International Social Service GLOBAL REPORT 2009-2010



Protecting Children and Uniting Families Across Borders

CHANGING TIMES, NEW CHALLENGES



Our Mission

To protect, defend and assist persons, and in particular **children**, who as a result of migration, displacement or other circumstances have become separated from their families and vulnerable.

ISS GLOBAL REPORT 2009-2010

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Glossary

There can be no keener revelation of a society's soul than the way in which it treats its children."

> Nelson Mandela Former President of South Africa Winner of the Nobel Peace Prize

Our presence and partnerships in over 120 countries across all five continents gives our work and influence an **unrivalled** proficiency that is recognised by the United Nations and national governments around the world. Child protection and serving the complicated needs of children and families across borders remains **our unwavering** mission. In the international arena, we recently helped advocate successfully for the **UN Guidelines for Alternative** Care of Children at the United Nations General Assembly. Currently we are finalising preparations to launch new high-impact global initiatives in the areas of transnational family mediation and children with disabilities living in institutions.

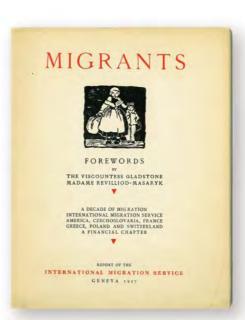
MESSAGE FROM THE SECRETARY GENERAL JEAN AYOUB

or more than **85 years**, the International Social Service (ISS) has vigorously assisted children, vulnerable adults and families separated by international borders. We have developed an expertise and professionalism that is now unmatched in our field.

At the beginning of the 21st century, however, we felt it was time to modernise our strategic objectives to better prepare the network to take on new challenges and address the ever-changing (and increasing) migration patterns.

The ISS leadership carefully **re-evaluated** the network's identity and core activities, its credibility, image and governance. We took stock of our weaknesses but also of our huge growth potential as a worldwide network, and in 2007 embarked on a global reorganisation by instigating fundamental modifications designed to drive change and considerably enhance our efficiency.

Changing Times, New Challenges



One of the earliest Reports, published in 1927





As a result of these adjustments, today we have a revised constitution, a new Governing Board, a Professional Advisory Committee, as well as a consolidated General Secretariat under strict financial controls, driven by a performance culture, all guided by efficient new management systems. As in all management turnaround situations we are aware that "adapting as we move forward" remains a considerable task, however the General Secretariat is ready to fully assume its new role of "serving leader" to the ISS federation.

We dedicate this report to our entire ISS family, the indefatigable social workers and other professionals, as well as our partners, to thank them for their continued commitment and support of our goal to make ISS a more significant and far-reaching organisation.

> JEAN AYOUB Secretary General

DOUGLAS LEWIS Chair of Governing Board

INTERNATIONAL SOCIAL SERVICE GLOBAL REPORT 2009-2010

"It is certain that without your competent and professional efforts and the existence of ISS, the decision issued in our favour would not have been possible." "It very much want to say that it is because of your efforts that my mother's legally precarious situation has changed and she has been granted asylum. This despite the expiry of notice of appeal and all other obstacles." "It hrough the (Geneva-based) International Social Services I got in touch with the branch they referred me to. They helped me tremendously throughout the case to get my daughter back." "After so many years, the permit I have waited for so long has finally arrived. It is a deliverance for me. Having it makes me freer and more peaceful." "In my personal experience I realize how important it is that there is an organization like ISS that offers a wide range of legal and social services, as well as professional help." "I would like to sincerely thank you for the time that you spent for my case. Really, that means you and ISS protect the human rights." "I would like to sincerely thank you for the time that you spent for my case. Really, that means you have kind heart and you felt this is a man has real problem." "I you supported me that means to keep somebody safe from danger or attack." "Again and again I say thank you so much for defend the human rights." "In the name of our family I can confirm that our family is finally reunited after all this time." "After so many years, my husband is once again with his family." "It is incredible what you have done for our family because it was a very difficult case. You are a genius." "Thank you very much, Ma'am and Sir at ISS, thank you very much to all." "Your compassion gave us the patience we needed to see our case solved." "Thank you for keeping in touch; we value your interest in our case." "We know much more about adoption now and we feel we are ready. Thank you for all you did for us."



