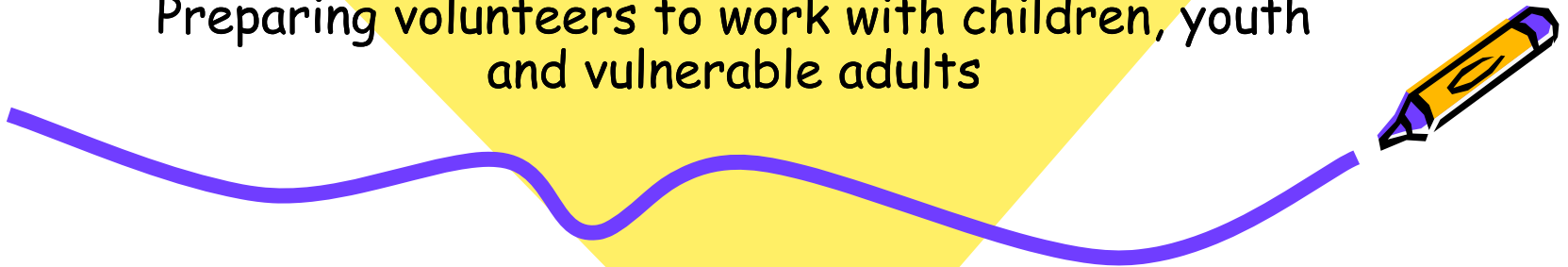




Good Shepherd Training

Living Word United Methodist Church
Preparing volunteers to work with children, youth
and vulnerable adults



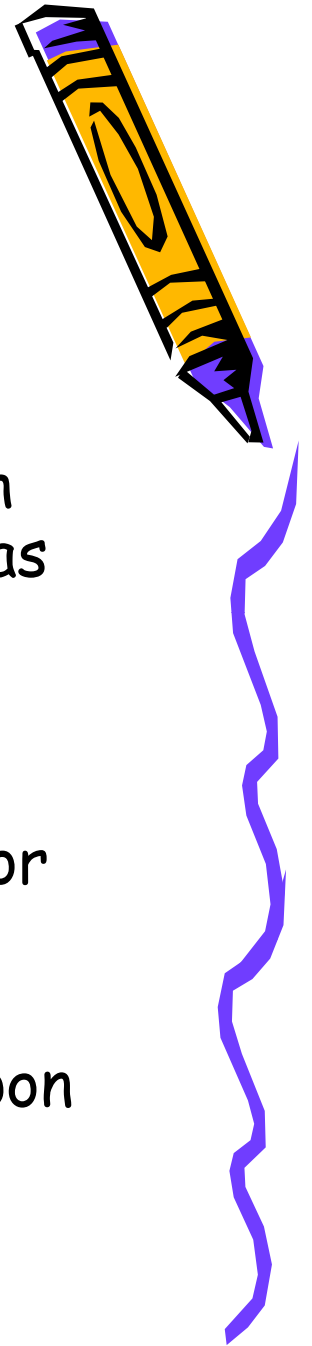
Why is this required?

- Jesus said "Let the little children come to me and do not hinder them."
- In today's society, too many children, youth and adults have been "hindered" in the one place that should be a place of safety and welcome - THE CHURCH!



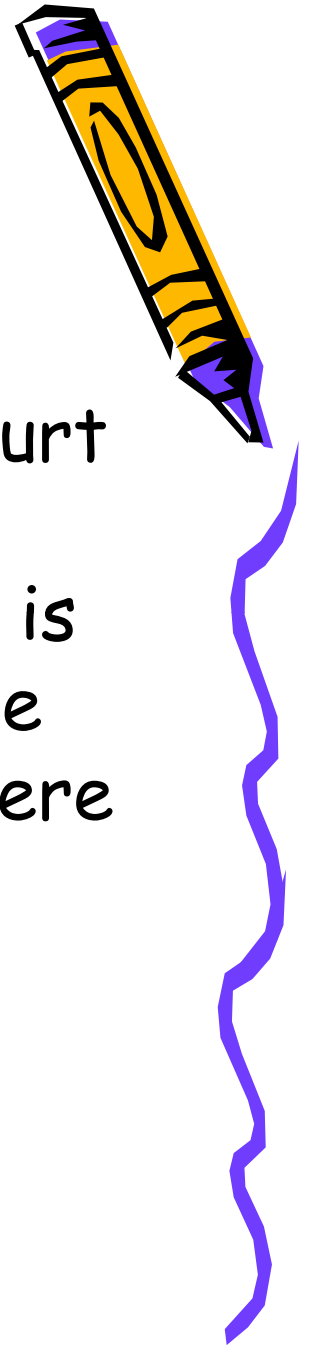
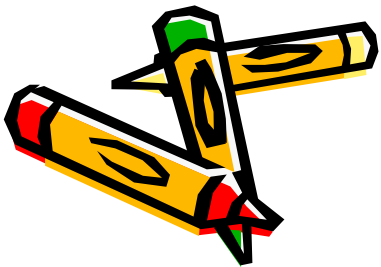
No one should be uncomfortable in God's House!

- Persons have been hurt in God's house through abuse or accidental injury and sometimes it was "covered" up, not reported, or denied
- Denial of these incidents makes the long term damage greater for everyone involved
- Insurance companies are now paying greatly for claims against religious organizations and demanding accountability
- Pedophiles and sexual deviants have preyed upon volunteer organizations where access to children was quick and convenient



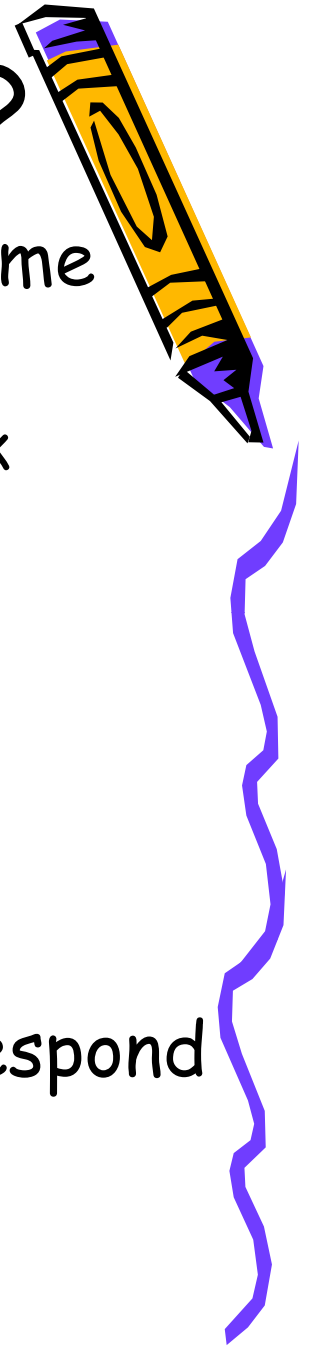
Who would hurt someone else?

- Most people would never intentionally hurt someone else physically, emotionally or sexually, but the damage done by a few is so awful that all of us need to cooperate to create a safe, loving environment where incidents and injuries can be prevented with simple procedures, techniques and raised awareness.



How does this process help?

- Church leaders and ministry workers become educated about prevention of abuse
 - And how to implement practices to reduce risk
- Adults are protected from mistaken or groundless allegations
- Liability for the church is reduced
- Parental confidence in church programs is increased
- Church workers are better prepared to respond should an incident occur



So, is this foolproof?

NO!

Unfortunately, persons driven to abuse children, youth, and vulnerable adults are often capable of circumventing the best screening, training and supervision programs in existence.

However, programs like Good Shepherd are widely considered to significantly reduce the risk of accidents and abuse.



What do I need to do?

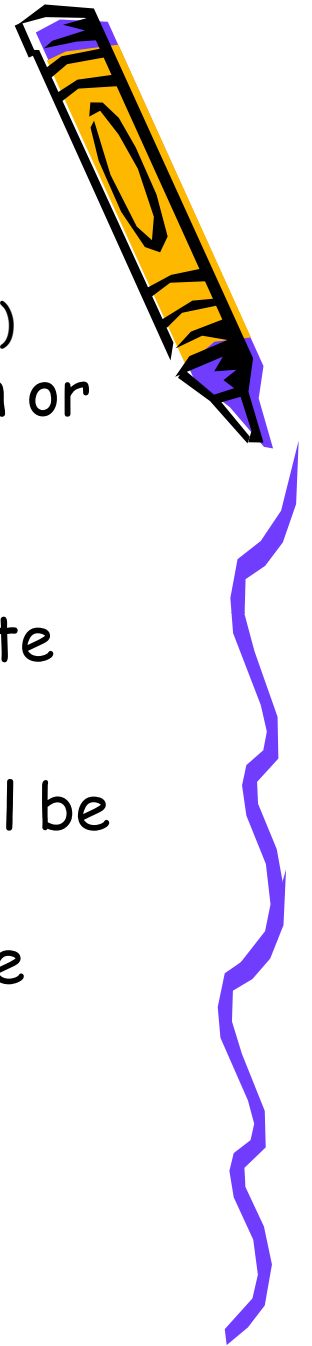
- Read through this Powerpoint training session and the Good Shepherd manual available on the Living Word website, or in a binder from Living Word Age-Level Ministries
- Submit a complete application (Form #2)
- Submit authorization for criminal records check (Form #3). SSN is **required** information, and will be kept in a secure location in the church office
- Provide a copy of the Reference Form (Form #4) to three references and ask them to return the form to the indicated address. One reference should be a pastor or church staff ministry leader



What do I need to do?

