



SAFE FROM HARM GUIDELINES FROM WORLD AND REGIONAL SCOUT EVENTS



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SAFE FROM HARM

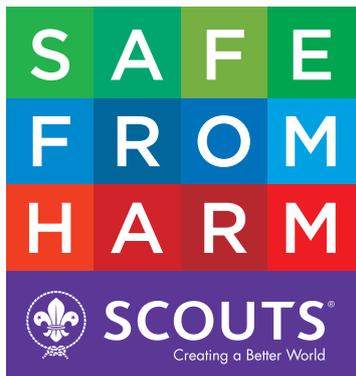


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SAFE FROM HARM
May 2022

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SAFE FROM HARM GUIDELINES
FROM WORLD AND REGIONAL
SCOUT EVENTS



Safe from Harm Guidelines from World and Regional Scout Events

The safety of all participants is our priority at any Scout event. Keeping children and young people Safe from Harm is at the heart of our Scouting mission. It is a core policy of the World Organization of the Scout Movement (WOSM) that young people and adults are protected.

We always aim to keep people physically safe and healthy during activities and around the campsite. It is equally important to keep them safe from harm by others or themselves. Events should not go ahead until they have a practical Safe from Harm plan in place and the means to deliver it.

All adults taking part are accountable for the safety of children and young people participating in World and Regional events. These guidelines are designed to support the hosts of World or Regional Scout Events to create a safe environment for all participants and the planning team, before, and during the event. Follow the full process step by step to ensure a strong Safe from Harm structure for your event.

The annexes contain templates and support materials that you can use for your event. At the end of each section, a special page is dedicated to National Scout Events and any specific requirements that should be brought to the attention of the planning team.

This document supports the preparation and delivery of a successful and safe event. Do not hesitate to reach out to WOSM for support through the Safe from Harm Service. Happy Scouting!



Children, young people, and adults have the right to feel safe at any Scout event. It is the planning team's responsibility, in partnership with all the adults present during the planning and delivery phase of the event, to ensure Safe from Harm is a reality for all.

These Safe from Harm guidelines for World and Regional Scout Events contain recommendations, templates, examples, tips, and ideas on how to carry Safe from Harm at your Scout event, from the day you become host to the closure of your event. The guidelines are divided into three parts:

- Planning – Highlights the initial phase of the Safe from Harm framework with the recruitment and training of the Safe from Harm operational team, and the design of the different documents and materials that form the basis of the Safe from Harm framework for an event.
- Preparing – Outlines the various types of risk present at events and how to prepare adults and young people to face them thanks to e-learning and communication materials ahead of the event. It also covers the logistical aspect of Safe from Harm.
- Responding – Covers the development and implementation of the Safe from Harm procedures and case management during the delivery phase of an event.

These guidelines will facilitate the development of your Safe from Harm framework. If you have any further questions on this topic, reach out to WOSM's World Events team or Safe from Harm team.

GLOSSARY

ACRONYM	DEFINITION
CMT/HOD	Contingent Management Team
HOC	Head of Contingent
HOD	Head of Delegation
IC	International Commissioner
IST	International Service Team
LE	Listening Ear
SfH	Safe from Harm
SHOT	Safe from Harm Operations Team

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PLANNING SAFE FROM HARM

This section covers the steps needed to initiate and prepare a Safe from Harm structure for an event. This includes the Safe from Harm principles, resources that will support your understanding of Safe from Harm, the development of the Safe from Harm framework for an event, and the recruitment of a Safe from Harm team.

1. Safe from Harm Principles

To start the process, it is essential to understand what Safe from Harm is and its importance at a World or Regional Event.

a) What is Safe from Harm and why is it important?

According to the World Safe from Harm Policy,

“Keeping children and young people safe from harm encompasses all areas of child and youth protection work. It includes a full range of strategies, systems and procedures that promote that the wellbeing, development and safety of children and young people is a priority in all Scouting-related activities.”

Safe from Harm is about preventing harm and abuse caused by someone to other people or themselves. Safe from Harm creates a safeguarding framework from different kinds of harm and abuse – physical, sexual, or emotional, such as bullying, discrimination, cultural misunderstandings, and other forms of disrespect. It can also support managing risks like mental health issues, self-harm, and suicide. Building a safe environment for children and young people during Scout events is part of the Mission of Scouting. All participants should have the opportunity to feel self-fulfilled and grow in a healthy environment. Without Safe from Harm, deviations from Scouting’s principles and purpose could cause different types of physical and emotional abuse that would have a long-lasting impact on victims and their environment.



b) Applying WOSM's values in World or Regional Scouting Events

As a host of a World or Regional Scout Event, you represent WOSM for all participants - children, young people and adults in Scouting - at all times. You must follow the highest standards and implement all the policies and procedures adopted by the Scout Movement and outlined in the resources section.

Failing to follow these standards could be considered a breach of the mandate given by the World Scout Conference or a breach of the signed contract between the host team and WOSM. It could have consequences for the individuals involved or the full host team.

c) Safe from Harm principles in practice during World or Regional Scout Events

You should apply eight Safe from Harm Principles:

- 1.** Equality - Treat everybody equally, with respect and dignity, whatever their personal characteristics, social, racial, faith, or national background. Give everyone equal opportunity to be included in all aspects of an event, as long as their safety is ensured. Do not allow for discrimination against anyone or the expression of prejudice against them.
- 2.** Consent - Participants must freely consent and ask for consent for any action involving another person, including touching people, taking pictures, or contacting them on social media. Adults must not use their position of authority to persuade participants to do things they are uncomfortable with. No means no.
- 3.** Trust - Adults are in a position of trust, which is the legal term for anyone with authority over someone else. They must act in the best interests of all

participants and any adults they are responsible for. They must behave with integrity, meeting the highest standards of behaviour, and be trustworthy to take care of everyone's safety.

5. Respect - Many identities, cultures, faiths, and nationalities come together at events, often with different values and ways of behaving (norms). It is vital that you understand and respect differences. The event will also have its own values. Everyone must respect them.
6. No abuse or bullying - Adults have a duty of care to keep children, young people, and other adults safe from abuse and bullying. They will be living together for a very intense period, which can be tiring and stressful. Children, young people and adults can be cruel. Dislikes and jealousies can be intensified. Everyone must be watchful to defuse and prevent these problems and tackle any abuses that occur.
7. Safeguard mental health – While most people find events to be an enjoyable adventure, they can also be distressing, exhausting, and overwhelming for some. This can lead to, or make worse, stress, anxiety, and other mental health issues. Your event must support people whose mental health is adversely affected, showing care both for people with pre-existing mental health conditions and those for whom mental distress is a new experience.
8. Follow the event code of conduct and local laws - Everyone must follow the WOSM and event-specific codes of conduct and abide by local laws.
9. Report - All adults in Scouting present at an event have the duty to and must report any situation they face or witness that they consider to be putting another person at risk. Young people should also be empowered to share any concerns they may have by a clear reporting mechanism.

