

People of Hope Lutheran Church Safety and Security Policy

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Introduction

Our Church Mission Statement:

God gathers People of Hope (POH) together as caring Christians, welcoming all to explore and grow in a loving relationship with God in our changing world.

Our Welcome Statement:

As a church of the welcoming God, our congregation, centered on the teachings and example of Jesus Christ, is committed to removing all barriers which might prevent us from fulfilling our mission as a loving community. To that end, we continually weigh ourselves against God's welcoming standards and strive to welcome all - including, but not limited to - people of every race, nationality, age, political affiliation, marital status, gender identity, economic or social status, sexual orientation, mental and physical abilities...

Our Safety and Security Purpose Statement:

POH hopes to create a space of empowerment for all people and particularly youth. In this place of safety and security we hope all people will be able to express and experience their lives, their joys and their sorrows, to share how they may have been harmed or abused by someone outside of POH or within the POH community, and to explore who God is.

Why is a Safety and Security Policy necessary?

- To affirm, protect, and empower children, youth, adults and vulnerable adults.
To affirm, protect, and empower volunteers and staff.
- To facilitate healing of survivors of abuse or neglect.
- To offer healing for perpetrators of abuse and neglect; knowing that anyone who abuses or neglects another person is not in a healthy state of being and is themselves in need of healing and accountability.
- To raise awareness.
- To be a leader and advocate in our community.
- To equip the community of POH with the tools to live a God-centered life.

Expectations for Use of this Policy:

This document will be read and agreed to by volunteers and staff before participation in active ministry roles with minors and vulnerable adults and from then on annually. We encourage all Member Missionaries to review this document annually; a reminder will occur at our Annual Mission Event and during the announcements of the worship services that Sunday. This document is accessible on our website, www.peopleofhope.com

Policy review:

A committee of Member Missionaries from a diverse range of ministries, of 5 to 10 members (including Pastoral staff) will review the document every 5 years. Initial review of this policy will take place after 2 years.

Definition/Abbreviation of Terms

Staff: Any person paid by POH. This includes part time and full time.

Pastoral Staff: Any Rostered leaders of the ELCA and any Seminary Intern. Rostered leaders include: ordained ministers, associates in ministry, diaconal ministers, deaconesses, or leaders in a specialized call. (<http://www.elca.org/About/Leadership/Rostered>)

Volunteers: Any person involved in a People of Hope ministry directly involving minors and/or vulnerable adults.

Youth/Minors: Any person under the age of 18. (Anyone age 18 and older who is participating in POH ministries as a youth (i.e. Student who is 18 participating in High School Youth Group) will abide by the rules/guidelines laid out in this Policy for youth.)

Vulnerable Adult: Any person, 18 years of age or older who:

- Is a resident or inpatient of a facility or receives licensed services from a home care agency or personal care assistance provider who is under the medical assistance program in Minnesota
 - Possesses a physical or mental impairment that severely limits the ability to provide for and direct his or her own care AND are unable to report to protect themselves from maltreatment because of the physical or mental limitation
- <https://www.co.olmsted.mn.us/cs/AFS/ap/Pages/default.aspx>

At-risk Individuals: Youth/minors/children and vulnerable adults.

POH: People of Hope Lutheran Church

MLT: Mission Leadership Team. The MLT is the governing council for People of Hope. Those elected to this group serve two-year terms. The MLT meets monthly. You can contact a member of the MLT with questions or concerns at any time, by emailing mlt@peopleofhope.com.

Ministry Team Leader: Head leader of a POH Ministry Team, e.g. Learning Time co-leaders.

M&Ms: POH Member Missionaries.

Group Leader: Leader of a particular small group; e.g. Teacher of 1st and 2nd grade Learning Time group.

ELCA: Evangelical Lutheran Church in America. This is the national denomination of which POH is a member.

SEMN Synod: Southeastern Minnesota Synod of the ELCA. This is the geographical area of the ELCA that POH belongs to.