(cont.)

- Submit Form #5 if you will be driving children or youth for church sponsored events
- Read, sign and return the guidelines (Forms #6,7,8 and 9) for each age group you anticipate serving with
- Complete the verification form (quiz). You will be contacted with the correct answers to any questions missed to ensure you understand the policy



Who gets all this?

- The 3 Reference forms go to the 3 people listed on your application (Form #1) for them to return
- Put the rest of your completed paperwork in the Age-Level Ministry Administrative Assistant mailbox (Cindy Brown)



Other documents needed?

- If you will be driving others, you will need to complete the driving application (Form #5) and submit a copy of your driver's license and insurance card



Some Definitions



Please also see pages 6-10 of the *Good Shepherd Manual (GSM)*

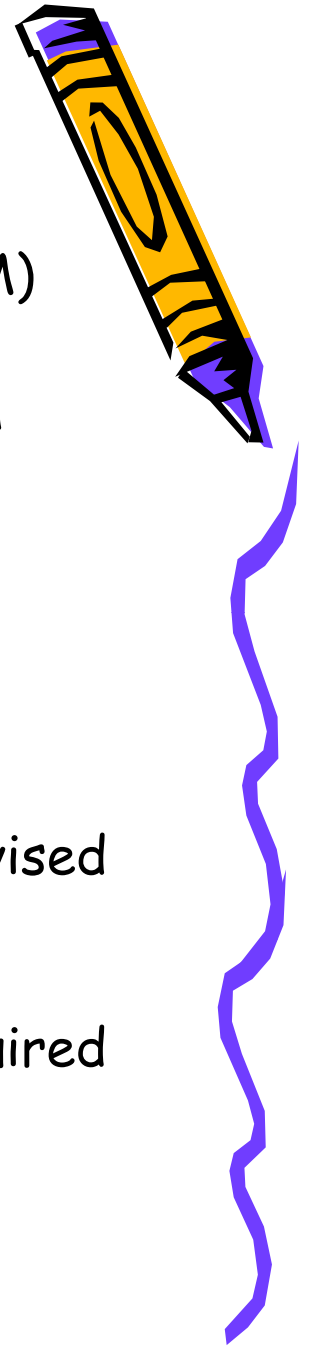
- **Child/Youth** - anyone 18 years of age or under and still in high school. 18 year olds who have graduated from high school are considered young adults.
- **Vulnerable Adult** - any person 18 years of age or older with physical, mental and/or developmental disabilities



Some More Definitions

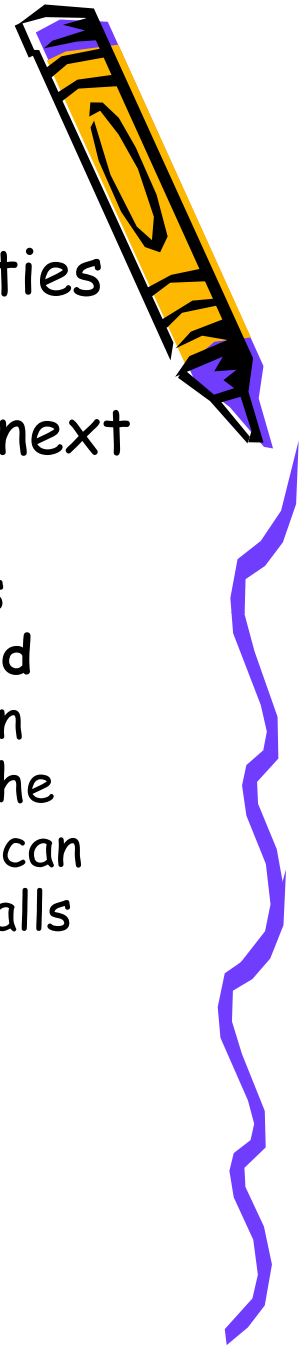
Please see pages 6-10 of the Good Shepherd Manual (GSM)

- **Primary Worker** - paid staff and volunteers with direct supervisory responsibility of children, youth, or vulnerable adults. Good Shepherd certification is **MANDATORY** for primary workers
- **Secondary Worker** - people who interact with minors in less risky circumstances while they are supervised by primary workers: for example, kitchen workers at a dinner, hall monitors, parents attending an event. Good Shepherd certification is **RECOMMENDED** but not required for secondary workers



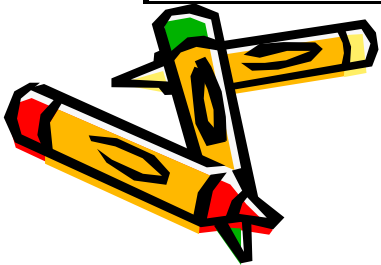
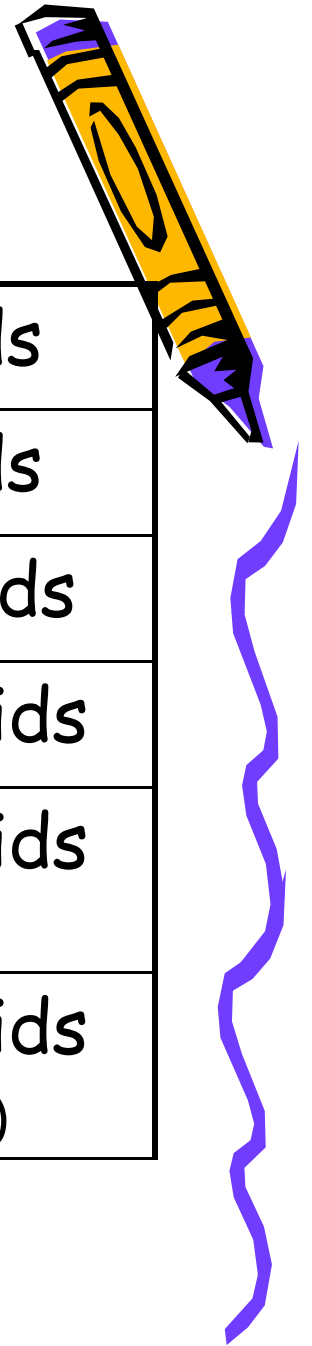
Basic Rules

- **Two-deep rule:** All children & youth activities must have at least two non-related workers present in compliance with ratios listed on the next slide.
 - No matter what the numbers, two persons are always required, but this may include the use of a **visible and unpredictable presence** such as a hallway helper when only one teacher is present in a class. In this case, the classroom door must stay open so the hallway helper can check in from time to time and hear if the teacher calls out for assistance.



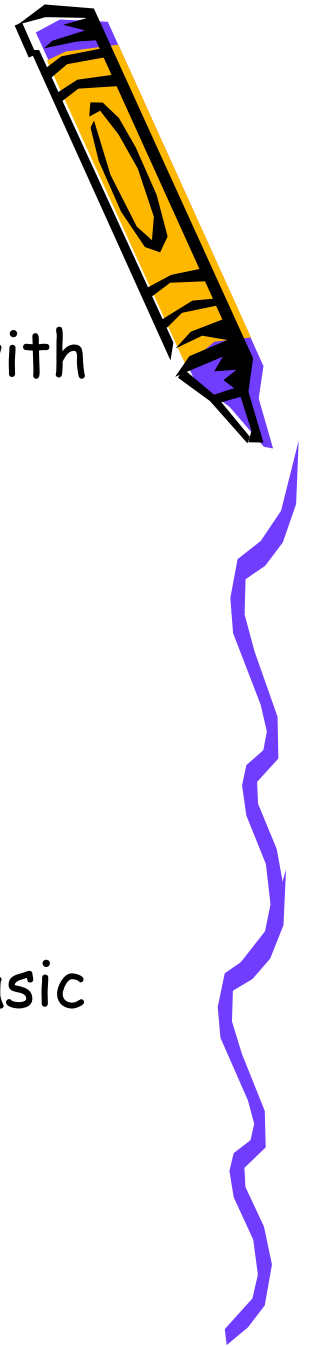
The Ratio Facts:

Nursery	2 workers to 6 kids
Toddlers	2 workers to 8 kids
Pre-K	2 workers to 10 kids
Elementary	2 workers to 20 kids
Middle School	2 workers to 20 kids (2 to 8 for mission trips)
High School	2 workers to 20 kids (2 to 10 for mission trips)