2. Resources

These resources establish the basis of the WOSM Safe from Harm framework. We encourage you to go through each of the following documents thoroughly, to have a strong understanding of the regulations and principles that you need to follow at a minimum for the event you are hosting.

These resources are the basis on which you will build a framework adapted to the needs and realities of your event.

a) World Safe from Harm Policy

Adopted by the World Scout Conference in 2017, the World Safe from Harm Policy defines the safeguarding and child protection frame of WOSM.

“This policy is to be used as a resource by NSOs and all stakeholders who support the implementation of the Mission of the Scout Movement.”

The policy also covers:

- Definitions to allow for a common understanding of Safe from Harm terminology.
- Targets of the policy, including children and young people (aged 5 to 26) but also adults and external stakeholders. Four main areas of Scouting in which the policy



specifically applies (Youth Programme, Adults in Scouting, NSO structures, and Scout events) with detailed rules and principles to be followed in each area.

Take time to read the World Safe from Harm Policy. Keep in mind that the World Safe from Harm Policy applies to your event as a minimum standard and is complemented by the event's Safe from Harm framework. If you have any further questions or concerns regarding the World Safe from Harm Policy, you can reach out to the Safe from Harm Team via safefromharm@scout.org

b) WOSM Code of Conduct

The WOSM Code of Conduct is the official rules and guidelines outlining the different dos and don'ts that adult volunteers and staff must follow. It is an essential document for an event's planning team to implement. All participants of Scout events should follow the WOSM Code of Conduct as a minimum standard. We also encourage host teams to develop their own code of conduct that is adapted to the specificities of their event and local legislation.

c) WOSM Guidelines to host specific events

The official guidelines for hosting the World Scout Jamboree, World Scout Moot, and World Scout Conference, approved by the World Scout Committee, also include several important Safe from Harm requirements. The hosting organisation should be familiar with these at the planning stage of an event.



3. Creating an event-specific Safe from Harm framework

You will need an event-specific set of principles and rules to ensure that you have a transparent, planned, and structured approach to Safe from Harm. In this section, you will find the basic elements to include in this framework.

a) Event-specific code of conduct

The WOSM Code of Conduct is the baseline for all events, but each event comes with its own specifications. For example, a Moot taking place over a wide area will have risks that are different from those of a Jamboree, which takes place mostly on a single site. A fully online event will have other requirements. Additionally, specific rules will be enforced by a host country based on its national laws, cultural perspective, and behaviours. While all events must comply with the WOSM Code of Conduct as a starting point, they should develop complementary codes of conduct - one for adults and one for young people.

people. Examples of typical codes can be found in the attachments at the end of the guidelines (Annexe 1).

The young people's code of conduct must be written in child-friendly language. We recommend involving young people in drafting this code as well as in commenting on the adult one. The planning team should also encourage contingency management teams (CMTs)/Heads of

Delegations (HODs)/International Commissioners (ICs) to work on patrol charters with their Scouts before an event.

Developing a code of conduct

A code of conduct for participants should include information about the following:

- Reference to the Scout Promise and Law.
- Respect and tolerance towards difference cultures.
- Intolerance of any kind of abuse (physical, sexual and mental) - following the Safe from Harm programme.
- Obedience to safety rules and instructions of adults.
- Following the event's schedule, including sleeping hours.
- Smoking, drinking, and drugs.
- Possession of sharp objects (or any other object that might be prohibited and likely to be taken by participants, e.g. drones).
- Swapping of badges or other items (only with peers!).
- Respect for others' property (including personal site), including no "trophy hunting".
- Being responsible for the cleanliness of the site area.
- Participant and adult recognition (e.g. scarfs, IDs).
- Following the laws of the host country.

Consequences of a violation of the code of conduct rules, such as expulsion from the event's site.

The code of conduct for adults should include everything from code of conduct for participants with additional information on the following:

- Setting an example.
- Respecting the position of trust with young people and avoiding any type of inappropriate behaviour.
- No gambling, no swapping (e.g. badges, scarves, or other items) with participants.
- Not allowing participants into restricted adult zones.

Important Note!

The code of conduct should be part of an event's registration process for adult and young participants with a tick box confirming that the participant has read and will abide by the code of conduct

b) National laws

The Safe from Harm event framework must reflect applicable local laws. Laws on a range of subjects connected with Safe from Harm – for example, smoking, age of consent for sexual relations, sexual orientation, alcohol consumption, illegal drugs, legal requirements to disclose abuse allegations, sharing of online material, carrying knives – vary between jurisdictions. While your event's code of conduct will set its own standard, for example no alcohol or recreational drugs on site, you should also include in the Safe from Harm framework the obligation to abide by local laws.

Do not hesitate to remind contingents that their national laws may still apply in some incidents, even if they are away from home. It is rarely a good idea to comply only with local laws if they are less restrictive than laws back home.

c) Operational rules and procedures

Your Safe from Harm framework must cover operations. We list here the different general rules and procedures recommended by WOSM to ensure a safe environment during your event. These rules and procedures will determine the Safe from Harm structure and framework of your event and will be implemented at all levels by all Adults in Scouting present. If you disagree with some of these rules and procedures, reach out to the WOSM Team coordinating the event.

Recommended rules and operational procedures implemented through the Safe from Harm framework of the event (code of conduct, ground rules, Safe from Harm procedures)

Essential safety systems

- Mandatory e-learning and training for all the members of the event's planning team as part of the onboarding process.
- Mandatory e-learning for all adults present at the event
- 1. The e-learning is provided by the planning team and must be passed before joining the event (part 2).
 - Listening ears are available on site in shifts covering the whole event (24/7) for all participants and the planning team (part 2).
 - Two-adults system : Two adults must be always present in interactions with young people unless it's an emergency.
 - Buddy system : Encourage CMT/HODs to create a buddy system within patrols so that every young person has a peer, and they check on each other.
 - Campsite design reviewed with the event's planning team.
 - Ensure safety on the campsite and avoid the development of dangerous spaces for children and young people.
 - Online safety technical rules are followed by the event's planning team and participants before and during the event.
 - Global protection data system is ensured.



