who will meet them and then assess whether BDRCS or ICRC can visit the child.
[7] Inter- across two or more camps and intra-within the same camp
[8] Identified case management agencies can ideally do FTR in coordination with CPSS
[9] A two pager document from ICRC detailing cross border tracing requests shall complement this SOP.

- ✓ To provide context-specific definitions to relevant terms within FTR programming
- ✓ To enhance collaboration and coordination between agencies providing child protection case management services to refugee children and stakeholders(e.g. DSS[10], Site Management agency, law enforcement agencies such as the Police and CiC)
- ✓ To develop mechanism of strengthening child protection mechanisms are strengthened actors, other stakeholders work in cooperation with and complement one another's activities, and that each actor is aware of their roles and responsibilities in an inter-agency implementation framework.
- ✓ Ensure that the internationally agreed principles that are clearly formulated in the Inter-Agency Guiding Principles on Unaccompanied and Separated Children are respected[11]

5. Principles

The Principle of Family Unity (also integrity of the family): a fundamental norm and right recognized and protected by international law.

This principle states that all children have the right to a family, and families have the right to care for their children. There is universal legal framework consensus (under international human rights law, international humanitarian law, and international refugee law) that, as the fundamental unit of society, the family is entitled to respect and protection. Recognition of a family as a 'group unit' is inherent to the right to family unity; if members of the unit do not have the right to live together, there is not a family to respect or protect.

UASC, missing and other children in need of tracing must be provided with services aimed at reuniting them with their parents or primary legal or customary caregivers as quickly as possible. If large numbers of children are separated from their parents or other relative's priority should be given to the most vulnerable, whether accompanied or unaccompanied, taking into account that the latter are likely to be more vulnerable.

The Best Interests of the Child: the basic standard for guiding decisions and actions taken to help children, whether by national or international organizations, courts of law, administrative authorities, or legislative bodies. The Inter-Agency Guiding Principles on Unaccompanied and separated children should be taken into account when determining the best interests of the child in a given situation[12].

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[10] Will receive referral from host communities. Child Trafficking

[11] Inter-Agency Guiding Principles on Unaccompanied and Separated Children, 2004. For full document, see
http://www.refworld.org/docid/4113abc14.html

[12] Best Interest Assessment are currently done as part of the Case Conferences every other CMTF meeting. This is part of the intensive review of complex cases discussed by the members the CMTF.

Confidential information: This is data that can be shared on a "need to know" basis only, guided by the best interests of the child. Confidential information is only made accessible to authorized individuals. It establishes trust between the Case Workers and the child and with his or her family. Data and information can be shared across the case workers' team and ICRC and UNHCR in the case of organized repatriation according to the Data and Information Sharing protocol[13].

Do No Harm: a principle that enshrines the aim to avoid exposing children and their caregivers to further harm as a result of FTR processes. This includes ensuring all assistance to children and families through FTR avoids or minimizes adverse effects.

> *For example: after identifying UAC the assistance should include taking the child to a foster care or Child Safe Spaces (CSS). Opting to place the child with any community member that has not been screened/vetted to establish child safety could potentially lead to further harm to the child we work towards protecting*

6. Coordination

The Child Protection Sub-Sector (CPSS) was launched in November 2017 with the purpose of coordinating child protection actors to strengthen and harmonize emergency child protection interventions for refugee boys and girls in Bangladesh. The SOP aims to promote a harmonized and quality approach to family separations and has been endorsed by the Case Management Task Force and CPSS. The CPSS works to avoid duplication, support, advise, and advocate for timely and standardized prevention and response activities in line with the best interests of the child. The CPSS seeks to establish links and strengthen national child protection systems, and to promote actions that place children at the centre of the response. It functions under the umbrella of the Protection Sector.

Under the CPSS, the CMTF was established to strengthen the case management capacity through the development of a comprehensive case management system in line with the principles, global guidelines, contextually relevant tools including Case Management SOPs, Alternative Care SOPs, and Temporary Separation SOPs. This document seeks to complement the above SOPs that have already been established and provide guidance on responding to UASC, missing and other children in need of tracing.

The Cox's Bazar coordination for UAMs and SCs will be the responsibility of the CPSS. The Cox's Bazar coordination entails:
- o Mapping of key partners at different levels & capacity assessment;
- o Coordination with key partners at Cox's Bazar and camp level
- o Supporting camp level child protection focal points structures;

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[13] Refer to the ISP and Data Sharing Protocol

Child Protection
Cox's Bazar Child Protection Sub-Sector

- o Planning and strategy development;
- o Policies, standards setting and tools development; and
- o Capacity building and quality assurance

To support the FTR cases effectively at the agency level, case management meetings shall be held that comprise of the Case Worker and Child Protection Officer/Case Management Officer[14]. It shall ensure that there is proper coordination in the provision of direct or referral services according to the case plan and that all case stakeholders are in agreement in regard to management of the individual cases.

7. Roles and Responsibilities

Successful FTR requires a range of child protection and non-CP actors. A special skills set is necessary for quality FTR service deliver to the UASC, missing and other children in need of tracing. The following provides details of key stakeholders and their primary responsibilities as the pertain to FTR.

Case Workers shall identify, register, and assess all case in need of family tracing and reunification. They remain responsible for the entire case management process including FTR. After a child has been reunified, the case shall be transferred to the jurisdiction of the responsible case worker in the area who shall monitor the reintegration process as well as provide case management services based on the reviewed case plan. The Case Worker shall make referrals of cases where needed for tracing and other case management services to children separated from their primary caregivers

The Case Worker will also conduct FTR registration (this is a separate form from the *CP Rapid Assessment and Comprehensive Assessment forms*), or *Missing Children form* in case a parent reports a missing child, conduct home visits, initiate tracing and, if successful, conduct verification from the child and the caregivers in respective locations then organize for a reunification guided by the best interest of the child.

Community Based Child Protection Committees CBCPC act as "eyes and ears" in the community and provide a crucial link between identified children who have been separated and the FTR agency. CBCPCs shall be in the frontline to provide support during identification and the tracing.

Data Base Focal Points: information management is key to case management process including FTR programming. CPIMS+ shall be used to manage all cases including of children separated from their families. A designated Data Base Focal Point shall enter the cases into the Data Base, confirms the quality of the data and generates descriptive reports.

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[14] Depending on the agency's organogram

Case Supervisor: is a coach and mentors case workers handling cases through individual support and by convening weekly case management meetings to discuss cases within confidentiality principle.

Referral to Receiving Agency: a case that requires tracing outside of partners designated geographical area of work coverage shall be referred for tracing to the case management agency in the location where tracing is to be carried out. The recipient of the case shall initiate tracing while giving feedback to the referral agency.

Referral would therefore mean the overall responsibility over a case still remains with the referral agency, hence the case is maintained by the agency that refers it to another for tracing services. However, in the event of a successful reunification after referral for tracing, the case shall then be transferred to the receiving agency (Refer to Annex a) on Definitions and Concepts)

8. Procedures

The procedure defines how the work with UASC, missing and other children in need of tracing is conducted, including the roles of the different agencies, a step by step process on FTR and interim care providers. The procedures cover: community involvement, Identification, Documentation and filing, Tracing, Verification, Reunification and Post Reunification follow up.

I. Community involvement

The Community Based Child Protection Committees (CBCPC) in each camp shall be key in the mobilization of the community for FTR process through awareness on prevention and response of separation messaging. Their role in referral of UASC, missing and other children in need of tracing will be instrumental. Awareness raising[15] will also take place at all identified places where children would be vulnerable to separation. Awareness shall focus in preventing separation while relocating, at distributions, due to natural disasters or family conflict. It will generally focus on any involuntary separation.

The CBCPC will be contacted by the agency responsible for tracing and reunifying children in the geographical area to support the process of tracing, reunification and follow up process.

