



GARA

Protejamos a las niñas, niños y adolescentes de la explotación en viajes y turismo.

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THE REGIONAL ACTION GROUP
FOR THE AMERICAS

GARA - The Regional Action Group for the Americas (Grupo de Acción Regional para las Américas) was founded on October 26, 2005 to Prevent Sexual Exploitation of Children in Tourism.

Action Protocol Model for Tour Guides for potential cases or risk of sexual and/or labor exploitation of children in the travel and tourism sector

TARGET GROUP

The protocol is addressed to the Tour Guides, who, through their direct contact with tourists and travellers, have the possibility of preventing, identifying, and reporting possible situations of sexual exploitation and/or child labor in the travel and tourism sector. "Tour Guides are... (each country describes the profile and competences of the tour guide).

OBJECTIVE

Provide the Tour Guides with basic actionable guidelines for preventing, identifying, and reporting suspected situations of sexual exploitation and/or child labor in different areas of your activity.

SCOPE

This protocol applies to all the Tour Guides that perform their activity within the country.



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Action Protocol Model for Tour Guides

IMPLEMENTATION

FIRST STEP: INTRODUCTION OF THE PROBLEM IN THE PRESENTATION

In the presentation of the services of the tour guide to the group, the commitment to the prevention of any form of sexual exploitation and the protection of the rights of children must be highlighted.

SECOND STEP: IDENTIFYING

To identify the risk of sexual and/or labour exploitation of children, it is essential that tourist guides have information, are aware of and trained on the characteristics of behaviours that could be associated with, or that could result in the aforementioned crimes. They should also know indicators that could alert them and maintain a perspective free of prejudice.

Below is a set of indicators that can help to identify the risk of sexual and/or labour exploitation of children. Each indicator is provided with basic action guidelines.

This is not a complete list, on the contrary, other types of situations may arise, which will require using own judgement, sensitivity and common sense of the person that observed a suspicious situation.

It is important that the tour guides pay attention to these indicators not only in their own work but also in their environment, and that they are attentive to what is happening across the entire supply chain, that is, in all providers of tourist and associated services with whom the tour guide and the visitors come into contact.

If at least one of the indicators is observed, the guide must act with due care and diligence, in order not to violate the fundamental rights of the people involved.

PHYSICAL ASPECT INDICATORS	
INDICATOR	ACTION
The child shows signs of physical violence (signs of being beaten, bruises, scratches, cigarette burns, etc.)	In a casual or discreet way try to obtain information about the origin of the injuries, asking questions as follows: - To the child: Does it hurt? How did you hit yourself? Did you fall? Is this the first time this has happened to you? - To the adult: Do you want us to get something for the injury? Do you need any medical services for the injury of the child? Observe the reaction.
The child shows signs of dehydration, malnutrition, poor personal hygiene.	Observe and pay attention to occurrence of other types of indicators.
The child wears clothes or make-up not appropriate to her/his age or weather conditions.	Observe and pay attention to occurrence of other types of indicators.
Observe and pay attention to occurrence of other types of indicators.	Observe and pay attention to occurrence of other types of indicators.
The child seems to be under the effect of drugs or alcohol.	In a casual or discreet way, try to obtain information about the situation, asking questions as follows: To the child: Are you feeling well? Are you sick? Have you eaten? Do you want water? To the adult: Is he/she well? Is she/he sick? Do you need any medical service? Is it the first time he/she feels like this? (Always referring to the child). If it is evident that the child is under the effect of drugs or alcohol, call the nearest emergency medical service. Refer the situation or report it to the appropriate entity (each country defines the responsible entity).
The physical and/or ethnic characteristics, language or accent of the child and the accompanying adult are visibly different.	In a discreet way try to get information about the relationship between the child and the person accompanying him/her, asking questions as follows: - To the child: What is your name? How old are you? Where are you from? Are you with your parents? Are you with someone else? - To the adult: What are your names? Where are you from? What is your address? How long have you been in our country? What is the reason for your trip? In case of persisting doubts about the relationship, request a document that proves the relationship or authorizes the trip. For this, you can explain that this action is part of the policy of child protection.

