



**international
student café**

**TEAM HANDBOOK
2014-15**

TEAM HANDBOOK

The Globe Cafés are meeting places run *for* international students by Christians living in Newcastle-Gateshead.

Our Aim is to welcome international students to the city and provide them with a safe and hospitable place to develop friendships with one another and with Christians. We seek to nurture mutual respect and understanding between people from different faiths and cultural backgrounds while remaining unashamed of our own faith in Jesus Christ.

Each week we provide refreshments (Jesmond and Quayside Cafes also provide a hot meal). We have a different theme each week, often from some aspect of British or international culture. Each evening also includes stimulus for discussion based on some aspect of life, culture or faith.

The Globe Café is organised by Friends International (FI), an interdenominational evangelical Christian charity working amongst international students throughout the UK. The Friends International staff team in Newcastle are _____.

The team consists of Christians from churches throughout Newcastle-Gateshead who support the work of Friends International. They build friendships with international students and share their faith if the opportunity arises. Café Team Leaders assist in the running of the café.

The Globe Café is funded by voluntary donations from churches and individuals. We are grateful for the substantial support of Jesmond Parish Church and City Church host the Jesmond and Quayside cafés whilst Northumbria University hosts the Trinity Café.

What do we expect of all our team?

- You must agree with and abide by a) the aims of the Globe Café b) the statement of faith and c) our code of conduct.
- You must be in membership of, regularly attend and be in good standing with an evangelical church.

- Please let your team leaders know if you need to be absent.
- Team members are to wear badges when at the café, which helps identify who they are.
- Everyone helps clear away at the end of the evening.
- You are expected to attend all team meetings and events.

'Table Team': You main role is to welcome and talk to student visitors during the evening.

- Attend as many Mondays as you can.
- At 7pm there is a prayer session for the whole team.
- You will be placed in a team and once every 4 weeks your team will be 'on duty'. On that night, you should arrive as close to 5:30pm as possible to set-up the café. You will help run the evening (assisted by the support team).

'Support Team': Your main role is to assist with the practical tasks.

- Your commitment is to attend once a month when your team is 'on duty'.
- You should arrive as close to 5:30pm as possible to set-up the café. You will then help with welcoming/security, washing up, serving drinks and helping with activities.
- If you are able, you can attend on other nights to welcome and talk to student visitors.

NB: Timings will differ at Trinity Café

CODE OF CONDUCT

We are to aim for excellence in our attitudes, behaviour and speech. The following is a description of the standards we expect of our team. We expect team to abide by this code when meeting students both in and outside the café.

1. Team must maintain the confidentiality and security of personal and sensitive information of internationals involved in the Globe Café. You must gain permission from the student before disclosing such information to others.
2. We are committed at all times to clearly and accurately portray who we are and the programmes we run. This especially means being very clear and upfront when inviting guests, about the financial costs of our events and about when there is a Christian content to meetings and events.
3. As people grow to know and trust each other we hope that misunderstandings and misconceptions about cultural and religious differences, on both sides, can be broken down. As the opportunity allows, we pray for constructive, honest and natural discussions about Jesus Christ. At no time should any guest feel pressured to talk about the Christian faith, come to a Bible study or attend a church.
4. In all conversations and communication, team must be careful not to be offensive or judgemental towards others (including other volunteers, local churches or students) on any matters (including doctrinal, political or racial). They should demonstrate awareness of, sensitivity to and respect for others' systems, beliefs and cultures. When an opportunity arises to talk about the Christian faith, we realise that its content may cause offence to some. However, our *manner* must always be gentle.

5. We believe that some of our guests are, in some ways, more vulnerable than they would be in their home countries and we are committed to ensuring that vulnerability is not abused. To help avoid this, team members must therefore avoid extended 1-1 conversations or developing an exclusive relationship with a guest of the opposite sex. If problems seem to be arising, the guest should be introduced to a person of their own sex, and the Globe organiser or a Team Leader should be informed.
6. We have a responsibility to ensure the Globe café is a safe environment for internationals. Therefore, any non-students who come should be in sympathy with our aims and this code of conduct. If team members bring non-international friends along, they should introduce them to the Globe Organisers and ensure that they comply with the terms of this handbook.
7. We take the issue of child protection seriously and have a Child Protection Policy, which you need to abide by.
8. We uphold the Biblical teaching (found especially in Paul's letters) about the moral and doctrinal standards expected of those in any Christian ministry. We require all those on the team to model these Biblical standards in their daily lives.