Emergency Procedures

Medical Emergencies/Accidents:

Volunteers and staff may administer basic first aid measures. First aid kits are available in several locations throughout the buildings are marked on the emergency maps located in each room of the buildings. Reasonable efforts will be made to notify a parent/guardian of any administration of first aid. If medical care is seen as necessary beyond first aid measures, reasonable efforts will be made to notify a parent/guardian for transportation to a local emergency room or medical clinic. If the situation is life threatening, emergency professionals, through 911, will be immediately contacted. Volunteers and Staff will only transport the youth in extreme circumstances. A POH Incident Report Form must be filled out within 24 hours in any cases of the administration of first aid, these forms can be found in the first aid kits and in the Office and Communications Coordinator office.

A first aid kit will be taken along on off-campus activities. For medical emergencies that occur away from the POH campus, the Ministry Team Leader will refer to the POH Emergency Medical Authorization & Parental/Guardian Medical and Liability Release.

Be aware that some youth are at risk of extreme allergic reactions that are potentially life threatening. Please be sure to ask the youth and, if possible, a parent/guardian if they have any known allergies or refer to the POH Emergency Medical Authorization & Parental/Guardian Medical and Liability Release.

Fire: Activate fire alarm in the church building if system is not sounding (when pulled the fire alarm automatically contacts the Rochester Fire Department). Exit the building through closest and safest door. Exits are marked on the emergency maps located in each room of the buildings. Shut the door of the classroom when everyone is out. Take the class well away from the building and make sure all members of your group are with you. Group leaders should have their class roster with them. Group members must stay with their group. If in the Mission House, call 911 and notify church staff. Once it has been determined by the Rochester Fire Department and/or church staff that the danger is past, the group leader will direct the group back into the building or other designated area. Parents/guardians will be contacted by POH Staff or Ministry Team Leader and asked to pick up their youth. Group leaders are encouraged to review and practice the fire safety rules with their group.

Tornado/Severe Weather:

- Tornado Watch: Tornadoes and severe thunderstorms are possible.
- Tornado Warning: Tornadoes detected, take shelter immediately.
- Siren: A steady wail of the siren means take cover.

Upon a city tornado warning siren or other notification, group leaders will take group to the hallway if in the church building and into the basement if in the Mission House. Tornado shelter areas are marked on the emergency maps located in each room of the buildings. Group leaders will account for all group members. Ministry Team Leaders and Staff will make reasonable efforts to check the bathrooms and then take shelter.

Group leaders should instruct their group members to crouch down on the floor, heads down, with hands over their heads.

Threatening Intruder/Active Shooter: Call 911 as soon as can be safely done. Attempt to flee away from the threat. When safe, groups of at-risk individuals being supervised by POH volunteers will meet in pre-designated locations. If it is not possible to get away, secure group members by protecting them from view and keeping them low to the ground. Lock doors and lock and cover windows. If threat is able to enter the space use all means necessary to disable the threat. Wait for further instruction from law enforcement/emergency personnel.

Bomb Threat: Call 911; if threat was received over the phone use a different phone line to call emergency personnel in order to increase the capability of tracing the bomb threat call. Follow law enforcement/emergency personnel instruction. If unable to receive instruction follow fire procedure.

Missing At-risk Individual: If an at-risk individual is missing, the group leader will notify the Ministry Team Leader or a Staff member immediately, this person will then coordinate a search for the at-risk individual. First, make a reasonable effort to contact the at-risk individual through their cell phone or other means. Begin search in immediate vicinity and work your way outwards. If the at-risk individual is not found in the church buildings or immediate grounds call the parents/guardians. If the at-risk individual is not found within 30 minutes call the police.

For all of the above, or other emergency situations, notify POH Staff as soon as reasonably possible.

For all of the above, parents/guardians of at-risk individuals who were not present during the emergency will be notified of the emergency by POH staff or volunteers as soon as reasonably possible.

Volunteer Screening Process

Information obtained through the screening, application, reference check, interview, and criminal background check will be kept in confidence, unless otherwise required by law. All information discovered or obtained through the above referenced means will be kept in a secure location and access to it will be restricted.

Legal and insurance requirements call for the church to take specific action in the selection and supervision of volunteers and staff working with at-risk individuals and in the reporting of allegations of abuse.

