

REFERRAL GUIDELINES – UNHCR Individual Case Management System

Child at risk

- Children not at school/at risk of not attending school
- Child with special education needs
- Teenage Pregnancy (<18 years old)
- Child spouse (<18 years old)
- Child engaged in other forms of Labour

Woman at risk

- Lactating
- Single woman at risk, unless combined with other special needs

Older person at risk

- Older person with children

Single parents (dependents <18 with no or limited community support), unless combined with other special needs

Disability

- Moderate mental and/or physical disability (**may** require special education, monitoring, medication or caregiving.)

Serious medical condition

- Chronic Illness Addiction
- Mental Illness Difficult Pregnancy

NOTE:

Refer to UNHCR Community Services if **more than one** of the above Special Need Categories applies to a person
OR
if you are unsure how to support a particular person

Child at risk

- Child carer (<18 and acting as head of household)
- Child engaged in worst form of child labour (e.g. slavery, child prostitution, etc. – see below)

Unaccompanied/Separated children

- Unaccompanied Child
- Separated Child
- Child in institutional care

Older person at risk

- Unable to care for self

Sexual and Gender Based Violence

Disability

- Severe mental and/or physical disability (**definitely** requires special education, monitoring, medication or caregiving.)

Critical medical condition

- In need of urgent medical intervention (e.g. requiring immediate life/ limb saving intervention and treatment)

Torture

- Mental and/or physical impairment hindering functions in daily life

Specific legal and physical protection needs

- At risk of physical and/or psychological violence, abuse or neglect or exploitation

Risk Categories

High Risk

Serious imminent risk to personal safety requiring immediate intervention (24 hours) **and/or** weekly follow

Medium Risk

Likelihood of serious risk to personal safety requiring urgent intervention (3 days) **and/or** monthly follow up

Low Risk

Likelihood of serious risk to personal safety is low requiring non urgent intervention (7 days) **and/or** bi-monthly follow up

Specific legal and physical protection needs

- Detained/held in country of asylum
- At risk of removal

**IPs, OPs and other support agencies
ONLY**

**UNHCR Community Services AND
IPs, OPs & other agencies if required**

**UNHCR
Protection Unit**

SPECIFIC NEEDS – EXPLANATORY ADDENDUM

CHILD AT RISK (CR) (Person under 18 with protection problems due to their age, dependency and/or immaturity)

Children not at school/at risk of not attending school (CR-NE)

- Person below the age of 18 who is unable or unwilling to attend school, or is at **heightened risk** of interruption or discontinuation of his/her education.

Child with special education needs (CR-SE)

- Person below the age of 18 who has physical, mental, sensory, intellectual or other needs requiring special attention to ensure their educational needs can be met.

Teenage Pregnancy [<18 years old] (CR-TP)

- Pregnant girl below the age of 18 who may face social, protection and/or medical risks and, as a result, has specific needs.
- **Note:** The pregnancy may be the result of a pre-marital relation, rape, early or forced marriage and/or the girl may be under pressure to abort the child further putting her at risk.

Child carer (CR-CC)

- Person under 18 who is **not unaccompanied** and who has **assumed responsibility as head of household**.

Child spouse (CR-CS)

- Person below the age of 18 who is married
- **Note:** The legality of the marriage in the country of residence or country of origin is not relevant.

Child engaged in worst form of child labour (CR-LW)

- Person below the age of 18 who is engaged in the **worst forms of labour**, such as **all forms of slavery, all forms of child prostitution, the use, procuring or offering of a child for illicit activities (e.g. trafficking of drugs)** and work which is **likely to harm the health, safety or morals of children**. (1999 Worst Form of Labour Convention)

Child engaged in other forms of child labour (CR-LO)

- Person below the age than 18 who is engage in forms of child labour, other than worst form forms, such as work that is likely to be hazardous or to interfere with his/her health or physical, mental, spiritual, moral or social development.
- UNICEF defines child labour as work that exceeds the following minimum hours of work:
Ages 5 – 11: at least **1 hour** of **economic** labour or **28 hours** of **domestic** labour per week
Ages 12 – 14: At least **14 hours** of **economic** or **28 hours** of **domestic** labour per week
Ages 15 – 17: At least **43 hours** of **economic** or **domestic** work per week.

UNACCOMPANIED /SEPARATED CHILDREN (SC)

Unaccompanied Child (SC-UC)

- Person below the age of 18 who has been **separated from both parents and other relatives** and is not being cared for by an adult who, by law or custom, is responsible for doing so.

Separated Child (SC-SC) - May include children accompanied by other adult family members.

- Person below the age of 18 who is separated from both parents and his/her legal or customary primary caregiver, **but** not necessarily from other relatives.

Child in institutional care (SC-IC)

- Person below the age of 18 who has been **placed under institutional care**, including by a religious institution, governmental body, non-governmental organisation or specialised agency to meet the basic needs of the child.

