

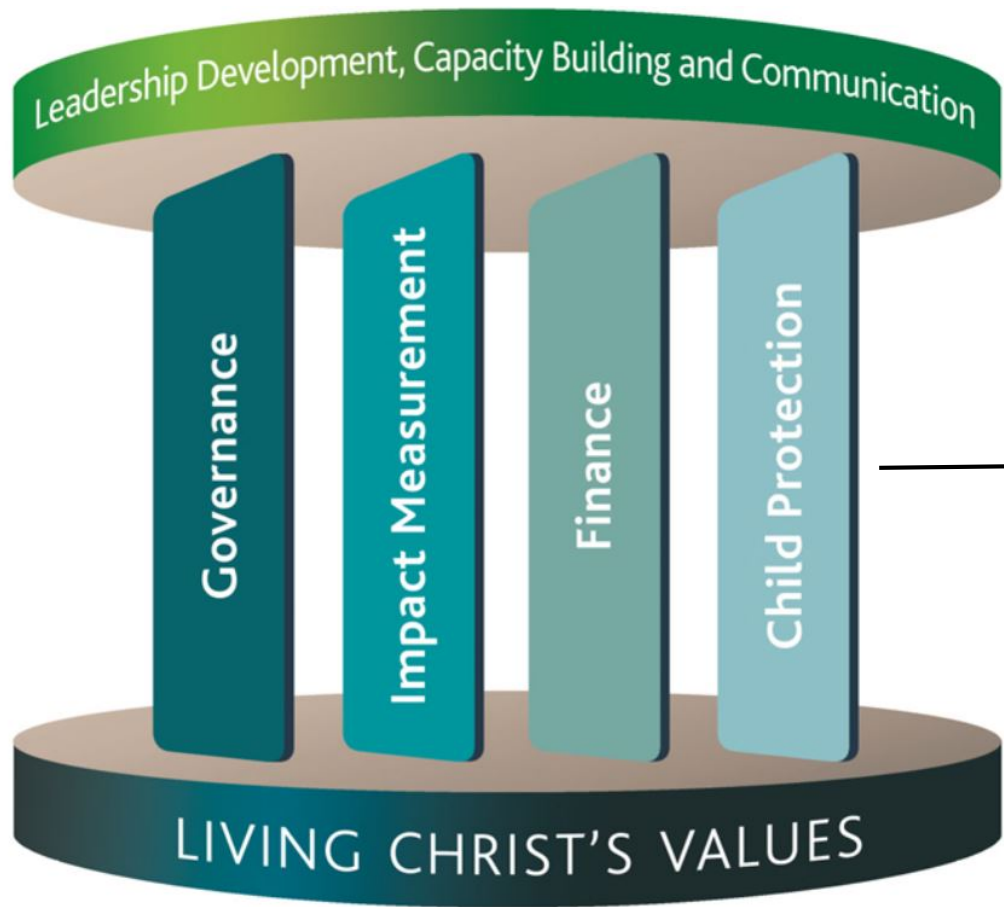


Safe
From
Harm



A comprehensive Salvation Army program designed for the implementation of policies related to child and vulnerable adult protection

Worldwide Accountability Movement



Child Protection

To ensure The Salvation Army's commitment to the well-being, safeguarding and protection of children by implementing best practice in every expression of Salvation Army contact and influence with children.

What is involved in SFH?



- Training of Officers (pastors), employees, volunteers, and the individuals we serve
- Employee/Volunteer hiring & supervision
- Program/activity planning and implementation
- Corps (church) and program specific safety assessment
- Facility layout and design
- Best practices & procedures
- AND MORE!

What objectives does SFH achieve?



- 1. *Educate* about prevention of abuse or accidental injury**
- 2. *Enable* to develop procedures and practices that reduce risks**
- 3. *Protect* from mistaken or groundless accusations**

What objectives does SFH achieve?