Those adults interested in volunteering to lead or assist in POH ministries involving at-risk individuals are required to go through the prescribed volunteer process as outlined below. The following is required of each interested potential volunteer:

1. Must be an active POH participant for at least 6 months before applying to work with at-risk individuals.
2. Complete a POH Volunteer Application Form for Those Working with At-risk Individuals. Applications will be viewed by the appropriate Ministry Team Leaders and by Pastoral Staff.
3. Complete a POH Background Check Consent Form. Background checks will only be viewed by the Pastoral Staff and if necessary the Chair of the MLT.
4. Read the POH Safety and Security Policy and sign the POH Volunteer Covenant.
5. Complete the POH Training Checklist with Ministry Team Leader, discussing policy before volunteer duties begin.
6. If you wish to serve as a volunteer driver for at-risk individuals you must also complete the POH Application for Volunteer Drivers and provide a copy of your driver's license and auto insurance card.
7. Personal interviews will be required for some volunteer positions. If required, the volunteer applicant and/or staff applicant may be interviewed by Pastoral Staff, Ministry Team Leaders, or the Mission Leadership Team.

The following are reasons why a volunteer applicant may not be allowed to work with at-risk individuals at POH (denial to work with at-risk individuals is not limited to the following reasons):

- Convicted of child abuse, molestation, or sexual offense.
- Convicted of felony, except with approval by Pastoral Staff and MLT.
- Illness or personal history that could affect or impair working with at-risk individuals.

Any problems or concerns should be brought to the attention of the Pastoral Staff for appropriate action.

All volunteers must notify their respective Ministry Team Leader if they cannot fulfill their volunteer commitment so that a transition to a new volunteer can be made.

Best Practices Guidelines

We understand that there will be occasions when the following Best Practices Guidelines will not be strictly followed; however, these are the guidelines that we strive to uphold and follow for the safety of our youth and vulnerable adults.

Friends:

All POH youth are welcomed and encouraged to bring friends to POH ministries! Friends do not need to fill out POH forms before attending POH ministries. If a friend chooses to attend on a regular basis they will be asked to fill out the POH forms at that time.

Registration of youth:

Before participating in a youth ministry of People of Hope, youth and parents/guardians will be required to fill out both a Ministry Registration Form and a POH Emergency Medical Authorization & Parental/Guardian Medical and Liability Release.

Confidentiality:

Volunteers should never take on the role of counselor to any at-risk individuals. Counseling should be done by health care professionals; if an at-risk individual is in need of counseling inform Pastoral Staff as soon as possible so that a referral can be made. If an at-risk individual shares something with you that is distressing to the at-risk individual and/or could lead to harm of self or others, please inform Pastoral Staff as soon as possible to ensure that the individual receives the care and support that they need. Volunteers are not to share publicly any private matters of POH at-risk individuals or their families.

Never be alone with an at-risk individual:

Follow the "open door" rule (if you find yourself alone with an at-risk individual keep the door of the room open). Follow the "third-person" rule (if you find yourself alone with an at-risk individual bring the individual with you to find a third person).

Group leaders, Ministry Team Leaders, and Staff will work together to follow these rules. If you witness an adult alone with an at-risk individual check in with them and monitor the situation. Pastoral Staff who are counseling at-risk individuals will arrange to have a third person in the vicinity (i.e. nearby room) or will do the counseling in a public space.

Inappropriate Materials:

The following materials must not be used or possessed while in the presence of or by youth during POH activities (if youth engage in the following activities parents/guardians will be notified as soon as possible and law enforcement will be notified as necessary):

- Smoking or tobacco products
- Illegal, or illicit drugs, or alcohol (alcohol may be used by those of legal age in accordance with the POH constitution)
- Firearms or dangerous weapons
- Obscene or pornographic materials

Appropriate Discipline:

Discipline needs to carefully consider a youth's dignity and fragile life, and reflect Christian values. Gentleness, respect, and understanding should guide all actions and words. Discipline will be carried out through instruction, training, and correction. Physical punishment, excessive force, or intimidation are unacceptable and grounds for removal from volunteer role and will be reported to the POH Pastoral Staff and, if necessary, local law enforcement.

When appropriate expectations are not met, it is suggested that the group leader use the following steps immediately:

1. Positively redirect the youth into other activities to stop the inappropriate behavior.
2. Give a verbal warning.
3. Inform parents/guardians of the situation and invite parents/guardians to join the class and help monitor their youth's behavior.
4. If behavior continues, remove the youth from the learning environment temporarily.

