

# SAFE TO SERVE | SCENARIO CARDS

1

You are at Children's Church. While having a morning snack, a six year child spills juice all down the front of their tee-shirt and is visibly upset about it.

- In your group there are 4 leaders and 20 children
- Brainstorm ideas how you would handle this situation
- After you have finished brainstorming check on the reverse side of this card for some possible solutions



The Salvation Army  
New Zealand, Fiji & Tonga Territory

# SAFE TO SERVE | SCENARIO CARDS

2

A visibly upset teenager of the opposite sex comes to you and says they urgently need to speak to you in private. The main leader is away due to illness.

- In your group there are 3 leaders and 15 participants
- Brainstorm ideas about how you would handle this situation
- After you have finished brainstorming check on the reverse side of this card for some possible solutions



The Salvation Army  
New Zealand, Fiji & Tonga Territory

# SAFE TO SERVE | SCENARIO CARDS

3

You are at Children's Church. A parent has just registered their four year old child and left the room. The child is upset and crying.

- In your group there are 2 leaders and 8 children
- Brainstorm ideas how you would handle this situation
- After you have finished brainstorming check on the reverse side of this card for some possible solutions



The Salvation Army  
New Zealand, Fiji & Tonga Territory

# SAFE TO SERVE | SCENARIO CARDS

4

You are at Junior Youth Group. Every time the group sits on the floor, one particular child always wants to sit on your knee.

- In your group there are 5 leaders and 29 children
- Brainstorm ideas how you would handle this situation
- After you have finished brainstorming check on the reverse side of this card for some possible solutions



The Salvation Army  
New Zealand, Fiji & Tonga Territory

## SCENARIO 2 | Possible Solutions

- Be very conscious of your safety and reputation, and the safety of the young person.
- Refer them to another leader of the same gender. Explain that this is for their safety and reputation, and your safety. Explain that it is policy that you are not alone with them.
- The leader of the same gender should find a location where a more in-depth conversation can occur, but still within site of the group.
- Refer to page six of the manual.

## SCENARIO 1 | Possible Solutions

- Avoid being alone with the child—ask them if they have a friend that could come with you as you deal with the situation. Talk to the child quietly and calmly. Find out why they are upset.
- Tell another leader what and where you are going. The child could be worried that they are going to get into trouble at home because they have spoiled their shirt. Offer to talk to the parent with the child when they are picked up.
- It might be an idea to keep a small change of clothes in case of ‘accidents’. If the child does get changed, do not be alone with them. Get them to go into the cubicle alone and wait outside until they have finished.
- When entering back into the large group, try to do it quickly and without fuss, so as not to draw attention to the child.

## SCENARIO 4 | Possible Solutions

- Safe practise urges that you do not have the child sit directly on a leader’s lap. See page two of *Safe to Serve for appropriate and inappropriate physical contact*.
- Encourage the child to sit next to you rather than on your knee. Maybe come up with a special handshake or greeting that makes the child feel special and connected to you.

## SCENARIO 3 | Possible Solutions

- Get the child interested in things happening in the room, which will hopefully take their mind off their parent leaving. You could also try getting them to help with a special task like handing out supplies.
- If another leader knows the child better, get them to comfort the child. Don’t sit the child on your knee. If sitting in a group, place the child next to you and give them a side hug.
- If all else fails and you need to return the child to their parent, make sure that you are not alone with the child. Either ring the parent on their cell phone to come and collect the child, or take another child with you.

## SAFE TO SERVE | SCENARIO CARDS

5

Your programme has finished and it's time to transport people home. There are 20 participants and 4 leaders. You have a 10 seater van, and 2 cars that can take 4 passengers each. Two leaders have their full licence while the others have their restricted licence.

- Brainstorm ideas how you would handle this situation
- After you have finished brain storming check on the reverse side of this card for some possible solutions



The Salvation Army  
New Zealand, Fiji & Tonga Territory

## SAFE TO SERVE | SCENARIO CARDS

6

One of the leaders is preparing supper. You enter the kitchen and the leader is on the floor, in a pool of blood. They don't respond when you call their name.