- 4. *Reduce* liability for The Salvation Army & all involved**
- 5. *Build* confidence in Salvation Army programs**
- 6. *Prepare* to respond should an incident or accident occur**

Comprehensive Safeguarding



- **PROTECT** vulnerable people in our care
 - Children
 - Vulnerable Adults
- **PROTECT** personnel
 - Officers (pastors)
 - Employees
 - Volunteers
- **PROTECT** The Salvation Army organization
 - Criminal & Civil Liability
 - Punitive Damages



Who are our Vulnerable?

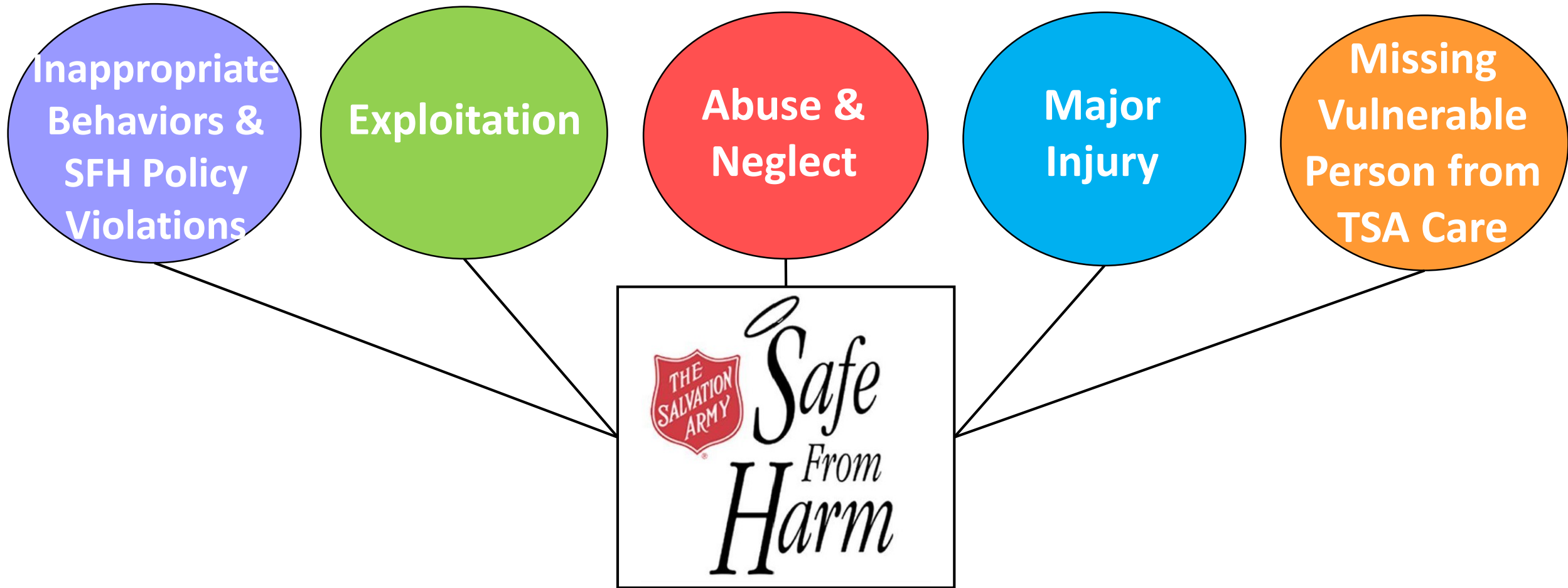
Minors

Any person under
18 years of age

Vulnerable Adults

Any person 18 years of age or older as defined by state law, usually as one who has a physical or mental condition, including advanced age, which substantially impairs the person from adequately providing for his/her own care or protection from abuse, neglect, or exploitation