On - site basic rules

- No shared tents between adults and participants
- Separate shower sections for men and women (with hosts encouraged to consider this for gender - neutral showers).
- Programme activities rules are defined, clear, and accessible to participants.
- Avoid activities that include contact (any kind of touch with another person) or be prepared for alternatives
- Public nudity or wearing of only underwear or swimming suits is not allowed, except when needed in activities.
- No swapping of badges or other items between young people and adults (only peer - to - peer and adult - to - adult).
- Scarf and IDs worn at all times by participants and adults with a clear division for participants (and other adults: International Service Teams (ISTs), Planning Team, externals, etc.)

Bring together the Safe from Harm framework, including operating and incident response procedures, management structures, and contact information, in a single document that describes how Safe from Harm will work at an event. This is to ensure that everybody involved has a clear understanding of what they are supposed to be doing and when.



4. Structure of the Safe from Harm department: How to build cooperation and proper role divisions between different stakeholders

Your event must have a clear and accountable Safe from Harm management and operational structure. This section covers the roles and responsibilities of different teams involved in the implementation of Safe from Harm.

There can be different team structures before and during an event, called the Safe from Harm preparation team and the Safe from Harm delivery team. The Safe from Harm preparation team works closely with the risk management team and maps the whole Safe from Harm structure before an event.



Your Safe from Harm structure should be able to:

- Receive, record, and communicate information about issues and incidents from a range of sources at all times before and during the event.
- Differentiate between different types of incidents and channel people along the best routes towards taking steps to resolve their issues.
- Escalate major cases rapidly.
- Act immediately to remove sources of abuse from the abused and from your event.
- Provide immediate support to those who need it.
- Engage local authorities and agencies, when necessary.
- Engage contingents and IST managers to secure their involvement in resolving issues, where appropriate.
- Train, manage, and support the staff and volunteers who operate the Safe from Harm services.
- Record actions and outcomes to ensure that cases are progressed, and that learning is gained from the event and shared for future events.

It is essential to note that most Safe from Harm incidents are of mild to moderate severity, and can be dealt with relatively easily, even though they can be upsetting for those involved. A small number, though, can have serious consequences both for those directly involved and for the event as a whole. The Safe from Harm preparation team needs to design a structure that can manage both routine cases at a lower level, but also connect rapidly with the most senior executives on severe cases. You need to make sure that decisions are taken at the appropriate level in the event's structure, that communication is handled securely and quickly, and that actions are taken and properly recorded.



a) Safe from Harm core team

Depending on the type, size, and resources of the event, we recommend that the Safe from Harm core team comprises the following:

Safe from Harm operations team

The Safe from Harm operations team (SHOT) coordinates the full Safe from Harm area across the event. It is linked with any other teams that may need to be involved in a Safe from Harm situation or need Safe from Harm coverage. The SHOT's work includes the development of codes of conduct and Safe from Harm e-learning, the creation of the Safe from Harm framework and procedures for an event, and the delivery of Safe from Harm during an event. This team is composed of :

- Three co-leads: a host team member, a WOSM volunteer, and a WOSM staff member.
- A core team of approximately five WOSM and host volunteer and staff experts on the matter, including the listening ear coordinator.
- IST members that support the delivery of Safe from Harm at the event (programme delivery, response support, support to Listening ears, etc.).

The SHOT should be involved from the very beginning and will evolve with the preparation and delivery of an event. The team should be closely linked to the event's planning team, who will be involved in sharing feedback and making essential decisions for the team and the event.



Listening Ear

The listening ears team is a sub-team of the SHOT. It is responsible for supporting participants throughout an event, offering a safe space for participants to share their concerns or just to have a moment to breathe from the event. Listening ears are led by the listening ears coordinator from the SHOT. Listening ears have received listening ears training and are certified by WOSM or the host team. Listening ears cover all five WOSM languages and time zones. They are involved in both the preparation and delivery of an event. This team includes:

- Listening Ear Coordinator
- Listening ears sub-coordinators in charge of each geographical area at the event.
- Listening ears recruited from the IST pool or from the WOSM or host organisation's listening ears list.

The SHOT and the listening ears team work closely together, and act as the bridge between the event and local authorities, such as the police, security services, and medical and social services. The listening ears team is a key source of information and caseload for the SHOT. The SHOT supports the listening ears team in dealing with challenging cases.

Refer to Annexe 5 for examples of role descriptions for the Safe from Harm co-leads and members of the SHOT and of the listening ears team.



b) Liaison teams with the SHOT

The listening ears team and the SHOT are the core of the Safe from Harm structure, but other teams are important to Safe from Harm. They include:

- The event’s planning team members. Most events now include the head of Safe from Harm as a member of their planning team and may also include the managers of the listening ears team and the SHOT.
- The event’s operations centre, emergency centre, participants’ contact centre, headquarters’ reception, or wherever incidents can be called in for onward transmission.
- Event medical services, including mental health services.
- Stewards are a source of information, a first point of contact for people who need support, a resource for keeping people and spaces safe, and are part of the response team for some incidents. They help to action decisions, such as the removal of people from the site.
- WOSM team members and consultants who offer advice, share experiences and learnings, and assist the host team in dealing with cases where complex cultural or policy issues are involved.
- The event’s training team is involved in preparing and delivering Safe from Harm training for adults and learning opportunities for young people.
- The event’s human resources team is vital in helping to identify and select volunteers for the core teams.
- The programme team delivers Safe from Harm elements of the programme.
- The IT team helps to deliver secure communications, case management, and record keeping.
- The event’s search and rescue experts in case of a missing person.
- All adults participating in the event as advocates of all Safe from Harm procedures and as the first point of contact or witness with emphasis on patrol leaders.

Examples of organigrams of the Safe from Harm structure for different events are available in annexe 3.



c) External stakeholders

The SHOT will need to work with external stakeholders engaged during the preparation of your Safe from Harm framework. We encourage you to work with other parts of the safety department who will also need to liaise with them. Keep in mind that external stakeholders may have little or no understanding of what a large Scout event is, who will attend, or what risks may occur. Clear communication and an explanation of the event are indispensable for efficiency. External stakeholders are likely to include the following:

- Local police may need to become involved in incidents involving a legal breach. Police forces adopt specific approaches to handling events involving large numbers of foreign people.
- Local youth protection services may be part of a local social services department. Depending on the host country, there may be laws requiring the disclosure of allegations about certain types of abuse. The SHOT should clarify with them which laws apply to whom at the Scout event, and which support they can offer.
- Local mental health services, when available, can support your on-site medical services. Liaise them with the event's medical services in case of a difficult situation where their inputs are needed.
- Parents/guardians of participants involved through contingents for any Safe from Harm situation. It is essential to ensure that this communication is made when needed. In rare cases, contact with parents/guardians may not be desirable immediately.