II. Identification

UASC, other children in need of tracing can be identified and information on missing children can be registered through various sources including the Case Worker, self-referral, community members, religious leaders, Madrasas, CBCPM, government authorities, service providers, or other staff (e.g. an animator at the Child Friendly Space or a teacher in a Temporary Learning Spaces TLS). PERU and Mobile Medical teams

All children identified by Non-CP actors/agencies should be shall be referred to the Case Management team through the Child Protection focal points. Child trafficking cases shall be presented as missing children.

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[15] Refer to IEC

However, upon tracing, it will be identified as child trafficking which will then go through a case Conference to determine the case management plan and processes. This shall include FTR process in bid to reunify the child back to the family.

III.   Documentation and filing

After Identification of UASC, missing and other children in need of tracing, documentation shall be initiated through completion of the Consent Form, Comprehensive, Assessment Form then **FTR Registration form** for UASC and other children in need of tracing and **Tracing Request Form** for missing children, Tracing Action, Adult and Child verification, Reunification and Follow up Form.

The table below gives a guideline of documentation needed for short- and long-term separation without any other protection concern outside of UASC.

Short Term Separation	Long Term Separation	Missing Children
Consent Form	Consent Form	Consent Form
Rapid Assessment	Comprehensive assessment	Tracing Request Form
Tracing Action Form	Case Plan	Constant follow up should be conducted. In case the child is found, complete the **FTR Registration**, **Verification** and **Reunifications** forms. This reunification is either *Spontaneous* or *Agency Facilitated* depending on how it occurred.
Verification (Adult and Child)	FTR Registration Form	
Reunification	Tracing Action Form	
Follow and Review	Follow up and Review	
Closure	Adult Verification	
	Child Verification	
	Reunification	
	Post Reunification Follow up	
	Closure	

Figure 1. Table showing the document documentation needed for short- and long-term separation

- ✓ Home visit should be conducted on or before 3 working days or as determined by the prioritization/risk level.
- ✓ With the biodata, location of the case and current care arrangement already filled taken from the *Rapid and Comprehensive Assessment Form*, as well as the *FTR Registration form's* **actual separation status** with the aim of determine the tracing needs.[16]
- ✓ The completed *FTR Registration form* shall focus on details that can enhance tracing and reunification and can take up to a week to have comprehensive details necessary to determine the FTR needs and initiate tracing
- ✓ During home visits, caution should be taken to complete the main fields that shall be used to initiate tracing.
- ✓ Emphasis should be on the following data: -
  - o History given by the child prior to separation
  - o The birth location of parents in Myanmar

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[16] Please see the List of FTR forms annexed here in

- o Information which may help identify the location including physical features in the area
- o The name of the Village Head in Myanmar
- o Name of parents as reported by the child during FTR Registration, to be confirmed with the CBCPCs in the respective camps
- o Distinguishing physical characteristics of the child
- o Current caregiver **age** and **relationship**

IV.   Tracing

The main objective for registering and documenting children separated from their families is to:
  (a) trace family members,
  (b) exchange family news and
  (c) reunify a child with his/her biological family or primary caregiver.

The above will be done only if this is in the best interest of the child.

Documented children requiring further intervention based on case plan should be provided with appropriate assistance. No other alternative arrangement should be given priority over family tracing and reunification. All other arrangements such as interim care should be considered as temporary[17] arrangements while tracing is carried out. Even if family reunification is not possible, tracing should be carried out for the purpose of restoring family ties.

For Lost children, in the event that after 3 days the child's caregiver is not traced, then FTR SOP will be activated. During the 3 days the child will be placed in a temporary alternative care based on the guidelines.

The tracing of families need to be carried out as soon as possible, however reunification should only be carried after an assessment of the situation of the child's family. Understanding the cause of separation, family, safety and security situation must be considered in making decision for reunification or other alternative actions.

The tracing and reunification will be carried out by the agencies conducting Case management services in their designated geographical area of work coverage. Cross- border tracing and family reunifications for UASC are the mandate of the BDRCS/ICRC.
  - ✓ Tracing process should be initiated **as soon as possible** and based on the prioritization level of each individual case. This must be within 2 weeks of completing of FTR registration.
  - ✓ The data collected during registration is fundamental for successful tracing.
  - ✓ The tracing referrals shall start in the location where the child has indicated that the adult being traced is located.
  - ✓ The involvement of the CBCPCs in this process will be critical to ensure general success in tracing
  - ✓ Photos should never be used for tracing as this would potentially lead to harm

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[17] Refer to Alternative care arrangement guidelines

Cross-Border Tracing[18]

This is the process of searching for family members or other primary legal or customary caregivers across international borders. The objective of cross-border tracing is to re-establish contact between families.

Working with BDRCS/ICRC shall be key to the process. The circumstances that warrant use of this referral pathway shall be as follows:

- ✓ Where it has been confirmed that the children's parent(s) or relatives are in Myanmar or other countries.
- ✓ Where the family reports a missing child and they are anticipated to be in detention within Myanmar.

Referral to the BDRCS/ICRC should include the child's name, age, sex, the exact location in Bangladesh and possibly a phone number where the child can be reached, so that the BDRCS/ICRC can visit the child to assess their tracing needs and possibly take the case.

Where the children's parents and/or relatives are refugees in other countries of asylum, referrals can be made to UNHCR for cross-reference/database tracing. Referral to UNHCR should include the child's name, age, and location, as well as the name and country of asylum of the parent or relatives. UNHCR will then contact the office in country of asylum for cross reference check. If successful, reunification will be done by UNHCR with support from BDRCS/ICRC for travel documentation if circumstances permit.

Although BDRCS/ICRC can accept all cases in Rakhine state, it is equally critical to accept that the place is volatile with controlled access.

Note: Reunification with family in country of origin or other countries of asylum is limited in the current context, Restoring Family Links through BDRCS/ ICRC shall be the first option.

V.   Verification

Upon successful tracing, the verification exercise shall commence immediately. The Case Worker shall complete the *Adult and child Verification forms*.

The Adult Verification exercise shall consist of the photo (if necessary due to lack of matches in some areas of the child as well as 2 other photos of the children of the same sex and age. This shall be used alongside the details required in the *Adult Verification form*

The completed *Adult Verification form* alongside the photo[19] of the adult who was verified shall be shared with the referring agency or Case Worker

The Case worker shall then conduct Child Verification using the respective form and confirm that the child can identify the adult/primary caregiver's photo among 2 others of another adult of the same age and sex

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[18] Refer to the annexed ICRC guidelines

[19] Lessons Learned in FTR is that we don't need photo to prove the verification has been completed and should be part of documentation only,

There must be an established positive match from this verification process before proceeding to the next process of reunification.

- A positive match shall entail the following
  - ✓ Name, age and sex of the child or adult being traced is correctly determined
  - ✓ The names of the parents or caregivers matches that of the adult being verified
  - ✓ The location, date and circumstances of separation is matching
  - ✓ **Optional.** The photo of the child or adult is positively identified alongside two other photos of the same age and sex depending on whether it the adult or the child being verified.
- This process should take at least one day. It should not be rushed, and a positive match should be proved beyond any reasonable doubt.
- Involvement of community in short term separation will facilitate reunification.

IF IN DOUBT STOP!! AND CONFIRM MISSING DETAILS through UNHCR focal point

VI.   Reunification

- Upon establishing and confirming that there is a positive match, reunification shall take place if it is in the best interests of the child (i.e. it has been established that the caregiver is safe and that both the child and caregiver wish to be reunified). This shall take place within 2 days.
- The child and the primary caregiver who has been positively verified, and whose relationship with the child has been established, must be informed of the impending reunification and helped to adequately prepare for reunification
- The child shall be transported by the case management agency. The handing over shall be done at the child's home with parents in the presence of the both case workers. After reunification the case transfer shall take place and subsequent follow up shall be the responsibility of the agency that did the tracing. It is the best practice for each case worker to take the child to the parents as part of ensuring absolute safety for purposes of reunification
- Completion of the Reunification Form shall be done by the agency that did the tracing as well as provision of case management Services

VII.   Post Reunification

- Upon reunification, the designated case workers should continue to provide post reintegration follow up. The duration of follow up will depend on the case plan and determine when the case should be closed based on its merit and how the child has reintegrated and is coping after reunification.
- Where the reunification results in a change of family composition or in status of the child, or where the child/adult is a new arrival from Myanmar or another country of asylum, the Case Workers' supervisor shall refer the family to UNHCR focal point for registration.