- In your group there are 3 leaders and 15 participants
- Brainstorm ideas about how you would handle this situation
- After you have finished brain storming check on the reverse side of this card for some possible solutions



The Salvation Army  
New Zealand, Fiji & Tonga Territory

## SAFE TO SERVE | SCENARIO CARDS

7

The fire alarm goes off during your programme.

- Brainstorm ideas how you would handle this situation
- After you have finished brain storming check on the reverse side of this card for some possible solutions



The Salvation Army  
New Zealand, Fiji & Tonga Territory

## SAFE TO SERVE | SCENARIO CARDS

8

It is Guy Fawkes and you are organising a bonfire at the beach.

- Brainstorm how you would organise this event safely
- After you have finished brain storming check on the reverse side of this card for some possible solutions



The Salvation Army  
New Zealand, Fiji & Tonga Territory

## SCENARIO 6 | Possible Solutions

- Call for help from someone else in the group.
- Check that the area is safe for you to enter, to avoid getting injured yourself.
- If there is a person with a current First Aid certificate get them to treat the person. If not, locate the First Aid kit and put on gloves and assess the source and severity of the bleeding. It is possible that the person may have fainted or it could be more serious. Treat the source of bleeding with clean dressings from the kit.
- You should have emergency contact details, and other details such as allergies for everyone present - including leaders.
- Avoid having lots of people in the kitchen. Other leaders should remain with the main group, away from the accident.
- If the problem is serious enough and you cannot slow the bleeding, do not hesitate to call an ambulance.
- Refer to Section 1.6 (pages 11-15) in *Safe to Serve*

## SCENARIO 5 | Possible Solutions

- Only those with a full driving licence can transport people home. The 2 leaders with restricted licence can stay at the venue to supervise the remaining participants while the drivers transport people home. Make sure that both leaders stay until all the participants have been dropped home.
- Ensure that the driver is never alone with a participant. If there are 2 siblings in the group, drop these home last. If the leader has children present, they can accompany their parent to ensure that the parent/leader is not alone with the participant.
- It can be a good idea to wait in the vehicle until you are certain that the person is inside the house. Maybe get them to turn the outside light on and off as a signal to say they are safely inside the house.
- Refer to page 24 of *Safe to Serve for Transport Guidelines*

## SCENARIO 8 | Possible Solutions

- You will need to have permission from parents to take participants to the beach. Caregivers need to know where you are going, and start and finish times.
- Check with the local council to see if you need a fire permit.
- Ensure that you can safely transport people to the beach, with only those who have a full licence driving.
- Have some buckets of water handy in case the fire gets out of control.
- Set clear boundaries so that no one goes out of bounds. Set clear rules for behaviour around fire and the sea.
- Avoid having fireworks. NZ law states that you must be 18 and over to purchase fireworks.
- Ensure RAMS report has been completed.
- Think about a wet weather plan.

## SCENARIO 7 | Possible Solutions

- Ensure beforehand that everyone knows where the evacuation meeting point is for the venue.
- The key point is that you are 100% certain that everyone evacuates the building. If it is safe to do so, leaders should check toilets and so on to ensure that everyone is out. Buildings can be replaced, people can't.
- You may have a registration process at the commencement of the programme—use this as a checklist to ensure that everyone is out of the building and accounted for. Don't let anyone back into the building until the all-clear has been given.
- If you do not know the evacuation process for your building, ask your Corps Officer/Centre Manager as soon as possible, so that you are prepared!

## SAFE TO SERVE | SCENARIO CARDS

9

You have handed out a muesli bar as a snack. A participant starts go red in the face and is having difficulty breathing.

- Brainstorm ideas about how you would handle this situation
- After you have finished brainstorming check on the reverse side of this card for some possible solutions



The Salvation Army  
New Zealand, Fiji & Tonga Territory

## SAFE TO SERVE | SCENARIO CARDS

10

You are holding an overnight camp. The camp facilities include 3 bunk rooms with 8 beds each; 3 rooms with 4 beds each; and 2 rooms with 2 beds each.