- **Day visitors and VIPs** are often admitted to events, usually escorted by trained guides, as part of the policy of an event. Inform all visitors and guests about the event's Safe from Harm framework and ask them to respect it during their visit.
- **Young people involved in the planning of the event** should be briefed on Safe from Harm and consulted through the event's planning team to ensure their needs and expectations are respected and protected through the Safe from Harm framework.
- **Other external stakeholders.** Lots of people visit event sites for brief periods—for example, to deliver mail, courier packages, deliver essential supplies, fix broken equipment, performer or entertain, or as members of the media. They must be properly accompanied by members of the event's planning team to ensure the respect of the Safe from Harm framework at all times.

d) Working with contingents

NSOs have different approaches towards the Safe from Harm management of their contingents. Some of them employ professional Safe from Harm staff or have dedicated Safe from Harm volunteers joining the contingent during events. Other NSOs prefer to manage Safe from Harm incidents within their contingent rather than through the event's teams.

Plan to work constructively in partnership with contingents:

- When a case or incident only involves people from a single contingent, and when local laws have not been broken, it often makes sense to let the contingent take care of it, unless it involves serious misdemeanours.
- If more than one Contingent is involved or if the incident is major, you will need to make it explicit to the contingents that the event's SHOT will take the lead. However, contingents should be closely involved in the handling of the incident and its aftermath.



e) Recruitment and human resources

The recruitment of the SHOT usually involves recruiting the co-leads who then recruit volunteers and staff team members. All volunteers and staff recruited as part of the SHOT should undergo background checks managed by the event's planning team in cooperation with NSO leadership or WOSM for operational framework volunteers. If possible, these checks should be extended to all adults facilitating an activity or who are part of the planning team. We recommend background checks or proof of proficiency in psychology, social work, or any skills that include professional experience in personal support.

For the technical area of Safe from Harm, you might consider recruiting volunteers and staff who have worked on previous events or have been part of WOSM's global Safe from Harm team. It is also important to recruit new people so that they can gain experience and bring fresh perspectives to the team. The Safe from Harm team should reflect the diversity and culture of World Scouting.



f) Planning to support the SHOT

The SHOT is expected to handle cases and situations professionally, even if they find the situation distressing themselves. By its nature, Safe from Harm can sometimes deeply affect the people who manage it. Most SHOT members will not encounter a serious incident or difficult cases, but it can happen.

Your duty of care extends to the SHOT. Make sure they have access to support if they need it. This can include identifying a listening ear for a listening ear, someone they can talk to about their feelings. It could be extended to offering more intensive psychological first aid. Ensuring they also have proper breaks and days off is essential to allow them to find the right balance. We also encourage you to follow up a couple of days after an event to ensure that the full team has detached from the experience and feels ok



5. Training the SHOT

All adults who will be involved in an event—host and planning team members, adult contingent members, ISTs, professional staff, contractors, entertainers, non-governmental organisation (NGO) representatives and, for example, local police or medical personnel—are required to complete basic Safe from Harm training specific to the event, regardless of their level of compliance in their NSO. This online training is further covered in part 2

More in-depth training should be available for at least the listening ears team and the SHOT. This training should cover the roles and approaches that each team should take during the delivery of an event. This includes an overview of how incidents will be dealt with from the call-in to resolution, and who does what during the progression of an incident.

It is important to note that the listening ears training was developed by the WOSM Safe from Harm Team and is available on demand. Although most of the training will be covered online before an event, the Safe from Harm ISTs may only be assigned to your team on-site and will need additional training due to the specificity of the area and their role.



6. Safe from Harm logistics preparations

There is a lot to put in place ahead of an event to ensure a safe environment

- Secure the team communication channels (radio, WhatsApp groups, online apps, etc.) to make sure that this point will not be the source of first failures.
- Prepare the schedule for the SHOT during the event, including briefings and meetings, keeping in mind that your team members will often be pulled into other teams for further support.
- Anticipate the location and equipping of facilities (listening ears stations, SHOT headquarters, separate areas for safeguarding complainants and suspected perpetrators, etc.). Don't underestimate the number of locations that the whole Safe from Harm structure requires. Plan the locations (involving distances and spread) ahead of time and set it as a priority for the SHOT onsite. Keep in mind that listening ears stations need to be accessible to all and require quiet and safe spaces for conversations.
- Arrange clear signage and information flow for all participants. Make sure that all rules and decisions are clearly communicated to participants and that a communication plan is set ahead of delivery. Consider sharing Safe from Harm information in the following spaces:
 1. Information points
 2. Registration point
 3. Listening ears and Safe from Harm stations
 4. Stewards' handouts
 5. Other common facility points (shower/toiler areas)
 6. Meetings with CMT/HODs
 7. Resources for CMT/HODs
 8. Meetings for patrol leaders (remember that your most important advocates are the patrol leaders, so make sure to prepare communication for them as well).



a) Safe from Harm programme materials (for inclusion in the event's programme)

Promote Safe from Harm to all participants not only through procedures but also through the educational programmes and activities offered during the event. Here are some examples:

- In the Global Development Village and/or Better World Tent for a Jamboree or a Moot.
- In the WOSM service market for a World or Regional Conference.
- In the virtual live or programme space for a JOTA JOTI
- During the preparations of the contingent before an event (this requires encouragement on the CMT/HODs).
- In the programme prepared for patrol leaders during an event, such as at the beginning of the event (walk through of the code of conduct) or as part of evening routine (e.g. a summary of the day made in the patrol).



Use the Scout Method to pass on the knowledge!

Young people may want to talk about homesickness, bullying, difficult situations, and how to they can prevent and protect themselves against these issues. Educating children and young people empowers them with higher resilience, which will ultimately strengthen the support for a safe event.

Summary Checklist Of The Planning Phase

- Develop the Safe from Harm framework for an event including:
 - Code of conduct for participants
 - Code of conduct for adults
 - Outline of essential national laws
 - Rules and operational procedures
 - Structure of the SHOT
- Map and connect with the different stakeholders/other teams you will need support from.
- Plan the SHOT's logistical needs.
- Ensure Safe from Harm is part of the educational programme of the event.



1. Understanding and assessing risk

The first step in prevention is to be aware of the risks an event may face. This will allow your team to be better prepared to address them before they occur and ensure the safety of your participants.

a) Understanding the nature of an event to analyse Safe from Harm risks

You must understand the types of risk faced at events, and how to anticipate and avoid facing any major challenges in the preparation and delivery phase.