The following steps will be used as follow up if inappropriate behavior continues:

1. Notify Ministry Team Leader and parents/guardians
2. Meet with parents/guardians and Ministry Team Leader to work towards resolving the behavior and to learn the best ways for the youth to have a successful class experience.

Proper Display of Affection:

Touch is essential in nurturing lives. Physical contact with at-risk individuals should be age and developmentally appropriate. Be aware and sensitive to differences in sexual development, cultural differences, family backgrounds, individual personalities and special needs.

Volunteers are encouraged to take action and discuss with Pastoral Staff situations when at-risk individuals perform inappropriate displays of affection.

Inappropriate Displays of Affection (this list is not exhaustive, but should serve as an example)

- Any form of unwanted affection
- Full frontal hugs or "bear hugs"
- Touching bottoms, chests, or genital areas
- Laying down or sleeping beside at-risk individuals
- Massages
- Touching at-risk individuals on the thigh, knee, or leg
- Tickling, wrestling, or "piggy-back" rides
- Inappropriate touching or hugging from behind
- Games involving inappropriate touching
- Kisses
- Showing affection in isolated areas of the building such as bedrooms, closets, restricted areas, or private rooms
- Comments that relate to physique or body development

- Sitting on laps (without permission from parent/guardian)

Appropriate Displays of Affection

- Asking permission before touching
- Hugs
- Pats on the shoulder or back
- Hand-shakes
- “High-fives” and hand slapping
- Verbal praise
- Touching hands, faces (touch faces only for religious rituals), shoulders, and arms
- Arms around shoulders
- Holding hands during prayer or when a person is upset
- Holding hands while walking with small children
- Sitting close to small children
- Kneeling or bending down for hugs with small children
- Holding or picking up youth 4 years old and younger (with permission from parent/guardian)

Technology/Communication:

In all uses of technological/electronic communication volunteers will abide by the standards of behavior described in this policy, and especially with at-risk individuals. Remember that any form of communication is a reflection of our mission and values and belief in a loving and gracious God.

All volunteers should be aware of the following guidelines concerning the use of technological/electronic communication (including texting):

1. Upon connecting with a youth on a social media platform (e.g. accepting a friend request) the group leader will send one initial private message to the youth to explain that they are still a mandated reporter (and what that means) on social media.
2. After this initial private message all messages will be in a public setting (e.g. Facebook wall or group text).

If a Member Missionary learns about a potentially harmful situation involving an at-risk individual, the Member Missionary will immediately contact Pastoral Staff. If at any time a Member Missionary or an at-risk individual feels that communication has become inappropriate, they will immediately contact Pastoral Staff.

Only the Pastoral Staff, Office and Communications Coordinator, and Ministry Team Leader may create and administer official internet or social media pages for POH ministries. All communication with media outlets such as newspapers or television news channels should be conducted by POH Staff, or, in extreme circumstances, the Chair of the MLT and ELCA SEMN Synod representatives.

Drop off and Pick up:

As part of the registration process for any preschool through grade 8 programming, the parent/guardian will identify with whom the youth is to be dismissed or if the youth can leave independently. If a youth needs to be picked up at a different time or by

someone not listed as an authorized pick-up person, parents/guardians will contact the Ministry Team Leader or send a written note verifying the change.

Preschool through grade 2 youth are required to be dropped off and picked up at their group room. Parents/guardians of preschool-kindergarten aged youth are required to remain on site during Learning Time and other POH ministries; unless otherwise specified by the Ministry Team Leader.

A student's classroom "age" coincides with the level they are in school. A student does not advance to the next classroom "age" until they begin the next academic year.

Youth are not to leave the facility without the group leader's permission. Group leaders are not to leave the group room or building until all members of their group have been picked up or other appropriate arrangements for supervision have been made.

Restroom Use:

If a child is ill or is suffering from a gastrointestinal issue, parents/guardians should not bring them to a POH activity.

Parents/guardians are encouraged to take their youth to the restroom prior to POH activity. Volunteers under age 18 years are discouraged from helping children in the restrooms.

