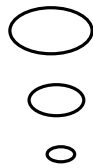
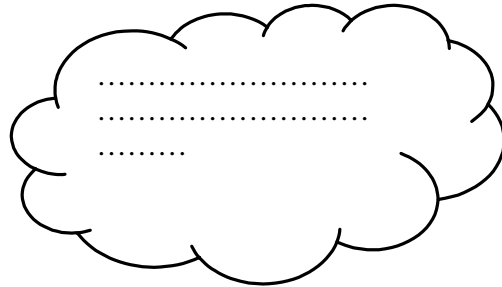


CHILDLINE ON MY FINGER TIPS A RESOURCE BOOK

This Book belongs to



Dear team member,

Welcome to the CHILDLINE family !

This diary is a result of numerous in-house trainings conducted with CHILDLINE team members across the country. The idea of this book emerged at the first coordinators workshop. The coordinators felt it would help the team members to have a guide workbook, which they could call their own- a book, which would be handy and fit into their pockets.

This book is aimed at providing you with some points of reference for the future. It also provides a space to express yourself and pen your thoughts, while sharing the spirit of CHILDLINE and giving you tips on case intervention.



Good Luck !

with warm regards,
The CIF team

About me

1

I am

I was born on

.....

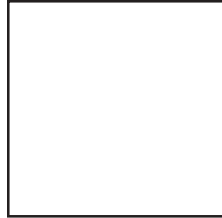


I am feet tall



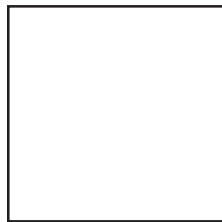
..... is the colour of my eyes

2



My favourite food.....

.....
.....



My favourite colour...

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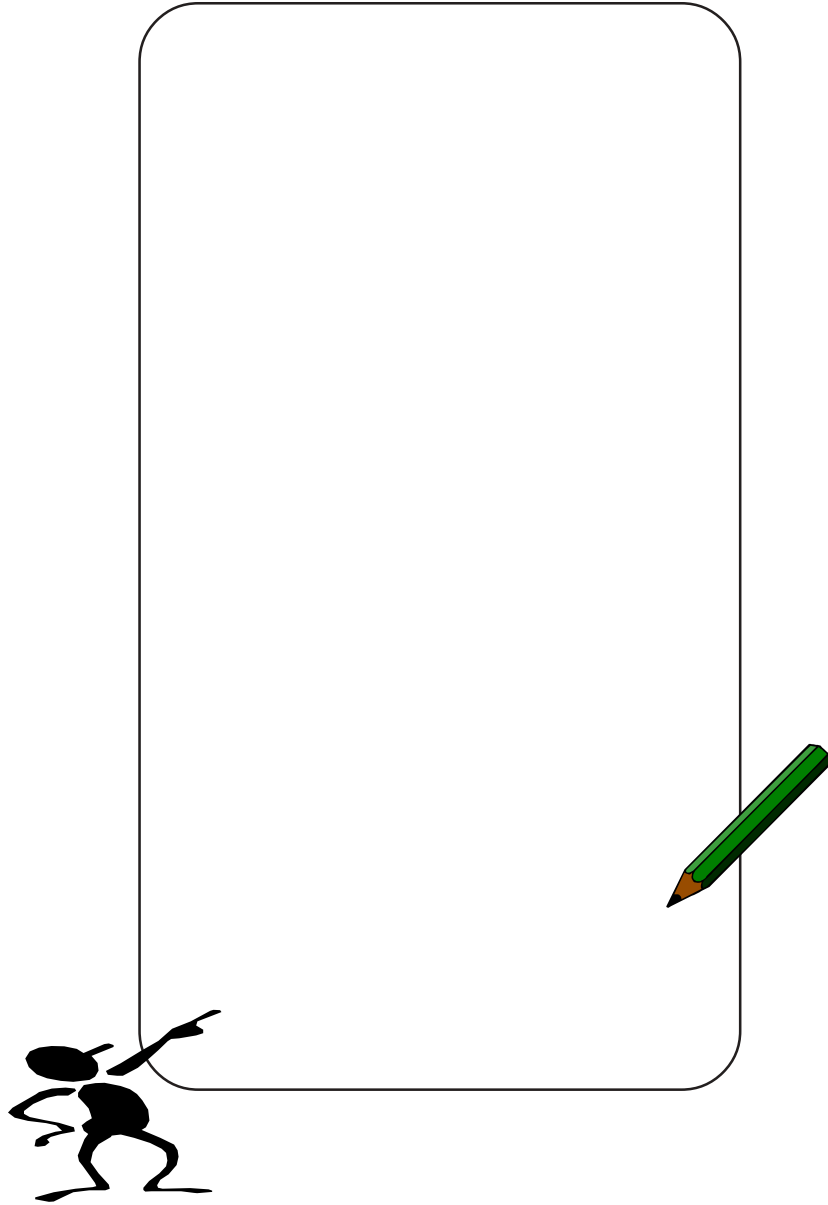


My favourite place

.....
.....

3

Here is a symbol that describes me best



I. What is CHILDLINE?

CHILDLINE is a

- Map

- 

- Free

- 

- 

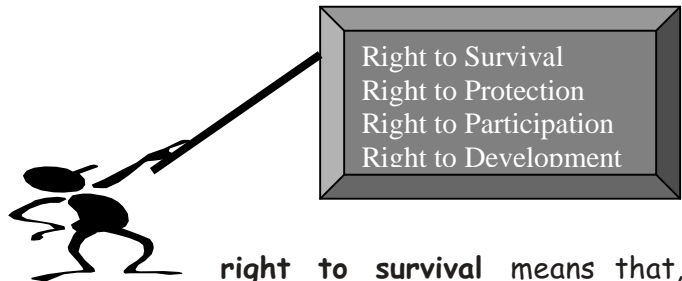
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.....Working towards protecting children's rights

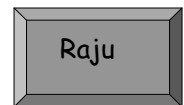
Child Rights

A rights means that

Children in India have rights as India has signed the which ensures the following rights to children:



The right to survival means that, every child has a right to:

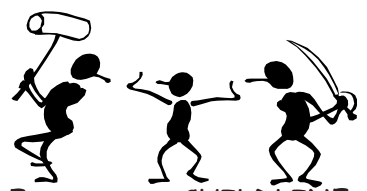


6

For me, as a CHILDLINE team member the right to survival means that;

.....
.....
.....
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.....
.....
.....

2) The right to Protection means that every child has the right to.



.....
.....
.....

For me as a CHILDLINE team member right to protection means

.....
.....
.....

3) The right to development means that children have a right to



.....
.....

7

For me as a CHILDLINE team member the right to development means

.....

.....

.....

.....



4) Right to participation means that children have a right to



.....

.....

.....

.....

For me as a CHILDLINE team member the right to participation means that

.....

.....

.....

.....

.....



I believe in child rights! I believe in CHILDLINE!

How CHILDLINE works towards protecting child rights

- i) Responding to each call and actively following up with each call

Through this the rights of children be protected by...

.....
.....
.....

- ii) Conducting training/creating awareness about child rights amongst children and persons that interact with children

Through this the rights of children be protected by...

.....
.....
.....

- iii) Documenting all calls

Through this the rights of children be protected by...