The Safe from Harm framework must be designed to suit the activities and reality of an event, taking into account the location, geography, climate, and cultural/social/religious background of the host location, but also to suit participant profiles, such as age, gender, and their role in their NSO. It is essential to note that as part of our [diversity and inclusion policy](#), participants with special needs should have equal and safe access to all activities and facilities before and during the event.

Different events can expect different types of risks that must be analysed using lessons learned from previous similar events and the reality assessment of the venue. Here are some of the elements to take into account depending on the event.



Name of the event	Target audience	Safe from Harm risk
World or regional events involving young people	Young people (14 to 17 years old)	Sexual assault (actual or attempted) by adults; online risks (e.g. sexting, cyberbullying, teasing, misuse of pornography); in-person bullying; inappropriate use of language; inappropriate touching, pinching, etc.; emotional/relationship upsets; severe homesickness; mental health issues; cultural or inter-nation conflicts.
World or regional events for young adults only	Young adults and Rovers (14 to 17 years old)	All of the above. In addition, note that sexual assaults and inappropriate touching are between peers; conflicts over roles at the event; intrusions into privacy; sexism, racism, etc.; cultural misunderstandings over dress, timekeeping, faith obligations, etc. (Important: these risks can also affect ISTS at events with youth participants).
Online events (JOTA JOTI)	Children, Young people and adults	All of the above. In addition, security breaches; the inability to identify or reach victims or perpetrators online.
World and regional conference	Young adults (18 to 26) and adults	All of the above. In addition, potential coercion and corruption regarding elections; disrespect of delegates; conflict or tensions within and between delegations.

Some events may include variations of the risks outline. This table is not exhaustive but outlines the major risks a host team might face.



b) Risk management

Risk management is led by the safety team. The SHOT co-leads are part of the risk management team and will support it in underlining the different types of Safe from Harm risks that could occur and how to mitigate them.

There will be specific risk management guidance for World and Regional events, but the basic principles are to assess risks based on their probability of occurring and their potential impact on participants and on the event itself. This helps you to decide how critical a risk is for the audience so that you can plan an appropriate response.

The risk management policy of the event may require the SHOT co-leads to do a risk assessment for their team itself before and during the event. It is a good way to prepare one so you can keep your teams safe.

Part of the Safe from Harm framework developed will come as a result of your risk analysis. At this stage, you will already have the event's codes of conduct for adults and youth participants. You also need to develop:

- Safe from Harm ground rules and procedures for implementing the World Safe from Harm policy, WOSM Code of Conduct, and your event's codes of conduct. This set describes expected behaviours, the SHOT organisational structure and its interactions with other teams and contingents/delegations. It will include other relevant information such as organisation charts, case management procedures, and record-keeping forms.
- Safe from Harm training programmes.
- Safe from Harm communications.



2. Preparing adults involved in a Scout event

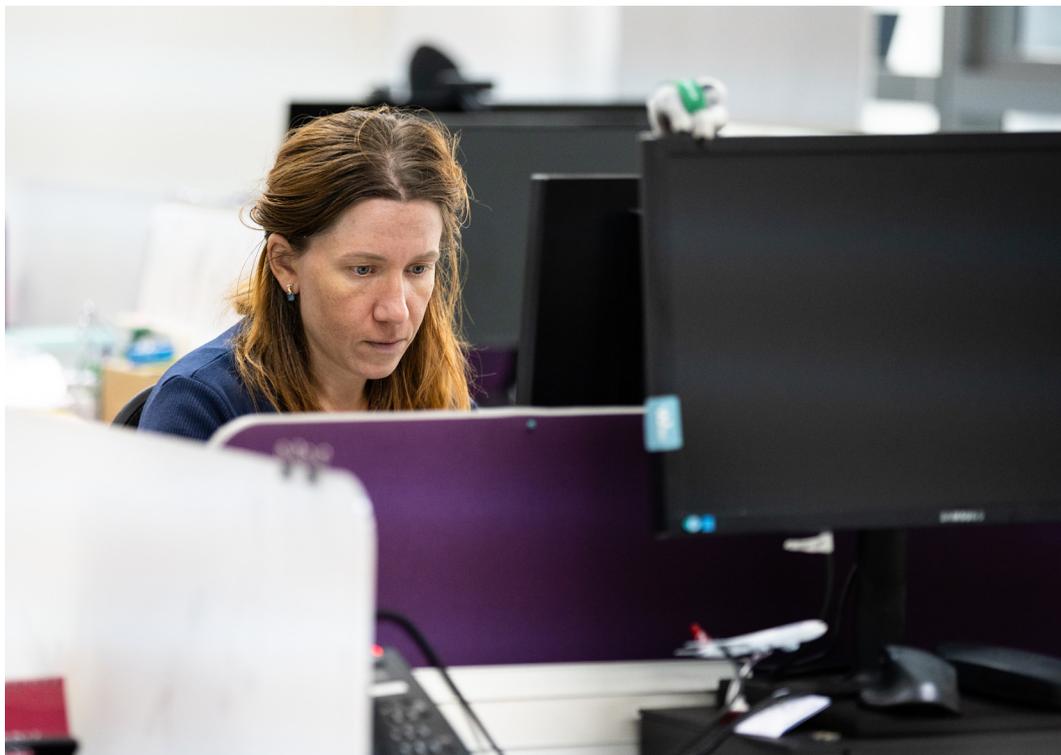
All adults and young people present at an event should receive the appropriate level of Safe from Harm training before it starts. An adapted training programme is necessary not only for participants but also for every person in the planning team, ISTs, and partners involved with children and young people at any time before and during the event.

The Safe from Harm training programme should have an essential basic element common to all adult participants and planning team members, for example, a mandatory e-learning course for all adults. In addition, tailor other training elements to the different needs, expectations and obligations of adult participants and organising teams

a) Different groups of adults

Adults will have different roles and capacities during an event:

- Adult leaders in charge of supporting youth participants, or as participants themselves in some events, for example, young adults.
 - Heads of Delegation (HODs) or Heads of Contingents (HOCs) are the main points of contact for the organising team. They lead their NSO's contingent and are responsible for sharing information with their contingent's participants.
 - IST members support the event as volunteers and must ensure a safe environment while delivering their service and at all times during the event.
 - The planning team leads the preparation and delivery of an event.
- This team is comprised of members from the WOSM team and the host team that coordinate every aspect of the preparation and delivery of an event.
- Visitors/contractors/local services. Many events have non-Scouting people present, for example contractor employees; local services representatives, such as the police; and visitors and guests. Depending on the length of their stay at the event and the access they are given, they might need a briefing on the event's basic Safe from Harm rules.



b) Safe from Harm e-learning and training

The SHOT should set up mandatory Safe from Harm e-learning for all adults supporting or taking part in the event. This is to ensure they are fully informed about their duties, and fully take part in building a safe environment for all, at all times.