If a restroom time is needed for preschool-grade 2, the following procedure is recommended. First, ask parents/guardians to take their child to the restroom. Then, if one child must use the restroom, the group leader (if they are alone) has the option to take the whole group along or to ask for help from another group leader who may escort the child to the restroom or supervise the rest of the group. Do not leave the group unsupervised. Screen the restroom to make sure that everything is in order before the youth enters. If a youth needs assistance in the restroom, leave the stall door open. Never be alone with the youth in the stall with the door closed. If a youth does not need assistance, it is suggested that the group leader remain at the outer door to monitor the area.

Transportation:

Volunteers transporting at-risk individuals should be aware of the following guidelines:

1. Drivers must be at least 21 years old and possess a valid license to drive passengers to POH ministry events that take place off the church property.
2. Drivers must complete the POH Application for Volunteer Drivers, provide a copy of their license and auto insurance card, and be approved to drive.
3. A seat belt must be worn by every passenger at all times. Car/booster seats must be used as required by law.
4. Each driver will receive the name, address, and phone number for each destination and possess the cell phone number for all other drivers.
5. All vehicles will stay together unless otherwise planned.
6. There should be at least one cell phone within each car used.
7. Do not answer or use a cell phone while driving. Pull over to the side of the road to a safe spot or hand your cell phone over to a passenger.

Procedure for Handling a Vehicle Breakdown

1. Park the vehicle in the safest spot you can find away from the flow of traffic.
2. Look for the problem and determine how serious it is.
3. Return to the vehicle and calmly talk with the at-risk individuals. Describe the situation openly and honestly. Pray together for protection and help. Ask for their best cooperation and support.
4. If at-risk individuals need to leave the vehicle, they should move together in groups of at least three to a place that is designated by a POH volunteer.

Group Supervision:

Supervision will increase in proportion to the risk of the activity.

The following ratios are suggested supervision guidelines for on site activities:

- Younger than Preschool: 1 adult for about 4-5 youth
- Preschool-K: 1 adult for about 6-12 youth
- Grade 1-6: 1 adult for about 10-15 youth
- Grade 7-8: 1 adult for about 18 youth
- Grade 9-12: 1 adult for about 18 youth

The following ratios are suggested supervision guidelines for off site activities:

- Grade K-6: 1 adult for about 6 youth
- Grade 7-8: 1 adult for about 7 youth
- Grade 9-12: 1 adult for about 7 youth

When the group of youth is identified as mixed gender then there must be at least 1 male identifying and 1 female identifying volunteer. There will always be a minimum of 2 adult volunteers.

Overnight/Off-Campus Events:

Volunteers at overnight or off-campus events should be aware of the following guidelines:

- Signed POH Emergency Medical Authorization & Parental/Guardian Medical and Liability Release forms need to be secured for all youth participating in overnight and/or off-site activities.
- POH will conform to and supply any other health-related forms that may be requested by a church-trip host such as a camp, retreat, or training site.
- Have no less than two adult male identifying volunteers and two adult female identifying volunteers spending the night.
- All volunteers and staff at overnight events will be pre-screened in advance.
- As long as any youth are awake, one adult should also be awake.
- We at POH understand and respect the diverse spectrum of gender and sexual identities in our world. We will take this diversity into account in supervising sleeping arrangements and will act in a way that is welcoming, safe, and loving for all members of God's diverse creation. All sleeping arrangements will be discussed ahead of time.
- Adults should use good judgment regarding PG or PG13 movies. No R-rated movies are permitted. All movies should be age-appropriate.
- Youth should keep to groups of at least three during off-campus events.

Mandated Reporting

Responsibility to Report Suspected Child/Vulnerable Adult Abuse

Report Abuse or Neglect Immediately

Olmsted County Child Protection Services

Day Crisis Phone: 507-328-6400

After Hours Crisis Phone: 507-281-6248

We believe that God calls us to care for and protect youth and vulnerable adults. Therefore, all persons in the course of their ministry efforts have a responsibility to report actual or suspected child abuse or neglect whether or not it may have occurred on the POH premises. When appropriate, POH Staff can assist the person making the report by walking them through the process.