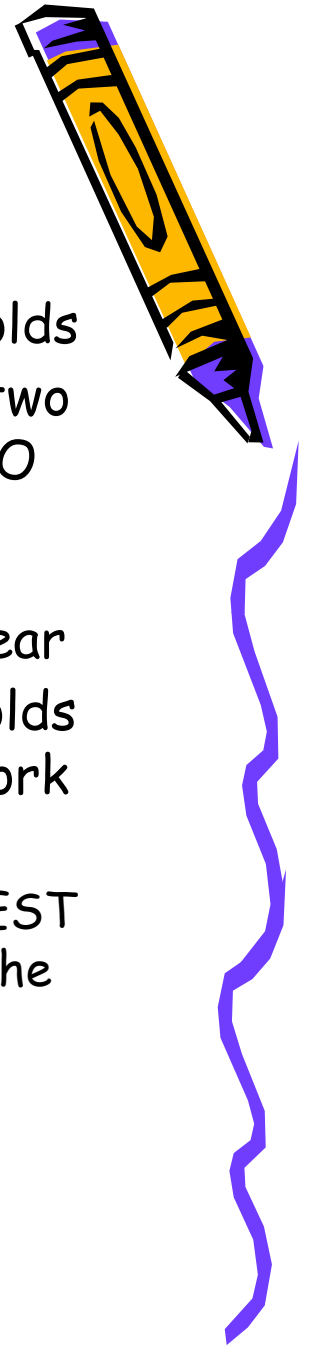


Basic Rules

- **6-month rule:** Must be a regular attending member/visitor for 6 months before working with children/youth (exceptions may be made by a pastor under special circumstances and with excellent reference check process)
- **Background checking:** Mandatory component of Good Shepherd certification
- **First Aid Training:** Church employees are required to maintain current certification in basic first aid and basic CPR. Other workers are encouraged, but not required, to get training!



Basic Rules



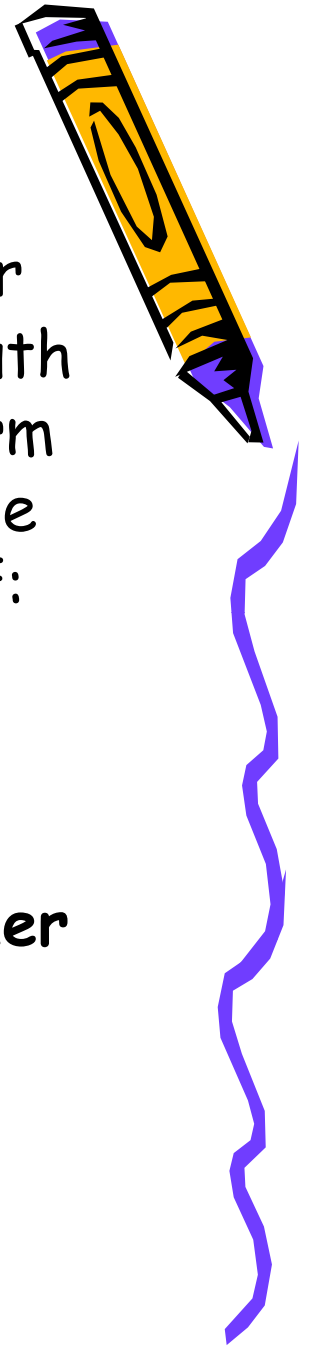
- **Minimum age:** 14 years of age or older. 14-18 year olds should always be paired with an adult rather than having two teenagers working alone together. Such youth workers DO satisfy the 2-deep rule.
- **4-year separation rule:** Thus, workers with 18 year olds must be at least 22 years old, workers with 14 year olds must be 18 years old. 14 year old volunteers can ONLY work with 10 year olds and younger.
 - Leaders should conservatively estimate the age of the OLDEST participant at an event, and recruit only workers who meet the 4-year separation rule!



Basic Rules

- **Auto Safety:** Use the church bus whenever possible! All persons transporting children/youth must complete the Auto Safety form. This form includes an agreement to immediately notify the ministry leader or senior pastor in the event of:
 - Suspended or revoked driver's license
 - Ticketing for a driving offense
 - Pending DUI/DWI charges
 - Cancellation of personal auto insurance

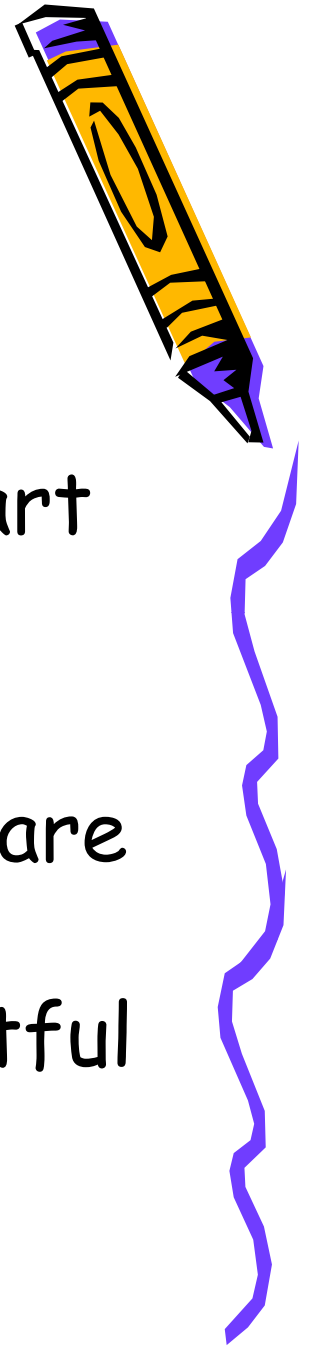
Notification is required regardless of whether such events are related to church transportation! This information will not be released to any unauthorized persons.



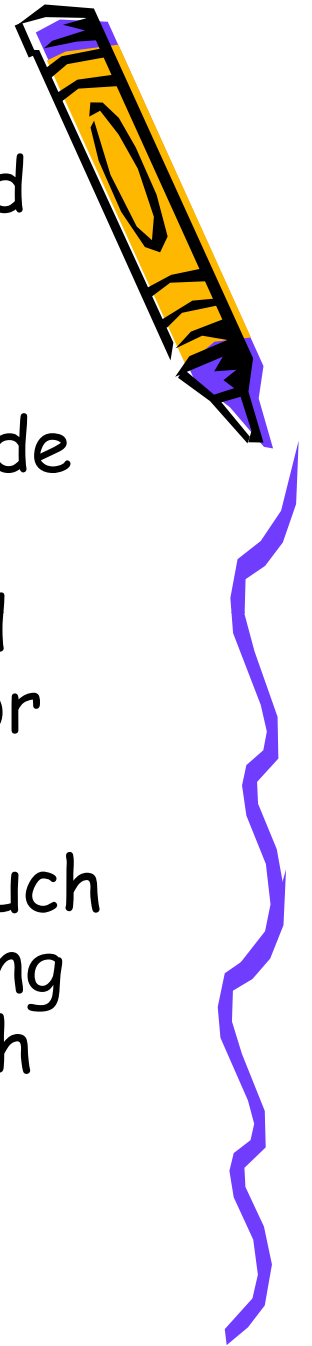
Touching Rules

(Please also see pages 15-16 of *GSM*)

- Touching others is an important part of being human, but appropriate touch is a part of being Christian
- Please take note of the ways that are helpful in touching kids/youth and ways that can be perceived as hurtful



- Never touch a child in an area that would be covered by a bathing suit
- Touch children for affirmation and comfort only if they need it such as a side hug or high five or pat on the back.
- Don't touch a child because of your need but because of their need for comfort or affirmation
- Physical violence or corporal discipline such as spanking, hitting, grabbing arms, pulling ears, etc. is **NEVER** acceptable at church

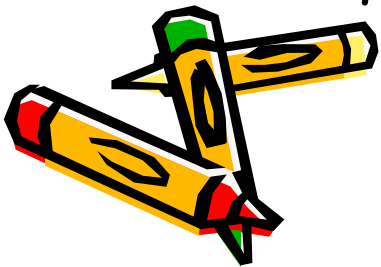


- Touching rules require using common sense regarding your situation. Be aware of how others might "perceive" what is happening.
- Be sure that another volunteer is present to see the comforting or encouraging touch to avoid misinterpretations or misunderstandings
- Touching rules require age considerations. For example, younger children can sit in the lap of volunteer, but older kids/youth (2nd grade & up)) should not sit in the lap of a volunteer (unless it is their parent).



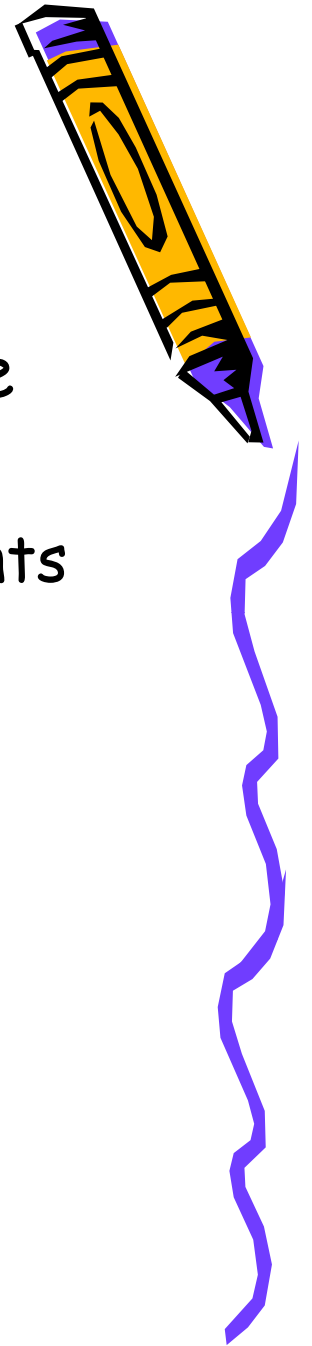
Preschoolers & Potties

- Have boys & girls use separate bathrooms or take turns if only one
- Adult should coach from the hallway or have two workers in the bathroom
- Encourage the child to provide their own self care needs including wiping, re-dressing, washing hands and drying them.
- If a child needs assistance, have another adult present and tell the child what you are doing.
"Let's use the toilet paper to clean up" "Let's get your clothes on" "Let's get our hands washed with soap and water."
- Tell the parent about the child's need for help and how you helped so the parent is not surprised at home if the child talks about being touched by the church worker in the bathroom.