B E H A V I O U R I N D I C A T O R S	
INDICATOR	ACTION
The child uses language or refers to situations that are not appropriate to his/her age.	Observe and pay attention to occurrence of other types of indicators.
The child has amounts of money difficult to get, judging by the child's age.	Observe and pay attention to occurrence of other types of indicators. It is suggested that the tourist guide uses various communication strategies to obtain information regarding the origin of money, for example: Who has given you so much money?
The child is alone in a place and time not suitable for his/her age.	In a discreet way try to talk to the child, asking questions as follows: What are you doing here? Can I help you? Are you looking for/waiting for someone? Are you lost? Who are you with? Where are your parents? Do you know how to get back home? Do you want me to call someone? If possible, wait with him/her until his/her caregiver arrives. If it is not possible, refer the situation or report it to the appropriate entity (each country defines the responsible entity).
The child does not show a close/family relation with the accompanying adult.	In a discreet way try to obtain information about the relationship between the child and the person accompanying him/her, asking questions as follows: - To the child: What is your name? How old are you? Where are you from? Are you with your parents? What are the names of the persons with you? Are you with someone else? - To the adult: What are your names? Where are you from? How old is your child? In case of persisting doubts about the relation, request a document that proves the relationship or authorizes the trip. For this, you can explain that this action is part of the policy of child protection.
The child is clearly nervous, scared, desperate, anxious, insecure, angry, too introverted or extroverted, shy, isolated or exhibiting any other behavior that is not appropriate for her/his age and that raises suspicion.	In a casual or discreet way, try to obtain information about the behavior/state of the child, asking questions as follows: - Do you feel good? Did you like what you saw? Are you bored? Can I help you with something? Does something hurt you? Observe the adult's reaction to the questions and responses of the child.

FACILITIES - WORK ENVIRONMENT - SUPPLY CHAIN	
INDICATOR	ACTION
Children present in places of immediate consumption of alcoholic beverages, canteens, taverns, bars or similar.	<p>Carefully try to talk to the child, asking questions as follows:</p> <p>What are you doing here? Can I help you? Are you looking for/waiting for someone? Who are you with? Where are your parents? Do you want me to call someone?</p> <p>Inform the person in charge of the facility. Refer the situation or report it to the appropriate entity (each country defines the responsible entity).</p>
Children selling various products at inappropriate times for their age (school hours or night) or children involved in activities or places that put their health integrity and/or security at risk.	Discreetly note down the time and physical condition of the children. Refer the situation or report it to the appropriate entity (each country defines the responsible).
Children being photographed/filmed in situations and places that do not correspond to the typical behavior of their age or do not look like a family situation.	Observe and pay attention to occurrence of other types of indicators.
Adults requesting from you (or from third parties) information, of services presumably linked to the sexual exploitation of children.	<p>If possible, get the personal identification data of the person.</p> <p>Openly state that you cannot provide the information the person requests and that the sexual exploitation of children is a crime sanctioned by law.</p> <p>Do not take adults, directly or through third parties, to establishments or places where a possible SEC situation may occur.</p> <p>Likewise, it is prohibited and penalized to take children to places where tourists are staying, also in case of ships in open-waters.</p>
Invitation of an adult to an unknown child to join the group.	<p>If the invitation is to join a tour/activity in a certain place, keep an eye on the adult and the child and be attentive to the presence of other indicators.</p> <p>If the activity continues in other spaces that involve the transfer of the child, prevent it and explain that travelling of children with unauthorized adults is not allowed.</p> <p>If the adult insists, refer the situation or report it to the appropriate entity (each country defines the responsible entity).</p>

ACTIONS FOLLOWING THE POTENTIAL IDENTIFICATION OF A RISK SITUATION/CASE

In case of identifying or discovering one or more indicators described above, the tour guide must immediately inform the competent authorities or the company's security personnel. If you work individually, make sure to report by telephone to the helpline that each country establishes to refer the possible situation of sexual exploitation of a child for further investigation and penalization.

REGIONAL ACTION GROUP FOR THE AMERICAS

DECALOGUE FOR TOUR GUIDES
TO PREVENT SITUATIONS OF SEXUAL
EXPLOITATION OF CHILDREN IN THE
CONTEXT OF TRAVEL AND TOURISM



DECALOGUE

1. Communicate about your professional commitment to the protection of children, to ensure children's right to live free from sexual exploitation.
2. Inform travellers and tourists that the sexual exploitation of children is a crime sanctioned by national legislation.
3. Avoid sharing information about places that offer sexual services, to avoid possible situations of sexual exploitation and trafficking of children (persons under the age of 18).
4. Pay attention to the behaviours of national or foreign travellers or tourists who establish contact with local children.
5. Avoid directing to, or putting children into contact with travellers and tourists, as you may run a risk of acting as an intermediary in the chain of exploitation.
6. Promote social responsibility among the tourism service providers with which you cooperate, to protect local children from situations of sexual exploitation, as well as visitors.
7. Know indicators or signs that allow to identify the risk of sexual exploitation of children in the context of travel and tourism.
8. Know and apply the Protocol for Tour Guides in your local context in case of the risk of sexual exploitation of children.
9. Discourage travellers and tourists from engaging in volunteer activities (voluntourism) with unregulated and unsupervised access to children and/or visits to institutions that offer residential care, that could put children at risk of sexual exploitation.
10. Consider that not following these recommendations could make you accomplices of crimes sanctioned by current legislation.