

HOPE worldwide Youth/Vulnerable Adult Program Safety Training Manual

To our honored volunteers:

We are so grateful that you are willing to serve children and vulnerable adults. Protecting the children and vulnerable adults we serve is our top priority. Unfortunately, the world we live in requires us to be wise, careful and aware of potential risks (Luke 16:8, Matthew 10:16).

Please review the following important policies and procedures and HOPE *worldwide's* Protection of Children and Vulnerable Adults policy. Once you have read them, please sign the agreement on the last page of this packet and return it to your Chapter or Program Director. Knowledge of and agreement to abide by these procedures is required to volunteer with any of HOPE *worldwide's* programs involving children or vulnerable adults.

Note: a copy of this training manual should be posted in a prominent place at each location where children or vulnerable adults are being served.

For all programs involving minors or vulnerable adults:

Required Procedures When Working with Children or Vulnerable Adults:

- Supervision and Training:**
 - a. The Chapter Director or Program Director will provide training on the child abuse policy and all youth program safety policies and procedures included in this document to all new volunteers and will strive to provide opportunities for additional training classes or workshops on an annual basis. All workers are strongly encouraged to attend these training events and are required to read this manual, sign the agreement page and turn it into the Program Director in order to volunteer.
 - b. The Chapter / Program Director(s) or their trained substitutes, are responsible for ensuring that Child and Vulnerable Adult safety policies are observed. The Director(s) shall remain on the premises of the program unless it is necessary to leave the premises because of an obvious or apparent emergency.
- The two-adult rule:** A volunteer should never be alone with a child or vulnerable adult during any of our programs. If a child needs to be escorted home or to the restroom, is having disciplinary issues, or another situation arises where there is potential to be alone with a child, always make sure there are at least two adults present. When a child is escorted home, volunteers should assess neighborhood conditions and ensure that the child is escorted in the safest manner possible.
- Volunteer screening:** Three reference checks and nsopw.gov check are required for all volunteers aged 15 or older. Print the "no results found" screen and document results of the reference checks on the volunteer application. If the local ICOC children's ministry conducts these checks or criminal background checks, a letter signed by the Children's Ministry leader indicating the exact checks, dates checked and certifying that the volunteer was approved to serve can be substituted. Records should be kept on file for 10 years due to statutes of limitations on certain crimes. Any volunteer who appears on nsopw.gov may not volunteer in any capacity with children and/or vulnerable adults. Negative reference checks disqualify a participant from serving with children and/or vulnerable adults. If required by partners, state or federal criminal background checks must be performed.

- **Liability forms:**
 - **If parents will not remain with children at the event or program**, minor participants must submit a Participant Authorization and Release form signed by a parent or legal guardian. Separate forms must be submitted for field trips. The Chapter Director must keep all forms on file for ten years after the date of signature. No participation is permitted without a form on file. Parents must indicate approval, on the authorization form, for a participant to walk to or from the program.
 - Volunteers must also complete the HOPE *worldwide* (Hww) Volunteer Waiver. A parent or legal guardian must sign the waiver for any minor volunteer, regardless of whether or not the parent remains with the minor.

- **Serving food:** If snacks or meals are served:
 - Clearly display to parents and children whether or not there is gluten or peanuts in any of the food served. Review waiver forms carefully for indication of any allergies.
 - Food that is served should be acceptable for consumption, i.e. not past its expiration date.
 - Frozen food should remain frozen until used; foods requiring refrigeration should remain refrigerated until used.
 - Participant liability forms indicating food allergies should be carefully and repeatedly reviewed to ensure that children with food allergies are protected.

- **Emergency Protocol:**
 - If the emergency is serious, **call 911 immediately if necessary**; use your judgment.
 - Be sure to notify the Hww Department of Chapter Relations as soon as possible.
 - **If a child is injured:**
 - The child's parent should be called to notify him/her of the situation.
 - A first aid kit should be available at any location where children or vulnerable adults are being served.
 - If it's minor--a cut, scrape or bump—volunteers can use the first aid kit to treat. If the injury is serious, 911 should be called immediately.
 - Any injury with blood should be reported on an incident report. Volunteers who administer first aid should wear gloves when treating the child or volunteer and any blood left on surfaces should be cleaned up with alcohol-wipes.
 - Any accidents/emergencies should **always** be reported on an incident report. It is your responsibility to make sure an **Incident Report is completed and submitted**. This will help protect the volunteers and HOPE *worldwide*.

- **If an allegation of abuse or inappropriate contact against staff or volunteers is made by a participant:**
 - Notify the Program Director or other designated leadership in absence of the program director immediately
 - Notify the parent immediately. Have them come to pick up the child. Inform the parent that the Hww legal department will be notified about the situation and will follow up with them.
 - Ensure the child's safety until the parent or another designated guardian arrives
 - With dignity and without accusation, remove the accused from further involvement with children/youth.
 - Program Director and Chapter Director should complete an incident report form and contact the Office of Chapter Relations immediately by telephone and email.

- Be prepared to cooperate fully with the investigation conducted by Hww, law enforcement officials, and/or child protective services, including any state mandatory reporting regulations.
- **If a child indicates to a volunteer that a parent or other adult not involved in the program has abused or is abusing them:**
 - Volunteers and Program Directors should comply with mandatory reporting regulations in their state. See [https://www.childwelfare.gov/pubPDFs/manda.pdf#page=5&view=Summaries of State laws](https://www.childwelfare.gov/pubPDFs/manda.pdf#page=5&view=Summaries%20of%20State%20laws) for a list of state requirements; if a reason to report arises, Program Directors should confirm reporting requirements with local authorities.
 - Volunteers should complete and submit an incident report immediately.
- **If there is a situation between participants that causes injury or results in an accusation of abuse:**
 - If the injury is severe, call 911 immediately
 - Notify the parent immediately
 - Complete and submit an incident report
- **Guidelines on Appropriate Touch and Supervision of Minors and Vulnerable Adults**
 - **Appropriate Supervision:** A volunteer should not be alone with a minor during, before or after a Hww program. Children should be taken to the bathroom by a minimum of two volunteers. If a child or adult is unable to use the bathroom independently, he or she should not be accepted into the program; volunteers should not enter a bathroom stall with a child or assist them while toileting.
 - **Appropriate touch:** These HOPE *worldwide* guidelines on appropriate touch are based on the premise that positive physical contact is necessary for the guidance and well-being of children and vulnerable adults. A policy that states “no touching under any circumstances” creates a stark and unacceptable atmosphere for service recipients. Based on this premise, HOPE *worldwide* staff and volunteers can provide positive physical contact (appropriate touch) and will refrain from inappropriate touch. Service recipients will always have the option to refuse touch except in the case of danger to themselves or others.
 - **Clarification of Terms:** Appropriate touch involves:
 - Recognition of the importance of appropriate physical contact for the development of a service recipient
 - Respect for personal privacy and space of a service recipient
 - Responses affecting the safety and well-being of the service recipient.
 - Role modeling of appropriate touch by Hww staff and volunteers.
 - **Examples of appropriate touch are:**
 - A reassuring touch on the shoulder, back or hand to show approval or provide support
 - Brief side or shoulder hugs or putting an arm around the shoulder when comforting, quieting, or greeting. Younger children can be held or consoled with another adult present.
 - Responses affecting the safety and well-being of the child/youth (e.g., holding hands of child/youth while crossing the street)

- **Inappropriate touch may involve any or all of the following:**
 - Coercion (physical or emotional) or other forms of exploitation of the minor or vulnerable adult's lack of knowledge
 - Disregard for safety and well-being of the minor or vulnerable adult
 - Failure to respect the minor or vulnerable adult's right to personal privacy and space or to refuse touch from an adult
 - Satisfaction of adult needs at the expense of the minor or vulnerable adult
 - Touching that violates cultural taboos when adults interact with youth or teens
 - Adults attempting to change behavior with physical force with or without anger
 - Reinforcing with minors or vulnerable adults the concept of "striking out" to respond to a problem
 - Massaging a minor or vulnerable adult

- **Examples of inappropriate touch are:**
 - Forcefully holding of a minor or vulnerable adult in a chair or squeezing his or her hand with sufficient force to cause pain as a way to change behavior
 - Kissing or requesting kisses
 - Extended hugging
 - Corporal punishment (including but not limited to spanking)
 - Sexual exploitation
 - Hitting or in any way physically assaulting a youth or teen
 - Tickling
 - Allowing a youth to sit in your lap
 - Touching a youth or child in any area that would be covered by a bathing suit
 - Giving a full contact, body-to-body hug
 - Being alone in the bathroom or a secluded area with a minor or vulnerable adult. If two staff members and/or volunteers are not available to escort a child, the staff or volunteer should not enter the bathroom or the outside door to the bathroom should remain open. No staff or volunteer should be in a closed stall alone with a minor or vulnerable adult.

- **Child restraint:** In extreme cases, children or vulnerable adults should only be physically restrained temporarily to keep them from hurting themselves or others. If a child requires restraint because of these or other issues, they should not be permitted to attend the program.

- **Procedures:** Program Managers and Hww youth and teen programs will:
 - Monitor staff and volunteers for compliance with the touch policy guidelines. Ensure the Hww touch policy is discussed during the orientation phase for all new staff and volunteers prior to working with youth or teens.
 - Take immediate disciplinary action for infractions of the touch policy.
 - Report to their supervisor any instances of inappropriate touch as soon as they become aware of the occurrence.

- **Symptoms of Molestation:** Hww volunteers and staff should be alert to the physical signs of abuse and molestation, as well as to behavioral and verbal signs that a victim may exhibit. Some of the more common signs are summarized below (Sloan, 1983).
 - Physical signs may including:

- lacerations and bruises
 - nightmares
 - irritation, pain, or injury to the genital area
 - difficulty with urination
 - discomfort when sitting
 - torn or bloody underclothing
 - venereal disease
2. Behavioral signs may include:
- anxiety when approaching church or nursery area
 - nervous or hostile behavior towards adults
 - sexual self-consciousness
 - “acting out” of sexual behavior
 - withdrawal from church activities and friends
3. Verbal signs may include the following statements:
- I don’t like [a particular volunteer].
 - [A church worker] does things to me when we are alone.
 - I don’t like to be alone with [volunteer].
 - [A volunteer] fooled around with me.

For drop-off or hosted programs:

- Sign-in and sign- out procedures:** Parents who bring children to one of our programs should sign the children in and out. They should also indicate, in writing, who has permission to pick up the child if they will not be doing so. An alternate person picking up child should show picture ID. Parent should sign both at drop-off and pick-up. Children whose parents have given written consent for them to walk to and from the program should sign themselves in and out; a volunteer should also sign and indicate the time the walker left the location. Walkers should not be permitted to leave the program early, and should only be permitted to walk home at the normal program end-time.
- No valuables:** We ask that you do not bring any valuables to Hww service events or programs. There have been instances of valuables getting stolen. Please consider the area in which you are serving and be wise about what you bring with you, as Hww is not responsible for anything lost or stolen.
 - Safety Officer and Team:** If a service event or program is “hosted” by the Hww Chapter (i.e. is taking place at a church building, school, park or other facility and Hww volunteers / staff are responsible for the event), a Safety Officer / Security lead volunteer and a security team should be in place during the programs. Security volunteers should be placed at each entry/exit accessible to participants and within eyeshot of every hallway or open area in which participants will be. If the facility generally employs a professional guard, one should be onsite during any program or event.
- Emergency evacuation of hosted events or programs:**
 - Program Director or Security Lead Volunteer should review emergency evacuation procedures with representatives from the facility being used, create an emergency

evacuation plan and train volunteers on emergency evacuation procedures at the volunteer training and review at the beginning of every session.

- Emergency evacuation map & plan should be created and posted on the wall in a main area of the program, easily accessible to volunteers.

HOPE *worldwide* Protection of Children and Vulnerable Adults Policy

Protection of Children and Vulnerable Adults

HOPE worldwide (Hww) shall conduct all of its affairs above reproach, both in the sight of God and man. That commitment includes protecting children and vulnerable adults.

This policy outlines general principles for which Hww stands in this important area while providing for implementation by Hww affiliates in a manner appropriate to their local context, including following governmental laws and standards relating to the protection of children and vulnerable adults.

It is the intent of this policy that those associated with Hww and its programs can be confident that reasonable precautions to prevent harm have been taken while being prepared to respond to an incident should one occur.

Persons Covered By Policy

Children are individuals under the age of eighteen years.

"Vulnerable adult" means a person eighteen years of age or older who has a physical or mental condition which substantially impairs the person from adequately providing for his or her own care or protection. This includes a person who is impaired in the ability to adequately provide for the person's own care or protection because of the infirmities of aging including, but not limited to, organic brain damage, advanced age, and physical, mental, or emotional dysfunction. **A resident of a care facility is a vulnerable adult.**

Policy

In Matthew 19:14, Jesus said, "Let the little children come to me, and do not hinder them, for the kingdom of heaven belongs to such as these."

Hww, in keeping with Jesus' words and Hww's overall vision of bringing hope and changing the lives of children and other needy people to glorify God, seeks to adopt the highest possible standards and take all reasonable steps in relation to the safety and welfare of children and vulnerable adults.

Hww and its staff and volunteers encounter children and vulnerable adults through its service and outreach programs. Hww seeks to support these activities and to offer assurance to staff, volunteers, visitors and those who are served that, through implementation of this policy, Hww is committed to protecting children and vulnerable adults and keeping them safe from harm when in contact with Hww staff or workers (whether acting in a paid or volunteer capacity).

While it may not be possible to ensure that no child or vulnerable person will ever come to any harm, it is the intent of this policy that those associated with Hww and its programs can be confident that all reasonable precautions to prevent harm have been taken.

Hww Members that have developed their own procedures should compare them against this general policy. All Members and country programs are required to have children and vulnerable adult protection policies that conform to this policy. Any report to Hww or any of its Members of a violation of this policy shall be immediately reported to the Hww Risk Management Department for appropriate action.

I have reviewed HOPE *worldwide*'s Protection of Children and Vulnerable Adults policy and the HOPE *worldwide* Youth Program Safety Training manual and agree to abide by all policies and procedures included in these documents while volunteering in any HOPE *worldwide* program or event.

Printed name: _____

Signature: _____

Date: _____

Program: _____

Chapter: _____

Please detach this page and return to your HOPE worldwide Chapter Director or Program Director