Team Members shall be responsible to the Globe Organisers in all matters affecting the café.

Members failing to keep to the code of conduct may be asked by the Globe Organisers to leave the team after appropriate warning and discussion.

STATEMENT OF FAITH

The basis of the Fellowship shall be the fundamental truths of Christianity, as revealed in Holy Scripture, including:

- a. There is one God in three persons, the Father, the Son and the Holy Spirit.
- b. God is sovereign in creation, revelation, redemption and final judgement.
- c. The Bible, as originally given, is the inspired and infallible Word of God. It is the supreme authority in all matters of belief and behaviour.
- d. Since the fall, the whole of humankind is sinful and guilty, so that everyone is subject to God's wrath and condemnation.
- e. The Lord Jesus Christ, God's incarnate Son, is fully God; he was born of a virgin; his humanity is real and sinless; he died on the cross, was raised bodily from death and is now reigning over heaven and earth.
- f. Sinful human beings are redeemed from the guilt, penalty and power of sin only through the sacrificial death once and for all time of their representative and substitute, Jesus Christ, the only mediator between them and God.
- g. Those who believe in Christ are pardoned all their sins and accepted in God's sight only because of the righteousness of Christ credited to them; this justification is God's act of undeserved mercy, received solely by trust in him and not by their own efforts.

- h. The Holy Spirit alone makes the work of Christ effective to individual sinners, enabling them to turn to God from their sin and to trust in Jesus Christ.**
- i. The Holy Spirit lives in all those he has regenerated. He makes them increasingly Christlike in character and behaviour and gives them power for their witness in the world.**
- j. The one holy universal church is the Body of Christ, to which all true believers belong.**
- k. The Lord Jesus Christ will return in person, to judge everyone, to execute God's just condemnation on those who have not repented and to receive the redeemed to eternal glory.**

FRIENDS INTERNATIONAL CHILD PROTECTION POLICY



Policy Statement

Friends International is a Christian mission agency seeking to mobilise churches to reach out to international students for Christ. As part of our work we do have some contact with children. Friends International takes the issue of child protection seriously and seeks to protect children from any harm by way of physical, emotional or mental neglect, damage or abuse.

Friends International recognises the importance of our ministry to children and young people and our responsibility to protect and safeguard the welfare of children and young people entrusted to our care.

As part of our mission, Friends International is committed to the following principles:

- Valuing, listening to and respecting children and young people as well as promoting their welfare and protection.
- All children, whatever their age, culture, disability, gender, language, racial origin, religious belief and/or sexual identity, have the right to protection from abuse.
- All suspicions and allegations of inappropriate behaviour will be taken seriously and responded to swiftly and appropriately.
- As defined in the Children Act 1989, anyone under the age of 18 years should be considered as a child for the purposes of this policy document.

Code of Practice

Promoting good practice throughout Friends International and the churches and volunteers with whom we work can help to reduce situations for abuse of children and help to protect staff and volunteers from false allegations being made against them. The following are some common sense guidelines:

- Do not spend excessive amounts of time alone with children away from others. Ensure that as far as possible all activities and conversation take place in public.
- Do not take children alone in a car on journeys, however short.
- Do not take children to your home alone.
- Where any of these are unavoidable, ensure they only occur with the full knowledge and written/recorded verbal consent of another leader or the child's parents.
- Do not photograph or video children, or publish their pictures, without the knowledge and consent of their parents. Be sensitive to the risk that images could be misused by a third party. Do not publish information, in print or on a website, which might enable someone to contact the child.