E-learning requirements and platform

The e-learning is a key element of the Safe from Harm training programme. This format is accessible to all, convenient to use, efficient in delivery, and can be taken at different paces. The e-learning requires a user-friendly platform. All participants must have easy access to the internet and a digital device.

Developing the e-learning programme from concept to publication can take between nine and 12 months. It must be available approximately four months ahead of an event. It should be widely communicated to ensure all adults are aware of the requirement.



Selecting a platform adapted to the needs of the event is a crucial element of the process, as it should be able to offer a number of features.

Content features

The e-learning platform must be able to:

- Generate a digital and printable certificate on completion of the course.
- Require users to watch through/read fully each e-learning module before moving forward to the next one.
- Allow the user to save their progress and log back in to complete the course later.

Logistical features

The e-learning platform must be able to:

- Work across a range of devices, such as smartphones, tablets, laptops, etc.
- Handle a large number of users at once without degradation of service.
- Offer the e-learning programme in the different languages used by the event.
- Offer the e-learning programme fully to people with disabilities, such as deafness or poor hearing, blindness or partial sight, with specific learning disabilities/special needs.
- Be accessible around the clock.
- Provide 24/7 support to fix any issues.
- Function through different browsers and/or Android and Apple compatible apps.



E-learning Content

e-learning content must cover all the topics that adult participants need to be aware of during an event. The structure of the e-learning should be informative but also allowing the user to test their knowledge and be prepared to face Safe from Harm situations. The following is a list of topics that we encourage you to cover:

Suggested e-learning modules content	Examples of modules content (may vary depending on the event)
Introduction	<ul style="list-style-type: none"> • Objectives of the training • What is Safe from Harm in Scouting • Why is important and mandatory to take the training
Equality	<ul style="list-style-type: none"> • Equality of participants regardless of their gender, age,rank in the hierarchy, socio-economic background, religion, sexual orientation, special needs, etc. • Case studies
Consent	<ul style="list-style-type: none"> • Requirement not to act without consent • Information about sexual consent laws in the event’s jurisdiction • Reminder that youth participants cannot consent to sex with adults • Case studies
Trust	<ul style="list-style-type: none"> • Duty of care as a trusted adult • Abuses of position of trust • Different types of abuse between adult and youth, youth and youth, and youth and adult • Safeguards to promote trust (e.g. two-adult system, no unnecessary touching, no secluded contact, online risk • Case studies
Respect	<ul style="list-style-type: none"> • Respecting differences and diversity • Preventing and dealing with discrimination
No abuse or bullying	<ul style="list-style-type: none"> • Identifying, preventing, and responding to bullying (including cyber bullying) • Understanding and preventing physical and emotional abuse (including sexual abuse), neglect, and exploitation. • Protecting privacy.
Preparing mentally for an event	<ul style="list-style-type: none"> • Preparing learners to have the best chance of having good mental health at an event (e.g. practising positive behaviours and avoiding harmful ones, managing stress, supporting people with long-term mental health issues).
Supporting people with mental health issues	<ul style="list-style-type: none"> • How to identify if someone may have a mental health issue that is affecting their ability to take part in the event. • How to get help.
Code of conduct and local laws	<ul style="list-style-type: none"> • Presentation of the codes of conduct for an event and the Safe from Harm framework. • Behavioural expectations that everyone must follow the code of conduct and obey local law. • Potential sections related to the breach of the Safe from Harm framework.
Responding to Safe from Harm incidents	<ul style="list-style-type: none"> • How to react to different types of incidents. • How to call in an incident and how to act. • Where and how to find help.

Important notes

The e-learning is the basis of the training that should be completed by all adults, but it does not replace any type of extra training needed for members of the planning team, based on their roles and responsibilities. Most adults (though not all) will already be trained in Safe from Harm by their NSO. They might ask if and why they need to complete extra training. The training sets a minimum standard for all participants and is aligned with WOSM's requirements for World and Regional Scout Events, regardless of an NSO's requirements.

Teams	Training Needs
Adult in Scouting participants	e-learning
ISTs	e-learning In-person training at the event
Listening Ears	e-learning Listening ears training path
SHOT	e-learning In-person training before and at the event
Stewards	e-learning In-person briefing before the event
Event operations centre	e-learning In-person briefing before the event
Planning team members	e-learning and In-person training during onboarding In-person briefing before the event



E-learning verification

To ensure the safety of participants, all adults will go through a check at the entrance of in-person events, or as part of the final registration for online events, where they must either show their Safe from Harm certificate to be allowed to enter the event, or have their certification confirmed by the registration team using digital records.

Participants with no certificates will be invited to take the training at the registration station in order to enter in-person events or they will be directed to the e-learning for online events. The SHOT needs to connect with the registration team to anticipate this step and ensure there are enough people and digital devices to manage the e-learning check.

At in-person events, most people should be able to complete the training on a smartphone, but it is advisable to have a couple of tablets or computers for those whose phone won't work at the registration site and to ensure a good internet connection. Keep in mind that part of this task is to face upset participants who did not complete the training ahead of time and will have to pass the training before entering the event site. Stewards at the entrance should be briefed in case of a major challenge.



Additional training and educational materials

Other materials, such as videos, recordings, documents, podcasts, or toolkits, can be used to strengthen the Safe from Harm message towards adults. These tools may be helpful to provide equal access to people with disabilities/special needs.

Be creative and think about the most useful, clear, and easy materials for your adult participants, taking into account their ability, language, and cultural barriers. If you decide to produce these extra elements, it might come with additional costs, a longer timeline, and more capacity in your team.



c) Adults' responsibilities during a Scout Event

Dos and Don'ts

To help adults understand and remember their Safe from Harm responsibilities, it can be helpful to provide a summary of dos and don'ts. This can be a card they carry, a section in the event's handbook, and/or a page on the event's app or website. It is important that adults have access to it before and during an event and know that these are mandatory. An example of a dos and don'ts list for an in-person event involving young people can be found in annex 2. You will need to adapt its content to the type of event that you are hosting (e.g. in person or online; with or without young people).

Duty of care and duty to report

All adults have a duty of care towards all young people at an event. The World Safe from Harm Policy extends safeguarding towards adults too. Everyone at an event has a duty to care and report actual or suspected Safe from Harm incidents or problems even towards other adults. It is essential that you make adults aware of these two obligations and include them in the Safe from Harm framework.



3. Preparing children and young people

Children and young people cannot attend all World Events. Only JOTA JOTI and the World Scout Jamboree currently welcome young people under 18 years of age. They may also attend tailored Regional Events.

