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Rapid Response Guidebook

Note: This guidebook should be reviewed and updated periodically to conform to changed circumstances. Be especially careful to incorporate changes in Salvation Army National Policy, changes in the law, changes in emergency phone numbers, or changes in personnel and phone numbers listed.

Rapid Response Guidebook

This material is designed to be customized and published by local units. It should be given to all children and youth workers, and copies should be placed on bulletin boards and in vehicles.

**THE SALVATION ARMY
SPOKANE CORPS
REVISED 5/10**

Contents

Key Telephone Numbers
General Guidelines for Responding
Reported or Observed Child
Maltreatment
Physical Injury
Lost or Missing Children
Imminent Danger

4. Imminent Danger

Follow these steps unless your best judgment suggests otherwise:

If you are the group or activity leader...

- You are responsible for the safety of your group.
- Do not hesitate to postpone, modify, or cancel an activity if unexpected or overly dangerous conditions are present. Better safe than sorry!

If you are a participant or observer...

- You share the responsibility for safety.
- Notify the group leader of hazards or dangerous circumstances.
- Support the group leader in assuring the safety of the group.

3. Lost or Missing Children

Follow these steps unless your best judgment suggests otherwise:

If you are the Group Leader:

- Gather all the other children and participants together and account for everyone.
- Follow up on any information provided by the group.
- Develop a detailed description of the missing person (looks, clothing, etc.).
- Seek assistance from others who can help (facility manager, security guard, park ranger, etc.).
- If the missing child is not promptly found, contact:
 - ✓ law enforcement authorities
 - ✓ parents
 - ✓ commanding officer/administrator or response team

Key Telephone Numbers

Human Resources/Child Safety Consultant:
Cathi Holje (509) 329-2729
Name Phone

Key Officers:
Captain Kyle Smith (509) 329-2727
Name Phone

Volunteer Coordinator:
Leslie Rogers (509) 329-2721
Name Phone

Emergency Assistance:
911
Police

911
Fire/Rescue
911
Social Services

DHQ CONTACT (Seattle, WA):
Mary O'Connor 206-217-1246
Phone
800-736-7291, x. 246 206-298-4109
Toll Free Phone Number Confidential Fax

THQ CONTACT (Long Beach, CA):
Anne Calvo 562-491-8491
Phone
Confidential Fax: 562-491-8519

Please read.....

A child or adult participant may suffer an injury while in our care despite our best prevention efforts.

Emergency situations are typically one of four types:

1. Reported or observed child maltreatment (abuse, neglect, or sexual misconduct)
2. Physical injury
3. Lost or missing children
4. Imminent danger

The Salvation Army has a sacred responsibility to all parties in an incident: the victim, the parents, and the organization itself (including its workers).

The following steps are suggestions only – you may need to modify them according to the circumstances of a specific problem. No guidelines can take the place of good judgment of the worker on the spot.

General Guidelines

- Refer to National policy and your unit guidelines and act accordingly.
- Inform headquarters and coordinate the response.
- Keep key participants informed.
- Provide pastoral care for all involved as needed.
- Offer support and appreciation for those courageous enough to express their concerns.
- Respect privacy and confidentiality.

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Stabilize the current situation.

- Apply first aid as needed.
- Call for emergency help as needed.
- Comfort the victim(s).
- Assure the victim(s) that you will do everything possible to keep them safe.
- Cancel or modify the activity as needed.

Get help.

- Before you call for additional help, take a moment to notice:
 - ✓ specific location
 - ✓ who is involved
 - ✓ how many people are involved
 - ✓ the nature of the injury(s)
 - ✓ the time of the injury(s)
- If needed, immediately call (or ask someone else to call) “911” or “0” for emergency services (ambulance, fire department, police department).
- Contact (or ask another to contact) your supervisor or officer in charge/ administrator as soon as possible.
- Discuss the incident only with appropriate persons (your supervisor or officer/administrator, medical personnel, etc.)

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2. Physical Injury

Follow these steps unless your best judgment suggests otherwise:

If you are the **first responder**, take a moment to clear your head and think before you act. As you respond, remain calm. Take action in a manner that is assertive, effective, and sensitive to those around you.

Survey the current situation.

- Is there immediate danger to you or others?
- Do you need to immediately relocate to a different area?
- Do you need to immediately separate two or more people from each other?
- Are there physical injuries that require immediate medical attention?
- How many people are injured?
- Are you or anyone else present trained in first aid?
- Is emergency medical help required?
- Can bystanders help (to administer first aid, go for help, etc.)?
- Provide tangible assistance as appropriate.
- Instruct everyone in your unit to avoid commenting on the incident to the media or other outside parties. Refer questions to the designated spokesperson who has been appointed by The Salvation Army.

If you are a **unit leader**, and you become aware of an injury, take a moment to clear your head and think before you act. As you respond, remain calm. Take action in a manner that is assertive, effective, and sensitive to those around you.

Respond promptly and confirm the immediate safety of all involved.

In case of serious injury, immediately notify:

- medical help (if needed)
- parent or guardian
- emergency contact (if needed)
- officer in charge/administrator (if not you)
- corps/unit emergency response team

Identify witnesses at the scene and make a written record of:

- names (at least two, more may be helpful)
- where/how to contact
- brief account of what happened according to each individual witness

1. Reported or Observed

Child Maltreatment

Including abuse, neglect, or sexual misconduct which is observed, reported, or suspected.

Reporting is a scary prospect for anyone. If you are the supervisor or unit leader and you become aware of alleged or actual abuse, take a moment to clear your head and think before you act. As you respond, remain calm. Take action in a manner that is assertive, effective, and sensitive to those around you.

These guidelines apply to allegations related to Salvation Army activities or workers, as well as allegations not related to Salvation Army activities.

Follow these steps unless your best judgment suggests otherwise:

- **Respond promptly** and take all allegations seriously.
- **Note the pertinent details** of the allegation as soon as possible in writing.
- **Identify witnesses** at the scene (if any) and make a written record of:
 - ✓ names (at least two, more may be helpful)
 - ✓ where/how to contact
 - ✓ brief account of what happened according to each individual witness
- **Do not try to investigate** or verify the allegations. That job belongs to law enforcement and child protection professionals who have the training needed.

- **Confirm the immediate safety** of all involved. If the immediate safety of the child is at issue, the worker must use his or her own judgment to decide the best way to proceed. You may contact law enforcement directly if timing is critical and commanding officer/administrative leaders are unavailable for consultation.

- **Do not discuss the incident** with anyone except those who have a need to know and are helping to respond.

- **Contact your supervisor** as soon as possible – whether or not the allegations are against a representative of The Salvation Army. An Army leader will consult with you regarding reporting the allegation to the authorities. If you and the leader determine a report is needed, the leader will help you in this process

- **If a representative of The Salvation Army is being accused, immediately contact MAJOR BILL DICKINSON at Divisonal Headquarters at 206-217-1210.**