Any employee, volunteer, or leader has the right to make a report to the Department of Children and Family Services or a law enforcement authority. Nothing in these guidelines should be interpreted to infringe upon this right. However, the following procedures should be followed to provide for consistency and appropriate documentation. This section as written is based upon Minnesota statutes. Full statutes may be found at <https://www.revisor.mn.gov/statutes/?id=626.556>. And any information provided by Olmsted County at <https://www.co.olmsted.mn.us/cs/cfs/cp/Pages/default.aspx>.

In the case that a report is made we at POH will follow the protocol of Olmsted County.

Mandated Reporters: Minnesota Statute defines mandated reporters as professionals or professionals' delegates who are engaged in the healing arts, social services, medical or psychiatric treatment, child care, education or law enforcement and members of the clergy who receive their information outside of their confessional role. The term "professional's delegate" may be defined quite broadly and may include employees or volunteers working under the auspices of a professional who is engaged in one of the professional capacities listed above.

POH understands that Member Missionaries who volunteering in a leadership role in a ministry directly involving at-risk individuals are considered to be Mandated Reporters according to the law.

In addition, we know and believe that God calls us all to care for and protect the most vulnerable in our world. Therefore, we ask that any Member Missionary (whether or not they are considered to be a Mandated Reporter according to the law) who becomes aware of the abuse or neglect of an at-risk individual report the situation to the appropriate authority.

What Must be Reported

When a mandated reporter knows or has reason to believe that a child is being neglected or physically, emotionally, or sexually abused by a person responsible for the child's care, or has been so within the previous three years, a report must be made. A

person responsible for a child's care includes family members, teachers, daycare providers, and coaches, and can include anyone lawfully entrusted with a child's care.

Timing of the Report

The mandated reporting statute dictates that persons who are mandated reporters, and know or have reason to believe that a child has been maltreated, "shall immediately," report the information to an appropriate authority. In most instances the appropriate authority is Child Protection Services in the county of residence or the police department in the city where the abuse occurred.

A written report may be required within 72 hours, exclusive of holidays or weekends, to the appropriate authority if the authority has informed the reporter that the information provided to it by the reporter requires a written follow-up report.

Making a Report

A mandated reporter must report to the local police department, the county sheriff, or the local county social services agency. These agencies cross report to one another. A pastor shall immediately be made aware of reported maltreatment that takes place during a church-related event or involves a POH Member Missionary or visitor.

All reports must be made only over the phone, by mail, or in person. Reports that are made through the internet (e-mail or on a website) cannot be made totally secure and are therefore not confidential.

What to Expect When Making a Report

When you contact law enforcement, child protection, or another responsible agency, the agency worker will need the following information:

- Your name and phone number and your relationship to the family of child.
- Where the child is now and whether the child is in immediate danger.
- A description of any injuries or the present condition of the child.
- A description of what happened to the child, including information about when and where the incident occurred.
- The names and addresses of the child, parents or caregivers.
- A report of any witnesses to the incident and the names of the witnesses.
- Any additional information you have about the child, family or caregivers that may be helpful.
- A description of what action the facility or school has taken in response to the incident, if the incident occurred in a licensed facility or a school.

<https://www.co.olmsted.mn.us/cs/cfs/cp/Pages/WhenAReportIsMade.aspx>

Don't Investigate – Report:

- Any delay in reporting could result in the loss of critical evidence. A delay could also result in the perpetrator pressuring the child or others to minimize or recant an allegation.
- Any delay in reporting is likely a violation of the law. In most states, churches and other organizations or professionals serving youth are mandated to report to the authorities any reasonable suspicion of abuse.

- A church or other organization conducting an incompetent investigation that taints the memories of witnesses, results in the loss of evidence, or that provides the perpetrator with an opportunity to threaten or pressure one or more victims into silence may, on that basis alone, expose itself to liability.

Mandated Reporters are Immune from Liability

Mandated reporters are immune from liability for any report made in good faith. There cannot be retaliation against a mandated reporter for making a good faith report. The reporter's identity is protected unless a court order releases the person's identity upon showing by the subject of the report that the report was in bad faith.