Teaching self-protection to children and young people involves having an open dialogue about personal safety and their rights to be protected, and sharing with them all information that may help them to feel safe during an event - not only physically but also emotionally. Through the event programme, children and young people learn and grow in a safe environment.

It is essential to provide children and young people attending events with guidance on Safe from Harm, so they know when and how to seek help or advice, but also what behaviours are expected from them during an event. Communication can be done through an event's channels or through a tailored briefing or training materials provided to contingents. Use the Scout Method to develop your learning experience for young people and design it so that it can be delivered online or in person. Not all patrols get to meet before an event. Refer to annex 10 for examples.



a) Roles and responsibility of the contingent

As youth participants prepare for an event through their contingent or delegation, they are the planning team's target audience. The contingent oversees their participants' behaviour before and during the event regarding Safe from Harm matters. These are their roles and responsibilities:

- a) **Promote the Safe from Harm elements implemented by the planning team.** The contingent or delegation must ensure that its members all know their individual responsibilities towards Safe from Harm, the ground rules of the event, and the training requirements.
- b) **Communicate essential information around Safe from Harm shared by the planning team.** The planning team should require HODs and HOCs, or relevant members of their management and support teams, to channel communication to their delegation or contingent regarding Safe from Harm.
- c) **Review the compliance of their participants with Safe from Harm standards.** Contingents or delegations should be instructed not to bring to the event adults who have not completed their Safe from Harm training unless there is no reasonable alternative
- d) **Take the lead in ensuring that their young people are prepared adequately regarding the Safe from Harm requirements during the event.** Encourage local leaders to conduct the Safe from Harm pre-event activity with their Scouts and discuss potential Safe from Harm issues before an event.

Keep in mind that contingents and participants have very different cultures. We should be mindful to take culture into account when applying the set rules of an event and ensure that the dialogue principles are followed. This will allow us to move forward together instead of creating a cultural blockage between the SHOT and participants.



b) Communicating about Safe from Harm before and during the event

The planning team needs to ensure that there is clear communication about Safe from Harm, including what is a positive behaviour, what rules must be followed, and how to get help and report incidents. The team should plan and prepare its communication with the event's communications team thinking about:

- The best channels of communication to use, for example the event's pre-event publications, HOC meetings, targeted emails, website and app content, training platform.
- Who the key target groups are for specific messages.
- Tailoring communications to their audiences. Safe from Harm can be a challenging subject and often touches on particularly sensitive issues in certain cultures or communities. Messaging to these audiences must be clear and precise. No information should be omitted but should be passed in a sensitive and diplomatic way.
- Communication needs to be age appropriate. If the event has youth champions, it may help to talk to them about how best to pitch messages towards young people. Today, young people are often better informed about Safe from Harm issues that adults expect but their knowledge may be based on unreliable sources, and their parents or guardians may have strong views about the subject, so staying child and youth friendly is critical.
- Timing is important. Plan a timeline that will first alert people to what they can expect, when it will arrive, and finally when it is available.
- In the event of a crisis during an event, whether it is a Safe from Harm incident or whether the SHOT is involved in supporting participants after a major incident, communication is essential. Make sure you plan with WOSM's communications team in charge of crisis communications on how to respond and manage the situation ahead of the event.



c) Raising awareness of Safe from Harm before the event

You have several opportunities to raise awareness of Safe from Harm before an event:

- a) Safe from Harm training is mandatory for adults. It is part of the registration process, so explaining why and what is required is a great way to bring it to their attention.
- b) If the event has handbooks or guidebooks or similar publications for adults and young people, they should include a section on Safe from Harm, including the codes of conduct and a list of dos and don'ts.
- c) Reminders on the social media channels or via the app of the event can be used to further raise awareness.

d) Maintaining awareness of Safe from Harm at the event

At in-person events, there will be listening ears stations, a SHOT, listening ears walking the site, and stewards who have been briefed to act as first points of contact on Safe from Harm issues. If possible, listening ears stations should have prominent branding and listening ears should wear distinctive identification (e.g. t-shirts, vests, hats).

Many in-person events have an SOS-type of service to receive any Safe from Harm related reports or requests. Having the SOS number on the back of participants' ID badge as well as in the event app show participants how to get help quickly.

At in-person events, sub-camps or other bases where people live or gather should have a sub-set of the most important dos and don'ts displayed in a visible position. In online events, this might be done on a welcome page or home page.

In online events, reminders should be provided during the event about how to access Safe from Harm services. In some platforms, there may be a graphical representation of the different activities including a Safe from Harm base, as JOTA/JOTI provided in 2021. Clicking on the base provides the participant with the Safe from Harm programmatic and structural information they may need.



Summary Checklist To Prepare The Event For And With Participants

- Set up a risk management plan with their risk management team.
- Develop the e-learning content and structure.
- Ensure that you have a platform answering the training needs.
- Ensure the Safe from Harm structures are visible and communicated with adults and youth audiences.
- Work on a communication plan with contingents to ensure a clear and direct link with them.
- Prepare a crisis communication plan with the communication team.
- Establish listening ears stations and shifts.



If, despite all the measures in place, a breach of any elements of the Safe from Harm framework occurs, all procedures to protect the victim and the organisation should be in place.

Efficient and clear procedures might prevent the situation from escalating.

As a number of teams play a part in delivering Safe from Harm, procedures need to be as clear and efficient as possible. It also implies a need for regular communication between team leads from different departments. This process needs to be established at the very beginning and at the executive level.



1. Procedures

a) Chain of reporting and decision-making

This part in particular should be adjusted to local legislation (age restrictions, duties to report, etc.)

Not taking action in a Safe from Harm situation is a severe breach of the WOSM Safe from Harm Guidelines. Host teams should make sure that all cases are solved and closed to the possible extent during the event and proper confidential documentation is kept.

The table below outlines steps to be taken and people who should be involved if a potential situation appears. It is essential to remember to the following:

- Only involve the minimum of people needed.
- Don't overburden the management with minor situations.
- Involve the nominated person of each contingent management team (HOC or appointed person of a contingent's SfH team).
- Have an up-to-date list of contacts accessible and in one place.

Procedures step by step - from an incident occurring to the closure of the case:

It is most important to take all the planning, preparations, and training and turn them into working procedures that explain to everyone involved during the event* what to do and when.

*The procedures should be ready before an event and be in place for the planning team, as incidents could happen at any time.

1. PREPARATION

Checklist of what should be ready one day before of the event.