You should never:

- Engage in rough, physical or sexually provocative games, including horseplay
- Allow or engage in inappropriate touching of any form. If touch is necessary it should be public e.g. a sideways hug and should be initiated by the child and focussed on their needs
- Allow children to use inappropriate language unchallenged
- Make sexually suggestive comments to a child, even in fun
- Let allegations made by a child go unchallenged, or unrecorded; always act
- Do things of a personal nature that children can do for themselves

However, it may sometimes be necessary to do things of a personal nature for children, particularly if they are very young or disabled. These tasks should only be carried out with two CRB checked adults and with the full understanding and consent of parents. In an emergency situation, which requires this type of help, parents should be fully informed. In such situations, it is important to ensure that all staff and volunteers are sensitive to the child and undertake personal care tasks with the utmost discretion. In addition, medical consent should be obtained in the event where medication or treatment is required to be administered in the absence of the parent/guardian; this includes hospitalisation. Such procedures will cover Friends International from accusations of neglect.

What is child abuse?

Child abuse is a term used to describe ways in which children are harmed, usually by adults and often by people they know and trust. It refers to damage done to a child's physical or mental health. Children can be abused within or outside their family, at school, at church and in a sports or community environment. Child abuse can take many forms:

Physical abuse where adults or other children:

- Physically hurt or injure children (e.g. by hitting, shaking, squeezing, biting or burning)
- Give children alcohol, inappropriate drugs or poison
- Attempt to suffocate or drown children

Neglect includes situations in which adults:

- Fail to meet a child's basic physical or psychological needs (e.g. for food, warm clothing, essential medication)
- Consistently leave children alone and unsupervised and therefore unable to protect them from harm
- Fail or refuse to give children love, affection and attention

Sexual abuse occurs when boys and girls are used by adults or other young people to meet their own sexual needs. This could include:

- Forcing or enticing a child to take part in sexual activities
- Full sexual intercourse, masturbation, oral sex, fondling
- Showing children pornographic books, photographs or videos, or taking pictures for pornographic purposes
- Sport situations which involve physical contact (e.g. supporting or guiding children) could potentially create situations where sexual abuse may go unnoticed. Abusive situations may also occur if adults misuse their power over young people.

Emotional abuse is persistent emotional maltreatment of a child. This can occur in a number of ways. For example, where:

- There is persistent lack of love and affection
- Parents/carers conveying they are worthless or unloved
- There is constant overprotection which prevents children from socialising
- Children are frequently being shouted at, taunted or silenced
- There is neglect, physical or sexual abuse

Bullying

Bullying may be seen as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. The bully may often be another young person. Although anyone can be a target of bullying, victims are typically shy, sensitive and perhaps anxious or insecure. Sometimes they are singled out for physical reasons – being overweight, physically small, having a disability or belonging to a different race, faith or culture.

How would I recognise if a child is being abused?

It is not always easy to spot when children have been abused even for the most experienced carers. However, some of the more typical symptoms, which could trigger your suspicions would include:

Physical

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- Injuries not consistent with explanation
- Eating disorders
- Repeated urinary infections/unexplained tummy pains

Sexual

- Any allegations made by a child concerning sexual abuse
- Sexually explicit language or actions
- Excessive preoccupation and detailed knowledge of adult sexual behaviour
- Sexually provocative with adults
- The child describes what appears to be an abusive act involving him/her

Emotional (these are also linked symptomatic of other forms of abuse/neglect)

- A sudden change in behaviour (e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper)
- A change observed over a long period of time (e.g. the child is losing weight or becoming increasingly dirty or unkempt)
- A general distrust and avoidance of adults, especially with whom a close relationship would be expected
- An unreasonable reaction to normal physical contact
- Difficulty in making friends or abnormal restrictions on socialising with others
- Persistent tiredness, obsessions or phobias

However, it is important to note that a child could be displaying some or all of these signs, or behaving in a way which is worrying – this does not necessarily mean this child is being abused. Similarly, there may not be any signs; you may just feel something is wrong. ***If you are worried, it is NOT your responsibility to decide if it is abuse BUT it is your responsibility to act on your concerns and do something about it.***

What should I do if I have concerns?