.....
.....
.....

Translating Child rights into action CHILDLINE credo

We at CHILDLINE believe that.....

Every call is important



For me at CHILDLINE this means that

.....
.....
.....
.....

Child must play a role in the intervention



To me this means that

.....
.....
.....
.....

CHILDLINE cannot work alone

For me as a CHILDLINE team member this means

.....
.....
.....
.....
.....

CHILDLINE is a special family



As a part of the CHILDLINE family I will.....

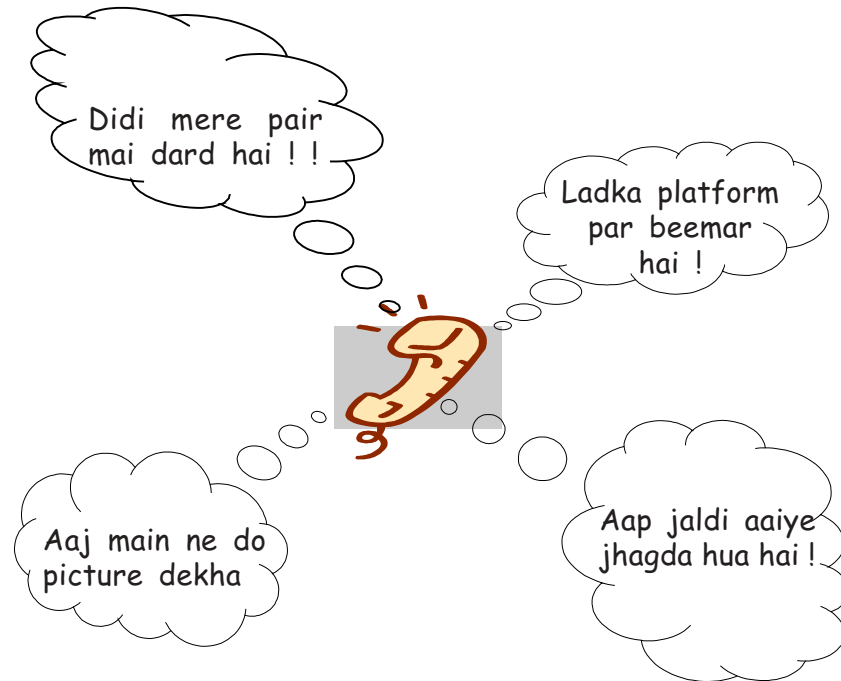
.....
.....
.....
.....

CHILDLINE is transparent and accountable

As a CHILDLINE team member I will.....

.....
.....
.....
.....

History of CHILDLINE



CHILDLINE is what it is today because

- ⊕ Street boys from Mumbai needed to talk to somebody who cared.
- ⊕ They felt the need for :
 - a service that would ensure that ...help is just a phone call away.
 - a phone number, which they could call, free of charge and get help at anytime and in any city.

CHILDLINE today is operational in cities

These include

.....
.....
.....

To support the development of CHILDLINE services across India, the Ministry of Social Justice & Empowerment established the CIF in May 1999. The role of CIF includes :

- 1. Services
- 2. Awareness & Advocacy
- 3. Research & Development

CHILDLINE is thus a project of hte Ministry of Social Justice & Empowerment in partnership with

.....
.....
.....

II. Understanding CHILDLINE in my city/town/ district

We are now a part of CHILDLINE

Lets look at why children will call CHILDLNE, the structure of CHILDLINE in our city/district, the roles of different organisations in CHILDLINE and a map of our city/district

Why will children call CHILDLINE?

I have read the need assessment study of my city.

Children say that
.....
.....
.....

Adults say that
.....
.....
.....

Some important conclusions from the NAS:
.....
.....
.....

If I were a child, why would I call CHILDLINE ?

- 1
- 2
- 3
- 4
- 5
- 6

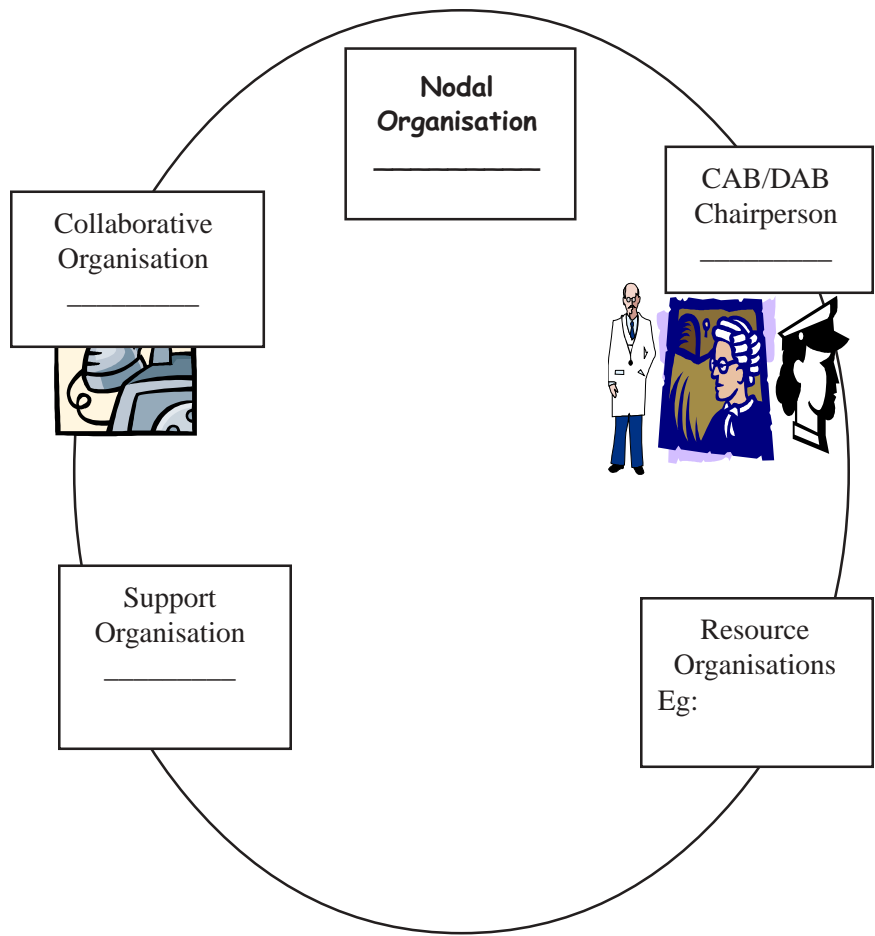


Which children do I think are the most marginalized in my city/district ?

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

CHILDLINE focuses on the most marginalized child

The Structure of our CHILDLINE



The roles of CHILDLINE partners

The City/District Advisory Board (CAB/DAB)

The members of the City Advisory Board must:

- 1) Meet once in three months



- 2) Review the calls received and the strategies adopted in intervention. Monitor the quality of the service



- 3) Ensure coordination between Government departments and the NGOs in responding to children



- 4) Help ensure that there are adequate services for children
- 5) Plan training strategies for the allied systems and review the budget for them
- 6) Suggest measures to address problems and issues faced by CHILDLINE

In my city the CAB members are:

.....

.....

.....

.....

.....

.....

The collaborative organisation must:

- 1) Respond to all calls, case intervention and follow up.



- 2) Conduct regular phone testing



- 3) Document all calls and maintain registers

- 4) Feed data into the child net package on the computer.



- 5) Organise monthly meetings

- 6) Prepare a monthly plan for outreach and make children aware of the service....



- 7) Create awareness about CHILDLINE.

In my city the CHILDLINE collaborative organisation is

.....

The nodal organisation must

- 1) Facilitate the co-ordination of CHILDLNE
- 2) Network with other resource organisations
- 3) Organise training with the CHILDLINE team members
- 4) Conduct trainings with the Allied systems
- 5) Ensure linkages between theory and practice

The support organisation must:

- 1) Respond to all calls referred by the collaborative organisation and ensure follow up
- 2) Create awareness in ones area
- 3) Test phones in the area and conduct extensive outreach
- 4) Document calls received.

In my city the support organisations are :

.....

.....

.....

As part of the CHILDLINE resource organisation one must:

- 1) Provide long term follow up based on the needs of the child
- 2) Test the 1098 number connectivity.
- 3) Create awareness about CHILDLINE

In my city some of the resource organisation are :

.....

.....

.....

Stick my city map

This is the outline map of my city and I expect children to call from the areas highlighted above.

III. CHILDLINE Interventions

Lets now look at some of the guidelines to keep in mind while responding to calls. This section on CHILDLINE interventions discusses:

- i) The ecological perspective which focuses on emergency and long term intervention for each call
- ii) Tips while receiving a call and responding to the caller
- iii) Interventions guidelines for responding to children. This includes:

Direct Assistance calls

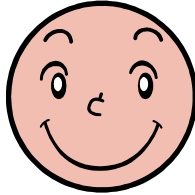
- o Medical
- o Shelter
- o Repatriation
- o Emotional Support and Guidance
- o Death related calls
- o Abuse/Rescue
- o Sponsorship
- o Missing children
- o Information and referral to services

Information about CHILDLINE and volunteers

Other calls: Silent calls, Abusive calls, Testing calls, Fun/Mazzak calls, Administrative calls

Understanding the ecological perspective:

The people I interacted with during the week are:



From the ecological perspective, I understand that

- i) There are systems around us that are interconnected
- ii) To bring about change, we need to influence various systems
- iii) CHILDLINE interventions should aim at bringing about long term change
- iv) CHILDLINE interventions begin however by responding to the needs of individual children

Tring Tring..... Hello CHILDLINE

How do I respond to a call?



- i) Pick up the phone within three rings
- ii) I need to say " Hello CHILDLINE, how can I help you" in my regional language
- iii) I must dialogue with the caller in a friendly tone
- iv) I need to find out what the caller wants from CHILDLINE and confirm the same with the caller
- v) I need to decide if:
 - o there is a need for me to go to the child
 - o refer the call to a support organisation if the child is in the geographical
 - o call the child/caller to the agency
 - o respond to the call on the phone itself
- a) If I am going to meet the child, I need to:
 - Find out callers/child's name
 - Get appropriate landmarks from where the child is calling
 - I need to describe myself to the caller and take a CHILDLINE brochure and sticker along.
 - Tell the caller or the child the exact time I would be reaching the spot



b) If I refer the call to a support organisation

- I need to ask the child to hold on
- I need to call the support organisation on the other phone and inform them about the child
- I need to confirm from the support when and where and after how long the child will be met
- I need to inform the child (who will still be holding on) about the same

c) If I call the child to the agency

- Be sure that the caller can reach the agency
- I need to give the exact address

d) If I respond to the call on the phone

- I need to ensure that I am actively listening to the caller
- Giving the caller options

vi) Recapitulating: I need to summarise the plan of action that has been decided

25

vii) Ending the call: I need to thank the caller / child for calling and ask him/her to call again with feedback

viii) If I am going to meet the child then

- o I must inform my other team-mate / coordinator about where I am going.
- o If nobody is around I must leave a note for my team-mate / coordinator and ensure that a volunteer is at the phone



ix) Documentation: After the call, I need to document the details of the call in the documentation form

x) Follow-up of the call: Based on the nature of the call, I need to follow-up with the call

Intervention Guidelines



In all our interventions we need to translate the CHIDLINe credo into action. Every child/caller dialling 1098 wants to say something and would like CHIDLINe to do something. Having put their trust in CHIDLINe, we need to respect that trust by effectively responding to calls.

Outlined in the following pages are guidelines in responding to these calls. These have emerged based on discussions with CHIDLINe team members across the country. While these are only guidelines, it is important for us to understand them as:

- i) They reflect CHIDLINe's stands on issues related to children in need of care and protection
- ii) They enable us to think of options that we may not have thought off
- iii) They remind us of linking children to long term services

The type of calls mentioned include:

Direct Assistance: Medical, Shelter, Repatriation, Abuse/Rescue, Emotional Support and Guidance, Death related calls Sponsorship, Missing children, Information and referral to services

Information about CHIDLINe and volunteers

Other calls: Silent, Testing, Abusive, Fun

I) Type of call: **MEDICAL**

Sub Problems: First Aid, OPD, Hospitalisation, Addiction, Accident, Mental Illness, Casualty



1. *FIRST AID*:-

- Refer the child to a support organization
.....
- Go to meet the child
.....
- Give nutrition to the child
.....
- Clean / wash the child
.....
- Apply ointment to the child
.....
- Bandage child's wounds
.....
- Give paracetamol to the child
.....
- Give the child clothes to wear
.....
- Talk to the child to determine future plans
.....
- Refer the child to a shelter
.....

- Repatriate the child
.....
- Child returns to the street, knowing that s/he can dial 1098 when needed
.....
.....
- Advocacy on issues related to health care of children
.....

2. OPD:-

- Refer the child to a support organization
.....
- Go to meet the child
.....
- Give nutrition to the child
.....
- Clean / wash the child
.....
- Take the child to the nearest hospital / PHC
.....
- Take the child to casualty
.....
- Meet the hospital social worker
.....

- Get the doctor to fill in the CHILDLINE medical form
.....
- Arrange for medicines / bandages to be purchased
.....
- Arrange for other tests such as blood, CT scan, etc for the child
.....
.....
- Arrange for a peer support to supervise the OPD follow-up of the child and report to CHILDLINE
.....
- Talk to the child to determine future plans
.....
- Refer the child to a shelter
.....
- Repatriate the child
.....
- Child returns to the street knowing s/he can call 1098 when needed
.....
- Advocacy on issues related to health care of children
.....

3. HOSPITALISATION:-

- Refer the child to a support organization
.....

- Go to meet the child
.....
- Give nutrition to the child
.....
- Clean / wash the child
.....
- Take the child to the nearest hospital / PHC
.....
- Take the child to casualty
.....
- Meet the hospital social worker
.....
- Get the doctor to fill in the CHILDLINE medical form
.....
- Admit the child into hospital
.....
- Arrange for medicines / bandages to be purchased
.....
- Arrange for other tests such as blood, CT scan, etc for the child
.....
- Arrange for a volunteer to be with the child in the hospital
.....