For further information on Mandated Reporting please see:

<https://www.co.olmsted.mn.us/cs/cfs/cp/Pages/default.aspx>

POH Response to Reports of Suspected Abuse

- All records of volunteers' applications, references and related information should be on file, up-to-date, and accessible to the Pastoral Staff.
- The Senior Pastor, or their designee, will be the specific spokesperson for POH. This person will address the media and congregation regarding the allegation of abuse. The privacy and confidentiality of all involved will be safeguarded.
- All efforts in reporting the allegation of abuse will be documented in writing by the Senior Pastor or their designee.
- The allegation of abuse will be reported to POH Pastoral Staff.

Reporting

Anyone can make a report concerning the safety of a vulnerable adult. To make a vulnerable adult report, please call the **Minnesota Adult Abuse Reporting Center (MAARC) at 1-844-880-1574**. MAARC will provide the report information to Olmsted County Adult Protection for those situations in which Olmsted County is the lead investigative agency.

If you are a mandated reporter, you may use the online reporting tool at www.mn.gov/dhs/reportadultabuse/.

Information that is helpful when you report, but not required:

- The name and address of the vulnerable adult
- The name and address of the person causing the maltreatment
- The date and time of the alleged maltreatment
- Details of what happened, when, where and how
- Is the vulnerable adult still at risk

Maltreatment of a Vulnerable Adult is: Abuse: (MN Statute 626.5572, subd. 2 [a][4] and subd. 2[c])

- *Physical or Emotional:* conduct, intended or not, that produces physical or emotional pain or injury
- *Verbal:* words or gestures that threaten, harass, disparage or humiliate
- *Sexual:* violation of criminal sexual conduct or sexual contact between facility staff and a resident or client of that facility

Neglect: (MN Statute 626.5572, subd. 17).

- Refusal, failure or omission of a caregiver that results in the deprivation of essential services or supports to obtain and maintain the mental, emotional, and physical health of the vulnerable adult.

Self Neglect: (MN Statute 626.5572, subd. 17).

(MN Statute 626.5572, subd. 17).

- Act or omission by a vulnerable adult that could result in the deprivation of essential services or supports necessary to obtain or maintain health, safety, or comfort.

Financial Exploitation: (MN Statute 626.5572, subd. 9)

- The use of a vulnerable adult's person or property for another person's profit or advantage, or the breach of a fiduciary relationship, such as a power of attorney, conservatorship, or representative payee.

For more information, go to www.mn.gov/dhs/adult-protection/.

(<https://www.co.olmsted.mn.us/cs/AFS/ap/Pages/default.aspx>)

- The Senior Pastor, or their designee, will take all allegations seriously and will notify the parents/guardians, except where prohibited by law (e.g. when the accused is a family member of the victim or living with a family member) and give pastoral support to the alleged victim and victim's family.
- The Senior Pastor, or their designee, will treat the accused with dignity. The accused will be expected to cooperate fully in any investigation and will be asked to postpone their ministry while the investigation is ongoing. If, after the investigation, the accusations are proven to be without merit the volunteer will be invited to resume their ministry.
- If any member of the Pastoral Staff is the accused then the above protocol will be handled by the Chair of the MLT in conjunction with the Synod Staff of the Southeastern Minnesota Synod of the Evangelical Lutheran Church in America.

Child Abuse Signs and Symptoms

In following with our Christian call to the well being of all youth, all POH staff and volunteers are to be aware of the following signs and symptoms of child abuse, as provided by the Mayo Clinic.

A child who's being abused may feel guilty, ashamed or confused. They may be afraid to tell anyone about the abuse, especially if the abuser is a parent, other relative or family friend. In fact, the child may have an apparent fear of parents, adult caregivers or family friends. That's why it's vital to watch for red flags, such as:

- Withdrawal from friends or usual activities
- Changes in behavior — such as aggression, anger, hostility or hyperactivity — or changes in school performance
- Depression, anxiety or unusual fears or a sudden loss of self-confidence
- An apparent lack of supervision
- Frequent absences from school or reluctance to ride the school bus
- Reluctance to leave school activities, as if they do not want to go home
- Attempts at running away
- Rebellious or defiant behavior
- Attempts at suicide

Specific signs and symptoms depend on the type of abuse and can vary. Keep in mind that warning signs are just that — warning signs. The presence of warning signs doesn't necessarily mean that a child is being abused.

