

PROTOCOL TO RAISE A CONCERN FROM A DISTANCE

(INFORMATION / PROTECTION RECORD)

This protocol applies to any staff member who needs to deliver a concern (Information / Protection Record) and is not available to do so in person. This protocol can only be applied in contingency and / or emergency situations, where the person who reports is physically disabled to personally assist in delivering the report or while we continue the work online.

1. The document called **Information Record / Initial Protection** will be shared with all staff members by email.
2. The staff member who has a report to provide must print the document and fill it out by hand. You must not fill in the following information: NAME OF THE STUDENT, GRADE AND GROUP. The record should only have the narration of what happened. By filling out the record with information about what happened, avoid putting the student's nickname in question. Refer to them as "student".
3. You must take a photograph or scan the document and send it to the following email from your work email: cleandro@stjude.ed.cr with the title: CONCERN + YOUR NAME. In the body of the email write a phone to be called.
4. Once you have taken a photo or scan of the document, delete the photo or scan and store the document in a safe place. You must hand it over to the Designated Leader of the Safeguard (César Leandro) when physically possible.
5. Once the document is received, the LDS will reply to you by mail, letting you know the time he will call you by phone at the number you provided.
6. During the phone call, the LDS will ask for the student's name, grade, and group, as well as any other information he may need.
7. The LDS will inform you if there is anything else you should do.