- You have 2 male leaders and 2 female leaders, with 18 males and 13 females going to the camp. How do you allocate the beds?
- Brainstorm ideas about how you would handle this situation
- After you have finished brainstorming check on the reverse side of this card for some possible solutions



The Salvation Army  
New Zealand, Fiji & Tonga Territory

## SAFE TO SERVE | SCENARIO CARDS

11

During group time, there is a participant who will often call out comments unrelated to the topic. They will also get up and wander around when a leader is speaking.

- Your group consists of 4 leaders and 19 participants
- Brainstorm ideas about how you would handle this situation
- After you have finished brainstorming check on the reverse side of this card for some possible solutions



The Salvation Army  
New Zealand, Fiji & Tonga Territory

## SAFE TO SERVE | SCENARIO CARDS

12

You're a leader in a youth group, and a young person of the opposite sex expresses feelings towards you. What do you do?

- Brainstorm ideas about how you would handle this situation
- After you have finished brainstorming check on the reverse side of this card for some possible solutions



The Salvation Army  
New Zealand, Fiji & Tonga Territory

## SCENARIO 10 | Possible Solutions

- Of paramount importance is the safety of the participants and the safety of the leaders. It is vital to ensure that a leader is not alone with a participant.
- For most primary school groups, the leaders sleep in separate rooms to the children. However, depending on the nature and behaviour of the group, at least one leader may need to sleep in the bunk room with the participants to ensure their safety.
- See page 23

## SCENARIO 9 | Possible Solutions

- First, establish if the person is choking or having an allergic reaction. Contact the person responsible for First Aid.
- *If choking:* Give up to 5 back blows between the shoulder blades with the heel of your hand, checking the mouth quickly after each one and removing any obvious obstruction.
- *If the obstruction is still present:* Give up to 5 abdominal thrusts. Place a clenched fist between the navel and the bottom of the breast bone and pull inwards and upwards. Check the mouth quickly after each one. If the obstruction does not clear after three cycles of back blows and abdominal thrusts, call an ambulance.
- This highlights the need to know about allergies and other medical issues, for both participants and leaders. While you need to respect the person's privacy, ensure that your programme will not cause anyone harm.
- Check for allergies before handing out food. If someone has a known allergy, have food that everyone can eat or provide an alternative. It's best to avoid anything with nuts.
- A person with an allergic reaction can rapidly deteriorate. If you are concerned do not hesitate to call 111. Check if they have medication with them and assist them to get it. However, the person needs to administer it to themselves, unless you have written permission to do so.
- Monitor their breathing.
- You will also need to inform the parent or caregiver of any First Aid treatment given.
- See pages 11-13

## SCENARIO 12 | Possible Solutions

- Let your superior (Corps Officer, Youth Pastor) know as soon as possible. They need to be made aware for your safety and accountability.
- Don't put yourself in a position where you could be alone with the young person.
- Don't give special attention to the young person. You don't need to completely ignore them, but don't do anything that could encourage their feelings.
- Explain clearly that the situation is not appropriate. If they respect the situation, great! If they don't, you'll be able to predict possible outcomes, and adjust accordingly.
- If it continues, talk with your superior about options for either removing yourself from the programme, or options for the young person.
- You and your superior may need to talk to the youth's parents. Being open and honest with them should go a long way towards further avoiding problems.

## SCENARIO 11 | Possible Solutions

- Children, especially, like the opportunity to share and can find it very difficult to wait. Giving an opportunity for participants to share what has happened during the week in a small group setting, may help.
- Ensure that everyone knows the rules of the group. It can be helpful to set the rules with the participants, to get greater compliance from the whole group. Regularly remind the group of the rules.
- Having a leader sit next to the participant may help.
- Ensure that your programme has variety.
- If they are restless, they may benefit from having something to do with their hands while listening. This could include drawing what is being said, a stress ball to squeeze and so on.
- If it is an on-going problem, talk to the parent. They may have some ideas about how to manage the behaviour.
- Refer to page 3-4