9. Time limit

The requirement to uphold confidentiality agreements and maintain data protection is not time-bound. Once agreed, this FTR SOP will be effective on the date and will be on trial basis until April 2019, upon which date agencies will review the effectiveness, use of and adherence to the protocol.

10. Breaches

In cases of breaches the guidelines in the Information sharing Protocols (ISP) for the Child Protection Sub Sector shall take effect.

11. Annex

a) Definitions and Concepts[20]

The concept of 'protection' refers to **all activities** aimed at ensuring full respect for the rights of the individual as set out in relevant human rights instruments and international humanitarian law.

Case Management:

Case management is the method of assessing the needs of the child and the child's family and current caregiver, advocating for, arranging, coordinating, monitoring and following up on both direct services and referrals required to meet the child's complex needs.

Case Worker

A case worker is a child protection staff that identifies cases of children with protection concerns and follows through the entire six steps of case management as well as of IDTR process for UASC, missing and other children in need of tracing to determine the tracing needs.

Child Protection:

These are measures and structures for the prevention of, and response to, child abuse, neglect, exploitation and violence. 'Measures' comprises of action taken during child protection work, and 'structures' involves the entities that are established to support the prevention and response to child protection concerns

There are essentially three complementary types of action to support unaccompanied and separated children:

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[20] *Ibid*. These definitions are entirely based on the Alternative Care in emergencies toolkit

- **Responsive action** aimed at preventing, putting a stop to, and/or alleviating the immediate effects of a specific pattern of abuse;
- **Remedial action** aimed at restoring dignified living conditions through rehabilitation, restitution and reparation;
- **Environment building** aimed at creating and/or consolidating an environment (political, institutional, legal, social, cultural and economic) conducive to full respect for the rights of the individual.[21]

Community Based Child Protection Mechanism:

A community-based child protection mechanism is a network or group of individuals at the community level who work in a coordinated way to ensure the protection and wellbeing of children in a village, urban neighbourhood or other community[22] these groups operate at the grassroots level (such as a village) or district level, although they are often linked to groups at the national level[23] they may be called a child protection committee, child welfare committee or other such group. not all of these groups focus solely on child protection issues or call their work 'child protection'.

Orphan:

An orphan is a child who has lost both parents (as a result of death)[24] in many countries a child who has lost one parent is considered an orphan, but this can result in the unnecessary placement of a child in alternative care, rather than being supported by their surviving parent.

> For example:
> *Habiba a 12 years old girl was in the rice field when the military attacked and burned down her village. She waited until she heard no more fighting or noise and went home. She did not find her family, scared, she ran to the forest for safety. She met a neighbour who took care of her and they now live together in Bangladesh. She was later informed that the parents were killed and the aunt is in one of the camps in Bangladesh. Habiba is an orphan child, she is also unaccompanied since there is room to identify a relative (the aunt in one of the camps) who shall become a primary caregiver.*

Referral Agency:

Referral: The process of formally requesting services for a child or their family from another agency (e.g. cash assistance, health care, etc.) through an established procedure and/or form; caseworkers[25] maintain overall responsibility for the case regardless of referrals. The agency that initiates the referral is the referral agency in this SOP.

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[21] This was defined at the Workshop on protection for human rights and humanitarian organizations – Doing something about it and doing it well, Report on the fourth workshop held at the ICRC, Geneva, 18-20th January 1999.

[22] Minimum standards for Child Protection in Humanitarian Action. global Protection Cluster: Child Protection, Child Protection Working group,

[23] Wessells, m (2009) What we are learning about Protecting Children in the Community? An inter-agency review of the evidence on community-based child protection mechanisms, save the Children on behalf of the inter-agency group

[24] IAWG (2004) Interagency Guidelines on Unaccompanied and Separated Children IAWG,

[25] The term caseworker is used throughout these Guidelines to denote the primary person conducting case management. The caseworker may be a social worker, psychologist or other professional.

Receiving agency:

This is the agency that a referral as stated above are destined to and received from the agency that initiated a referral in this SOP for particular action (e.g. tracing, verification) and receives

Separated Child:

Children separated from both parents, or from their previous legal or customary primary caregiver, but not necessarily from other relatives. separated children therefore may include children accompanied by other adult family members.30

- Primary separation is when a child is separated from his or her caregiver as a direct result of the crisis or emergency.
- Secondary separation occurs after the crisis when children who are not separated during the emergency become separated during the aftermath. secondary separation is usually a consequence of the impact of the emergency on the protective structures that were in place prior to the crisis and of the deteriorated economic circumstances of a family or community[26].

For example: Pormin a 13 years old girl that used to live with her mother, father and grandmother, during the attack she fled alone. While at the river and crossing she met her uncle and aunt, she now lives with them. When she met her uncle and aunt they told her that her father and mother were killed in an attack on the way to Bangladesh. Pormin is separated and the grandmother is the primary caregiver to be traced.

Unaccompanied Child (also unaccompanied minor):

Unaccompanied children are children who have been separated from both parents and other relatives and are not being cared for by an adult who, by law or custom, is responsible for doing so. Children staying with relatives who under the age of 18 are therefore not separated but unaccompanied since they are in a child-headed household.

> *For example:*
> *During a heavy fighting everyone fled in all direction, Yasin is 8 years old boy, at first he was alone and then he met his neighbour. He is comfortable living with her because she is from the same village. Back home he used to live with his uncle and aunt. Someone told him that his uncle died but that his aunt was in another camp. This an Unaccompanied Child living with a neighbour, the aunt is the primary care giver to be traced.*

Lost Child

A child is considered lost if and when the parent they have lost links with the parents and mainly on short term basis. It includes children whose parent(s) was with in a natural disaster, distribution points but have since lost contact with them, children going for a visit and loses way to the destination or back home and

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[26] Uppard, s (2012) Unaccompanied and Separated Children – Field Handbook (Draft), interagency Working group for Unaccompanied and separated Children

identified by a staff or volunteer and reported to a CP actor. The contact should have been lost for less than 3 days after which the child becomes unaccompanied and the FTR SOP shall be activated to facilitate active tracing and reunification.

Missing Children

Children are regarded to be missing if the parents have lost touch and are no longer living with them in the household. They have been separated from their parents, primary, legal or customary care giver and their current whereabouts are unknown.

> *For example:*
> *Abdul is a 7-year-old boy, who was living with his family in Myanmar. When his village was attacked, he was playing outside and didn't have time to find his family. Abdul just ran. Now in Nayapara, Abdul's parents report to CP agency that they don't know the whereabouts of Abdul and are therefore seeking assistance to look for him. Therefore, Abdul is missing from the family and the family is requesting tracing for Abdul.*

Alternative Care

The care provided for children by those who are not their biological parents or usual caregivers. This may take the form of informal or formal care. Alternative care may be kinship care; foster care; other forms of family-based or family-like care placements; residential care; supervised independent living arrangements for children.

b) Recommended information to gather prior to tracing

Although this may not apply in all circumstances but on a case by case base. It can be used as a general guideline by the Case Worker

- The birth location of parents in Myanmar-
    - ✓ Once in Bangladesh, there is no evidence that refugees tend to settle in the camps on the geographical locations while in Myanmar.
    - ✓ Refer the case to the Case Management Focal point of the agency doing Case Management in the location mentioned by the child or the most probable location that the primary caregiver or parent could be traced and found.
    - ✓ Once received by the Focal point of the FTR/Case Management agency in the location of settlement in the camps, the case worker of the Receiving agency will have the responsibility to conduct the tracing and provide feedback to the Referring agency.
    - ✓ First contact person to be made by the receiving Case Worker shall be the CBCPC in that camp. The Case Worker shall make a formal self-introduction and explain their role, and how it feeds into the task of tracing under FTR and the role of other CP actors in the camps.
    - ✓ It is necessary to be introduced to the CiC who are key to coordinating activities in the camp for buy-in and supporting the tracing process.
- The name of the Village Head in Myanmar

- ✓ The receiving Case Worker shall inquire from the CBCPC whether the name of the Village Head in Myanmar given by the child is known to the him.
- ✓ If the Village Head in Myanmar is known by the CBCPC, the Case Worker will request to be led to him/her.

OR

- ✓ Location including physical features in the area
- ✓ The Case Worker shall identify a member of the CBCPC who shall lead him/her to a volunteer[27] refugee that knows the locations given by the child including the physical features in Myanmar.
- ✓ If the volunteer refugee is known or has been identified by the Case worker, who will request to be led to the parent(s)/caregiver(s) of the UASC or a child in need of tracing.
- Names of parents as reported by the child during FTR Registration. To be confirmed with the Majhi and CBCPC in the respective camps
  - ✓ The Case Worker shall inquire from the volunteer refugee if he/she knows the names of parents –whether dead or alive- of the UASC or a child that requested the tracing.
    - o If the volunteer refugee knows the names of the parents of the UASC or a child that requested the tracing, a visit to their parents'/primary caregiver's location in the camps should be requested
    - o If the volunteer refugee does not know the names of the parents of the UASC or a child that requested the tracing, the Case Worker should ask if he/she can be lead to someone who knows or might be familiar with the names of the parent(s)/primary caregiver of the UASC's or a child that requested the tracing
  - ✓ Whether the tracing of the parent(s)/primary caregiver of UASC or a child that requested the tracing is successful, unsuccessful or pending, the FTR Focal person of the Receiving agency shall complete the *FTR Tracing Action form* which would indicate outcome of the tracing.
  - ✓ This feedback shall be given back to the Referring agency within 2 days of referral. However, this shall be determined by the prioritization level, to be included in a tracing referral list passed from the referring Case Worker Team to the receiving Case Worker.

c) List of FTR Forms

1. *Family Tracing and Reunification Registration Form*
   This form is to be used for all children who need family tracing, whether within Bangladesh or in other countries. Complete this form after completing the Rapid Assessment Form and the CP Comprehensive Form (where there is protection concerns) and transferring the basic information where needed before conducting the interview for family tracing.

2. *Tracing Action Form.*

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[27] Refers to someone who could volunteer to be involved in tracing and would be knowing the location of origin of the parent or caregiver of the UASC as well as embracing community based Child Protection systems. It includes but not limited to the CBCPC members

Tracing Action Form is completed once a tracing referral has been received and tracing of adult is initiated. It gives the progress and outcome of the tracing conducted.

3. *Adult Verification Form*
    This is completed immediately after Tracing Action is done and that the Tracing is Successful. Use this form to take information from an adult who claims or is believed to have a relationship with an unaccompanied or separated child. Fill this form first, and then verify the information with the child using the *Child Verification Form* to ensure the relationship is valid prior to reunification.

4. *Child Verification Form*
    This form is completed immediately after Adult Verification is done with the aim of establishing the relationship between the child and the adult. Use this form to check if the information provided in the *Adult Verification Form* is valid.

5. *Reunification Form*
    This form is completed during the actual reunification upon positive verification and relationship is established. Use this form to formally document the reunification of an adult and child. Ensure any follow-up needs are identified and actions agreed upon before leaving the child and adult. Reunification has to be Witnessed by CiC or neighbour.

6. *Missing Children Form*
    This form is completed in the event there is a parent/primary caregivers reporting to the Child Protection team and requesting for tracing of a child whose whereabouts are not known.
    These details of the missing child and the reporting adult should be used to enable the tracing of the child who could be Unaccompanied or separated and could have been registered or yet to be registered. Ensure that you check in the data base first to confirm if the child has been registered already.

7. *Follow up Form*
    This form is to be used in line with the case plan, to record all follow up actions: meetings, phone calls, home visits and any other actions taken on behalf of the child. It should serve as comprehensive record of the case, services provided and steps taken to reach the case objective.

8. *Case Closure Form*
    This form is to record the case closure of any child who has been monitored for a protection concern. A recent follow up visit should have been conducted within a month of closing a case and a Follow up Form should be attached to this form. This form can only be completed once for each child unless the case is re-opened using the Case Re-Open Form.

d) Key Contacts

	Contact Person	Organization	Email Address	Purpose for contacting
1	Ranjini Paskarasingam	CPSS – Coordinator	rpaskarasingam@unicef.org	• Overall coordination of CPSS including FTR • Technical support on FTR in the response and service allocation
2	Martin Odhiambo	SCI	Martin.odhiambo@savethechildren.org	• Technical support on FTR in the response.
3	Odoardo Girardi	ICRC	ogirardi@icrc.org	• Cross Border tracing especially in Myanmar
4	Godfrey Braxton Okot	UNICEF	gbokot@unicef.org	• Family separation involving Bangladeshi children in the Host community in case DSS is not reachable.
5	William Kollie	UNICEF	wkollie@unicef.org	• Technical support on FTR in the response.
6	Ivy Wahome	UNHCR	WahomeI@unhcr.org	• Verification and cross border tracing in Malaysia, Indonesia, India and Thailand • Reunification of a refugee child outside from the host community to the camp • Provide FTR support in IOM managed camps
7	Hamidul Kabir	DSS	hamidul510@gmail.com	• Family separation involving Bangladeshi children in the Host community.
8.	Alexandra Valerio	IOM	avalerio@iom.int	• Provide FTR support in IOM managed camps

e) Child Protection Focal Points Contact List

S/N	Camp	Organization	Name	Designation	Email	Mobile
1	Camp 1E	BRAC	Md.Zakir Hossain Khan	CFS Manager	zakirhossainkhan.bd@gmail.com	1847455518
2	Camp 1W	RI	Munni Bawn	CP Associate	munni.bawn@ri.org	1882905112
3	Camp 2E	BRAC	Md. Anisur Rahman	CFS Manager	anisurrahman5050@gmail.com	1712417133
4	Camp 2W	BRAC	Md. Salim Reza	CFS Manager	salimsobnom@gmail.com	1847455512
5	Camp 3	BRAC	Md. Akter Hossain	CFS Manager	dmh.akter1973@gmail.com	1847455887
6	Camp 4	Tdh	Tania Nachrin	PSS Coordinator	pss.co3.cox@tdh-emergency.org	1815520452
7	Camp 4 Extension	Caritas Bangladesh	Ambrose Gomes	Coordinator CFS Program	ambrosegomes59@gmail.com	1712275974
8	Camp 5	TDH	Md. Nazmul Sakib Bin Kalam	PSS Coordinator	pss.co2.cox@tdh-emergency.org	1815385457
9	Camp 6	DRC	Ramjan Mia	Senior Child Protection Officer	ramjan.mia@drc.ngo	1553322997
10	Camp 7	DRC	Ummay Hafsa Taherin	Senior Child Protection Officer	taherinmunalisa@gmail.com	1867966886
11	Camp 8E	BRAC	Debasish Das	CFS Manager	das16imsf@gmail.com	1860708628
12	Camp 8W	CODEC	Fahmida Nur Chowdhary	Centre Manager	Fahmidanancy13@gmail.com	1837235486
13	Camp 9	SCI	Ekhlas Fakir	Senior Project Officer-CP	ekhlas.fakir@savethechildren.org	1712534983
14	Camp 10	SCI	Karmakar, Janardan	Project Officer – CM	janardan.karmakar@savethechildren.org	1815358945
15	Camp 11	SCI	Loyn Mong Chak	Senior Project Officer - CP	loyn.chak@savethechildren.org	1828935390
16	Camp 12	SCI	Rajib Akond	Project Officer – CM	rajib.akon@savethechildren.org	1627998504
17	Camp 13	SCI	Mohammad Ahraf Uzzaman	Project Officer – CP	asrafuzz.jaman@savethechildren.org	1807993928
18	Camp 14	CODEC	SM Ashraful Azgar	Centre Manager	ashraf.shoikot@yahoo.com	1811595011
19	Camp 15	BRAC	Md. Abdus Salam	CFS Manager	abdussalambrac@gmail.com	1851989255