5 Core Areas of Concern



Integration: The 6 P's of Prevention

- **Personnel** – Employees, officers & volunteers (This program protects YOU!)
- **Participants** – Kids & their parents AND vulnerable adults
- **Program** - Any activity in which The Salvation Army is responsible for children, youth or vulnerable adults
- **Place** - Facilities where ministry, programs or services take place
- **Privacy** - Confidential and personal information– Protect from inappropriate information sharing & know when to *not* keep things confidential
- **Procedures** – For reporting & responding

Safeguarding from



Exploitation



Abuse &
Neglect

- Understand and recognize abuse & neglect
- Understand how abusers work
- Commit to healthy boundaries
- Build prevention measures into policies, programs, and procedures
- Be intentional about supervision
- Know how to respond



Maltreatment

Maltreatment is *any type of harm to a vulnerable person*

Commission

Assault

Omission

Failure to protect

Authority & Responsibility

1. Abuse takes place when the needs and desires of the powerful person become more important than the needs and desires of the vulnerable person.
2. The person in power has the responsibility for ensuring healthy interaction. It is never the responsibility of a child or incapacitated adult to keep themselves safe.
3. What's best for the child or vulnerable adult and what will keep them safe should always be the first priority.

Watch it!



- Noticing one or more indicators does not necessarily mean that abuse is taking place
- Watch for:
 - A combination of indicators
 - A repetitive pattern
 - Extreme indicators

Prevention: Limiting Access

- Screening & selection to assure good fit
- Organized system for key holders
- Door controls
- Assessing & monitoring building traffic
- Intentional supervision

Property Considerations



- Building access: who has keys to the building?
- Incompatible activities
- Clear lines of sight
- Monitoring entryways and emergency exits
- Location of bathrooms, stairwells, hallways
- Windows in doors

Prevention: Limiting Privacy

- Intentional supervision that doesn't allow for 1-on-1 situations
 - Supervision of vulnerable persons
 - Supervision of staff
- Culture of transparency
 - Policies prohibiting secretive relationships, in person or online

Prevention: Limiting Control

Without regular access and the opportunity for privacy, it's harder to gain control!

- Policies outlining expectations for conduct
- Supervision of personnel

Supervision of Participants

The keys to effective supervision of vulnerable persons includes:

- being planned and intentional about it
 - Plan for 2 adults to be present
- having clear lines of sight
- having ear shot



Safeguarding from

Inappropriate
Behaviors &
SFH Policy
Violations

- Understand *SFH Guidelines*
- Understand appropriate vs. inappropriate conduct with vulnerable persons
- Commit to healthy boundaries
- Be intentional about supervision



2 Adult Rule



Worker to Vulnerable Participant Ratios

Age Group	WORKERS	PARTICIPANTS
Birth to 1	2	8
1 to 3	2	10 -12
3 to 5	2	16
School Age	2	20 - 24
Vulnerable Adult <i>NOTE: this may vary greatly depending on the specific needs of the adult and the nature of the program.</i>	2	12-16

**Licensed programs such as child care centers or residential programs may have mandatory ratios which differ from the above guidelines*

The Power of Touching

Touch is necessary to human thriving



**... but when used to manipulate, control or harm,
touch can be damaging....**



Touching

Touching behavior should not:

- give even the **appearance** of wrongdoing
- be forced upon a reluctant child or vulnerable adult

We are always responsible to:

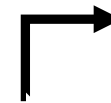
- protect participants under our supervision from inappropriate touching by others
- discuss inappropriate touching or other questionable behavior by other personnel with the supervisor or commanding officer

Touching: What *CAN* we do?

- Let the vulnerable person initiate
- Keep physical affection appropriate to age and relationship
- Use positive touch only when in the presence of others



Touching: Safe vs. No No!