More toddler/nursery specific rules

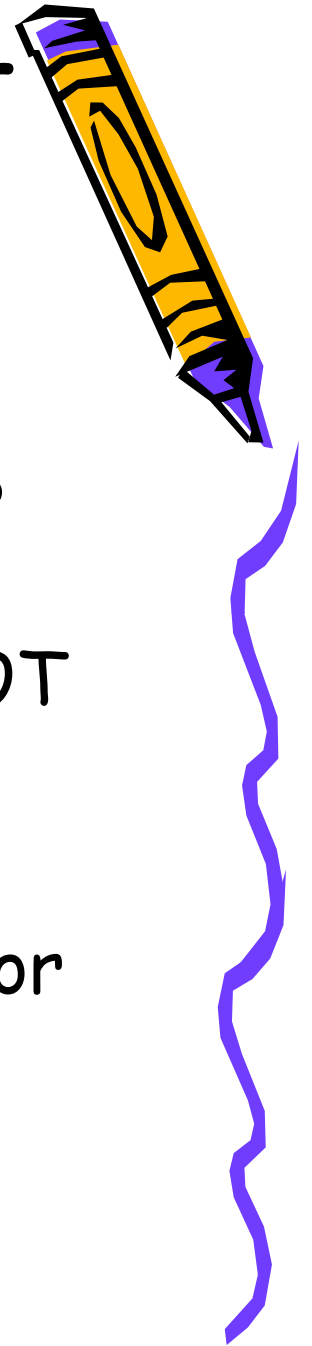
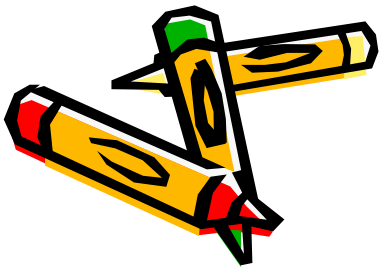
- Only assigned workers are allowed in the nursery!
 - Two exceptions: Nursing mothers and parents called in to calm an upset child
- Corporal punishment is NEVER allowed, even if parents have suggested, or given permission for, corporal punishment.
- Consult a church leader if you need help with discipline!



What about kids who are at church while their parents are at a meeting/event?

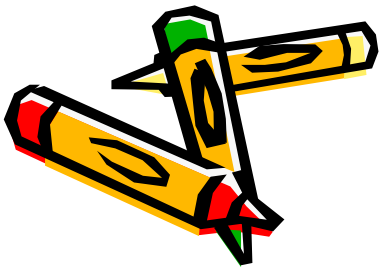
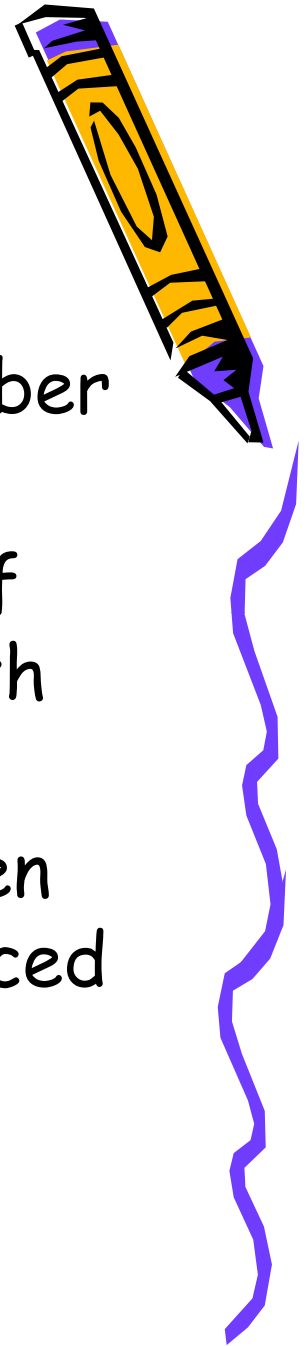
- Children may stay with parents UNLESS confidentiality requires otherwise
- Elementary and younger children are NOT permitted to remain unsupervised in any area of the building
- Middle and high school youth may wait for parents in either the lobby or library

- But NOT in other areas of the building like classrooms, youth room, or Early Childhood Center!



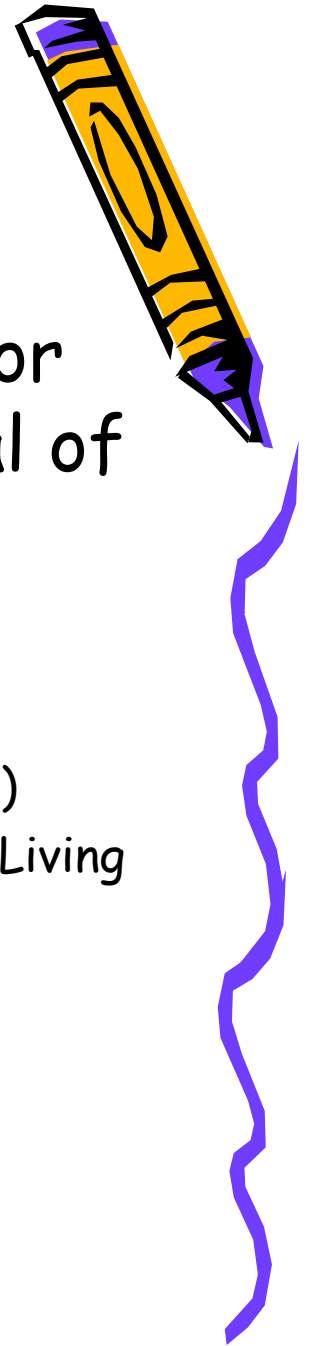
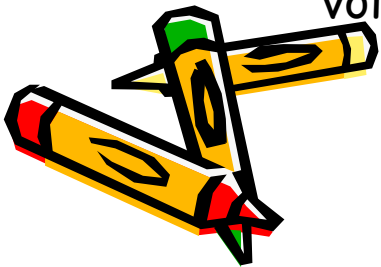
What's special about volunteering with youth?

- Volunteering with youth presents a number of unique considerations
- The following slides present a variety of situations that primarily arise with youth that you should be aware of
- These guidelines apply equally to children and vulnerable adults when they are placed in similar situations



What's special about volunteering with youth?

- If you want to volunteer for a district or conference youth event such as Festival of Sharing, WOW or a conference mission trip, then you must also complete a conference Safe Sanctuary training (a UMC Missouri Conference requirement now available online)
 - Safe Sanctuary Certification is a **separate** process from Living Word Good Shepherd Certification
 - Having Missouri Safe Sanctuary certification does NOT automatically give you Living Word Good Shepherd certification. You must complete the local process to volunteer at Living Word!



What's special about volunteering with youth?

- Overnight Activities

- At least two adults will supervise overnight activities.
- If participants are male and female, male and female chaperones must be present.
- Males and females must NOT share the same room for sleeping, regardless of the size of the room
- There should be separate access to bathrooms for males and females.



What's special about volunteering with youth?

- Lodging

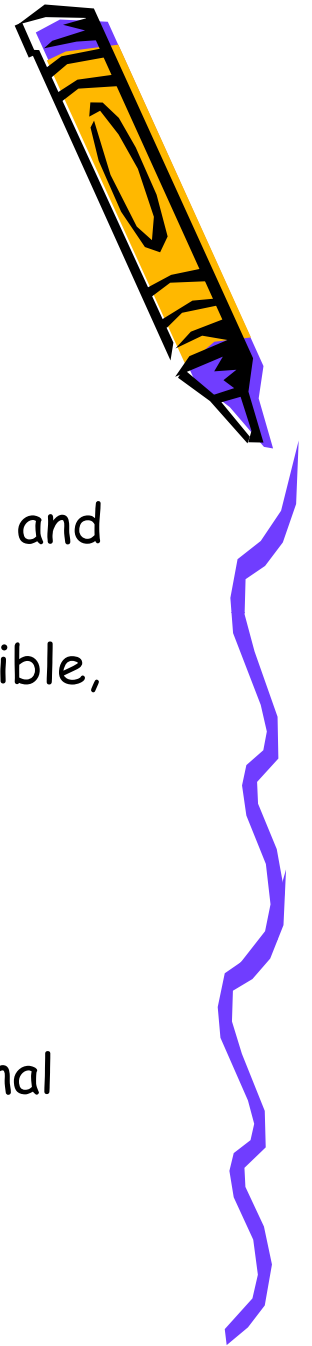
- Minimum of 2 adults must be present in overnight stays in individual homes, and they must be able to observe youth at all times
- In hotels or motels, youth of same sex may stay in rooms alone, but *adult volunteers must monitor halls at all times, including overnight*
- No youth are permitted in sleeping quarters of opposite sex at any time



What's special about volunteering with youth?