- Arrange for specialized treatment for the child
.....
- Arrange for blood donors / financial assistance
.....
- Refer to a hospice / infirmary
.....
- Monitor medical follow-up in the hospital
.....
- Advocacy with hospitals
.....
- Talk to the child to determine future plans
.....
- Refer the child to a shelter
.....
- Refer the child to a infirmary
.....
- Repatriate the child
.....
- Child returns to the street knowing s/he can call 1098 when needed
.....

4. ACCIDENT:-

- Refer the child to a support organization
.....

- Go to meet the child
.....
- Take the child to a casualty
.....
- Register the incident with the hospital police
.....
- Arrange for medicines / bandages to be purchased
.....
- Arrange for other tests such as blood, CT scan,
etc for the child
.....
- Arrange for a volunteer to be with the child in the
hospital
.....
- Arrange for specialized treatment for the child
.....
- Arrange for blood donors / financial assistance
.....
- Get the doctor to fill in the CHILDLINE medical
form
.....
- Follow-up for compensation for the child
.....
- Monitor medical follow-up in the hospital
.....

- Advocacy with hospitals
.....
- Talk to the child to determine future plans
.....
- Refer the child to a shelter
.....
- Refer the child to a infirmary
.....
- Repatriate the child
.....
- Child returns to the street knowing s/he can call 1098 when needed
.....
- Advocacy on issues related to health care of children
.....
.....

5. MENTAL ILLNESS:-

- Refer the child to a support organization
.....
- Go to meet the child
.....
- Take the child to the psychiatric department of the hospital
.....

- Arrange for other tests such as blood, CT scan, etc for the child
.....
- Admit the child into hospital
.....
- Arrange for a volunteer to be with the child in the hospital
.....
- Arrange for a shelter
.....
- Talk to the child to determine future plans
.....
- Refer the child to a shelter
.....
- Refer the child to a infirmary
.....
- Repatriate the child
.....

6. *ADDICTION:-*

- Refer the child to a support organization
.....
- Go to meet the child
.....
- Take the child to the nearest hospital / PHC
.....

- Meet the hospital social worker
.....
- Talk to the child about de-tox programme requirements
.....
- Arrange for other tests such as blood, CT scan, etc for the child
.....
- Admit the child into a de-tox programme
.....
- The child is treated on an OPD basis
.....
- Get the doctor to fill in the CHILDLINE medical form
.....
- Talk to the child to determine future plans
.....
- Refer the child to a shelter
.....
- Refer the child to a infirmary
.....
- Repatriate the child.
.....
- Child returns to the street knowing s/he can call 1098 when needed
.....
.....

II) Type of call: SHELTER

Sub Problems: Child is Abandoned, Child has left home, Parents/Guardians seek shelter, child is medically ill



1. CHILD IS ABANDONED:-

- Refer the call to a support organization.
.....
- Go to meet the child
.....
- Get medical assistance
.....
- Bring the child to the Collaborating Organisation
.....
- Speak to the child to discover the family background
.....
- Call agencies
.....
- Arrange temporary / overnight shelter for the child
.....
- Follow-up of the CHILDLINE education
.....
- Vocational training
.....

- If the child has parents, talk to them
.....
- Get sponsorship
.....
- Repatriation
.....
- Inform the local police
.....
- Inform the JWB
.....
- Inform the Missing Persons Bureau
.....
- Refer the child for adoption
.....
- Refer the child for sponsorship
.....
- Refer the child for foster care
.....
- Assist in repatriation
.....
- Fortnightly follow-up of the child in the shelter
.....

2. CHILD HAS LEFT HOME:-

- Refer the child to a support organization
.....
- Go to meet the child
.....
- Medical Assistance
.....
- Bringing the child to the collaborating organization
.....
- Calling agencies providing shelter for children
.....
- Arrange temporary / overnight shelter for the child
.....
- Counsel for repatriation
.....
- Telegram / Call
.....
- Sponsor the child
.....
- Repatriation of the child
.....
- Follow-up of the child in the shelter
.....
- Providing education
.....

- Vocational training
.....
- Informing local police.
.....
- Inform the JWB.
.....
- Refer the child to the JWB
.....
- Inform the Missing Persons Bureau
.....
- Refer the child for foster care
.....
- Refer the child for adoption
.....
- Assist in repatriation
.....
- Monitor follow-up of child in the shelter
.....

3. PARENTS / GUARDIANS SEEK SHELTER/ BOARDING FOR CHILD:-

- Talk to the parent / guardian to determine the need for the child.
.....
.....

- Speak to the child to determine future plans
.....
- Give information about shelter / boarding homes on the phone
.....
- Refer through a letter of CHILDLINE
.....
- Link parents to sponsorship organizations
.....
- Call agencies providing boarding facilities
.....
- Assist in repatriation
.....
- Monitor follow-up of child in shelter
.....

4. CHILD HAS LEFT SHELTER:-

- Find out reasons for living
.....
- Try and locate the child
.....

III) REPATRIATION:-

Sub Problems: Child knows address lives outside city, child knows the address lives within the city, child does not know address lives outside city, child does not address lives within the city



1. CHILD KNOWS ADDRESS, LIVES OUTSIDE THE CITY or CHILD KNOWS ADDRESS, LIVES WITHIN THE CITY

- Refer the call to the support organization
.....
- Go to meet the child
.....
- Provide medical assistance
.....
- Bring the child to collaborative organization
.....
- Arrange temporary / overnight shelter
.....
- Arrange for a regional language interpreter
.....
.....
- Speak to the child to discover family background
.....
- Correspond with child's family on phone or through post
.....

- The child's parent / relative comes to take the child
.....
- Contact CHILDLINE / other organization to follow-up
.....
- Arrange an escort for the child
.....
- Send the child with travel documents
.....
- Arrange for a train ticket
.....
- Arrange for sponsorship of the child
.....
- The child is asked to earn money to buy a ticket
.....
- Refer the child to JWB
.....
- Inform missing person's bureau / JWB
.....
- Flash photographs of the child to CHILDLINE cities
.....
- Follow-up with referred national NGO
.....
- Procure a written statement from the family after
child reaches home
.....
.....

- CHILDLINE is informed that the child has reached home

.....
.....

2. *CHILD DOES NOT KNOW ADDRESS, LIVES OUTSIDE THE CITY OR CHILD DOES NOT KNOW ADDRESS, LIVES WITHIN THE CITY :-*

- Refer the call to the support organization
-
- Go to meet the child
-
- Provide medical assistance
-
- Bring the child to collaborative organization
-
- Arrange temporary / overnight shelter
-
- Arrange for a regional language interpreter.
-
- Speak to the child to discover family background
-
- Try to get clues from the child about direction of the house
-
- Contact city-based relatives
-

- Arrange an escort for a child
.....
- Attempt to repatriate the child with an escort
.....
- Take a photograph of the child
.....
- Inform missing person's bureau / JWB
.....
- Send photograph to the CDSC for flashing across the country
.....
- Refer the child to JWB
.....
- Flash photographs of the child to CHILDLINE cities
.....
.....
.....

IV) PROTECTION FROM ABUSE:-



Physical/ Sexual / Financial
 Sub Problems: Abuse in the Family, Abuse by neighbours,
 Abuse in the workplace, abuse in institutional care,
 protection from abuse by police, death

1. ABUSE IN THE FAMILY:-

- Refer the child to a support / resource organization,
 if any in the vicinity

- Home visit
.....
- Meet the caller / other neighbour
.....
- Visit the school / meet the child's teacher
.....
- Take custody of the child with or without police help
.....
- Meet the child
.....
- Meet the abuser
.....
- Meet other members of the family
.....
- Lodge an FIR
.....
- Get a medical examination of the child and follow-up
.....
- Admit the child in a hospital
.....
- Photograph the external injuries of the child
.....
- Contact family members of the child, if any
.....

- Referring to the remand home
.....
- Referral to professional counselors
.....
- Counseling and emotional support to the child
.....
- Counseling and emotional support to the family
.....
- Contact local group / community / pressure groups
.....
- Sponsorship for the child -e.g. education
.....
- Repatriate the child to family / other family members, if possible
.....
- File public interest litigation
.....
- Form a task force for lobbying
.....
- Take legal action against abusers
.....
- Get medical report of the child from the hospital
.....

ABUSE BY NEIGHBOURS:-

Is of the case.....-

/ resource organization.....

.....Network with organization working with police.....

DEATH-RELATED CALLS Sub Problems: Natural death, Accident, Death

under suspicious circumstances 1. NATURAL DEATH

:- Refer to a support organization, if any.....

..... • Contact

nearest police station.....

.....• Take panchanama of the body.....

.....Keep body of the child for 24 hours and try to trace family members.....

.....Network with NGOs to contact child's family.....

.....• Contact family members.....

.....• Wait for parents to come.....

- Photograph the external injuries of the child
.....
- Contact family members of the child, if any
.....
- Referring to the remand home
.....
- Referral to professional counselors
.....
- Counseling and emotional support to the child
.....
- Counseling and emotional support to the family
.....
- Contact local group / community / pressure groups
.....
- Sponsorship for the child -e.g. education
.....
- Repatriate the child to family / other family members, if possible
.....
- File public interest litigation
.....
- Form a task force for lobbying
.....
- Take legal action against abusers
.....

- Get medical report of the child from the hospital
.....

3. *ABUSE IN THE WORKPLACE:-*

- Refer the child to a support / resource organization, if any in the vicinity
.....
- Visit the workplace
.....
- Meet the caller
.....
- Meet the child
.....
- Meet the abuser
.....
- Inform family of the incident
.....
- Meet other members of the family
.....
- Visit the workplace
.....
- Contact local organizations
.....
- Collect information from other sources
.....

- Contact the concerned police station
.....
- Lodge an FIR
.....
- Take custody of the child with or without police help
.....
- Take photographs of the wounds / marks on the body
.....
- Admit the child in a hospital
.....
- Undertake medical treatment of the child
.....
- Get medical reports of the child
.....
- Place the child in a safe place
.....
- Refer the child to professionals
.....
- Counseling and emotional support to the child
.....
- Counseling and emotional support to the family
.....
- Repatriate
.....

- Preparing the family / community for integration of the child
.....
- Sponsorship
.....
- Pressure building at different levels of the case
.....
- File public interest litigation
.....
- Form a task force for lobbying
.....
- Take legal action against abusers
.....
- Advocacy and lobbying with systems involved in the care
.....

4. *ABUSE IN INSTITUTIONAL CARE:-*

- Refer the child to a support / resource organization, if any in the vicinity
.....
- Contact the nearest police station
.....
- Bring the abuser to the notice of personnel / authorities
.....

- Meet the chairperson and other authorities of the organization
.....
- Follow-up on the FIR, medical report of the child
.....
- Get medical treatment for the child
.....
- Collect copies of the document
.....
- Put the child at a secure place
.....
- Take custody of the child for rehabilitation
.....
- Inform family members
.....
- Refer to professionals
.....
- Send the child to CGC
.....
- Arrange counseling and emotional support for the child
.....
- Repatriate, if possible
.....
- Get sponsorship for educational and medical rehabilitation
.....

- Get professionals to work with the abuser
.....
- Organise group work sessions with children in the institution
.....
- Conduct a periodic review of the performance / change after group sessions
.....
- Send the child to other institution, if no change in behaviour is obtained
.....
.....

5. DEATH UNDER SUSPICIOUS CIRCUMSTANCES:-

- Inform the concerned police station
.....
- Inform local organizations
.....
- Lodge an FIR
.....
- Take photographs of the child
.....
- Inform the child's family
.....
- Collect written statements about the death from family, neighbours, etc
.....

- Get a copy of the post mortem, death certificate and viscera report

.....
.....

- Take custody of the body and handle final death formalities

.....

- Prepare a report with minute details

.....

- Seek legal action and follow-up

.....

- Advocacy and lobbying

.....

6. *PROTECTION FROM ABUSE BY POLICE:-*

- Get concerned police station number of the police personnel concerned

.....

- Lodge an FIR against the police

.....

- Give details like name and badge no. to the police, if any

.....

- File PIL against the Police

.....

- Give written complaint with all details including a statement of the child
.....
.....
- Advocacy and lobbying with the Police Department
.....
- Police training and no. of cases
.....
- Deal with the higher police authorities
.....
- Refer call to a support / resource organization
.....
- Network with organization working with police
.....

V) DEATH-RELATED CALLS:-

Sub Problems: Natural death, Accident, Death under suspicious circumstances



1. NATURAL DEATH:-

- Refer to a support organization, if any
.....
- Contact nearest police station
.....
- Take panchanama of the body
.....

- Keep body of the child for 24 hours and try to trace family members
.....
.....
- Network with NGOs to contact child's family
.....
- Contact family members
.....
- Wait for parents to come
.....
- Hand over the body to parents
.....
- Arrange for death related services, e.g - hearse
.....
- Arrange monetary requirements
.....
- Conduct last rites of the child
.....
- Inform organizations about the death and cremation
.....
- Inform all organizations about Shradhanjali
.....
- Procure the death certificate of the child
.....

2. ACCIDENTAL DEATH:-

- Refer to a support organization, if any
.....
- Contact nearest police station
.....
- Take panchanama of the body
.....
- Send the body for post mortem to the hospital
.....
- Network with NGOs to trace child's family
.....
- Contact family members
.....
- Wait for parents to come
.....
- Ask for post mortem report
.....
- Get death certificate from hospital / general practitioner
.....
- Hand over the body to parents
.....
- Arrange for death related services, e.g - hearse
.....

- Arrange monetary requirements
.....
- Conduct last rites of the child
.....
- Inform organizations about the death and cremation
.....
- Inform all organizations about Shraddhanjali
.....

3. DEATH UNDER SUSPICIOUS CIRCUMSTANCES:-

- Refer to a support organization, if any
.....
- Contact nearest police station
.....
- Take panchanama of the body
.....
- Send the body for post mortem to the hospital
.....
- Take photographs of the child
.....
- Lodge an FIR, if death occurred under suspicious circumstances
.....

- Get a copy of the post mortem report, death certificate and viscera report
.....
.....
- Network with NGOs to trace child's family
.....
- Contact family members
.....
- Hand over the body to parents
.....
- Take custody of the body and contact final death formalities
.....
- Arrange monetary requirements
.....
- Inform all organizations about the Shraddhanjali
.....
- Collect written statements about the death from the family, neighbours, etc
.....
- Inform local organizations
.....
-
.....•Visiting shelters for children.....
-
.....•Getting a photograph of the child.....

- File a public interest litigation for police action
.....
- Seek legal action and follow-up
.....
- Advocacy and lobbying
.....

VI) EMOTIONAL SUPPORT & GUIDANCE:-



Sub Problems: FAMILY/ SCHOOL/PEER GROUP, work place, Love relationship, self, Institution, Sharing :-

- Talk to the child / caller
.....
- Enquire what has happened
.....
- Enquire if this has happened earlier
.....
- Enquire what situation triggered this behaviour / feeling
.....
- Enquire what the child is feeling
.....
- Enquire why the child is feeling so
.....
- Enquire what the child will do to overcome the feeling / behaviour
.....
.....

- Ask the following questions, if the child does not respond
.....
- Enquire what the child likes
.....
- Enquire how the child spends time
.....
- Enquire about child's area of interest
.....
- Assist the child to verbalise the problem
.....
- Give options to the child for assistance
.....
- Ask the child feedback of the conversation
.....
- Assure the child that service of CHILDLINE is available
.....
- Assure the child of confidentiality
.....
- Summarise the problem and verify, if you have stated it correctly
.....
- If necessary ask the child to come to the center
.....

- If necessary refer the child to seek professional help
.....
- Ask the child the following questions, if the child responds:
.....
- Assist the child to verbalise the problem
.....
- If necessary, the child wants to meet, ask the child to come to the center
.....
.....
- Make the child deal with the problem by confrontation
.....
- Make the child deal with the problem by rationalizing the feelings
.....
- Instill confidence in the child to deal with problems
.....
- Give options to the child for assistance
.....
- If necessary meet with child's siblings
.....
- If necessary meet with child's family / guardian
.....
- * If necessary meet with child's school authorities
.....

VII) Missing Children

Sub Problems: Parents/Guardians inform about missing child, child found and identified as missing



The information to be collected regarding the child should include:

- Child's name and pet name
- Birthmark descriptions
- Clothes at time of missing
- Whether or not the child is missing for the first time
- How the child got lost
- Why the child left home
- Date since missing
- Place from where the child got lost
- School attended by the Child
- Languages spoken by the Child
- Persons to contact if child is located (for parents/guardians inform about missing child)
- The landmarks/city that child remembers (for children found and identified as missing)

When parents/guardians inform CHILDLINE about a missing child, it is important to find out the action steps they have already done and CHILDLINE then needs to continue the same. The action steps include:

- Register a complaint at the local police station
.....
- Informing the missing persons bureau
.....
- Putting advertisements in papers/TV
.....

Visiting shelters for children, ...
and let us teach and awareness. Make a weekly plan to involve many NGOs, ...

I will tick and cross out what this station has and does not have respectively.
There is a copy of the Juvenile Justice Act, 1986 at the police station.
There is a handbook on role of the police as child protectors. There is a poster on the Juvenile Justice Act. Children been detained before at the police station under certain circumstances. All the policemen at the police station aware of CHILDLINE. There are CHILDLINE posters at the police station. The police find 1098 when they come across a child in crisis situation. There is a CHILDLINE list of NGOs working with children in the geographical vicinity of the police station. There is a woman and child cell in the police station. These are some of my concerns that have in relation with children in crisis situations and the Police system. I shared these with the officials we met at the police station.

that I think that CHILDLINE and the police can do together to enable us both to work together better.

- If child is aware of landmarks then contact a CHILDLINE organizations in the vicinity to trace the family

.....

- Escort the child home

.....

- Visit the child family for follow-up

.....

Information and referral services

Sub Problems: Children related services, community related services, women related services, services for senior citizens

- Find out details about the type of information required

.....

.....

- Check the resource directory for appropriate services

.....

.....

- Ask the caller to call back to say if the information was useful

.....

.....

Information about CHILDLINE and volunteers

- Explain about the concept of CHILDLINE

.....
.....

- Ask how they heard about 1098

.....
.....

- Ask about the profile of the caller

.....
.....

- Suggest ways they could volunteer their time, expertise for CHILDLINE

.....
.....
.....

Other calls: Abusive Calls, Silent calls

Abusive calls:

- Don't show anger
- Say "you seem angry...like to talk about it"
- Also "Some one else may be trying to get through so I have to disconnect now"
- Try asking the child to be a volunteer for CHILDLINE, telling other children about 1098

Silent calls

- Tell the caller about CHILDLINE
- Say 'If you have a problem talking, you can start by saying your name, or tap on the phone'
- Say 'You can call back whenever you want, CHILDLINE is 24 hours'

IV. Outreach and awareness

As mentioned earlier, CHILDLINE is an outreach service. Also CHILDLINE focuses on the most marginalized children in my city/district such as



.....

.....

.....

Why is outreach important???

.....

.....

.....

My challenge is to make every child/concerned adult in my city/district aware of the 1098 number and that someone who cares is just a phone call away !!!

Frequently asked questions on outreach

Who should we reach out to?

During outreach I need to contact:

- Children
- Concerned adults
- PCO owners
- Allied systems such as police

What are the messages I need to give during outreach?

Outreach with Children:

- CHILDLINE is 24 hours
- CHILDLINE is Free
- CHILDLINE number is 1098 (ten, nine, eight)
- Let the child dial 1098 and speak
- CHILDLINE is their service,
- Tell them about open house
- Make them volunteers to spread awareness
- They can call for their friends
- assure children that CHILDLINE is their friend for keeps...that's what outreach is all about.

Outreach with Adults:

- Concept
- They can refer children, tell children about the number
- Volunteer time, expertise to CHILDLINE

Outreach with PCOs/Shopkeepers

- Concept
- Free
- Let them speak on 1098
- Type of children who call
- Putting a sticker on the booth
- Referring children

Outreach with Allied systems

- Concept
- A partnership with allied systems and NGOs
- Role expected from the allied system

How should I conduct outreach and awareness:

- Make a weekly plan.
- Involve as many NGOs, civil society and government

- y
- v Let me see what this station needs to do to
on the platforms, work on the railway station
are aware of CHILD

I E ☐ There is a list of CHI

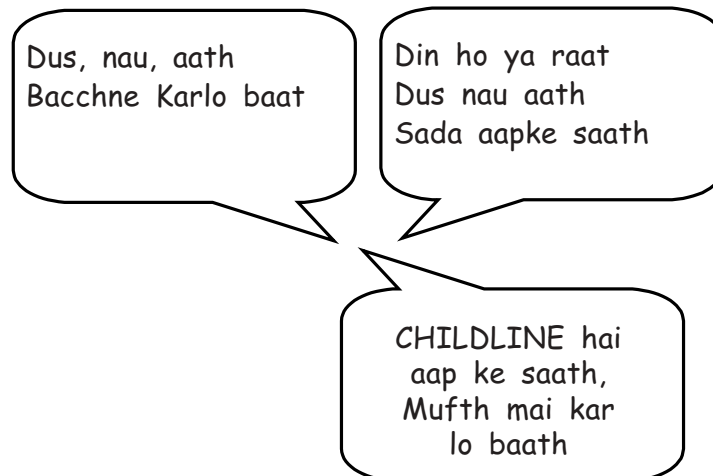
DLINE organisations working in the area adjoining
the railway station ☐ The Ticket Collectors will call CHILDL
NE if they see a child in crisis o

What are some of the strategies that I could use on outreach?