Informal Contact

- Refers to phone calls, letters/cards, electronic messaging or face-to-face contact between adult worker(s) and youth/vulnerable adult(s) *not* connected to official Salvation Army activities
- TSA recognizes that informal contact between workers and youth or vulnerable program participants does & will occur
- *Salvation Army workers should not engage in informal contact with vulnerable persons without parental or caregiver approval*



Transportation



- Units may provide transportation as an official part of some activities
- When vulnerable persons are transported, all guidelines will apply:
 - Driver and occupants utilize proper restraints
 - Driver is cleared according to screening protocols
 - Two Adult Guideline
- Vulnerable persons should not be transported in private vehicles without special permission in advance

6 Types of Sensitive Information

- 1. Background Screening Information**
- 2. Health Information**
- 3. Accident and Incident Reports**
- 4. Personnel Information**
- 5. Consent Forms**
- 6. Contingent Information
(Including photographs of children in
Salvation Army programs)**



Confidentiality

- There are limits to confidentiality when working with youth & vulnerable adults
- Personnel must report to an appropriate leader if a vulnerable program participant discusses harming himself or others, committing a crime, or being abused
- Questions about such cases or other issues of confidentiality must be discussed promptly with supervisors. *This is not considered breaking confidence*
- Workers should never promise to a disclosing child/adult that they will keep it “secret”

Limits to Confidentiality

- Suspected abuse
- Suicidal thoughts
- Threats to harm self or others
- Threats to commit a crime
- Let the vulnerable person know what types of information you are not able to keep confidential
- For vulnerable adults, limits to confidentiality apply if the adult is considered cognitively impaired



Physical Force / Punishment

- Corporal punishment (hitting or spanking) and other forms of force involving physical pain or restraint are not appropriate in Salvation Army activities
- Workers must consult their supervisor if they need help with misbehaving youth or an unruly adult
- It is not appropriate to physically restrain, confine, or be aggressive with vulnerable persons



Open Door Policy



- Parents/family members have the right to observe any and all activities for children, youth & vulnerable adults
- There are never secret activities, treatments or initiations in any Salvation Army programs
- An atmosphere of transparency must be maintained at all times



Dating / Sexual Involvement

- Salvation Army workers should never date or be romantically or sexually involved with any vulnerable program participant
- Adults with prior incidents of sexual misconduct may not serve in any capacity caring for minors or other vulnerable participants.



Youth Supervising Youth

- Minors may help adults lead youth activities only under the direct leadership of adults
- A minor may not be used to meet the leadership or team counseling guidelines (Two Adult Guideline)



Technology Guidelines



- Personnel should not have one-to-one relationships with minors or vulnerable adults (online “friends”) on social networking sites.
- Instead, units may set up group accounts to post general updates and program related information. This should be administered and monitored by a program leader with rights granted to the corps officer and key leaders.
- Pictures of vulnerable persons may not be posted on the organization’s established page unless a signed consent form has been completed.



Technology Guidelines



- Email from personnel to vulnerable program participants should be limited to information about programming and activities and should not be personal in nature.
- Personnel should copy the corps officer, program administrator, and, the parent/guardian/caregiver on correspondence.
- Electronic messaging should only be used as needed for brief program or activity updates.



With vulnerable adults...

- Don't treat vulnerable adults like children
- Don't do anything of a personal nature for a vulnerable adult that they can do for themselves, *unless they ask for help. If they seem to be struggling, ask for permission to help first.*
- Be caring, patient and respectful
- Listen and communicate clearly

Safeguarding from

Major
Injury

Missing
Vulnerable
Person from
TSA Care

- Understand the risks of the properties & places of our programs, activities, events, and services
- Given the risks of the property/place, build prevention into the programs, activities, events, and services happening there
- Distribute necessary safety information and collect it
- Be intentional about supervision

Major Injury

An impairment of physical or mental condition or substantial pain incurred by a vulnerable person as a result of purposeful harm or accidental infliction

- cannot be treated by basic first aid
- involves the need for *unforeseen* emergency medical attention

Prevention: Major Injuries

- Good supervision & behavior management!
- Lock doors & limit access to high risk areas when not in use
- Proper building, parking lot, and vehicle upkeep
- Use of proper safety equipment (e.g., pads on gym walls/corners, baseball helmets, etc.)
- Use of non-skid rugs in wet areas (e.g., locker room)
- Liability prevention through permission forms & waivers



Missing
Vulnerable
Person from
TSA Care

Vulnerable person last known to be in Salvation
Army care

Absence not justified by
parent/guardian/caregiver nor authorized by
any policy, procedure, or law

Prevention: Missing Vulnerable Person

- Roll calls at point A and again at point B
 - Make sure it is the right person saying “here!”
- Adults at both the front and end of a line
- Routine head counts by 2 different staff
 - See if the numbers match up!