Map of Europe (ca. 1924) when ISS was founded

More than **25,000** cases per year are treated by the global Network

The International Social Service was founded in 1924* in response to large-scale migration from Europe to the American continent in the aftermath of the First World

Our Origins



War. This international Diaspora required a new type of social services for separated families and children.

Based in Geneva ISS was originally created to assist families who were separated during their migration to the West. The first

ISS offices were opened at key locations on the routes taken by migrants in order to provide them with information and assistance. Bound by common working principles and methods, various ISS offices quickly developed and were consolidated into a global network which now offers its services in over 120 countries.

Since its inception more than 85 years ago, ISS has concentrated on protecting children and families when they are separated by borders, whether because of voluntary or forced migration.

ISS staff and volunteers work at the grass roots level in each country, and each office has legal experts who work closely with local administrative structures. Each ISS office is able to offer a broad range of professional socio-legal services to local authorities and other bodies or persons such as social workers, lawyers, psychologists and mediators involved in supporting children, individuals and families who become separated.

* Founded by representatives of the United States, the United Kingdom, Czechoslovakia. France. Greece. Poland and Switzerland. Many Hands, One Vision

The ISS Network is made up of more than 120 operational members and partners worldwide.

These entities directly manage situations with children, adults and families involved in cross-border family issues by **establishing links** between social services in different **countries** and by providing information enabling concerned services to find solutions in the best interest of all parties involved.

Besides ensuring **good governance**, the General Secretariat (GS) in Geneva also provides capacity **building**, **research** and **advocacy** to ISS's members — the National Branches, Affiliated Bureaus and Correspondents. National Branches and Affiliated Bureaus are ISS voting members and are represented in different governing bodies

ISS provides services to more than 50,000 persons throughout the world each year.

GENERAL **SECRETARIAT**

Based in Geneva, the GS is the headquarters of the Network. It has a **leading role** in the coordination of all ISS units.

NATIONAL BRANCHES

The 13 Branches are legally independent non-profit organizations. They represent ISS in their respective countries.

Australia Belgium Canada Germany Greece Hong Kong Japan Netherlands Philippines Switzerland United Kingdom **United States** Venezuela

The 4 Affiliated Bureaus are either governmental or nongovernmental. In addition to their main activities they undertake assignments as members of ISS.

ISS has more than

500 social workers,

and mediators plus

120 countries

lawyers, psychologists

6,000 volunteers and

support staff in more than

Israel New Zealand Portugal South Africa

AFFILIATED BUREAUS

The Correspondents are associated organisations the ISS Network in more most part, they primarily handle casework. They collaborate closely with the GS. (Full list on page 18)

engaged in social work and legal services representing than 100 countries. For the

CORRESPONDENTS



ISS Cases

*Cross-cultural counselling, Divorce, Marriage, Pre-Marital counselling, Separation, Health-related assistance, Change of family name, Financial issues, Social benefits, Education and Other.

THE ISS NETWORK

The Federation is comprised of the **General Secretariat**, **National Branches**, Affiliated Bureaus and Correspondents

Partnership and Support

The ISS worldwide network Members benefit from:

■ **Assistance** from the General Secretariat for all general issues

= General Secretariat National Branches

= Affiliated Bureaus

Correspondents

= Regional Office

- Access to the **legal expertise** of the International Reference Centre for the rights of children deprived of their family
- The availability of seminars and training in intercountry casework and related issues
- The opportunity to influence international policies and legislation related to the best interests of children, adults and families separated by international borders
- Regional and international visibility and accreditation through membership in a worldwide professional network



THE GENERAL SECRETARIAT

A Pivotal Role Across Borders

The General Secretariat is more than just the "central office" of ISS. It is the nerve centre of the ISS Network and its structural backbone, coordinating the different expertise available globally, providing institutional support to the Network, and disseminating general information on ISS services to Network Members, Correspondents, external organisations and entities requesting assistance.

The **specific mandate** of the GS is to:

- Guarantee the coherence and coordination of the Network's cross-border activities.
- Develop and strengthen the operational capacity of the Network's members.
- Coordinate, sustain, supervise and assess the functions of the Network.
- Organize all communication and shared knowledge-base of the organization.
- Represent the organisation and advocate at the international level.