WOMAN AT RISK (WR) - Woman over 18 years with protection problems due to her gender

Lactating (WR-LC) The relevant assessment needs to be made by a qualified medical practitioner.

- Woman or girl who, during the period of lactation, may need to be enrolled in a targeted supplementary feeding and nutrition programme, for medical or other reasons.

Single woman at risk (WR-SF)

- Woman, without partner, unmarried, widowed, divorced or separated, and without children.
- **Note:** Not all single women are at risk.

SEXUAL AND GENDER BASED VIOLENCE (SV)

- Persons experiencing violence that is directed at them on the basis of gender or sex. It includes acts that inflict physical, mental or sexual harm or suffering, threat of such acts, coercion and other deprivations of liberty.
- **Note:** Boys and men are also targets of sexual and gender-based violence and SGBV can occur in the family, within the general community and/or be perpetrated or condoned by the state or institutions.

OLDER PERSON AT RISK (ER) <i>Person over 60 years with specific needs in addition to their age)</i>
Older person with children (ER-MC) <ul style="list-style-type: none"> Person of 60 years old or above who is the sole caregiver of children (below the age of 18), including his/her own children, grandchildren, other child relatives and non-related children.
Unable to care for self (ER-FR) <ul style="list-style-type: none"> Person of 60 years old or above who is unable to care for him/herself on a daily basis and who lacks the necessary support from family members or others.
SINGLE PARENT /CAREGIVER (SP)
<ul style="list-style-type: none"> Single parent (male or female) household with children under the age of 18 and with limited/no community support.
DISABILITY (DS) <i>Disability hindering full and effective participation in society and ability to function independently</i>
Moderate mental (DS-MM) and/or physical disability (DS-PM) Person who has a physical and/or mental impairment from birth or resulting from illness, injury, trauma or old age , which does <u>not</u> significantly limit the ability to function independently and <u>may</u> require special education, monitoring, medication and/or caregiving. <ul style="list-style-type: none"> The relevant assessment needs to be made by a qualified practitioner
Severe mental (DS-MS) and/or physical disability (DS-PS) Person who has a physical and/or mental impairment from birth or resulting from illness, injury, trauma or old age, which <u>severely</u> limits the ability to function and <u>definitely</u> requires special education, monitoring, medication and/or caregiving. <ul style="list-style-type: none"> The relevant assessment needs to be made by a qualified practitioner
SERIOUS MEDICAL CONDITION(SM) <i>Condition significantly impacting on ability to function independently</i>
Chronic Illness (SM-CI) <i>The relevant assessment needs to be made by a qualified medical practitioner</i> <ul style="list-style-type: none"> Person who has a medical condition which requires long-term treatment and medication under the supervision of a physician. Conditions include; diabetes, cancer, heart disease, HIV/AIDS.
Mental Illness (SM-MI) <i>The relevant assessment needs to be made by a qualified practitioner</i> <ul style="list-style-type: none"> Person who has a mental or psychosocial condition which impacts on his/her daily functioning. Mental Illness is defined as “disability” when long-term and hindering full and effective participation in society equal to others.
Addiction (SM-AD) <i>The relevant assessment needs to be made by a qualified medical practitioner</i> <ul style="list-style-type: none"> Person who has an alcohol, drugs or any other substance addiction that hinders or impacts his/her daily functioning, including and an inability to support his/her family /or display violent behaviour towards family members or others.
Difficult Pregnancy (SM-DP) <i>The relevant assessment needs to be made by a qualified medical practitioner</i> <ul style="list-style-type: none"> Woman or girl who requires increased medical attention and additional assistance (E.g. supplementary feeding, special travel arrangements etc.) as a result of a difficult pregnancy.
Critical Medical Condition (SM-CC) <i>The relevant assessment needs to be made by a qualified medical practitioner</i> <ul style="list-style-type: none"> Person who has a life-threatening medical condition which requires immediate, lifesaving intervention and treatment.
TORTURE (TR) <i>(Persons who indicate they are victims/survivors of torture)</i>
Mental and/or physical impairment hindering functions in daily life due to having been tortured. (TR-PI) <ul style="list-style-type: none"> Person who has a mental or physical impairment due to torture the extent that it hinders their function in daily life and the person requires special attention, monitoring and other support services.
SPECIFIC LEGAL AND PHYSICAL PROTECTION NEEDS (LP)
At risk of physical and/or psychological violence, abuse or neglect or exploitation (LP-AN) <ul style="list-style-type: none"> Person of any age, who is at risk of physical and/or psychological violence, abuse, neglect or exploitation. The perpetrator may be any person, group or institution, including state and non-state actors.
Detained/held in country of asylum (LP-DA) <ul style="list-style-type: none"> Person who is currently or was previously detained in the country of asylum.
At risk of removal (LP-RD) <ul style="list-style-type: none"> Person who is at risk of any form of removal, including refoulement, deportation or expulsion by the government to his/her country of origin <u>or</u> a third country.