If you have noticed a change in the child's behaviour, first talk to the parents or carers. It may be that something has happened, like a bereavement, which has caused the child to be unhappy. However, if your concerns are about sexual abuse or violence, talking to the parents or carers might put the child at greater risk. **If your concerns remain or you cannot talk to the parents/carers, consult Friends International's Child Protection Officer (Human Resources Manager).** It is the responsibility of this person to make the decision to contact the police.

What to do if abuse is suspected/alleged to have occurred

What should I do if there are allegations of abuse against a member of staff or a volunteer?

Although it is a sensitive and difficult issue, child abuse can occur and does occur outside the family setting. Child abuse has occurred within organisations and may occur in other settings. If a child has been abused in a public setting, other children may well have been involved.

Where there is an allegation of abuse against a member of staff or a volunteer, there may be three types of investigation:

- A criminal investigation by the police
- A child protection investigation by the social services
- A disciplinary or misconduct investigation for staff members

The results of the police and social services investigation may well influence the disciplinary investigation for staff members, but not necessarily. Staff reporting cases of child abuse may undergo a very high degree of stress. Suitable counselling and support will be made available to such staff.

What should I do if a child tells me s/he is being abused?

ALWAYS:

- Stay calm – ensure the child is safe and feels safe
- Show and tell the child that you are taking what s/he says seriously
- Reassure the child and stress that s/he is not to blame
- Be honest, explain you will have to tell someone else to help stop the alleged abuse
- Make careful notes of what the child has said as soon as possible after the event
- Maintain confidentiality – only tell others if it will help the child

NEVER:

- Rush into actions that may be inappropriate
- Make promises you cannot keep
- Ask inappropriate questions, which may jeopardise any impending police investigation
- Take sole responsibility – consult someone else (the person in charge or someone you can trust) so you can begin to protect the child and gain support for yourself

If I do something, might I make things worse?

Taking appropriate action if you are worried about abuse is never easy – it takes courage but it protects a young life. You may be upset by what the child has said or you may worry about the consequences of your actions. Sometimes people worry about children being removed from their families as a result of abuse but in reality this rarely happens. However, one thing is certain – you cannot ignore it. The effects of abuse on children can be devastating, especially if children are left unprotected or do not receive help to cope with the abuse. The most serious effect is that children can and do die as a result of abuse. They can develop behavioural difficulties, problems at school, their development can be delayed and they can become depressed and withdrawn. Some of these problems, if left untreated, can persist into adulthood.

*Report what you have seen/heard straight to the Child Protection Officer
Record what has happened*

Recording information

When recording information, it is important that you do not carry the process beyond gathering information about the allegation, into beginning an investigation. Unnecessary interviews with child complainants could prejudice the integrity of evidence that may eventually have to be presented in court.

There are particular problems with regard to gaining information from children with limited communication skills. Care should be taken that appropriate means are used to find out what the allegation is about without "leading" the child.

The environment for recording information needs to be considered carefully. Try and ensure that you are in

sight of another adult, but that your conversation won't be overheard. You also need to be careful about physical contact during an interview because it may not be what the child wants. The rule is to let the child initiate any actions and to remain positive and supportive throughout.

Helpful things to say

- I believe you
- Thank you for telling me
- It's not your fault
- I will help you
- Reassure them that they were right to tell you and tell them what you plan to do next (e.g. reporting to the police/social services)

Don't say

- Why didn't you tell anyone before?
- Why? How? When? Who? Where?
- I can't believe it!
- Are you sure this is true?
- Never make false promises (e.g. confidentiality)
- Never make statements such as "I'm shocked, don't tell anyone else"

Where can I get further help?

If you want to talk things through to gain some advice, you can phone the following 24 hour free telephone numbers. You do not have to give your name but it is helpful if you can.

Churches Child Protection Advisory Service (CCPAS)	0845 120 4550	www.ccpas.co.uk
NSPCC helpline	0800 800 5000	www.nspcc.org.uk
ChildLine	0800 1111	www.childline.org.uk

Local Citizens' Advice Bureau (see website for contact details)
Local police or social services (see website for contact details)

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