SUPERVISION.



Risky Business

- Overnight activities
- Informal or out-of-program contact
- Swimming, bathing
- Counseling when you're not a licensed counselor
- Long-term guru/confidante relationship
- Release of young children
- Transportation
- High adventure or wilderness activities
- Events involving outside workers
- Last minute changes
- Solo workers

5 Reasons People May Sue

1. **Surprise!** Parents or caregivers not advised about the nature of activities
2. **Lack of Communication** before an activity or after an incident has taken place
3. **Wrong decisions or poor policies**
4. **Cover ups**
5. **Young adults** working without mature adult supervision

Systematic Failures by Institutions



- Inadequate supervision
- Inadequate reporting systems
- Inadequate response systems
- Lack of policies & procedures
- Poor staff training
- Poor staff selection

3 Common Mistakes



1. Under Staffing
2. Lack of Planning or Foresight
3. Casual Attitudes

Systemic Casual Attitudes

- Moral & structural blindness
- Disbelief
- Defensive responses
- Blaming
- Minimization



2 Good Questions

1. Would I feel comfortable putting my own child/ vulnerable adult in this program?
2. How would I explain to a parent/family member that an incident of abuse or injury had occurred in my program?



Supporting Our Participants

- Keep family informed!
- Utilize all SFH waivers and report forms according to policy/protocol
- Gain trust through policies of open door and open dialogue – be transparent
- Explain Safe From Harm
- Explain that TSA takes the protection of their people seriously by listening and reporting
- Empower them with the facts & indicators of abuse



Outcry Training Objectives

- Recognize abuse
- Resist abuse
- Report abuse or attempted abuse
- Reduce the shame, stigma and confusion related to sexual abuse through open discussion, clear information, and unconditional support for children.

Responding & Reporting

WE are mandated!

Whether or not you are mandated by your state as a reporter of abuse, neglect, and exploitation, The Salvation Army Personnel are all mandated reporters. Please contact an officer or management staff member.

This is made clear in the *SFH Reporting Policy*.

PLEASE TELL SOMEONE!!



Main Info to Report

- Name (of child/vulnerable adult) and location
- Suspected perpetrator's name and relationship to the child/vulnerable adult (if known)
- Description of what you have seen and/or heard
- Names of others with knowledge of the abuse/incident
- Your name and phone number
(this information is kept confidential)

3 C's of Culture Shift

Complacency

- Allow access, privacy & control
- Abuse allegations
- No forethought for incident prevention
- Minimal reporting

Compliance

- We follow policy & “the rules”
- SFH is an afterthought in program planning
- Delayed reporting

Commitment

- First filter is SFH
- SFH fully integrated across the organization
- Prevention is in our DNA
- Immediate reporting of SFH incidents & concerns



Prevention =
SFH as first
filter

Healthy
boundaries

Safe
Programs

Safe
people

Safe
ministry

Safe
buildings



Volunteers

- Background check **not required** for supervised one-day events (general volunteers)
- Background check **required** for canteen and one-on-one situations (disaster services volunteers)
- Generally, the cost for running volunteer background checks is minimal



A Sacred Responsibility



Now these are the gifts Christ gave to the church: the apostles, the prophets, the evangelists, and the pastors and teachers. Their responsibility is to equip God's people to do his work and build up the church, the body of Christ.

Ephesians 4:11-12