Besides coordinating the Network's activities, the General Secretariat also **reinforces support** provided to ISS partners and members throughout the world. This support is provided through the following functions of the Secretariat:

1. TRAINING AND NETWORK DEVELOPMENT

The General Secretariat's Casework Division (ISS/CW) is the focal point for members on intercountry social and legal cases.

2. RESEARCH AND ADVOCACY

The ISS General Secretariat International Reference Centre (ISS/IRC) has expertise in policies and legislative practices concerning research, knowledge-sharing and best practices, as well as expertise in the protection of children deprived of their families or at risk of being deprived, in need of adoption or already adopted.

ISS/IRC is well-known among professionals thanks to the ISS/IRC monthly newsletter which focuses on international adoption and

analyzes the latest developments in the protection of children deprived of their family.

ISS is supporting **SOS Children's Villages International** and various

partners, in organising the Quality in Alternative Care International Conference to be held in



Prague 2011. The objective of this Conference is to identify ways to empower children and young people, to promote the implementation of quality care standards, to provide a platform and networking opportunities, and to identify changes needed in policy and practice to align them with international frameworks.

3. PROGRAMME AND POLICY SUPPORT

The General Secretariat defines ISS's strategy, policies and objectives in close collaboration with Network representatives and provides the support necessary to ensure effective governance.

Accomplishments in 2009

- Supported the revision of the ISS statutes. Ensured that ISS has the most effective constitution and governance model possible.
- Initiated collaboration with 10 new countries, ensuring that cases of separated children and families can be dealt by a wider network of partners around the world.
- Organized training seminars to strengthen the capacity of existing partners.
- Developed comprehensive solutions to reinforce the Network in Africa and Latin America.
- Signed cooperation agreements with 2 international organisations to expand the ISS global presence.
- Trained professionals in

9 countries on 4 continents.

- Published and distributed a Monthly Review to 3,000 entities in 182 countries. The objective of this publication is to further the promotion of best practices in international adoption, and to improve those practices both in receiving countries and countries of origin.
- Assessed child protection frameworks, including adoption situations in various countries of origin. Findings and recommendations of these field missions are increasingly taken into consideration in the review and implementation of laws on inter-country adoption.
- Worked closely with SOS
 Children's Villages International,
 UNICEF, and other
 organisations, in collaboration

with the government of Brazil to draft the UN Guidelines for the Alternative Care of Children.

- Introduced a measurable performance culture within the General Secretariat, and strict budgetary controls to monitor expenditures. Operating costs have been reduced by 22% since
- Generated a new website for the Secretariat that enhances the visibility of the ISS global Network.



Objectives for 2010-12

- Instigate an international project related to the promotion of transnational family mediation which will:
 - A) Provide an international database of mediators and reliable country documentation on the status of mediation;
 - **B)** Train social workers, judicial and administrative authorities on international mediation. Create a practical tool to reinforce cooperation between states in the context of serious family disputes.
- Inaugurate collaboration with 15 new countries.
- Form cooperation agreements with new international organisations and have 10 new agreements by the end of 2011. This would increase the effectiveness and efficiency of the ISS Network around the globe and provide increased visibility.
- Publish a manual containing ISS methodology and procedures for handling intercountry

casework, taking into consideration the recent evolution in casework around the world.

- Continue to assess the child protection framework, including adoption situations in various countries of origin, such as Guatemala, Ivory Coast, Vietnam and Haiti.
- **Promote** a family environment for children with disabilities.
- Search and recruit for a high level and globally recognized professional for the post of International President.
- Maximize the positive effect of a new constitution, a new governance model and a revised secretariat structure to help ISS realise its full growth potential.
- Launch a new edition on the rights of the child in domestic and intercountry adoption, ethics and principles, guidelines for practice.
- Promote global implementation of the UN Guidelines in child protection and migration as well as the UN millennium goals.

On arrival, he was left on his own in a foreign country. He was penniless and could not speak the local language.

Fortunately, he came to the attention of the French authorities who placed him in an adolescent home.

Adaptable and bright, he integrated very quickly and started to attend school.

At the request of French Social Services, ISS managed to locate Amir's family in his home village.

It came to light that Amir's departure was provoked by his parent's critical socio-economical situation. They had had to make the impossibly difficult decision to send their son abroad where potential opportunities might insure his survival.

Meanwhile, ISS France helped to normalize his legal status. He also received psychological counselling and training. ISS ensured that he maintained contact with his family.

Branches and Affiliated Bureaus

INTERCOUNTRY CASEWORK

ISS establishes links between international social services, providing them with the information necessary to enable decisions in the best interests of the beneficiaries.

ISS services include drafting social reports on the situation of a child, his/her family and/or environment and providing mediation services relating to international family conflicts.

DEVELOPMENT PROJECTS (EXAMPLES)

- Western Africa ISS supports the voluntary return of children who are victims of trafficking and helps victims re-integrate into their community of origin.
- Hong Kong ISS assists the social and professional integration of ethnic minorities of non-Chinese origin.
 Services include psychological support, information sharing, temporary shelter and language courses.
- Philippines ISS provides temporary shelter and assists abused labour migrants, victims of human trafficking as well as women in crisis. ISS also advocates greater respect for human rights of migrant and overseas Filipino workers.
- Libya ISS UK organizes missions to establish contact between parents involved in family conflicts and identifies solutions in the best interest of the children.
- Bulgaria ISS has developed various programs to support the social and professional integration of young people leaving care institutions, and to improve placement structures for children at risk.

CAPACITY BUILDING AND TECHNICAL ADVICE

ISS supports legislative/administrative and national/international reform processes, organises training seminars for social work students and professionals working on child protection issues.

- In collaboration with the University of Maryland (U.S.A.) and the University of Calgary in Canada, ISS has set up academic courses for social work students.
- ISS, in co-operation with UNICEF, organises training programs for central authorities responsible for intercountry adoption, and advises governments.
- ISS produced a comprehensive guide on the issue of international family conflicts for UNICEF.

RESEARCH AND ADVOCACY

ISS is the hub of **international policies and legislative practices** on research, knowledge sharing, best practices and expertise on child protection. Special focus is given to children deprived of their families, and families involved in international family disputes.

- ISS regularly publishes position papers, thematic factsheets and others, and advocates the ratification and implementation of national and international standards on child protection and related issue.
- In 2009 ISS worked closely with SOS Children's Villages International and UNICEF to ensure that the UN Guidelines for the Alternative Care of Children were welcomed by the UN General Assembly.
- ISS provides professionals from developing and transitional countries with fact-sheets outlining procedures that can be used in supporting children without parental care.
- Through its National Branch in Germany, ISS contributes to child protection advocated by the Hague Conference for Private International Law and the Council of Europe.



ISS Australia Branch

www.iss.org.au Founded: 1961

MAIN ACTIVITIES

- Intercountry casework service
- International Parental Child Abduction (IPCA) service
- Community education and training on IPCA
- Research and advocacy on IPCA

EXPERTISE

- International social work
- International family mediation

STRATEGIC OBJECTIVES

- Extend casework services to new areas
- Effectively rebrand, market and network



ISS Belgium Branch

www.sireas.be

Founded: 2000

MAIN ACTIVITIES

- Intercountry casework service
- Provide legal and social assistance to refugees

EXPERTISE

International social work

STRATEGIC OBJECTIVE

 Contribute to social and economic integration of foreigners

ISS Canada Branch

www.issc-ssic.ca Founded: 1979

MAIN ACTIVITY

Intercountry casework service

EXPERTISE

■ International social work

STRATEGIC OBJECTIVES

- Organise the 2012 ISS International Council meeting in Banff with the University of Calgary
- Develop international social work training in Canada

ISS Germany Branch

www.iss-ger.de Founded: 1920

This Branch is the official ISS network representative for the Hague Conference for Private International Law and the Working Groups on Family Law of the Council of Europe.

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MAIN ACTIVITIES

- Intercountry casework and socio-legal advisory services
- Social work trainings for professionals

EXPERTISE

- International family conflicts and child abduction
- Child protection and migration
- Protection of vulnerable adults
- International family mediation

STRATEGIC OBJECTIVES

- Strengthen ISS network in Eastern Europe and the Middle East
- Advocate for international social work
- Enhance ISS visibility and efficiency

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UP CLOSE Disentangling An Unnecessary Nightmare

> Andreea was 10 years old when she and her uncle arrived in the UK from Romania. She was enrolled in school and began her new life.

After a year, the uncle could no longer afford to take care of her and he passed the girl along to a woman who was known to the police for prostitution.

Later on, Andreea was picked up by the local authorities and placed in foster care.

The authorities contacted ISS UK and asked for assistance in finding Andreea's family in Romania.

ISS UK discovered that although it appeared Andreea was brought to the UK for a better life under private fostering arrangements, in reality she had been sold by the uncle to recover the cost of her education and living expenses.

Andreea remains in official foster care while the local authorities and ISS UK conduct assessments on the birth parents and family members in Romania in preparation for Andreea's safe return.

Branches and Affiliated Bureaus (continued)



ISS Greece Branch

Founded: 1924

MAIN ACTIVITIES

- Intercountry casework service
- Legal and social assistance to migrants, refugees and repatriated persons
- Prevention of child abduction

EXPERTISE

- International social work
- Migration

STRATEGIC OBJECTIVES

- Develop ISS services in Greece
- Strengthen the ISS Network in the region



ISS Hong Kong Branch

www.isshk.org

Founded: 1958

MAIN ACTIVITIES

- Intercountry casework service
- Training for refugees and social workers
- Legal and social assistance to migrants, refugees and repatriated persons

EXPERTISE

- International social work
- Migration

STRATEGIC OBJECTIVES

- To take a stronger, more visible advocacy role in the Asia Pacific
- To expand cross-border services in Mainland China

- To strengthen services for ethnic minorities, asylum seekers and refugees
- To develop new funding initiatives and services

ISS Israel Affiliated Bureau

Founded: 1995

(In continuous collaboration with ISS since the 1960s)

MAIN ACTIVITY

Intercountry casework service

EXPERTISE

International social work

STRATEGIC OBJECTIVE

Increase the visibility of intercountry casework services in Israel

www.issj.org/index-e.html

ISS lapan

Founded: 1959

MAIN ACTIVITIES

- Intercountry casework service
- Counselling on intercountry adoption
- Assisting foreign children born in Japan to obtain citizenship
- Counselling refugees
- Education projects in Cambodia

EXPERTISE

International social work (intercountry adoption)

STRATEGIC OBJECTIVES

- Develop a new website which will facilitate access to ISSI services.
- Provide counselling to young people through mobile phones

ISS New Zealand Affiliated Bureau

www.cyf.govt.nz

Founded in 1994 (A corresponding member of ISS since 1952)

MAIN ACTIVITY

Intercountry casework service

EXPERTISE

Adoption, child welfare and youth justice

STRATEGIC OBJECTIVE

Contribute effectively to the development of the ISS Network on the regional and international level

> In 2009, almost all intercountry cases involved a home study.



ISS Netherlands Branch

www.fiom.nl Founded: 1955

MAIN ACTIVITIES

- Intercountry casework service
- International and national tracing

EXPERTISE

International social work (tracing family roots and reunification)

STRATEGIC OBJECTIVE

■ Become the premiere adoption after-care organisation in the Netherlands

> 436 persons were repatriated in 2009, most of them children.

Little Aimée was 3 1/2 years old and needed medical treatment which was not available in DR Congo, her home country.

A friend of the family suggested taking Aimée to Sweden for care. The family agreed, and she was placed temporarily with a foster family in Sweden, a family which had lived in DR Congo.

When the medical authorities realized that Aimée would need on-going close medical supervision and possibly further operations, it became necessary for the child welfare authorities in Sweden to make long-term plans for her care.

ISS was asked to arrange contact with her parents and to determine how they wished to proceed. Would they agree to placement if a suitable long-term family could be found for her?

The ISS correspondent in DR Congo had some difficulty in contacting Aimée's parents who lived in a distant part of the country and could only be reached by radio.

Some two months later, however, ISS received a reply. The parents had been interviewed and agreed that it was best for Aimée to remain in Sweden. They also gave their consent to placement. The father asked to visit Sweden the following summer in order to meet the family that was offering to care for his daughter.

Branches and Affiliated Bureaus (continued)

ISS Portugal Affiliated Bureau

www.appassi.org.pt

Founded in 1990 (In collaboration with ISS since 1954)

MAIN ACTIVITY

■ Intercountry casework service

EXPERTISE

 Child welfare (social and psychological assistance)

STRATEGIC OBJECTIVE

 Contribute to ISS Network, strengthen services related to child welfare and international social work



ISS Philippines Branch

www.issphilippines.com Founded in 1990

MAIN ACTIVITIES

- Intercountry casework service
- Assistance to repatriated migrants
- Training and workshops for social services staff
- Education campaigns on prevention of human trafficking

EXPERTISE

Prevention of trafficking of children and women

STRATEGIC OBJECTIVE

 Increase the professional and technical staff and volunteer development program

ISS South Africa Affiliated Bureau

www.dsd.gov.za Founded in 1999

ISS South Africa developed a Guideline for Separated and Unaccompanied children outside their countries of origin.

MAIN ACTIVITIES

- Intercountry casework service
- Assistance to unaccompanied

minors from neighbouring African countries

- Assistance to children and adults in distress abroad
- Support services to families and children of South Africans in prisons abroad

EXPERTISE

International social work (adoption, child welfare)

STRATEGIC OBJECTIVES

- To train all South African provinces on ISS guidelines
- Develop the ISS Network in Africa

ISS Switzerland Branch

www.ssiss.ch

Founded in 1932

MAIN ACTIVITIES

- Intercountry casework service
- Coordination of experts on child abduction and international child protection in Switzerland
- Active participation in Separated Children in Europe Programme (SCEP) and development of projects concerning unaccompanied minors in Switzerland



- Active participation in Separated Children in Europe Programme (SCEP)
- West Africa Programme (PAO) for prevention of illegal migration and reintegration of young minors

EXPERTISE

- International social work
- Unaccompanied minors, refugees, migrants
- International family mediation

STRATEGIC OBJECTIVE

 Contribute to the development of the Network in Eastern Europe and Africa

ISS United Kingdom Branch

www.cfab.uk.net Founded in 1955

MAIN ACTIVITIES

- Intercountry casework service
- Family reunion in Libya
- National Resource Centre: advice to professional social work staff on international welfare matters
- Travel assistance scheme

 London Children's Project, which focused on raising awareness of international social work issues in the London area

EXPERTISE

- International social work
- International family mediation

STRATEGIC OBJECTIVES

- Increase funding from trusts and grants, corporations and businesses
- To influence policy and practice in the United Kingdom

ISS United States of America Branch

www.iss-usa.org

Founded in 1926

MAIN ACTIVITIES

- Intercountry casework serviceTraining, technical assistance,
- Repatriation of U.S. citizens

EXPERTISE

research

- International social work
- Capacity building

STRATEGIC OBJECTIVES

- Increase ISS name-brand recognition domestically and internationally
- Expand and strengthen ISS Regional cooperation in the Americas
- Develop a mediation infrastructure to intervene in cases involving family conflict to prevent child abduction across borders
- Become the National Resource Centre for services, training, research and advocacy on issues that affect children and adults separated from their families across international borders

ISS Venezuela Branch

Founded in 1957

MAIN ACTIVITY

■ Intercountry casework service

EXPERTISE

International social work

STRATEGIC OBJECTIVES

- Increase the number of professional staff
- Contribute to the development of the Latin American network

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Correspondents

Correspondents are associated organisations engaged in social work and legal services representing the ISS Network in more than 100 countries. They **primarily** handle casework and inform the General Secretariat about changes in relevant legislation in their country and the social environment.

Correspondents

closely with the

ISS GS and the

collaborate

Network.

A lgeria	G abon
Andorra	Gambia
Anguilla	Germany
Antigua	Ghana
Argentina	Gibraltar
Aruba	Grenada
Azerbaijan	Guatemala
	Guinea Conal
B angladesh	(Rep.)
Barbados	Guyana
Belarus	
Belize	H aiti
Benin	Hungary
Bermuda	
Bolivia	Iceland
Bosnia Herzegovina	India
Botswana	Indonesia
Brazil	Iran
Bulgaria	Ireland
Burkina Faso	Italy
	Ivory Coast
Cambodia	
Cameroon	J ordan
Cape Verde	
Cayman Islands	K azakhstan
Chile	Korea
Colombia	Kosovo
Congo Brazzaville	
Costa Rica	Laos
Croatia	Latvia
Cuba	Lebanon
Cyprus	Lithuania
Czech Republic	Luxembourg
D ominican Republic	M acedonia
•	Malawi
Egypt	Malaysia
TI Callandan	KA-I*

Algeria	G abon	N amibia
Andorra	Gambia	Nepal
Anguilla	Germany	Netherlands Antilles
Antigua	Ghana	Niger
Argentina	Gibraltar	Norway
Aruba	Grenada	
Azerbaijan	Guatemala	P akistan
	Guinea Conakry	Palestine
B angladesh	(Rep.)	Panama
Barbados	Guyana	Papua New Guinea
Belarus		Paraguay
Belize	H aiti	Peru
Benin	Hungary	Puerto Rico
Bermuda		
Bolivia	Iceland	Romania
Bosnia Herzegovina	India	Russia
Botswana	Indonesia	
Brazil	Iran	Saint Kitts and Nevis
Bulgaria	Ireland	Saint Lucia
Burkina Faso	Italy	Sao Tomé e Príncipe
	Ivory Coast	Senegal
Cambodia		Seychelles
Cameroon	J ordan	Singapore
Cape Verde		Slovenia
Cayman Islands	K azakhstan	Spain
Chile	Korea	Sri Lanka
Colombia	Kosovo	Syria
Congo Brazzaville		
Costa Rica	Laos	T anzania
Croatia	Latvia	Thailand
Cuba	Lebanon	Togo
Cyprus	Lithuania	Trinidad and Tobago
Czech Republic	Luxembourg	Tunisia
		Turkey
D ominican Republic	M acedonia	
	Malawi	U kraine
Egypt	Malaysia	United Arab Emirates
El Salvador	Mali	Uruguay
Estonia	Malta	
	Mauritania	V ietnam
Fiji	Moldova	

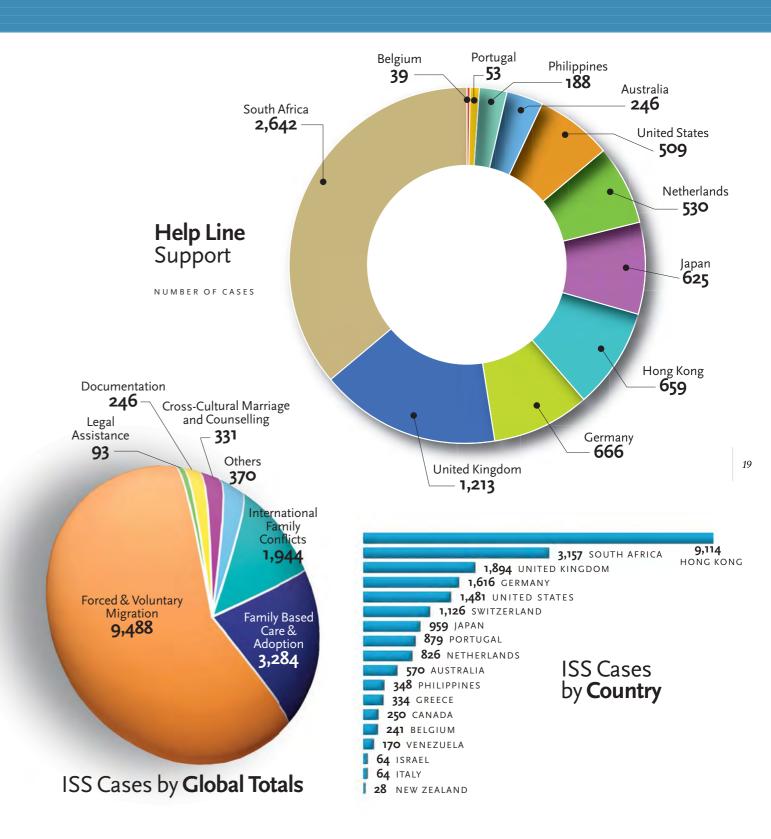
Monaco

Morocco

Zambia

Statistics (2009)

The National Branches, Affiliated Bureaus, Correspondents and external organisations exchange services and provide assistance



Finland

France

Expediting Intercountry Adoptions in the Aftermath of A Natural Disaster...Preventing Future Harm

2010, 73 pages Available in English

This report examines intercountry adoption practices in the aftermath of the earthquake in Haiti. Haiti has been a 'popular' country of origin, meaning that thousands of children were at some stage of the adoption process – in some cases simply "identified" as potentially adoptable – when the earthquake struck. This



report documents and reviews the vast range of responses and the exceptional measures implemented by some coun-

tries, with the principal objective of this report being to identify lessons to be learned from this situation in order to prevent future harm.

Do It for the Children: How to Build A Secure Parental Relationship After A Separation

by Jennifer McIntosh, Ph.D. 2010, 28 pages Available in English, French and German



Being separated parents can prove to be a difficult task. This booklet offers support, ideas and a bit of wisdom on how to get

there; do it for the children.

The Place of the Child's Health in The Adoption Process.

2010, 20 pages Available in English, French and Spanish

In the current context of intercountry adoption, which is witnessing an increase in the number of children with medical problems, the *Service de l'Adoption Internationale* (International Adoption Service) of the French Ministry of Foreign and European Affairs and the ISS/IRC have jointly undertaken a study, which focuses on the place given to issues linked to the child's health in the adoption process.

Guidelines for the Alternative Care of Children

A United Nations Framework
SOS Children's Villages
International and ISS
2009, 29 pages
Available in English and other
UN languages



This publication presents the final version of the Guidelines for the Alternative Care of Children, which was formally wel-

comed by the UN General Assembly to mark the 20th anniversary of the UN Convention on the Rights of the Child. In each section, the publication includes questions relating to national policy which aim at inspiring reflection on the implementation of the key principles of the Guidelines at the national level.

Adoption from Viet Nam

Findings and Recommendations of an Assessment A report produced by ISS 2009, 82 pages Available in English and French



The main aims of the report were twofold: first, to identify and address problems in the adoption processes; second, to

review the new draft law on adoption, and propose any relevant amendments. The report makes recommendations targeting key participants not only within Viet Nam but also in the receiving countries, agencies and international organizations.

Assessment of the Adoption System in Ivory Coast

Available in French

Today the system of child protection is very limited in Ivory Coast. The cultural tradition of informal foster care largely dominates. Government support for families is virtually nonexistent, both on a financial level and for psycho-social issues. This publication presents a clear and



detailed
picture of the
adoption
system in that
country, and
proposes
measures
for its
improvement.



Some of the many faces within ISS who strive to make our unique mission a meaningful reality

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A Brief Lexicon

Intercountry casework represents

the main activity of ISS. ISS has developed an expertise in providing assistance and counselling to families and children facing complex social situations of an international nature. The global ISS network ensures the capacity to provide coordinated international assistance by establishing links between social services in different countries and providing them with accurate and comprehensive information to enable them to propose the best solution for all protagonists involved.

International family mediation offers

support to bi-national parents and children through family change and disruption. A family mediator(s) helps these families improve communication and to work towards agreements which are acceptable to all concerned. At the centre of these discussions is the protection of the children's best interests. International family mediation can help avoid long, painful and expensive legal battles where the psychological distress on children is often overlooked.

The International Reference Centre

for the rights of children deprived of their family (ISS/IRC) is a programme of the General Secretariat launched in 1997. Its principal goal consists of sharing, distributing and promoting good practices in the realm of intercountry adoption and more broadly the protection of children deprived of their family. The ISS/IRC advocates for the ratification and application of international conventions relating to the rights of these children.

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working group on Family Law of the Council of Europe and collaborates closely with the Hague Conference on Private International Law and the Committee on the Rights of the Child. ISS is also an active member of the NGO Group for the Convention on the Rights of the Child and has developed strong collaboration with other international organisations such as the International Council on Social Welfare (ICSW), High Commissioner for Refugees (UNHCR), the Office of the High Commissioner for Human Rights (OHCHR), the Committee on the Rights of the Child, The International Committee of the Red Cross (ICRC), the International Federation of the Red Cross and Red Crescent (IFRC), Save the Children, the Inter-American Children's Institute and the International Council of Voluntary Agencies (ICVA).

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