Street plays

- Prepare a script and plan a street play that will inform children about CHILDLINE.
- Enact the street play at the weekly meetings and encourage the children to come up with similar street plays.
- Put up stickers in street corners and places where children are likely to be found.
- Speak to concerned adults, vegetable vendors, shopkeepers etc about CHILDLINE and stick stickers and posters around shops.

Encourage children to come up with **slogans/song lyrics**



Street corner meetings

- Organise weekly street corner meetings Gather groups of children and tell them about CHILDLINE.
- Take children to the nearest phone and ask them to dial 1098 to familiarise them with usage of a telephone and also assure them about CHILDLINE.
- Encourage groups of children from the client group to come together and have weekly street corner group meetings.

Open House

An open house is a strategy to supplement outreach through street corner meetings, street plays, slogans and songs.

Why is open house important ?

- To review the CHILDLINE service in my city
- Get a feed back and improve the service
- Because I am an equal partner in CHILDLINE and I am responsible for the service in my city

How should I go about conducting an open house?

- Set a date and a venue for open house
- The venue should be at a place frequented by children eg. Parks, railway stations
- Inform children about the date
- Send reminders

- Begin the open house with a round of introduction(with a game)
- Explain the purpose of the meeting to the children
 - Ask if they have heard about CHILDLINE
 - Use street plays, songs and slogans as a media for communication
 - Distribute volunteer cards and explain its use.
 - Distribute paint and stickers amongst children for awareness creation
 - Ask for a review of the service and their feedback

V. Documentation



How is documentation important?

For follow-up of calls :.....

.....

For making our interventions more effective:.....

.....

.....

For outreach:

.....

.....

For training with Allied systems:

.....

.....

For advocacy:

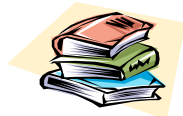
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.....

For accountability :

.....

.....



Things I should remember while documenting calls

- Details about the call such as
.....
- Details about the caller such as
.....
- Details about the child such as
.....
- Details about the problem such as
.....
- Emergency intervention steps such as
.....
- Long term intervention where I should write
.....
- Problems faced in responding to the call
.....
.....
- Family situation of the child such as
.....
- Expenses incurred
.....



VI. Visits to Allied Systems

I've learned that CHILDLINE does not work alone. CHILDLINE works with the help of the Allied Systems. Allied Systems are those systems that influence the everyday functioning of our lives. The allied systems that we interact with are

Children in crisis situations often first come in contact with the Allied Systems. There are a number of myths and problems that exist between children in crisis situations and the Allied Systems. In CHILDLINE we have constant interactions with the Allied Systems and we therefore, need to meet with the Allied Systems share our experiences with them, learn how they function, and work out innovative solutions for the various problems faced by children.

The Police Station



Date:

Today I visited a police station. At the police station I met

There are some special things about this police station I think I need to note down

I need to take a look at my checklist of things that go into making a police station child-friendly. Let me see what this station needs to do to make it more child friendly. (I will tick and cross out what this station has and does not have respectively)

- There is a copy of the Juvenile Justice Act, 1986 at the police station
- There is a Handbook on role of the police as child protectors
- There is a poster on the Juvenile Justice Act
- Children been detained before at the police station under certain circumstances
- All the policemen at the police station aware of CHILDLINE
- There are CHILDLINE posters and stickers at the police station
- The police officials dial 1098 when they come across a child in a crisis situation
- There is a CHILDLINE list of NGOs working with children in the geographical vicinity of the police station
- There is a woman and child cell in the police station
- These are some of my concerns that I have in relation with children in crisis situations and the Police system. I shared these with the officials we met at the police station.

Here are some special things that I think that CHILDLINE and the police can do together to enable us both to work better.

Some other things that I noticed at the police station and need to note down that would help us at CHILDLINE cooperate better with the police. I can also share these with my teammates.

The Health Care System



Date:

Today I visited a hospital. At the hospital I met

There are some special things about this hospital I think I need to note down

There are different departments in the hospital that I visited. Some of them that I will have to take children to often are

I need to take a look at my checklist of things that go into making a hospital child-friendly. Let me see what this station needs to do to make it more child friendly. (I will tick and cross out what this station has and does not have respectively)

- There is a CHILDLINE poster and stickers near every ward
- There is a CHILDLINE booth in the hospital
- Free health care is provided to children in crisis
- Beds are reserved for children in crisis
- There is a facility for children to be referred to an infirmary to prevent relapse
- Are the hospital ambulances available to pick up a child in crisis/ a child reported dead
- There is a Child Guidance Clinic in the hospital
- The hospital has active out reach programmes near railway stations, in communities, on pavements, market places, etc. that reach out to children
- Most doctors in the hospital are aware of CHILDLINE
- There is a Department of Preventive and Social Medicine in the hospital

These are some of my concerns that I have in relation with children in crisis situations. I shared these with the officials I met in the hospital.

Here are some special things that I think that CHILDLINE and the hospital can do together to enable us both to work better.

Some other things that I noticed at the hospital that would help us at CHILDLINE cooperate better with the police. I can also share these with my teammates.

The Juvenile Justice System



Date:

Today I visited the Juvenile Welfare Board (JWB). At the JWB I met

I also visited the Observation Home. There I met

CHILDLINE needs the help of the JWB when children call for the following reasons.

There are some special things about the JWB and the Observation Home that I need to note down.

I need to know the procedure followed by the JWB. These are a few questions that I asked the JWB members. What is the JWB, What is the Observation Home, How do children reach the JWB, What happens to children after they are admitted to the Observation Home, What is the procedure followed by the JWB. What is the Juvenile Justice Act.

The answers to my questions are written below.

I need to take a look at my checklist of things that go into making a hospital child-friendly. Let me see what this station needs to do to make it more child friendly. (I will tick and cross out what the JWB has and does not have respectively)

- All efforts are made to understand the problem from the child's perspective
- The child is encouraged to talk about his/her family situation
- Children are allowed to interact with visitors/NGO personnel who visit the Observation Home
- Children are encouraged to talk about their problems
- Children are encouraged to take decisions regarding the Home
- Efforts are made to ensure that children can avail of an education and vocational training
- Children with disabilities are referred to organisations that are capable of providing specialized services
- Every child in the home is treated with dignity and respect
- Children have access to a phone at the home
- Visitors are encouraged to interact with the children

These are some of my concerns that I have in relation with children in crisis situations. I shared these with the officials I met at the JWB.

Here are some special things that I think that CHILDLINE and the JWB can do together to enable us both to work better.

Some other things that I noticed at the JWB that would help us at CHILDLINE cooperate better with the JWB. I can also share these with my teammates.

The Transport System



Date:

Today I visited the Railway Station. At the railway station I met some ticket Collectors as well as some members of the Railway Police Force. Their names are

I also met some children who live on the platform at the station. They were

CHILDLINE needs the help of the Railway officials when children call for the following reasons

There are some special experiences that the Ticket Collectors shared with me in relation to the children they come in frequent contact with on the railway platforms and in the trains.

I need to take a look at my checklist of things that go into making a hospital child-friendly. Let me see what this station needs to do to make it more child friendly. (I will tick and cross out what this station has and does not have respectively)

- There is a center on the railway station where children can meet
- There are CHILDLINE stickers and posters on the railway station
- All those who frequent the railway station, live on the platforms, work on the railway station are aware of CHILDLINE
- There is a list of CHILDLINE organisations working in the area adjoining the railway station
- The Ticket Collectors will call CHILDLINE if they see a child in crisis on their train
- The RPF officials interact with children living on the railway platforms
- The RPF officials will call CHIDLINE if they see a child in a crisis situation on the railway platform

Here some concerns I have in relation to children in crisis situations on the railway stations. I shared these with the officials on the railway station.

Here are some special things that I think that CHILDLINE and the Railway Transport system can do together to enable both of us to work better

Some other things that I noticed at the Railway Station that would help us at CHILDLINE cooperate better with the Railway Transport System. I can also share this with my teammates.]

The Education System



Date:

Today I visited a school. In the school I met

It is important for us at CHILDLINE to keep in contact with schools because

Children from schools would call CHILDLINE because

Some experiences that the school officials thought would be important to share with the CHILDLINE team were

I need to take a look at my checklist of things that go into making a hospital child-friendly. Let me see what this station needs to do to make it more child friendly. (I will tick and cross out what the school has and does not have respectively)

- Is there a public telephone machine installed in the school
- The school has a counseling center that the children have access to
- Child Rights is included in the school curriculum
- Children in the school are aware of their rights
- There is a Bal Panchayat in the school

Here are some special things that I think that CHILDLINE and the Education system can do together to enable both

of us to work better

Some other things that I noticed at the school that would help us at CHILDLINE cooperate better with the school. I can also share this with my teammates.

My promises to my CHILDLINE

I'm now going to go back to where I started and take a look at what we've done so far. We began with

Then we moved on to

And finally we are

Five years from now my dream for CHILDLINE is

My team members now are

What I've really grown to like about my team is

Their Birthdays are:



And as for me, here is a list of ten things that I am going to do from now till _____ to ensure that I give my best to my CHILDLINE.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

A note from us

We at CHILDLINE India Foundation want to assure you that we are here if you need any kind of help. You could share a happy moment, a sad one, your views, your problems, your dilemmas, anything ...we are all ears !



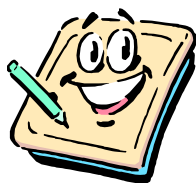
Just pick up a pen and a post card and write in to us at the following address:

CHILDLINE India Foundation
Nana Chowk Municipal School, 2nd Floor
Frere Bridge, Low Level, Nana Chowk
Near grant Road Station
Mumabi - 400 007



You could even send us an email at:
dial1098@childlineindia.org.in

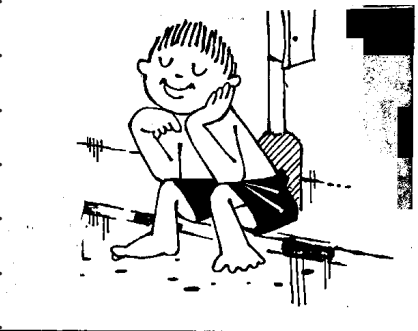
In case of emergency our phone numbers are:
• 388 1098/384 1098/387 1098 •
Fax no: 381 1098



Please feel free to write in to us with your views and suggestions on this book.

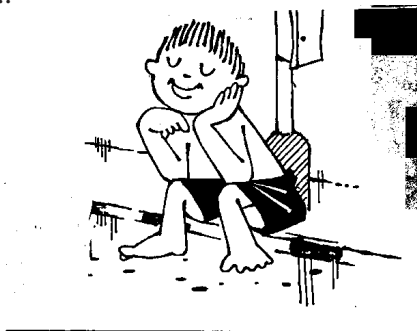
Notes to my self...

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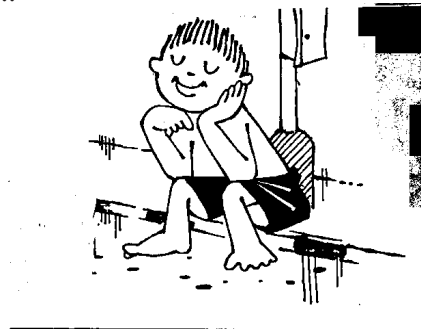
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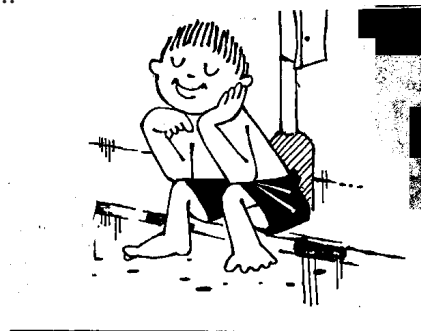
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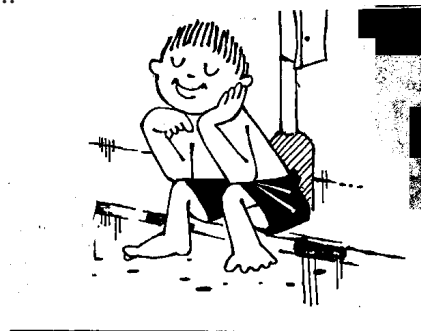
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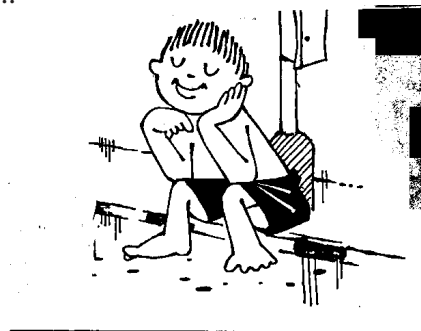
Notes to my self...

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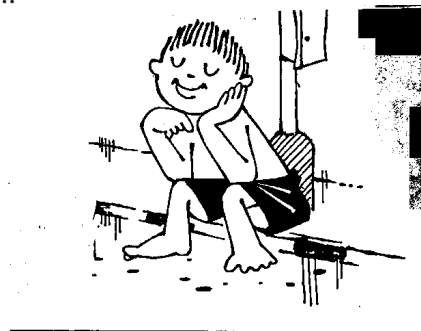
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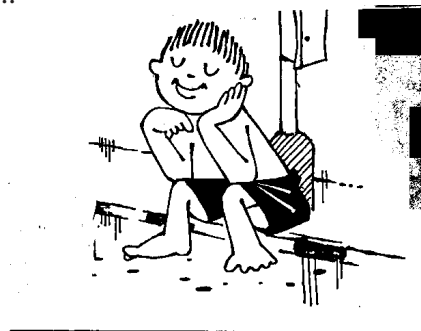
Notes to my self...

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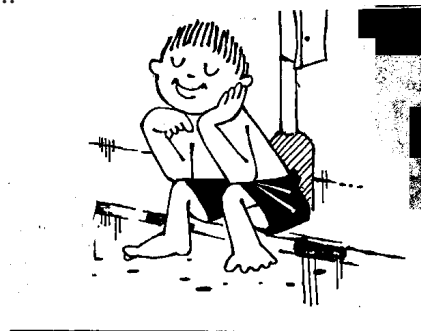
Notes to my self...

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Notes to my self...

A series of horizontal dotted lines for writing notes.



Notes to my self...

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