20	Camp 16	WVI	Ruth Lipika Hira	CPiE Coordinator	RuthLipika_Hira@wvi.org	1726903547
21	Camp 17	SKUS	Ronald Chakma	Senior Protection Officer	cpfp.skus@gmail.com	1866495110
22	Camp 18	SCI	Ferdaus Alam	Project Officer - CP	ferdaus.alam@savethechildren.org	1816371016
23	Camp 19	BRAC	Diponkor Shill	CFS Manager	diponkorshovra@gmail.com	1812995549
24	Camp 20	Plan International	Sujit Kumar Bhowmik	Case Management Coordinator	sujit.bhowmik@plan-international.org	1712715696
25	Camp 20 Extension	Plan International	Tariqual Islam	CM Coordinator	Tariqul.Islam2@plan-international.org	1880107099
26	Camp 21	SCI	Abdullah Al Mamun	Project Officer- CP	abdullah.mamun@savethechildren.org	1712198560
27	Camp 22	BRAC	Golam Mortuza	CFS Manager	golammortuza25@gmail.com	1847455868
28	Camp 23	BRAC	Shimul Chandra Das	CFS Manager	shimulaiscu22@gmail.com	1847456401
29	Camp 24 Leda MS	CODEC	Md. Nasmus Sadat	Centre Manager	nsadat78@gmail.com	1822780655
30	Camp 24 Leda A	CODEC	Md. Nasmus Sadat	Centre Manager	nsadat78@gmail.com	1822780655
31	Camp 24 Leda B	RI	Chiranjit Singha	CP Community Mobilizer	chiranjit.singha@ri.org	1829576857
32	Camp 24 Leda C					
33	Camp 25 Leda D (Alikhali)	RI	Binaton Tudu	Case Management Officer	binaton.tudu@ri.org	1885945526
34	Camp 26	SCI	Jahidul Islam	Senior Project Officer	jahidul.islam@savethechildren.org	1711786038
35	Camp 27	CODEC	Md Swakat Hosain	Centre Manager	swakat.hosain91@gmail.com	1833723196
36	Kutupalong RC	SCI	Tahmina Afroz	Senior Project Officer	tahmina.afroz@savethechildren.org	1816575695
37	Nayapara RC	SCI	Jahidul Islam	Senior Project Officer	jahidul.islam@savethechildren.org	1711786038

f) Prevention of Separation

Introduction
Children are the most vulnerable segment in the society and therefore entitled to protection under the law and, in general, are better protected when they are with their family. In addition, experience has shown that preserving family unity helps to minimize the effects of catastrophic events on children. Separation from family is a devastating event for any child, and for those who are too young or for some other reason unable to give information about themselves or their family, the separation may become long term. It is essential that activities aimed at preventing separations are established as early as possible in any operation. The nature of these activities will depend on a careful analysis of the situation, including the type of displacement that the population are experiencing. It is also necessary to understand some of the reasons why children may become separated in the first place.

Therefore, primary goal of Child Protection agencies will be to prevent families separating in the first place. Creating awareness though messages on prevention of separation and taking appropriate actions to prevent separation particularly at transit locations and convoy movements must be given high consideration. The "Identifying and Documenting CP CM Agency" will be responsible to lead this activity in collaboration with other agencies through appropriate messaging. Prevention messages aim at reducing the risk of separation should include

How children become separated
There are many reasons why children become separated from their families in emergencies. These can be considered under two broad categories, namely: **accidental (involuntary) separation** – such as when fleeing from danger or during evacuation; or **deliberate (voluntary) separation** when children are abandoned or given over to the care of another individual or a residential centre (perhaps in the belief that they will have a better chance of survival or access to services) or even where children take a decision themselves to leave. It is possible to prevent children from being separated from their families, even in extreme emergencies. Approaches can be made to the relevant authorities and other parties so as to reduce the risk of separation. These contacts aimed at preventing accidental and deliberate separation and promoting reunification must be based on an understanding of the causes of separation.

Separations can be primary and secondary:

Primary separation: occurs as direct and immediate result of the emergency. For example, when parents are killed or children are separated during displacement;

Secondary separation: occurs as a result of other effects of emergency, such as poverty. For example, putting children in orphanages

Accidental Separations
During conflict or natural disasters, especially where this results in population displacement, children can become separated from their family or those who are caring for them. Accidental separations may be particularly traumatic for the child as they may simply not understand what is happening. Reasons as to why such separations occur may include some of the following:

- Children wander away from their parents or carers e.g. when playing, distribution sites;

- Children in school or mosque during attacks and can't come back home

- Families become separated during flight

- Children flee when their home is attacked;

- Death or injury of family members;

- Capture or arrest of family members;

- Disabled children are unable to keep up with other members of the family;

Deliberate Separations

The second category refers to separations where a conscious decision has been made on either the part of the child or the parents or carers. It may be that parents or carers have had an opportunity to explain to the child what is about to happen but the impact of separation on the child is still likely to be very distressing this is because the primary caregivers are the ones to whom the child most likely have an attachment and they have been the main source of care and protection for the child.

Typically, circumstances may include:
Families under stress from poverty, breakdown of informal welfare or extended family structures, the death or disability of parents etc. Resulting in;

- Families sending children to stay with relatives or friends outside of their residential area or in third countries;

- Children choosing to leave their family, because of abuse or for work;

- Children who live independently with their parents' consent;

- The abandonment of children during flight evacuation (children of single parents may be especially vulnerable);

- Families handing over children for their safety (to other local people, centers or aid workers); children left behind by their foster families (for example, during population movement) - Children of a different ethnic group from that of their carers may be especially vulnerable.

- Children are placed in orphanages or institutions by parents hoping for better services for their children

- Children join armed forces (revenge, protection of families, for lack of opportunities, etc.)

- Parents leave to another region or country for employment (migration)

- Children are evacuated for medical reasons or other

- Trafficking

- Abduction

N/B

It is critical to note that there may be instances when separation moves from deliberate (voluntary) to accidental (involuntary). An example is when the child was handed over for safety or stay with relatives before the emergency/displacement and may not be able to get back to their families when both the child and family wants to be together but inhibited by a crisis.

Agency-induced separations

Agencies themselves may be responsible for causing separations by not attaching sufficient importance to family unity. At worst, this can result in agencies setting up forms of institutional care which then receive children who

do have parents or other caregivers. Without serious considerations from agencies, it may also lead to the failure to document children adequately, and insufficient strenuous attempts to enable the child to reunify with his or her family.

Contributes to child separation/sustained separation include:

Disorganized/unstructured population movements and massive population movement that do not adequately take the specific needs of children into account, and thus do not ensure safe movement of children that minimizes the risk for separation.

Removing a child, who seems unaccompanied, from a situation without adequately investigating the child's circumstances and not keeping records. He or she may have family members nearby and/or the near community may be able to provide important information about the child.

Evacuation that does not follow guidelines or take the specific needs of children into account, to ensure safe evacuation with minimal risk for separation.

Taking children to residential centers without following the correct procedures for documentation or liaising with specialist child-care agencies; which includes a proper assessment of the situation, cause of separation, origin etc., to avoid the false labelling of a child as "orphan".

Poorly-considered targeting of material assistance to separated children that may encourage some families to abandon children or to claim dishonestly that their children are "separated"

Negative side-effects of humanitarian aid, such as children being left in a camp where there is an existing access to basic services, while the parents go outside to search for further means, such as food and livelihoods.

Activities on the part of hospitals and health centers that may lead to family separation. These include:

- Parents may be admitted for treatment without their children and without having made arrangements for the care of the children;
- Parents may not be able to stay with children who are admitted for treatment;
- Parents accompanying sick children may have other children at home who have been left unattended.

Registering of separated children with minimal subsequent FTR processes that includes tracing, verification and reunification.

Failure to fast track the FTR processes that may lead to secondary separation from the current care giver with whom the child was staying with during first contact for registration.

General measures to prevent separations

It is possible to prevent children from being separated from their families, even in extreme emergencies. Prevention programmes encourage family and community preparedness. Where there is population movement, special messages to keep families together are given at points where separation may occur. Coordination, information exchange is also vital in preventing separation, as is close collaboration with actors providing other forms of assistance.

A number of general measures to prevent separations are detailed below.

- Community awareness of the causes and consequences of separation is vital, as well as their involvement in developing preventive measures. The active involvement of local leaders, local authorities, medical facilities, transit centers, religious leaders, organizations etc. is especially important, as well as information campaigns designed to promote widespread awareness of the issues. For instance, as a result of frequent separation, families in camps Cox's Bazar are encouraged to teach children their extended family tree - including names of their parents, grandparents and great-grandparents, shelter area, local

leadership and other relevant information - in the form of a song. This makes tracing faster in the event of separation.

- Actions parents or communities should take to minimize the risk of separation. Context specific appropriate methods of creating awareness should be used and derived from the Inter Agency Family Separation campaign messages.
- Provision of assistance should be organized in a way that do not create the risk of separation;
- In case of any relocation and any population movement, families should be allowed to board buses/trucks and etc. as a family unit. Family members should not be allowed to board separate buses/trucks even if they are in the same convoy; and
- Appropriate prevention of separation messages should be available in local languages in strategic locations such as transit centers, food distribution centers and health centers.
- The use of mass-media to aid safe movement free of children being separated, such as radio, may be especially important in particularly during large-scale population movements
- Awareness of ways to prevent separation should be raised among government, Law enforcement agencies, donors, staff of national and international agencies, religious groups and communities, especially women as they are often the primary caregivers.
- Families and community as a whole should be made aware of measures that they can take in emergencies to minimize the risk of their children becoming separated. Parents, school teachers and CFS facilitators should teach children their name, address and details which block, camp and land mark to facilitate tracing should they become separated.
- Child Safety Bracelets may be useful to identify children, particularly young children, if they are forced to flee.
- Identify particular locations where separations are most likely e.g. transit sites, distribution points, health facilities, and focus preventive activities at these points. Also, it is important to set up a responsive mechanism in these sites, all Lost Child and Caregivers Meeting points (LCCMPS) should be clearly identified as such and agencies should ensure that the community as well as other humanitarian actors are aware of their locations, to be able to identify separated and unaccompanied children, and to link with agencies that can support protection and family tracing.
- Identify particular categories of children who are most vulnerable to separation e.g. fostered children, those with disabilities, children whose parents are in hospital, children with elderly carers etc.
- A timely response is essential, not only in terms of establishing activities aimed at limiting separations, but also in responding with tracing activities when a separated child has been identified.
- Children who are alone are not always 'separated'. It should never be assumed that a child is unaccompanied or an orphan. Even though he or she may have been found alone, there could be family members nearby. If there are other members of the community in the vicinity they may be able to provide useful information or even take care of the child.
- In general, children are better off in their own community with people who are familiar to them and who may know their family and place of origin.

Evacuation should only be carried out as a last resort when life is threatened as it can often create further separations, as well as separating children from people in the locality who can provide information useful for tracing purposes.

Roles of Agencies

Agency	Role
UNICEF and CPSS	Coordination with CP Agencies, Technical support, Coordination with DSS and other sectors to mitigate separation risks through agency led activities e.g. distribution planning, nutrition services
UNHCR	Verification, technical support, legal support
CP agencies	1. Identification and assessment 2. Coordination with CiC and other CP agencies 3. Developing community networks 4. Management of LCCMPs

	5. Capacity building and awareness, 6. Safe shelters[28] for prolonged separation 7. Overall database management; 8. Manage family reunification and documentation, including (RPT in point 1) tracing/verification & preparation of the child and of the receiving family
IOM	Safe shelter, counter-trafficking.
ICRC/BDRCS	Currently no capacity to deal with temporary separations

Steps to be taken:

1. Once a case has been identified, conduct a rapid assessment using LCCMP tool
2. Rapid tracing of relatives by CP actors through:
   -Through internal database;
   -Through CPC networks;
   -Through camp governance system
3. If tracing is successful, the CP agency will conduct verification by filling child verification form / adult verification; Where need arises, secondary verification to be conducted through confirmation of family composition through UNHCR
4. Consent of the potential caregiver for reunification;
5. Where necessary, the case workers should prepare the caregiver & the child before reunification;
6. Referral of the potential needs of the child and receiving family to respective agencies;
7. Completion of the family reunification form by CP agency;
8. Monitoring and follow-up of integration of the child in the family by CP agencies.
9. If reunification is not possible that day, arrange for safe housing (Standby Foster parents/Child Safe Spaces) for the child as tracing efforts continue

REMEMBER: Circulation of the child's photograph is strongly discouraged. If using public address systems at mosques, etc., do not disclose personal identifying details that may place the child at further risk. As far as is possible, reunification should be conducted in a safe manner with official witnesses such as the Camp in Charge (CiC) and/or Department of Social Services (DSS) and community representatives.

Summary of short messages:

For Parents/Carers:
- Try to make sure your children know their names, names of their parents, traditional leaders' name and which block, camp, village, … they come from.
- Have a plan in case you become separated, including a pre-designated spot to meet. Agree with your children in advance somewhere safe you can meet if you get separated. Ask the child if s/he knows the place and feel safe.
- If possible, attach a paper with information about FCN etc., to the child prior movement – particularly the very young ones.
- Always encourage children to fetch water or firewood with an older child or adult.
- Always know where your children are, such as if they have gone to school or the Child Friendly Space. Also, stay informed about when they will be back and with whom they have gone, if you were unable to accompany the child yourself.
- Teach children to look for people who can help, such as NGO or UN workers in the camp.

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[28] Here we are referring to the Child Safe Spaces and emergency alternative care

- If you find a child who is not living with parents and relatives, please report to any CP agency immediately. If you leave for somewhere to fetch firewood, water, where it is not safe for children, please leave children with a trusted neighbour who is also known to the child.
- Family members should travel together
- Parents or care givers should hold the hands of little children during movement
- Travel/movement plan should be explained to older children and family members.
- Children should be informed about the emergency situation and separation and if possible, a destination should be clearly communicated in case of separation.
- Cultural practice such as Initiation activities where a group of children stay alone should be avoided at the time of emergency.
- When in a health facility or other agency space, leave your young children in the care of staff or a trusted neighbour. Do not hand over your children to strangers even if you will only be gone for a short time.

Community awareness raising on safe location to run to in case of emergency.
- Never go to distribution points with a child if you feel you're going to be distracted. Make other arrangements for child care ahead of time.
- Never let children accept any offers for job and educational opportunities from strangers or someone you know without confirming. This may expose your child in danger and you may never able to meet your child.

If you are separated from your children:
- **Seek Help** to LCCMP/Tracing points/registration point/CP agencies and other community members who can help
- **ASK** them to locate your child
- **Provide** the name of your child and anything else the child can be recognized by

For Children:
- Know your name, the name of your parents, names of traditional leaders, camp and community where you come from
- If you go out to play with friends, always tell your family where you are going and for how long will you be away
- Stay close with your parents, guardians and other adult family members when you travel or go out of or walk around the camp with your family.
- If you are forced to flee, try to follow a family member or someone you know also try to memorize the place to which your family is intending to go and agree on a meeting place.
- At night time, ask an adult to accompany you to the latrines.
- If you find a child who is not living with parents and relatives, please report to your adult
- family members who will then refer to the organisation, adult leaders or wearing visibility
- vests or to the organization working in this location.
- If you get lost, go to a safe adult, or a place that is crowded with families. Do not remain
- isolated or let a stranger who is not a safe adult take you.
- Avoid playing up to late in the evening especially when it is becoming dark
  - During emergency, do not talk to strangers
  - Do not accept goodies (e.g. sweets, chocolates or snacks) from strangers
  - Do not follow strangers if forced to flee

- Do not trust anyone offering you better job or educational opportunities. They may be tricking you to do something you do not want to do. Tell your family, adults if any stranger approaches you and offer something.
- Do not leave the sight of your parents and guarding during the events and/or trips.
- Do not go anywhere you have never been alone or just with friends. There are always risks moving alone or just among children in dark and new places.
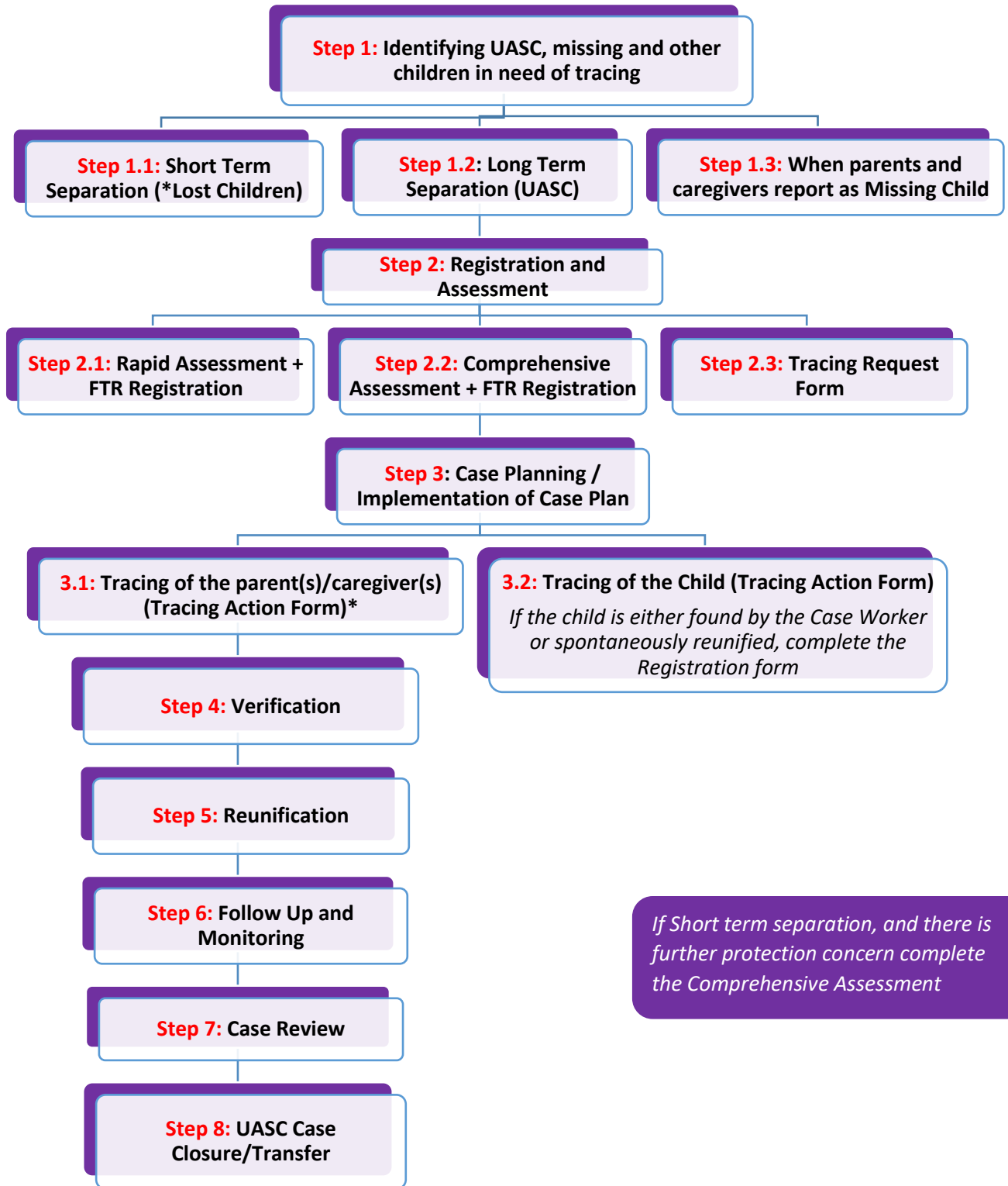
If you lose your family/guardians:
- **LOOK** for other parents and children you know
- or **FIND** someone you know or you can trust (neighbours, shop owners, community leaders)
- **TELL** them that you have lost your family
- **Go to tracing point**//LCCMP/ registration point/CP agencies for people to help you to find your family.

In the event that you cannot find one of your children or family members:
- Try to stay calm and remember the last place you saw them.
- Keep the rest of the family together, do not separate to search for the missing person.
- Ask people around you if they have seen the person who is missing.
- Go to the nearest CFS, Lost Child and Caregivers Meeting points (LCCMP) or information point to report the case. If not aware of the location, look for humanitarian agencies or Camp in Charge and ask for help or take the child to a lost child caregivers meeting points

Child Protection
Cox's Bazar Child Protection Sub-Sector

g) FTR Flow Chart

Step 1: Identifying UASC, missing and other children in need of tracing

Step 1.1: Short Term Separation (*Lost Children)

Step 1.2: Long Term Separation (UASC)

Step 1.3: When parents and caregivers report as Missing Child

Step 2: Registration and Assessment

Step 2.1: Rapid Assessment + FTR Registration

Step 2.2: Comprehensive Assessment + FTR Registration

Step 2.3: Tracing Request Form

Step 3: Case Planning / Implementation of Case Plan

3.1: Tracing of the parent(s)/caregiver(s) (Tracing Action Form)*

3.2: Tracing of the Child (Tracing Action Form)
If the child is either found by the Case Worker or spontaneously reunified, complete the Registration form

Step 4: Verification

Step 5: Reunification

Step 6: Follow Up and Monitoring

If Short term separation, and there is further protection concern complete the Comprehensive Assessment

Step 7: Case Review

Step 8: UASC Case Closure/Transfer

Notes

TRACING

*For lost children, immediate interim care has to be provided as tracing progresses

If the child has been missing for a short period, then complete the Tracing Request form then activate the tracing process

There are two types of Tracing

**Individual Tracing

- Using phones/SMS (text messaging) to contact family members
- Liaising with colleagues, other CP agencies in other camps to request support to find family members
- Using community networks/structures (e.g. local mosques, camp focal points, CiC, Site Management Agency);
- Cross-checking documentation of UASC or a child that requested tracing in the data base (or manually) with that of missing children, to find matches
- Visiting families to follow up on new information received;
- Soliciting support of BDRCS/ICRC through a formal, written request by the supervisor, when tracing is not successful or is unlikely to be successful