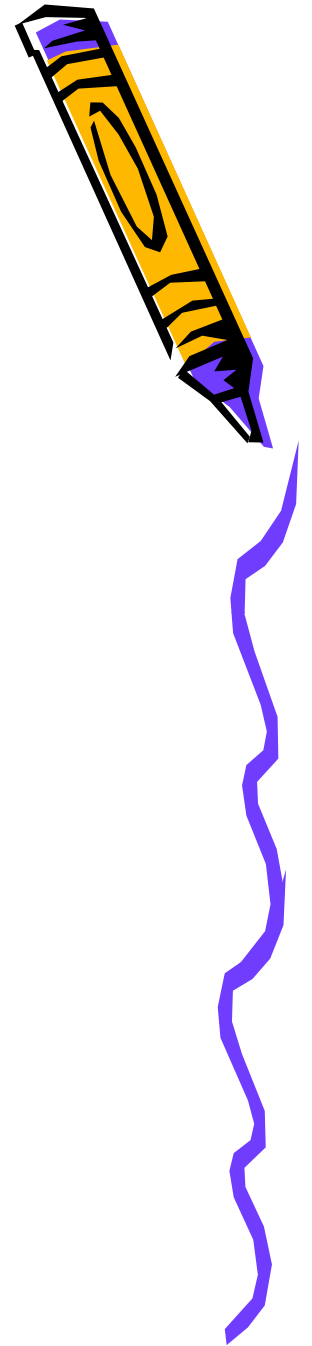
- Counseling

- Team counseling is preferable. If not feasible, make sure another adult knows the location of the meeting and who you are meeting with
- Use a public place where private conversation is possible, but in full view of others
- Males counsel males, females counsel females. Male/female teams are most appropriate for either gender
- No more than three meetings for the same issue. Longer term needs should be referred for professional help



What's special about volunteering with youth?

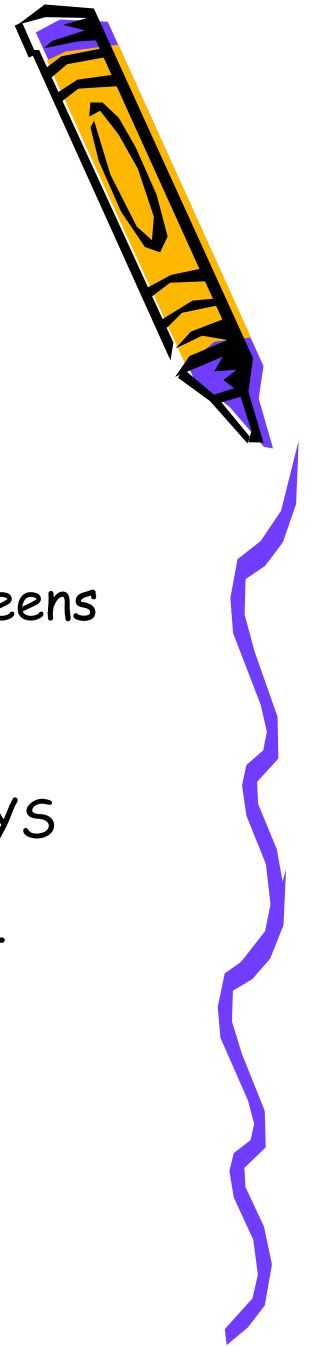
- Counseling, continued
 - Youth workers must report to a clergy person immediately if a youth discusses:
 - Harming him/herself
 - Committing a crime
 - Being abused
 - There are limits to confidentiality when working with youth
 - Conferring with a minister on sensitive issues should NOT be considered breaking a confidence
 - *Remember mandatory reporting guidelines!*
(More on this later!)



What's special about volunteering with youth?

- Informal Contact

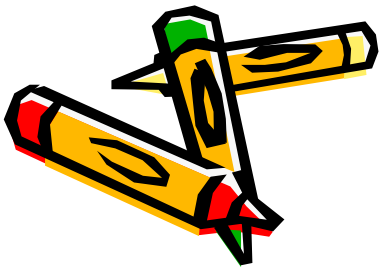
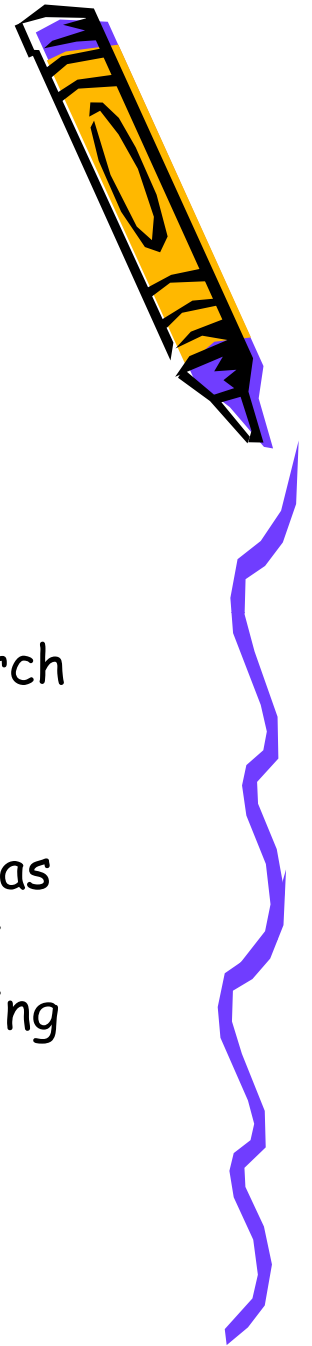
- Often, adult workers will have informal contact with youth not connected to church activities
- For example, hiring teens as babysitters, or seeing teens at social events
- This is usually legitimate and beneficial
- BUT, for personal protection, workers should **ALWAYS** let parents know about informal contact with their children, the nature of the contact, and that it is not part of church activity.
- Parents are responsible for monitoring their youth's informal contact with adults



What's special about volunteering with youth?

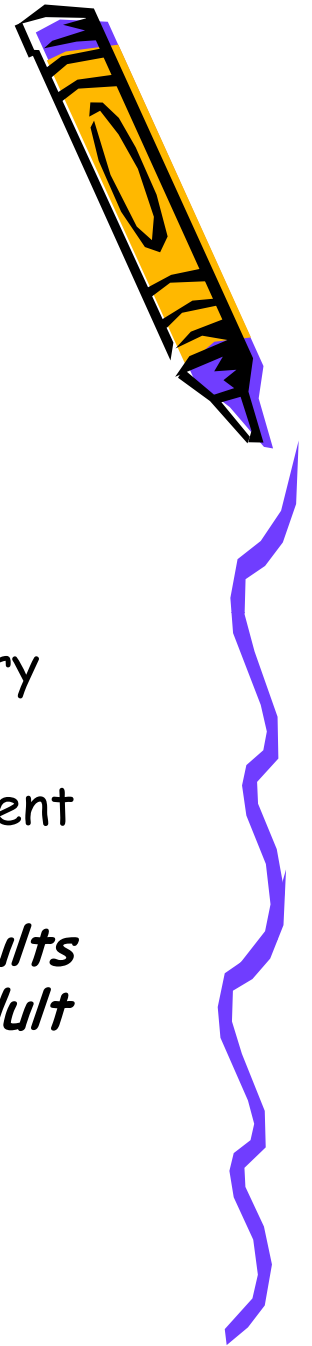
- Transportation

- Transportation to and from meetings is NOT part of church or youth group activities
- Parents are responsible for arranging for this transportation, and are discouraged from asking church leaders to transport their children
- If a leader DOES transport a child at a parent's request, this should be acknowledged by both adults as informal contact and outside of church responsibility
- Leaders should recognize the risk inherent to providing such transportation



What's special about volunteering with youth?

- Transportation, continued
 - The church at times provides transportation as an official part of church activities, as in out-of-town events
 - The 2-deep rule and auto safety certification are very important
 - A minimum of two youth and two adults must be present in every vehicle transporting youth
 - *Under no circumstances should two or more adults transport a single youth, nor should a single adult transport one or more youth*



What's special about volunteering with youth?

- Additional guidelines

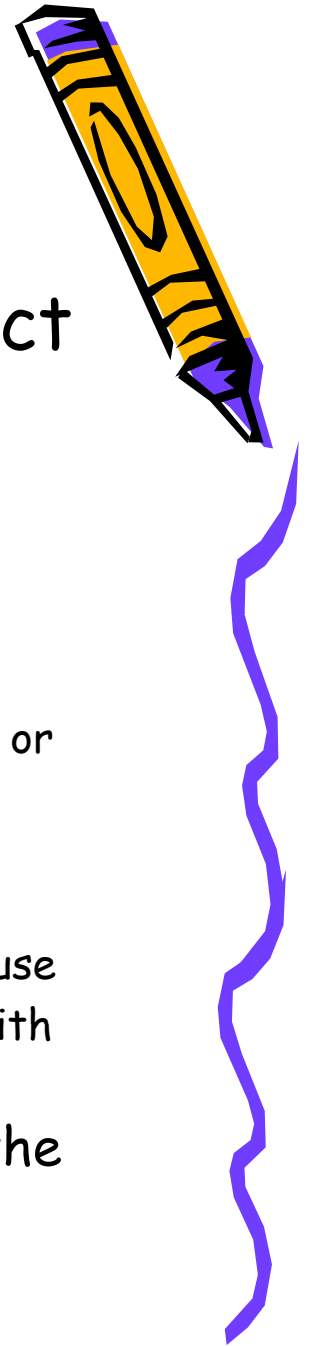
- Youth workers are discouraged from giving personal gifts or money to youth. If such activity is desired, the worker must first notify parents and the Director of Youth Ministries. Gifts can easily be misinterpreted.
 - *Gifts given to groups of young people are appropriate, such as graduation presents or participation awards*
- All youth events should be open door - workers, parents, and church members have a right to observe youth activity
- No adult worker is to date or be romantically or sexually involved with a youth.
- Adults with prior incidents of sexual misconduct may not serve in any capacity of youth ministry at Living Word, with no exceptions.



Special Considerations for Vulnerable Adults

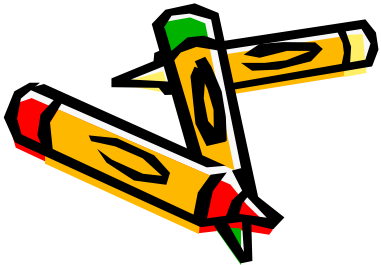
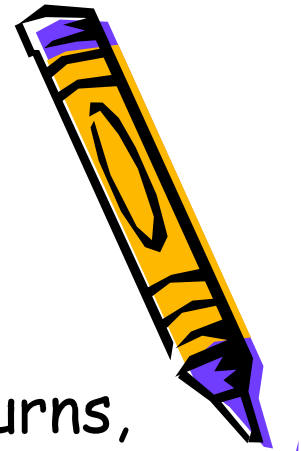
- Know the signs of potential abuse or neglect of vulnerable adults!
 - Bruises, welts, burns, or evidence of physical restraints
 - Appearance of being over- or under-medicated
 - Inadequate food or water, or unclean clothes or bedding
 - A caregiver known to abuse alcohol or to be emotionally unstable
 - Inability to meet financial expenses, when previously excellent credit or resources were available
 - A caregiver known to be under severe stress such as illness, unemployment, or family problems
 - Living in a family with a history of violence such as child or spouse abuse
 - Caregiver does not permit visitors or direct, private communication with others

ALWAYS report suspected abuse/neglect to the
Director of Pastoral Care or a Pastor!



What if I suspect a child, youth, or vulnerable adult is being abused?

- If you see unexplained bruises or marks that resemble handprints, belt marks or cigarette burns, etc., then please document your findings and immediately report the concerns to your direct staff supervisor
- Emotional and sexual abuse victims may have symptoms such as excessive fear, depression, violent outbursts, strange reactions to being touched, sexually "acting out" with toys or other children, etc. (these symptoms alone do not mean a child is being abused, but still should be noted and reported to direct staff supervisor)



What if someone actually reports abuse to me?

- Listen supportively
- Hear the victim out, without minimizing or discounting allegations
- Do not judge the allegation negatively or positively
- Ask basic questions to clarify facts if needed, but do NOT try to investigate or verify allegations
- Note the pertinent details in writing as soon as possible, but NOT while the victim is speaking
- Contact an Age-Level Director or Pastor immediately

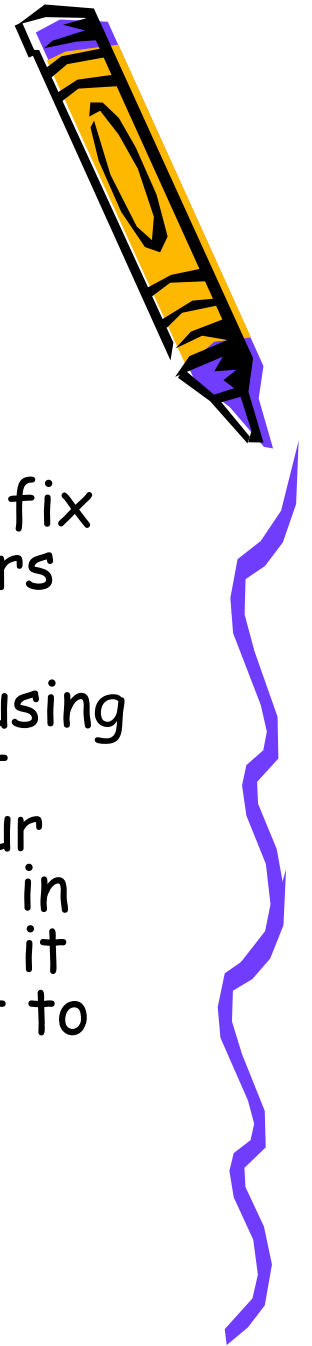


- Missouri is a **mandatory** reporting state for volunteers and paid workers with children (see GSM pg. 7)
- If you see a child being abused or suspect abuse, **BY LAW** you must report to your staff supervisor who will then accept responsibility for the reporting to the state if deemed necessary after investigation



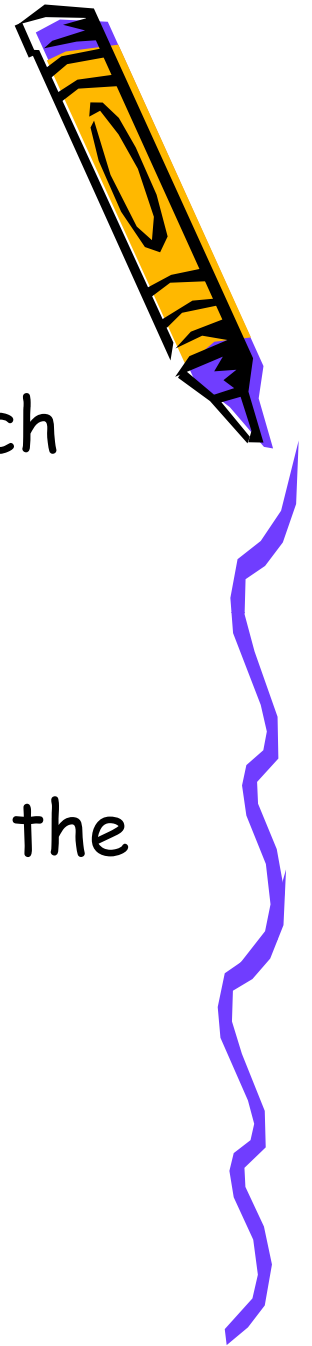
What if I see a staff or volunteer using inappropriate behavior?

- Use corrective action if necessary such as reminding the volunteer of the policy and contacting the volunteer/staff leader to help fix a situation such as not having enough volunteers for the student ratio
- If you witness a staff person or volunteer abusing another person of any age, you must document what you can of the incident and report to your staff supervisor. If it is the staff supervisor in question, then report to the senior pastor. If it is an appointed pastor in question, then report to the chairperson of the Staff Parish Relations Committee.



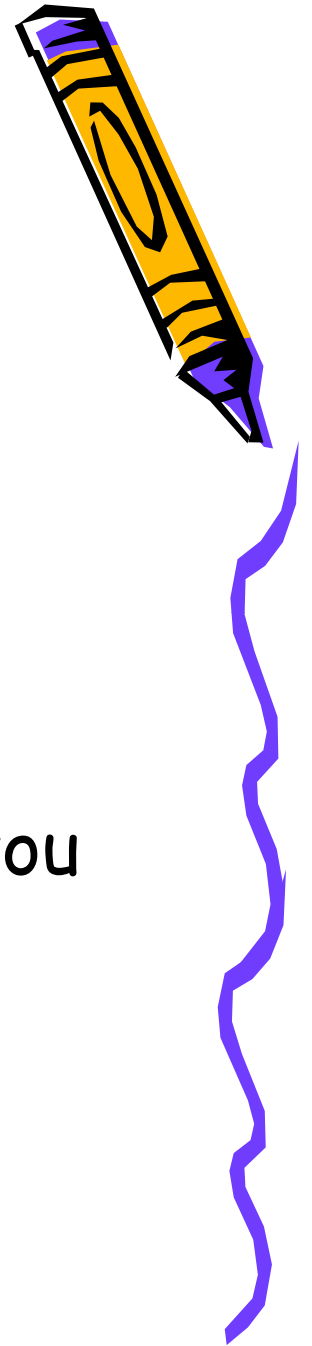
If it is an Appointed Pastor in question...

- Then a committee made up of the church council chair, staff parish chair, a non-implicated pastor, and two persons identified by church council as Good Shepherd committee members shall be convened to evaluate evidence, contact the District Superintendent and determine public relations needs with media involvement



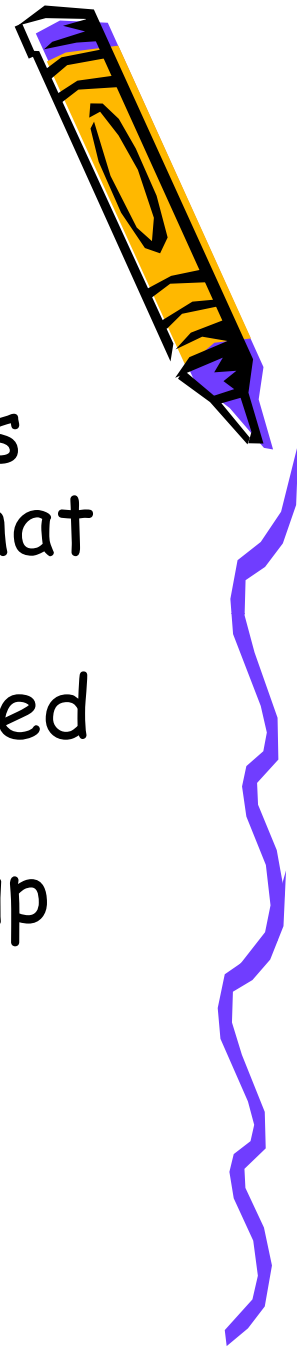
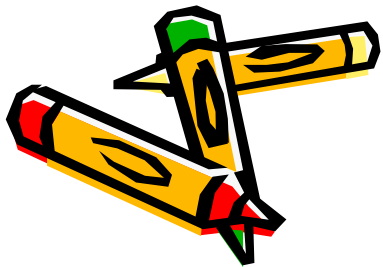
What should I report?

- Report the date(s) of the incident(s)
- What exactly did you witness
- What was said by "accused" (alleged perpetrator) or "victim"
- Who else was there to see the incident
- What was the response of the person you feel was "abused/injured"
- Was anything said to the "accused"



What if I'm not sure?

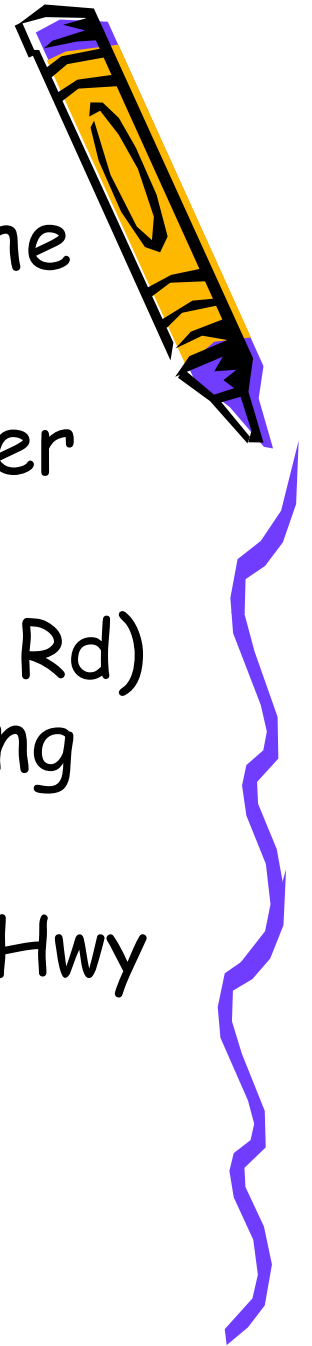
- If your gut feels that something is not right, it is better to report what you know and have seen to a staff person so that it can be investigated than to rationalize away a possible situation that may require follow up care to protect a child/youth or adult from further harm



Emergency Procedures FIRE

- In case of fire, get your group to the nearest exit
- Grab a copy of the attendance roster to check when outside
- If exiting to the south (Manchester Rd) go to the farthest end of the parking lot
- If exiting to the north (playground/Hwy 100) go to the far end of the flat "Phase 2" grassy area

Be prepared to report to the fire department if anyone is missing



Emergency Procedures

TORNADO



- In case of tornado or inclement weather, move your group to level 1
- Try to get as many people as possible in room 104. Other rooms on the inside wall can also be used
- Have kids up against walls in the tucked position with hands over their heads
- ***Living Word policy REQUIRES seeking shelter on level 1 whenever tornado sirens sound. Do NOT wait to check news/radar reports!***
- Wait for an all clear from staff or for sirens to stop



Emergency Procedures

Earthquake

- In case of earthquake - get out of building if at all possible using emergency exits
- If not possible, get into door frames with kids under heavy objects such as tables



Emergency Procedures

Intruder Alert

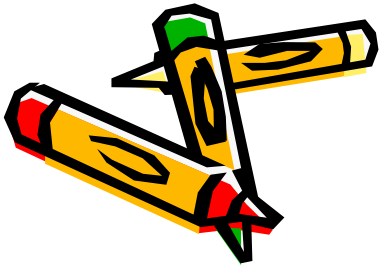


- In case of an intruder in the building who is a threat because of impaired condition and/or violence with or without a weapon, give "intruder alert"
- From a church phone, dial 9 to get an outside line, then call 911.
- From a church phone, dial 1001 and then say "Intruder alert" to warn others in building (Note: dialing 1001 is for emergency use ONLY and should NEVER be used for general all-church pages)
- Get the children to a room that can be locked from the inside: Room 104 on level 1 or Room 220 on level 2 (go to back hallway of staff offices)



Emergency Procedures Missing Child

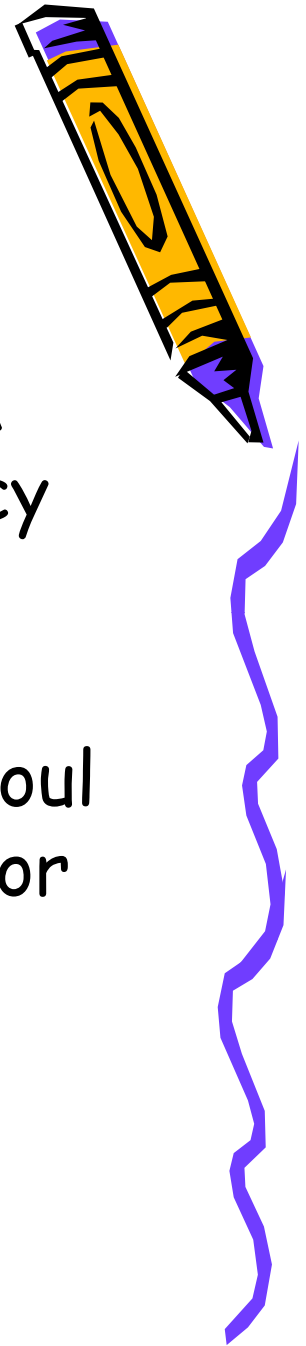
- If a child is missing from your group, have all adults immediately seek out the child
- Get a physical description including clothing out to the volunteers/searchers
- Have the rest of your group stay in a secured area such as a classroom
- Identify if there is any reason the person might be missing (angry, sad, playing a hiding game, etc.)



Emergency Procedures

Missing Child, part 2

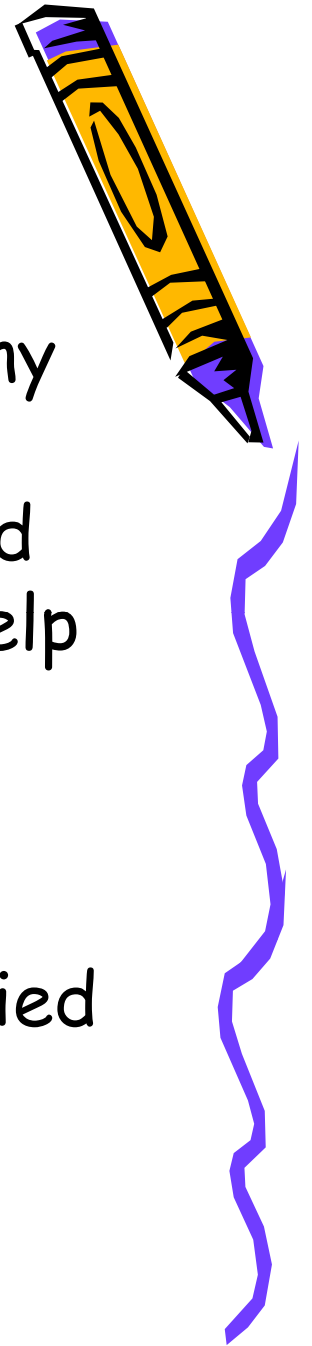
- If the child/youth is not found within a short amount of time contact emergency help immediately including notifying parents as you keep searching
- If there is any reason to believe that foul play is involved such as a custody issue or kidnapping, contact police immediately



Emergency Procedures

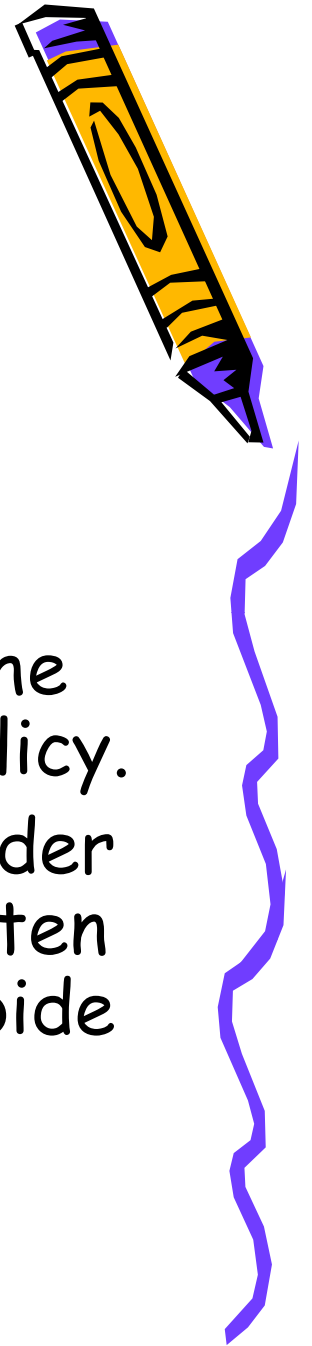
Damage to building

- If during an event at church there is any damage to building, please contact the chair of the trustees listed on the rapid response booklet and let that person help you make the best choices for repairing/containing the damage.
- Example: a broken window must be boarded up securely and trustees notified so a replacement can be ordered



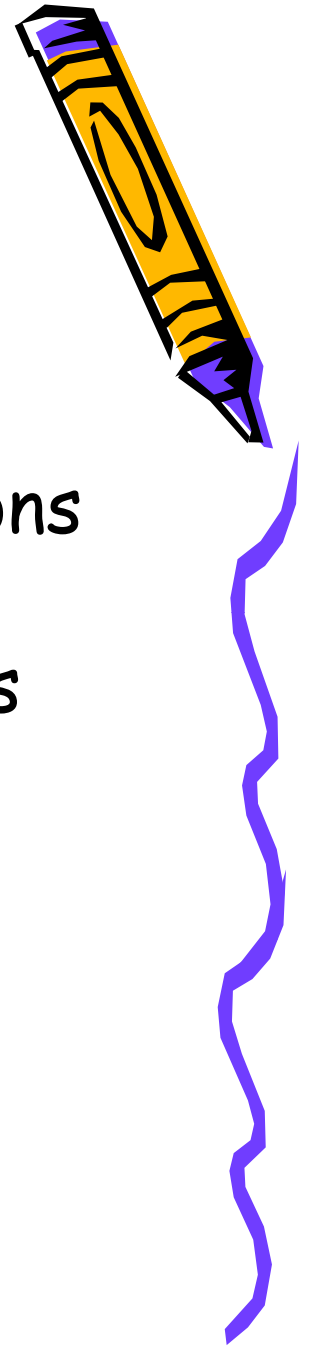
What about outside groups who use our facility?

- Groups from organizations other than Living Word utilizing Living Word's facilities (like a visiting youth choir or mission team) must agree to abide by the requirements of the Good Shepherd policy.
- It is up to the Living Word ministry leader coordinating such events to obtain written agreement with the outside group to abide by these policies.



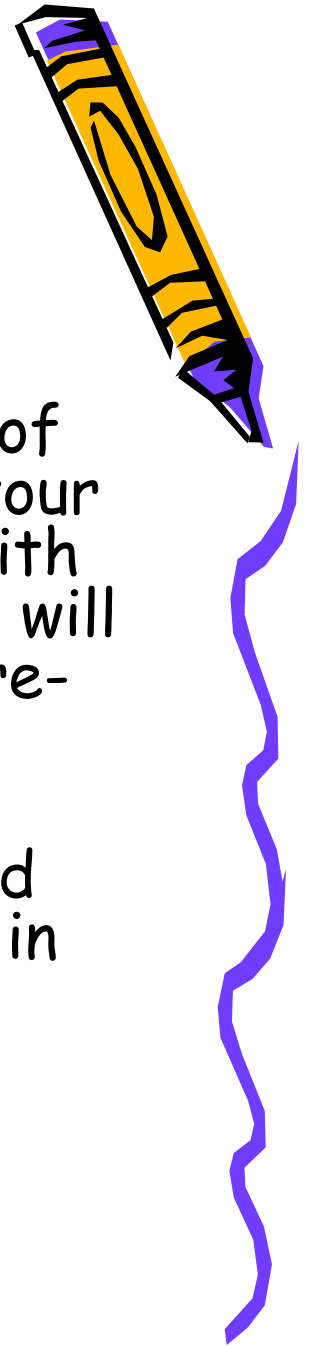
When will I know I'm "certified" Good Shepherd?

- After completing this training and correctly answering 80% of the questions
- After completing and submitting the proper forms, including your references returning their forms
- After background check is complete
- Then you'll be "certified" and receive a Good Shepherd nametag



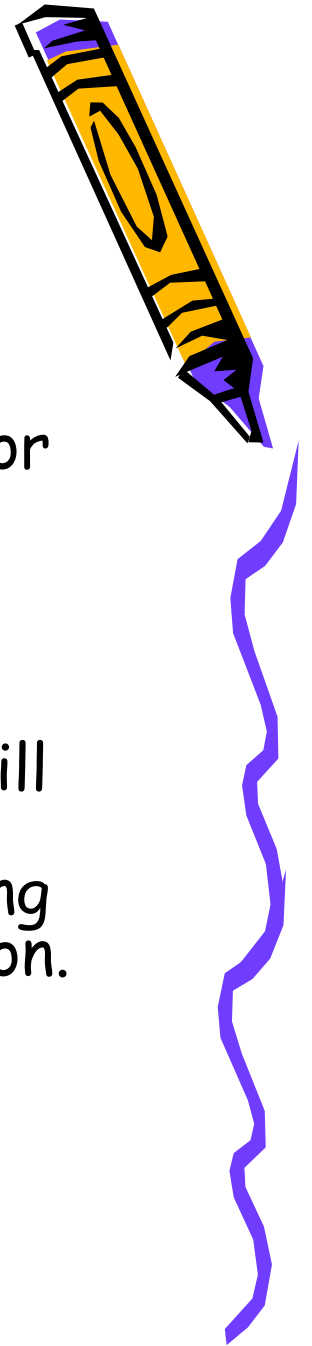
Will I have to do this again?

- Yes! You will need to re-certify by January 1 of the year following the 3-year anniversary of your initial certification to continue volunteering with children, youth, and/or vulnerable adults. You will be notified by Living Word when you need to re-certify.
- Re-certification ensures that our volunteers remain aware of the latest policy revisions, and ensures that Living Word is aware of changes in volunteer records.



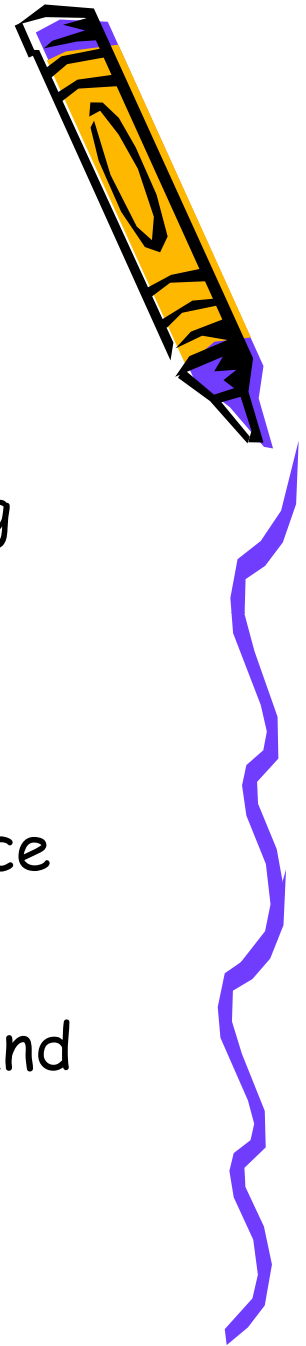
What do I have to do to re-certify?

- You do NOT have to re-submit the application or the 3 personal references.
- You DO have to re-submit an authorization to perform background checks, signed guidelines, the auto-safety form (if driving), and the self-training quiz. Background and driving checks will be re-run before you are re-certified. You will receive a new Good Shepherd nametag indicating the expiration date of your current certification.



What if I have suggestions for changes to this policy?

- The Good Shepherd policy is reviewed by Living Word Church Council annually in January
- Changes to the Good Shepherd policy must be approved by the Living Word Church Council
- Permission to temporarily waive any Good Shepherd policy for an exceptional circumstance must be authorized by Church Council
- Suggestions for permanent changes should be brought before Church Council for discussion and vote



Congratulations, You're Almost Finished!

- Open the Word document, entitled, "Good Shepherd Quiz." Print out the quiz, answer the questions, and return it with all paperwork to Living Word. You may consult this PowerPoint or the manual while completing the quiz.



- If you have problems, contact Cindy Brown for a hard copy of the quiz.

