

An example of a conversation between an adult and a child during identification

1. When talking to an adult, stay calm, be polite and patient.
2. At the beginning of the conversation, it is worth informing the adult that the Chochółowski Thermal Baths Facility applies the Standards for the Protection of Minors. Therefore, it is the employee's duty to verify the child's identity and the relationship between the child and the adult accompanying the child. This is also in line with the Act on the Protection of Minors.
3. There may be situations in which an adult feels uncomfortable, expresses opposition or dissatisfaction. This does not necessarily mean that he or she is a potential criminal.

Example of a conversation with a client:

“The Chochółowski Thermal Baths Facility has implemented and applies the Standards for the Protection of Minors. Therefore, in particular when purchasing an admission ticket, we may ask to present the child's identity documents and the person accompanying him or her. Does the child have an identity document with him or her? (ID, passport, other enabling identification of the child)?”

If a child does not have a document or, after checking it, we are not sure that an adult is the child's legal guardian, we ask the adult the following questions to help assess the situation:

1. What is the child's name, how old is he or she?
2. Are you the child's legal guardian? or is the child related to you? Do you have a document authorising you to take care of a child?
3. Do you have a certificate from the child's parents that the child is under your care?
4. Can you or your child call his or her parents/guardians so we can confirm this?
5. May I know the destination of your and your child's trip?

Example of a conversation with a child:

“We welcome you to our Facility. My name is.....and I am responsible for.....”

I would like to ask you a few questions:

1. *What's your name, how old are you? Where do you live?*
2. *Who is the person you came/are staying/travelling with?*
3. *Do you know this gentleman/lady well?*
4. *Where are your parents? We would like to contact them. Do you have their telephone number?”*

ATTENTION:

1. If an adult is responsible for a child, we inform them that we want to talk directly to the child.
2. If an adult makes contact with a child difficult or does not want to provide the child's data, you should suggest that the adult talk to your supervisor and emphasise that if it is impossible to determine the child's identity, we will have to notify the police.
3. The superior decides on further actions: observing the adult or calling the police, who may identify and verify the adult and the child with whom the person is staying.