*Mass Tracing

- Passing information (age, sex and physical identity) at the site management office, transit centres, child friendly spaces, health facilities, mosques, learning centres, distribution sites etc.
- Make megaphone announcements (with agreed minimum information on family members OR children) at places where people gather
- Use radio NAF announcements to cover a wide geographic area.
- Solicit the help of community children/adolescents – they are a tremendous source of information in the tracing process

Note: Mass tracing methodologies require a rigorous risk assessment during the planning stage to ensure children are not put at risk of harm. Please contact the Child Protection Sub-Sector if you are planning on designing a mass tracing campaign

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REUNIFICATIONS

Planning and carrying out the reunification – Do's and Don'ts

Depending on the circumstance and length of the separation:

- **Do not** reunify a child without having completed the adult and child verification process
- **Do** plan and prepare for the reunification of the child with family caregiver and community, especially after a long or difficult separation. Ask the child for his/her input into the planning (how they would like it to take place, who should be present, etc.)
- **Do** consider what may need to be done in complex cases to prevent breakdown of the reunification, or to help with the integration process such as family mediation before/after the reunification, making referrals for assistance, helping the family access livelihoods support, etc. Complex situations might **include**: lengthy separations, significant family livelihood challenges, intentional separations such as in domestic violence cases, child survivors of sexual violence.
- **Do** have clear and safe procedures in place for transferring the child to another agency for transport, and/or reunification. E.g. **Do not** send a child in a vehicle for reunification without being accompanied by an authorised staff member/case worker. If it is absolutely necessary to do so, this should be on an 'by exception' basis only and under controlled and supervised conditions.
- **Do** consult /involve CiC/DSS in family reunifications; including expediting the transfer process.
- **Do** ensure that all agency-facilitated reunifications are undertaken as a formal handover by an authorized staff member, documented on **Reunification Form** and signed by the case worker, adult family member, witness, and where possible the child him/herself. If a sibling group is reunified, complete a reunification form for each child.
- If it is necessary to send a child to a location for reunification where there is no receiving agency, try to identify a community leader who can witness the reunification and provide support the child if needed. Case conference should be held for all such reunifications

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CASE REVIEW

Case management meetings should be held regularly, allowing caseworkers to share achievements with supervisors and seek support to address obstacles in specific cases. For UASC this includes discussing and resolving obstacles to tracing and reunification. **Confidentiality** must be emphasized in case conferences, which should be held in private and attended only by those who play a role in supporting action needed to protect the child.

UASC CASE CLOSURE / TRANSFER

There are 2 kinds of case closure for UASC or a child that requested the tracing: closing or suspending tracing activities; and closing the case in general when case closure criteria for case management are met. A case can be closed when:

- The child's case is transferred to another agency for follow-up, following reunification. In such cases, the child's file (or aspects of the file that are necessary) should be transferred to the receiving agency, in line with the Information Sharing Protocol, so that re-documentation is not required.
- When a decision is made that further post reunification follow-up is no longer needed
- In situations where reunification has been deemed not to be in the best interests of the child (even if tracing has been successful), long-term alternative care arrangements have been put in place, and the case meets the criteria for case closure.

Procedure for a child who is transferred or moves to another location, but still requires tracing:

When children are transferred or move to another location, tracing efforts can be significantly hampered so all efforts must be made to ensure that information is shared/not lost, and that active tracing continues. The child's file including tracing actions taken and photos should be transferred to the receiving agency. In the case of young children any possessions that have been stored/preserved should accompany the child, for future potential verification purposes. Use same **CASE TRANSFER/ CASE CLOSURE FORMS** as per Case Management SOPs.

h) FTR Flow chart for Bangladeshi Children

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h) FTR Flow chart for Bangladeshi Children

i) Briefing Note on BDRCS-ICRC FTR –RFL activities

Guidelines on Family Tracing & Reunification

(Restoring Family Links - RFL) of the Bangladesh Red Crescent Society (BDRCS) and the International Committee of the Red Cross (ICRC) in Cox's Bazar, Bangladesh

1. Introduction to Restoring Family Links (RFL) & Maintaining Family Links (MFL)

Restoring Family Links (RFL) and Maintaining Family Links (MFL) refer to the various activities aimed at preventing separation, restoring and maintaining contact between family members who are separated from their loved ones as a consequence of armed conflict, other situations of violence, natural or man-made disasters, detention, and migration. It includes, among others, organizing the exchange of family news, tracing individuals, registering and following up individuals with tracing needs, reuniting and repatriating [1] unaccompanied minors. The BDRCS/ICRC have access to all the camps in Cox's Bazar and can search for separated family members around the world. RFL services are for the purposes of sharing family news only and any individual can benefit from them free of charge.

2. Service Details of Family Tracing in Cox's Bazar

The BDRCS/ICRC use a variety of tools and services to help those separated family members to restore or maintain contact, and they include the following:

Service	Details
Telephone services	Available to restore family contact when the phone number of the sought person is known.
Red Cross Messages	They are open letters containing family news only, used when contact cannot be re-established by phone, the address of the sought person is known, and they are the only mean to maintain contact.
Tracing Requests	They are taken when the whereabouts of the sought person are unknown, including when the person is allegedly in detention. Tracing Requests are collected from 1st degree relatives only, but exceptions are made if there is no 1st degree relative alive.
Unaccompanied Minors	The BDRCS/ICRC has a special focus on the tracing of the parents of unaccompanied minors.
Family Reunification	The BDRCS/ICRC can facilitate family reunifications inside the camps for the most vulnerable (unaccompanied minors, elderly, physically impaired, mentally ill, separated children). Feasibility and steps needed are to be evaluated on a case-by-case basis. Support to family reunifications of vulnerable people from or to other countries different than Myanmar can be considered on a case-by-case basis and they will depend on the best interest of the child(ren), request from the authorities, and other internal criteria. Also the kind of support (e.g. travel documents, transportation, in-kind) has to be contemplated for every case.

Referral System

To the BDRCS/ICRC

The BDRCS/ICRC welcomes referrals for people in need of tracing from RRRC, UNHCR, UNICEF, and other organizations.

For adult tracing and RCMs: the RFL hotline numbers (+88 01 871188906; +88 01 865991603) should be informed.

Within the camps: there are RFL fixed points where BDRCS volunteers are present and available to provide RFL services to people in need of the service. These points are usually located near mosques and schools, or other locations frequented by the community in the camps.

For Unaccompanied Minors and Separated Children: the referral form[2] should be filled up electronically and sent to BDRCS tracing services (tracing@bdrcs.org) keeping Sawda Meher, ICRC RFL Field Officer (smeher@icrc.org) in copy.

From the BDRCS/ICRC

When a person approaches BDRCS/ICRC with needs that the BDRCS/ICRC cannot meet, the BDRCS/ICRC:

- Gives the person information on other available and relevant service providers

- Accompanies vulnerable enquirers to the service provider when needed

Data Protection

To undertake RFL actions, the BDRCS/ICRC only accepts information provided *directly* by the beneficiary, who also has to provide informed consent. Details related to beneficiaries' cases are only disclosed to the beneficiaries themselves, and in applicable cases, the caregiver. The only feedback given to the referring organisation can be in the form of "visited/not visited", if requested. The following statistics can be provided upon request from the Child Protection Sub Sector: number of cases opened, number of cases closed. No other information is shared with other organisations for data protection.[3]

Collaboration

The BDRCS/ICRC remains committed to engaging with all CP actors in order to bring about the most successful outcome for the users of RFL services. The BDRCS/ICRC encourages any safe method of restoring and maintaining family links by other actors if needed, while simultaneously having an open file with the RFL program.

For more information on the RFL services offered by BDRCS/ICRC please see the BDRCS RFL brochure or visit www.familylinks.icrc.org.

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[2]Attached

[3]See the *Code of Conduct on Data Protection* of the International Red Cross and Red Crescent Movement Family Links Network, November 2015, available at https://www.icrc.org/en/document/rfl-code-conduct