Physical abuse signs and symptoms

- Unexplained injuries, such as bruises, fractures or burns
- Injuries that don't match the given explanation
- Untreated medical or dental problems

Sexual abuse signs and symptoms

- Sexual behavior or knowledge that's inappropriate for the child's age
- Pregnancy or a sexually transmitted infection
- Blood in the child's underwear
- Statements that they were sexually abused
- Trouble walking or sitting or complaints of genital pain

- Abuse of other children sexually

Emotional abuse signs and symptoms

- Delayed or inappropriate emotional development
- Loss of self-confidence or self-esteem
- Social withdrawal or a loss of interest or enthusiasm
- Depression
- Headaches or stomach aches with no medical cause
- Avoidance of certain situations, such as refusing to go to school or ride the bus
- Desperately seeks affection
- A decrease in school performance or loss of interest in school
- Loss of previously acquired developmental skills

Neglect signs and symptoms

- Poor growth or weight gain
- Poor hygiene
- Lack of clothing or supplies to meet physical needs
- Taking food or money without permission
- Eating a lot in one sitting or hiding food for later
- Poor record of school attendance
- Lack of appropriate attention for medical, dental or psychological problems or lack of necessary follow-up care
- Emotional swings that are inappropriate or out of context to the situation
- Neglect can also occur to a child who is in the womb

<http://www.mayoclinic.org/diseases-conditions/child-abuse/basics/symptoms/con-20033789>

People of Hope Lutheran Church
Training Checklist (please circle answers)

1. An at-risk individual is:
 - a. A youth
 - b. A vulnerable adult
 - c. All of the above

2. In case of a threatening intruder you should:
 - a. Disable them using all means necessary
 - b. Call 911
 - c. Flee
 - d. All of the above

3. How long must you be an active POH participant before applying to volunteer with at-risk individuals?
 - a. 1 year
 - b. 2 months
 - c. 6 months
 - d. 4 weeks

4. Who is allowed to counsel an at-risk individual?
 - a. Whoever the individual talks to
 - b. Ministry Team Leaders
 - c. Learning Time group leaders
 - d. None of the above

5. Which of the following is an appropriate display of affection?
 - a. Sitting on laps
 - b. High-fives
 - c. Comments about body development
 - d. Tickling, wrestling, or "piggy-back" rides

6. If you learn of a potentially harmful situation for an at-risk individual when should you tell POH Pastoral Staff?
 - a. On Sunday
 - b. Immediately
 - c. Once you investigate how harmful the situation might be

7. It is never appropriate to be alone with an at-risk individual. What is not an appropriate way to minimize the risk of being alone with an at-risk individual?
 - a. Leave the door of the room you are in open at all times
 - b. Ask the parents/guardians for permission to be alone with their at-risk individual
 - c. Ask another volunteer to be present in a nearby location
 - d. Invite a third person to be present with you

8. As a Mandated Reporter for youth what is not an appropriate way to file a report?
 - a. Over the phone
 - b. By mail
 - c. Through the internet
 - d. In person

**People of Hope Lutheran Church
Volunteer Covenant**

My signature confirms that I have completed the training checklist and I have read and understand the Safety and Security Policy of People of Hope Lutheran Church described in this document and agree to abide by it to the best of my ability and that if I violate any of the policies listed in this document I may be asked to step down from my position.

Signature: _____

Printed Name: _____

Parent/Guardian Signature _____

If you are under 18 years of age, a parent or guardian's co-signature is also required.

Date: _____

Present Address: _____

City: _____ Zip: _____

Primary Phone: _____ E-mail: _____

We at People of Hope appreciate the commitment you are making and we are eager for you to serve and grow in the body of Christ. If at any time you need support, please speak to our pastoral staff or ministry leaders. Thank you for your willingness to serve!

After you have signed this page, please remove it and return it the Office and Communications Coordinator for safekeeping.

Additional Training Questions for Discussion:

In what areas of service have you been involved either at POH or with previous churches?

Why are you interested in serving in this ministry?

Have you had any experience with children and youth?

With what non-religious organizations involving children and youth have you served?

Is there a particular age group or class with which you would like to serve?

For Office Use Only
Date of Training:
Training Leader:
Training Expiration:
additional comments: