



DOING THE MOST GOOD™

The Salvation Army – USA Eastern Territory

keepSAfe

CHILDREN AND VULNERABLE ADULTS



USA Eastern Territory

MINUTE #11: KeepSAfe Policies for Child & Vulnerable Adult Protection

keepSAfe

KeepSAfe: Policies for Child & Vulnerable Adult Protection

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Safeguarding Our People, Programs & Mission

*The Salvation Army USA Eastern Territory **KeepSAfe Policies for Child & Vulnerable Adult Protection** provides a framework of best practices within our programs. Individuals with a tendency to offend often violate protection systems as they interact with our children and vulnerable adults. Leaders, employees and volunteers need to be aware of abuse and policy violations so they can act and respond accordingly. Ending behaviors before they become abuse or an allegation of abuse is the goal of KeepSAfe. Awareness without action is only a thought... thoughts do not protect the vulnerable.*



DOING THE MOST GOOD

The Salvation Army – USA Eastern Territory

KeepSAfe: Policies for Child & Vulnerable Adult Protection

SECTION 1: *KeepSAfe Principles*

**1:1
Policy
Statement**

The Salvation Army is committed to protecting minors and vulnerable adults in its care, in all of its many programs. Salvation Army personnel are required to take all reasonable steps to avoid the abuse of minors and vulnerable adults and to institute reasonable preventive measures to protect the vulnerable populations in their care.

Ministry to vulnerable populations is a sacred responsibility and all Salvation Army personnel share in the responsibility to safeguard people, programs and the mission in a manner that is reasonable under the circumstances that services are being delivered.

This policy is intended to be consistent with and supplement all applicable National Salvation Army policies, including The Salvation Army National Policy Statement on Child Abuse, The Salvation Army National Policy Statement on Non-Discrimination in Programs and Delivery of Services and The Salvation Army Social Services Code of Ethics.

**1:2
KeepSAfe
Code of
Conduct**

All Salvation Army officers, employees and volunteers are expected to adhere to the following KeepSAfe guidelines with regard to child & vulnerable adult protection:

(Appendix A)

- Salvation Army personnel will diligently work to prevent abuse and neglect among children or vulnerable adults.
- Salvation Army personnel will not physically, verbally, sexually, or emotionally abuse or neglect children or vulnerable adults.
- Salvation Army personnel will immediately report concerns about inappropriate behaviors or policy violations to their supervisor.
- Salvation Army personnel will comply with Mandated Reporter laws and report any suspected abuse or neglect of a child or vulnerable adult to the appropriate government authorities.
- Salvation Army personnel will comply with all KeepSAfe policies and training requirements concerning child and vulnerable adult protection.

1:2
KeepSAfe
Code of
Conduct
(continued)

- Salvation Army personnel, as reasonably possible, will avoid one-on-one interactions with minors and vulnerable adults in Salvation Army programs where they cannot be seen and/or heard by others.
- Salvation Army personnel will conduct all electronic and other communications with minors and vulnerable adults in an open manner that maximizes their accountability.
- Salvation Army personnel will not retaliate against others who, in good faith, share concerns or policy violations; report observed or disclosed abuse or suspicion of abuse.

SECTION 2: *General Definitions*

2:1
Salvation
Army
Personnel

Salvation Army workers, including Officers, Employees and Volunteers (including Lay Leaders/Local Officers and Soldiers where applicable); Cadets in The Salvation Army College for Officer Training.

2:2
Minor

Youth under the age of 18

2:3
Vulnerable
Adult

Any person 18 years of age or older who cannot completely care for themselves or are vulnerable to exploitation due to:

- A physical or mental condition
- Advanced age
- Drug or substance abuse, homelessness or economic challenge, sexual exploitation or other social challenges
- Any other reason

2:4
Mandated
Reporter

Anyone with knowledge or a reasonable suspicion of abuse who must report under applicable law. In addition to compliance with applicable mandated reporting laws, internal reports are required as described in Section 8 below.

Salvation Army Officers, program directors, licensed professionals and supervisors are generally Mandated Reporters with respect to abuse that occurs in Salvation Army programs.

SECTION 3: *Types of Abuse*

3:1 Minors	3:1.1 Physical Abuse	Non-accidental injury, which is intentionally inflicted upon a minor.
	3:1.2 Sexual Abuse	Any contact of a sexual nature that occurs between a minor and an adult. This includes activity that is meant to arouse or gratify the sexual desires of the adult or a third person.
	3:1.3 Emotional Abuse	Mental, verbal or emotional injury to a minor that results in an observable and material impairment in the minor’s growth, development or psychological functioning.
	3:1.4 Neglect	The failure to provide for the minor’s basic needs or the failure to protect the minor from harm.
	3:1.5 Economic Exploitation	The deliberate misplacement, exploitation, or wrongful temporary or permanent use of a minor’s belongings or money without consent of the parent or legal guardian.
	3:1.6 Peer-On-Peer Abuse	Sexual and/or bullying interactions between minors. Includes physical abuse, verbal, indirect (gossip, exclusion, rumors), hazing, cyber-bullying.
3:2 Vulnerable Adults	3:2.1 Physical Abuse	Non-accidental injury, which is intentionally inflicted upon a vulnerable adult.
	3:2.2 Sexual Abuse	Non-consensual contact of a sexual nature. This also includes any activity that is meant to arouse or gratify the sexual desires of the person initiating this contact or a third person.
	3:2.3 Psychological Abuse	Creation of emotional pain, distress or anguish through the use of threats, intimidation or humiliation.
	3:2.4 Neglect/Self-Neglect	Failure by care individuals to support the physical, emotional and social needs of vulnerable adults. Neglect can take the form of withholding food, medication and access to health care professionals.

3:2.5 Isolation

Unreasonable limitation of access to other persons.

3:2.6 Economic Exploitation

Misuse, mishandling or exploitation of property, possessions or assets of vulnerable adults. Includes use of assets without consent, under false pretense, or through coercion and/or manipulation.

3:2.7 Abduction

Removal of the vulnerable adult from his/her home and/or restraint from returning home against his/her will or without consent.

3:2.8 Abandonment

Desertion or willful forsaking a vulnerable adult by anyone who has care or custody of the vulnerable adult.

SECTION 4: *Screening & Selection of Personnel*

4:1 Contextual Overview

Proper screening and selection of personnel is the first line of defense in preventing abuse. The screening process is a key component in assessing the applicant's suitability for the position and risk level in working with and around children or vulnerable adults.

4:2 Employees

All programs must adhere to screening and selection criteria required by any applicable State or local law. In addition, the following steps must be completed in order for an applicant to work as an employee in a position where there is a reasonable likelihood of contact with minors or vulnerable adults in a Salvation Army program.

① Applies only to applicants who will have contact with minors.

a. Completed Standard Application:

Includes necessary release forms to conduct background checks.

b. Statement of Applicant for Employment Involving Work With Minors

*Completed and signed by applicants for a position where there is a reasonable likelihood of contact with minors. **Page 3** of the Statement of Applicant to be completed by appropriate personnel/Command to verify that the screening described in d., e., f. and g. below has taken place.*

c. Face-to-Face Interview:

Standard interview questions include specific questions that screen for abuse. Interview questions and responses are documented and kept in confidential files. At least two people are involved in the panel interview process. Video conferencing or other technologies may be used as needed.

d. Reference Checks:

At least three references are checked by the local unit prior to an offer of employment. Reference questions and responses are documented and kept in confidential files. In the case of applicants for positions where there is a reasonable likelihood of contact with minors, parts 1 and 4 on page 3 of the Statement of Applicant for Employment Involving Work with Minors is completed by the immediate Supervising Officer to confirm this screening has taken place.

e. Territorial Registry:

Clearance in writing and in confidential file with background check. The responsible Officer at the Command level completes part 2 on page 3 of the Statement of Applicant for Employment Involving Work with Minors to confirm this check has taken place.

f. Criminal Background Check:

Background check should include any States in which the applicant has resided during the last 10 years. In the case of applicants for positions where there is a reasonable likelihood of contact with minors, the Command conducts this check and the responsible Officer at the Command completes part 3 on page 3 of the Statement of Applicant for Employment Involving Work with Minors to confirm this check has taken place.

① State registries must be checked in the event the criminal background check does **not** include state registry checks.

g. State Registries:

Searches will be conducted through state social service or public welfare department abuse and sexual offender registries in the States where the applicant has resided during the last 10 years to the extent possible. In the case of applicants for positions where there is a reasonable likelihood of contact with minors, the Command conducts this check and the responsible Officer at the Command completes part 3 on page 3 of the Statement of Applicant for Employment Involving Work with Minors to confirm that this check has taken place.

h. KeepSAfe Code of Conduct:

Signed in connection with completion of the KeepSAfe Core Training. Must be completed within 30 days of employment.

① Applies only to applicants working with minors.

i. The Salvation Army National Code of Conduct for Electronic Communication with Minors (Appendix B)

Signed in connection with review of The Salvation Army National Code of Conduct for Electronic Communication with Minors. Must be completed within 30 days of employment.

**4:3
Volunteers,
including
Local
Officers**

Volunteers who will work in a position where there is a reasonable likelihood of contact with minors or vulnerable adults need to be screened in the same manner as employees. As with employees, the screening process is a key component in assessing the volunteer's suitability for the position and risk level in working with or around children or vulnerable adults.

a. Completed Standard Volunteer Application:

Includes necessary release forms to conduct background checks.

b. Statement of Volunteer for Work With Minors

*Completed and signed by volunteer applicants for a position where there is a reasonable likelihood of contact with minors. **Page 3** of the Statement of Volunteer to be completed by appropriate personnel/Command to verify that the screening described in d., e., f. and g. below has taken place.*

c. Face-to-Face Interview:

Standard interview questions include specific questions that screen for abuse. Interview questions and responses are documented and kept in confidential volunteer files. At least two people are involved in the panel interview process. Video conferencing or other technologies may be used as needed.

d. Reference Checks:

At least three references are checked by the local unit prior to volunteer activity. Reference questions and responses are documented and kept in confidential volunteer files. In the case of applicants for positions where there is a reasonable likelihood of contact with minors, parts 1 and 4 on page 3 of the Statement of Volunteer for Work with Minors is completed by the immediate Supervising Officer to confirm that this check has taken place.

e. Territorial Registry:

Clearance in writing and in confidential file with background check. The responsible Officer at the applicable Command completes part 2 on page 3 of the Statement of Volunteer for Work With Minors to confirm that this check has taken place.

① Applies only to volunteer applicants working with minors.

f. Criminal Background Check:

Background check should include any States in which the volunteer has resided during the last 10 years. In the case of an applicant for a position where there is a reasonable likelihood of contact with minors, the Command conducts this check and the responsible Officer at the Command completes part 3 on page 3 of the Statement of Volunteer for Work with Minors to confirm that this check has taken place.

① State registries must be checked in the event the criminal background check does **not** include state registry checks.

g. State Registries:

Searches will be conducted through state social service or public welfare department abuse and sexual offender registries in the States where the applicant has lived for the last 10 years to the extent possible. In the case of an applicant for a position where there is a reasonable likelihood of contact with minors, the Command conducts this check and the responsible Officer at the Command completes part 3 on page 3 of the Statement of Volunteer for Work with Minors to confirm that this check has taken place.

h. KeepSAfe Code of Conduct:

Signed in connection with completion of the KeepSAfe Core Training. Must be completed within 30 days of volunteering.

① Applies only to applicants working with minors.

i. The Salvation Army National Code of Conduct for Electronic Communication with Minors (Appendix B)

Signed in connection with review of The Salvation Army National Code of Conduct for Electronic Communication with Minors. Must be completed within 30 days of volunteering.

4:4 Selection

Once the screening described in subsections a. through g. of Sections 4:2 and 4:3 above has taken place, a determination will be made by the Command, in the case of employees, and by the local unit, in consultation with the Command, in the case of volunteers, as to whether the applicant is suitable for work in a position where there is a reasonable likelihood of contact with minors or vulnerable adults. For those applicants who have been required to complete the Statement of Applicant for Employment Involving Work with Minors or the Statement of Volunteer for Work with Minors, reference will be made to the responses completed by Salvation Army personnel on page 3 of the Statements. If the responses indicate that the applicant is **not** approved for work with minors, the application will be denied and the name of the applicant must be reported to the Territorial Secretary for Personnel for inclusion in the Territorial Registry. In all cases where the application has been denied on the basis of the screening described in these policies, the applicant should only be told that his or her application has been denied without further explanation.

Ongoing background checks shall commence in compliance with applicable federal/state/local laws, in compliance with necessary accreditation or licensing standards, and Command policy.

SECTION 5: *Training Requirements*

5:1 Purpose Statement	Training provides necessary tools to increase awareness and ability to move toward action in abuse prevention. With increased awareness of the implications of abuse and abuse allegations personnel will be able to respond to incidents and concerns, thereby creating safe environments for vulnerable populations.
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5:2 Training Requirements	<p>5:2.1 KeepSAfe Policies All Salvation Army personnel in positions where there is a reasonable likelihood of access to minors and/or vulnerable adults are required to review the <i>KeepSAfe Policies for Child & Vulnerable Adult Protection</i>. This review should be done prior to working with minors or vulnerable adults.</p> <p>5:2.2 KeepSAfe Core Training All Salvation Army personnel in positions where there is a reasonable likelihood of access to minors and/or vulnerable adults are required to complete the <i>KeepSAfe Core Training</i> within 30 days of beginning work with access to minors or vulnerable adults. Such training will be completed for all camp personnel and all other personnel in seasonal children’s programs before the commencement of the applicable program.</p> <p>5:2.3 The Salvation Army National Code of Conduct for Electronic Communication with Minors (Appendix B) To be reviewed and acknowledged within 30 days of beginning work with access to minors and done in conjunction with the <i>KeepSAfe Core Training</i>.</p> <p>5:2.4 KeepSAfe Core Plus Training For personnel who serve in Kroc Centers, Camps, Senior Residence or Senior Day Health Centers: Program specific advanced <i>KeepSAfe Core Plus Training</i> within 30 days of beginning work. Such training will be completed for all camp personnel and all other personnel in seasonal children’s programs before the commencement of the applicable program.</p> <p>5:2.5 KeepSAfe Screening & Selection Training All Salvation Army responsible for hiring employees or approving volunteer workers are required to complete the <i>KeepSAfe Screening & Selection Training</i>.</p> <p>5:2.6 Training Documentation Documentation of all training is maintained for all Salvation Army personnel at the unit and Command.</p>
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5:2.7 Additional Training Requirements

Additional abuse prevention training may be required based on need, incidents, applicable regulations or trends within respective programs.

SECTION 6: *Conduct With Minors & Vulnerable Adults*

6:1 Purpose Statement	The following KeepSAfe best practices assist Salvation Army personnel in making proper decisions about interactions with minors and vulnerable adults in Salvation Army sponsored and affiliated programs.
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6:2 General Conduct	<p>6:2.1 Personnel will treat children and vulnerable adults with respect and consideration and treat all individuals equitably, regardless of age, gender, race, religion, culture, or socio-economic status in keeping with <i>The Salvation Army's National Policy Statement on Non-Discrimination in Programs and the Delivery of Services</i>.</p> <p>6:2.2 Personnel are prohibited from speaking to minors or vulnerable adults in a manner that could be construed by any observer as abusive, harsh, threatening, derogatory, or demeaning.</p> <p>6:2.3 Personnel are prohibited from initiating or participating in sexually oriented conversations with minors or vulnerable adults [except where related to legitimate program content such as family planning or similar services].</p> <p>6:2.4 Personnel are prohibited from dating or becoming romantically or sexually involved with minors or vulnerable adults served in Salvation Army programs.</p> <p>6:2.5 Personnel are prohibited from possessing, viewing or downloading sexually explicit materials on Salvation Army property or on Salvation Army equipment.</p> <p>6:2.6 Money or gifts will not be given to minors or vulnerable adults served in Salvation Army programs, unless within the context of a group gift that is given to all participants in celebration of special events or recognitions.</p> <p>6:2.7 Personnel will never be nude or inappropriately dressed in the presence of minors and vulnerable adults.</p> <p>6:2.8 Personnel are prohibited from sleeping in the same beds, sleeping bags or small tents with minors or vulnerable adults unless the personnel are immediate family members.</p>
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- 6:2.9** Personnel will be open and accountable in electronic communications with minors and vulnerable adults. These communications include texting, email and social media. Unit best practices will require compliance with *The Salvation Army National Code of Conduct for Electronic Communication with Minors*. (see Appendix B)
- 6:2.10** Salvation Army personnel are prohibited from using physical punishment or restraint for behavior modification of minors or vulnerable adults. No form of physical discipline is acceptable. This prohibition includes spanking, slapping, pinching, hitting, or other physical force as correction for inappropriate behaviors.
- 6:2.11** Developing positive and friendly relationships, including appropriate supportive physical contact, between personnel and program participants is an important aspect of ministry. However, it is important that Salvation Army personnel conduct themselves in a manner that does not create the appearance of wrongdoing. Personnel will adhere to the following:
- Personnel will protect those under their supervision from inappropriate touching by other participants (peers) and/or adults.
 - Personnel will promptly report inappropriate contact and other questionable interactions/behaviors by program participants or workers to their supervisor or commanding officer.
 - Appropriate touch should be initiated by the participant and not based on the worker's emotional need.
 - Appropriate touch should only be done in the presence of other adults/workers.
 - Personnel will respect a child or vulnerable adult's preference to not be touched.

Inappropriate and unacceptable physical contact includes, but not limited to:

- Any contact that does not take place in a public place
- Any form of physical/corporal punishment
- Any form of sexual contact
- Wrestling, tickling, massaging, piggyback rides
- Touching legs, knees, bottoms, chests or genital areas
- Lengthy embraces and kisses on the mouth

- 6:2.12** To the extent reasonably possible under the circumstances, the two adult guideline should be followed, including in transportation activities. As a best practice, teams of adults should supervise all activities. This guideline helps provide appropriate levels of supervision and helps protect The Salvation Army from unfounded allegations. Advance notice should be provided to the Corps Officer, administrator or other program manager where exceptions to these guidelines become necessary
- 6:2.13** To the extent reasonably possible under the circumstances, one-to-one counseling with minors or vulnerable adults should be done in a public place where private conversations are possible but occur in full view of others. Advance notice should be provided to the Corps Officer, administrator or other program manager where exceptions to these guidelines become necessary
- 6:2.14** Informal and/or out of program contact (phone calls, emails, text, cards/letters or face-to-face contact) is discouraged without expressed permission and monitoring from appropriate guardians. Electronic communications are also governed by *The Salvation Army's Guidelines for use of Social Media and Other Electronic Communications with Minors* (Appendix B).
- 6:2.15** Salvation Army personnel may occasionally be in a position to provide transportation for program participants. When participants are transported as a part of program activities all relevant KeepSAfe guidelines apply. As feasible, following the two-adult guideline, use of mileage logs, signed permission slips and supervision plans are required.

**6:3
Youth
Specific
Guidelines**

- 6:3.1** Additional precautions must be taken for high adventure activities such as ropes courses, overnight trips, hiking, swimming, etc. Leaders must plan accordingly for a higher adult ratio, appropriate licensed or certified personnel, sleeping arrangements, bathroom/shower procedures, etc.
- 6:3.2** At least two adults should supervise overnight activities. In coed overnight activities both male and female chaperones must be present. Males and females must not share the same sleeping or restroom/shower spaces.
- 6:3.3** Minors may help adults lead youth activities; however, this will be done under the direct leadership of adults. A minor may not be used to meet the two adult guideline or be left alone with the group.

6:4 Vulnerable Adult Specific Guidelines	6:4.1	Unless working within the context of an organized service program, Salvation Army personnel will not provide “favors” for vulnerable adults such as shopping, cleaning, running errands, household repairs, etc.
	6:4.2	In senior residences Salvation Army personnel may enter the living areas of a resident only for prescribed purposes of inspection or maintenance of the residence, or to respond to an emergency. All such visits to residents’ living areas will be formally logged or recorded, with the date, time and purpose of the visit.
	6:4.3	Personnel shall not seek or encourage their designation as a beneficiary of the property of a vulnerable adult being served in a Salvation Army program or as a beneficiary under a will, trust or similar instrument of such a vulnerable adult, unless he or she is an immediate family member.

SECTION 7: *Supervision Practices*

7:1 Purpose Statement	Supervision of Salvation Army programs, participants and personnel must be intentional, continual and reasonable under the circumstances. Appropriate monitoring and supervision enhances prevention of abuse and increases awareness of situations and behaviors before they become incidents. Intentional and continual supervision that is reasonable under the circumstances helps reduce the likelihood of false allegations and helps improve program quality.
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7.2 Supervision Standards	<p>Program participants, be they minors or vulnerable adults, must be subject to reasonable supervision at all times. Program leadership is responsible to make sure all participants, activities and program areas are covered with appropriate supervision:</p> <ol style="list-style-type: none">a. The program follows a two adult guideline, where reasonably feasible.b. The program follows state guidelines for participant to personnel ratios.c. Where required, the program is licensed or accredited.d. Program leadership uses a variety of monitoring methods including unannounced visits to the program.e. The program monitors personnel and participant internet use.f. The program follows command and territorial guidelines for approving new programs and one-time activities.
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**7:3
Facility
Supervision**

Program facility characteristics must be systematically monitored for optimum supervision.

- a. Unused rooms, storage areas and closet doors are kept locked.
- b. Unused building areas are designated, known and enforced as off-limits to minors and unauthorized individuals.
- c. The program uses open doors, open blinds and windows to allow informal monitoring by passersby.
- d. *Personnel only* areas are off limits to minors and unauthorized individuals.
- e. The program supervision plan addresses high risk areas such as restrooms.
- f. The supervision plan included exterior areas and related hazards and off-limits areas.
- g. The program has developed a system to control access to the facility:
 - Personnel know how to approach visitors
 - Personnel know how to interact with unauthorized individuals.

**7:4
Program
Supervision
Plan**

The program has developed a written supervision plan that governs the following:

- a. Off-site programs and activities, if applicable
- b. High risk activities such as changing, showering, bathroom, transportation, and overnight stays, as applicable
- c. Personnel interactions and boundaries with minors and vulnerable adults

**7:5
Supervision
Plans**

As a general rule, individuals known to The Salvation Army to be abusers or sex offenders will not be allowed to participate in Salvation Army activities if there is a reasonable likelihood of exposure to minors or vulnerable adults in the program. Most Corps activities will present risks of such exposure. It is national Salvation Army policy that known sex offenders will not be allowed to participate in residential programs that include minors.

A local unit may seek approval from its Command Headquarters to allow a known abuser or sexual offender to participate in a program or activity under the terms of a Personal Safety and Risk Reduction Plan that is approved by the Territorial and Command Headquarters and addresses the risks and other issues identified in the *Procedures for Personal Safety & Risk Reduction Plans* (attached to this minute).

No such individual will knowingly be allowed to participate in a Salvation Army program with a reasonable likelihood of exposure to minors or vulnerable adults without Territorial Headquarters approval of such a plan.

It is the responsibility of the local unit and the Command to monitor such situation to confirm that an approved plan is in place as long as the individual participates in such a Salvation Army program or activity.

Personal Safety & Risk Reduction Plans will be developed in consultation with Territorial Headquarters and Command Headquarters.

SECTION 8: *KeepSAfe Reporting System*

8:1 Reporting Expectations

All Salvation Army personnel are subject to internal (Salvation Army) reporting requirements and may be subject to external government (criminal and/or social services) reporting with respect to known or suspected abuse of minors and vulnerable adults.

Internal: All Salvation Army personnel must immediately report any suspected or known abuse of minors or vulnerable adults in Salvation Army programs, whether on or off Salvation Army property and whether perpetrated by Salvation Army personnel or otherwise, in each case using the methods described in 8:2 below.

It is also expected that all Salvation Army personnel will immediately report any observation of inappropriate behaviors/interactions with/towards a minor or vulnerable adult and violations of this or other Salvation Army policies involving such populations.

External: Pursuant to Salvation Army policy, Salvation Army personnel will comply with all legally mandated external reporting relating to abuse of minors or vulnerable adults through the procedures described in 8:4 below.

8:2 Reporting Methods

Internal (Salvation Army) reports may be submitted through the following channels:

1. **ONLINE:** www.keepsafe.salvationarmy.org - *preferred*
2. **PHONE:** Advice/Hotline 844.253.5948
3. **EMAIL:** KeepSafeReports@use.salvationarmy.org

8.3 Reporting Protocol

Although all Salvation Army personnel are encouraged to make internal reports using the methods described in 8:2 above, reporting should normally be done in communication through the chain of command per unit/Command protocols. Reports received at THQ through the methods described in 8:2 above will be communicated back to Command leadership unless the report directly involves leadership or other personnel in the chain of command. Anyone making a report can choose to remain anonymous.

8:4 Reporting Procedures

All reports of suspected abuse, abuse, inappropriate behaviors, policy violations and concerns with minors and vulnerable adults will be taken seriously. Salvation Army procedures will be carefully followed to ensure that the rights of all of those involved are protected.

8:4.1 How to Report Suspected or Known Abuse of Minors or Vulnerable Adults



Immediately call **911** if the alleged victim is in imminent danger or injured.



If you are unsure if an incident or behavior needs to be reported, or to what government agency it should be reported, please call the KeepSAfe Advice/Hotline for consultation.



With guidance from the KeepSAfe advice/hotline, if necessary, call the appropriate social service agency such as:

- CPS (Child Protective Services)
- APS (Adult Protective Services)



Complete and submit a KeepSAfe Report via The Salvation Army USA Eastern Territorial KeepSAfe Reporting Website or Email:

- Web Reporting: www.keepsafe.salvationarmy.org
- Email: KeepSafeReports@use.salvationarmy.org



In situations where the reporter does not have access to a computer or internet – the report can be completed via The Salvation Army USA Eastern Territory KeepSAfe Reporting Advice/Hotline:

1.844.253.5948

8:4.2 How to Report Concerns and/or Policy Violations Involving Minors or Vulnerable Adults



If you are unsure if a concern, policy violation or behavior needs to be reported, please call the KeepSAfe Hotline for consultation.



Complete and submit a KeepSAfe Report via The Salvation Army USA Eastern Territorial KeepSAfe Reporting Website or Email:

- Web Reporting: www.keepsafe.salvationarmy.org
- Email: KeepSafeReports@use.salvationarmy.org



In situations where the reporter does not have access to a computer or internet – the report can be completed via The Salvation Army USA Eastern Territory KeepSAfe Reporting Advice/Hotline:

1.844.253.5948

**8:5
Investigation**

All reports of suspected abuse of minors or vulnerable adults that takes place in a Salvation Army program or that is perpetrated by Salvation Army personnel will be carefully investigated by Salvation Army administration, independent of (but in cooperation with) any investigation by law enforcement or social service authorities. Any Salvation Army personnel accused of such abuse will be immediately suspended and will not be allowed to work during the period of the investigation. Reference should be made to *The Salvation Army's National Policy Statement on Sexual Abuse of Children* for action to be taken as a result of such investigations with respect to those accused of abuse of minors, and with respect to the treatment of minors who are the victims of sexual abuse.



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The Salvation Army – USA Eastern Territory **KeepSAfe Code of Conduct**

All Salvation Army officers, employees and volunteers are expected to adhere to the following KeepSAfe guidelines with regard to child & vulnerable adult protection:

- Salvation Army personnel will work to prevent abuse and neglect among children or vulnerable adults.
- Salvation Army personnel will not physically, sexually, verbally or emotionally abuse or neglect children or vulnerable adults.
- Salvation Army personnel will immediately report concerns about inappropriate behaviors or policy violations to their supervisor.
- Salvation Army personnel will comply with Mandated Reporter laws and report any suspected abuse or neglect of a child or vulnerable adult to the appropriate government authorities.
- Salvation Army personnel will comply with all KeepSAfe policies and training requirements concerning child and vulnerable adult protection.
- Salvation Army personnel, as reasonably possible, will avoid one-on-one interactions with minors or vulnerable adults where they cannot be seen and/or heard by others.
- Salvation Army personnel will conduct all electronic and other communications with children and vulnerable adults in an open manner that maximizes their accountability.
- Salvation Army personnel will not retaliate against others who, in good faith, share concerns or policy violations; report observed or disclosed abuse or suspicion of abuse.

Acknowledgment

I understand The Salvation Army USA Eastern Territory's KeepSAfe Child & Vulnerable Adult Protection Policies and voluntarily agree to abide by these policies and conduct myself in compliance with them.

Date: _____

Unit & Division: _____

Name (please print): _____

Position: _____

Signature: _____

GUIDELINES FOR USE OF SOCIAL MEDIA AND OTHER ELECTRONIC COMMUNICATION WITH MINORS

A. INTRODUCTION AND RATIONALE

The Salvation Army values the power of social media to spread the gospel, encourage holy living and promote community-building activities of its members and supporters.

The Salvation Army is also concerned with the safety of minors in the emerging technological landscape. Tools and means of communication are constantly changing, and this presents both great opportunity and serious risk to youths; and the officers, cadets, employees, and volunteers (together, "Salvation Army Personnel") who serve them.

The following are guidelines that, together with The Salvation Army National Code of Conduct for Electronic Communication with Minors, will provide guidance to Salvation Army Personnel and minors participating in Salvation Army programs on how to utilize technology and social media appropriately, and help to protect minors from inappropriate content and contact. Failure to comply with any of the provisions of these guidelines will be grounds for discipline up to and including termination of an officer or employee, removal from a position as a volunteer, or termination of a participant from a program.

For purposes of these Guidelines, a "minor" is a person under the age of 18 years of age and "electronic communications" includes all communication utilizing an electronic device (i.e. phones, computers, tablets or any similar devices).

B. GENERAL GUIDELINES FOR SALVATION ARMY PERSONNEL

1. All Salvation Army Personnel are required to sign and agree to comply with The Salvation Army National Code of Conduct for Electronic Communication with Minors.
2. Electronic communications with minors should normally be carried out through an official Salvation Army social media presence, such as an organizational social networking account, an official Facebook page, or a Salvation Army email address. Any Salvation Army social networking account used by Salvation Army Personnel to communicate with minors must be approved by, and is subject to monitoring by, The Salvation Army.
3. Local units may set up organizational accounts on social network sites that participants may join for news and updates on program-related information and activities. Corps officers and other program leaders must be given the necessary user names, passwords, and permission to access and administer such accounts and will have the ability to monitor the accounts at any time. Salvation Army Personnel will comply with the National Minute entitled "Internet Blogging/Podcasts and Web Communities" with respect to all such accounts.
4. The Salvation Army is committed to maintaining transparency and monitoring appropriate content of all electronic communication. Electronic messaging should primarily be utilized to communicate with youth about specific program-related information. All ministry communications, (i.e. prayer requests) between Salvation Army personnel and minors are subject to monitoring by authorized Salvation Army representatives.
5. Parents/guardians of program participants should always be informed in writing when The Salvation Army intends to use social media to contact participating minors and should be made

aware of internet safety resources. Parents/guardians must be invited to participate in such groups and must give consent in writing before their minor children are allowed to participate in Salvation Army social media groups or pages.

6. Personal identifiable information, photos or videos of minors will not appear on Salvation Army social media groups or pages unless permission is granted in writing by the minor and his/her parents or legal guardians. Only first (given) names of minors should be used to identify minors in photos or videos.
7. Electronic messages must not be unlawful, offensive, discriminatory, or intended to frighten, intimidate, disrupt, abuse, harass or bully another person. Offensive or discriminatory messages include any words or images that contain sexual implications; racial slurs; or negative comments regarding age, gender, sexual orientation, religious or political beliefs, national origin or disability. The Salvation Army will not tolerate, and reserves the right to remove, any harmful, derogatory, defamatory, obscene or otherwise potentially embarrassing content from Salvation Army organizational accounts, and to block any individual from access to a website or social networking group in its sole discretion.
8. Salvation Army Personnel must not intentionally exchange, transmit, solicit or receive and retain any sexually explicit material in writing or pictures. Any Salvation Army Personnel who inadvertently receives sexually explicit material must follow the steps prescribed in the "Responding and Reporting" section below. The transmission of sexually explicit material to a minor may violate federal and state criminal laws. The transmission of any sexually explicit material to a minor is also considered child sexual abuse within the meaning of The Salvation Army's National Policy Statement on Sexual Abuse of Children. Any sexually explicit image of a minor is child pornography and subject to applicable child pornography production, possession and distribution laws.
9. If Salvation Army Personnel cease their relationship with The Salvation Army they are personally responsible to obtain parental permission for any electronic communication with a minor.

C. TRAINING OF SALVATION ARMY PERSONNEL

Prior to working with minors, Salvation Army Personnel should be trained with respect to these guidelines. Retraining will be provided when substantive changes to the policy have been made and as the local unit deems appropriate or necessary.

D. TRAINING OF MINORS

1. Minors involved in programs should receive training on these guidelines and staying safe online before using Salvation Army computers or participating in electronic communications with Salvation Army Personnel.
2. Training should inform minors that any sexually explicit image of minors is considered child pornography, even if the minor created the images him or herself, and that, any persons in possession of these images, including the minor himself or herself, may be subject to child pornography production, possession and distribution laws.
3. Training should advise minors that electronic communications are not confidential, and that use of Salvation Army computers is monitored.

E. INTERNET SAFETY RESOURCES

1. For Parents, Children and Educators: netSMARTSKIDS.org (Safe Internet Usage: National Center for Missing and Exploited Children)
2. Internetsafety101.org (Enough is Enough organization)

F. RESPONDING AND REPORTING

In the USA, knowingly sending, soliciting, or receiving and retaining any sexual image of a minor is considered trafficking in child pornography, and is a felony under Federal criminal law. Sending any sexually explicit images or words to a person under 16 year of age also constitutes a Federal crime.

Salvation Army Personnel who discover that sexual images are being transmitted between or to minors must immediately report this to Salvation Army leadership and law enforcement.

Any Salvation Army Personnel receiving any sexual image of a minor on a computer, cell phone, hand-held device, or other electronic means owned or provided by The Salvation Army should take the following steps immediately:

1. Close the image (Do not delete, forward or show to anyone else).
2. Contact your Salvation Army leadership and report what happened.
3. Contact your local law enforcement and make a report about what happened.
4. Understand you may need to surrender the computer, cell phone or hand-held device to law enforcement.

* These national guidelines are minimum standards developed with the understanding that more stringent standards are to be followed where required by law or by local program guidelines approved by territorial administration.

The Salvation Army National Code of Conduct for Use of Social Media and Other Electronic Communication with Minors

Salvation Army officers, cadets, employees, and volunteers (together, "Salvation Army Personnel") will conduct themselves in a manner that is consistent with this Code of Conduct and the discipline and teachings of The Salvation Army within the course of all their electronic communications including The Salvation Army Guidelines for Use of Social Media and other Electronic Communication with Minors ("the Guidelines"), the National Minute entitled "Internet Blogging/Podcasts and Web Communities," and the "National Policy on Sexual Abuse of Children."

For purposes of this Code of Conduct, a "minor" is a person under 18 years of age. Salvation Army Personnel will conduct all electronic communication with minors in an open manner that maximizes the accountability of the participants and allows others access. It is the responsibility of Salvation Army Personnel to build transparency and accountability into all of their interactions with minors. Salvation Army Personnel will inform minors that electronic communications may be monitored by authorized Salvation Army Personnel.

Salvation Army Personnel will not engage in any electronic communications that are unlawful, offensive, discriminatory, or intended to frighten, intimidate, disrupt, abuse, harass or bully another person. Offensive or discriminatory messages include any words or images that explicitly or implicitly contain sexual implications, racial slurs, or negative comments regarding age, gender, sexual orientation, religious or political beliefs, national origin or disability.

Salvation Army Personnel will not knowingly transmit, solicit or receive and retain sexually explicit material, including any sexually explicit pictures or words.

Salvation Army Personnel will report to their supervisor any inappropriate electronic communications or breach of this Code of Conduct or the Guidelines by Salvation Army Personnel or program participants.

They must also report to appropriate government authorities as required by law, Salvation Army policy, or if The Salvation Army otherwise determines it is in the best interest of the program participant, the public or The Salvation Army to do so.

Salvation Army Personnel understand that The Salvation Army will not tolerate abuse and agree to comply with this Code of Conduct. Failure to comply with the Code of Conduct will be grounds for discipline up to and including termination. Salvation Army Personnel will read and sign the following acknowledgment.

Acknowledgment

I acknowledge that I have received copies of the Code of Conduct and the Guidelines adopted by The Salvation Army. I have read and understand the Code of Conduct and Guidelines and agree to comply with these standards and conduct myself in complete accordance with them, as they may be amended by The Salvation Army from time to time.

Signature: _____

Date: _____

Print Name: _____

Position: _____

Corps: _____