- Safe from Harm framework (one document) includes:
 - o Codes of conduct for participants and adults
 - o Team structures
 - o Procedures and chain of command (with flow charts)
 - o Clear reporting routes
 - o Communication plan for during the event
 - o Division of the cases with sanctions
 - o Risk management scenarios
- Training completed for all groups involved
- Report templates prepared (listening ears, SHOT)
- Final report templates prepared
- Confidentiality check – all data is secured
- Liaison with the communication team about crisis communication
- Contact lists doublechecked for sub-camp chiefs, CMT/HODs, executive board involved in the chain of command, listening ears team, medical support.
- A plan that sets out proposed shift patterns for the SHOT at the event.
Note: For various reasons this may need to be revised as the event proceeds, so keep it under review.

2. CASE REPORTED

A case can be reported through one of the first points of contact - *more details can be found in section b*).

It can be anyone at the event, through any means.

All adults are reminded that they have the duty to report during a Scout event.

3. EVALUATION OF THE CASE

The SHOT evaluates the situation:

- a. Support of the listening ears** – if a listening ear is the first point of contact, help is given automatically. If the information is coming from a difference source, the SHOT should consider offering the help of a listening ear to the victim, and/ or to the witness and/or to the alleged perpetrator.
- b. Collecting and securing the data** – the SHOT gathers as much information as possible, involving as few people as possible. The host team should remember that collecting data can be a long process. Keep in mind that in some situations concealing evidence can be considered a criminal offense. Ensure you pass them to the right authorities.
- c. Classifying the case** – Classify the case as mild, moderate, or severe to determine further steps - *more details section c*.

4. INVOLVING NECESSARY THIRD PARTIES

Depending on the classification of the case (mild, moderate, severe) the SHOT involves: sub-camp chiefs, **respective CMT/HOD** (on the victim's and the perpetrator's side) and if needed, **the event's leadership team** (who might involve local authorities).

The SHOT can often solve mild cases in coordination with the CMT/HODs. Proper reporting and documentation must occur in all instances. If the procedures are properly in place, it won't overburden the leadership team.

5. FURTHER ACTIONS – CONSEQUENCES

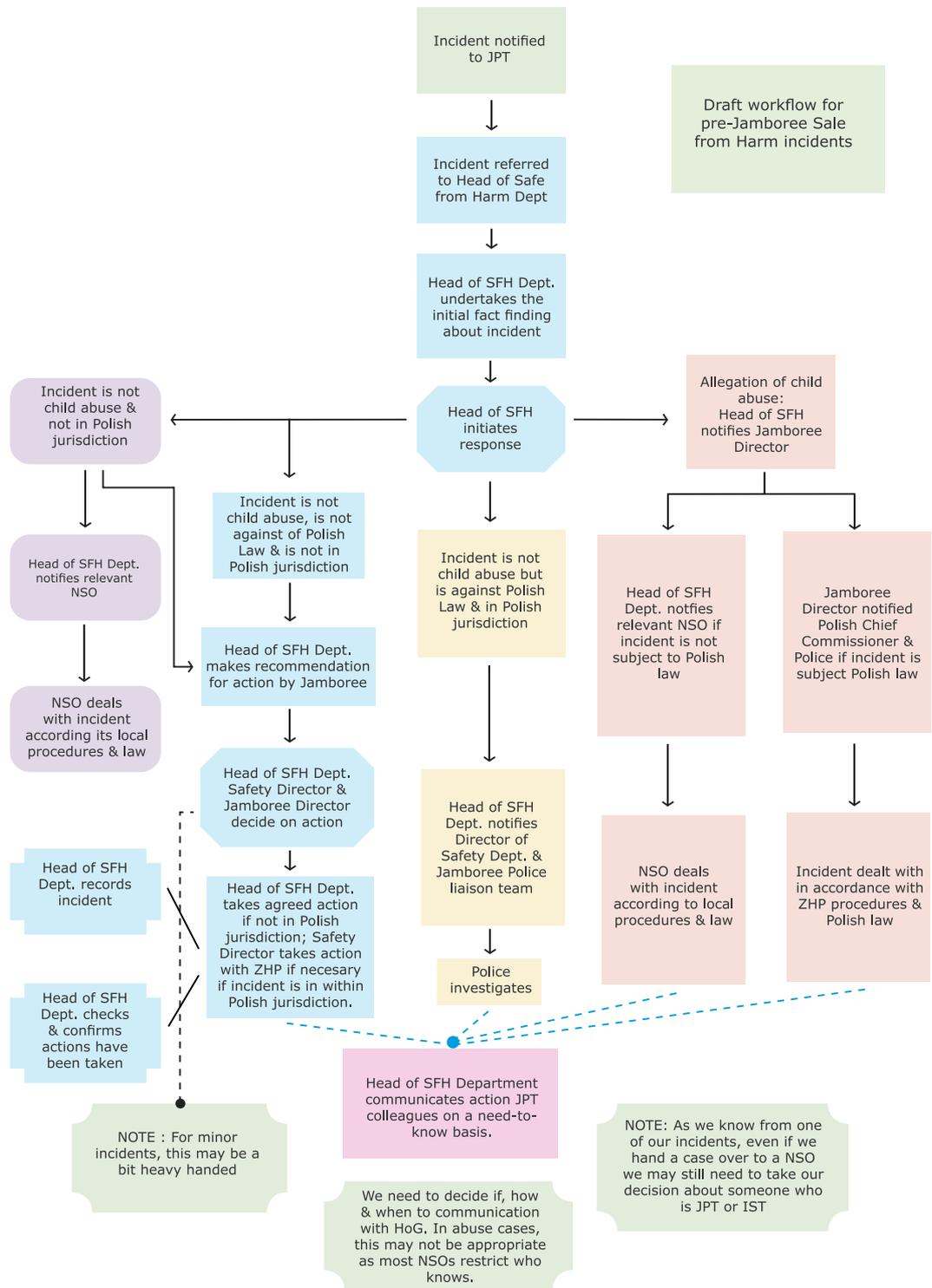
The SHOT (and representatives of other parties if needed) decides on further actions to take:

- a. **Checking the data** – confirming that all possible data has been collected and is valid.
- b. **Further support for the victim** – checking the needs of the victim (and if needed of the perpetrator) with the respective CMT/HOD.
- c. **Sanctions and explanation** – deciding on the sanctions against the perpetrator with a clear information outlining:
 - the actions considered as a breach of Safe from Harm framework
 - The sanction considered in response to the situationmore details can be found in section d).
- d. **Improvements for the event** – based on the case, the SHOT might recommend to other event departments (e.g. logistics, programme) to make immediate improvements or changes, such as changing an activity or securing the bathrooms.

6. CLOSURE OF THE CASE

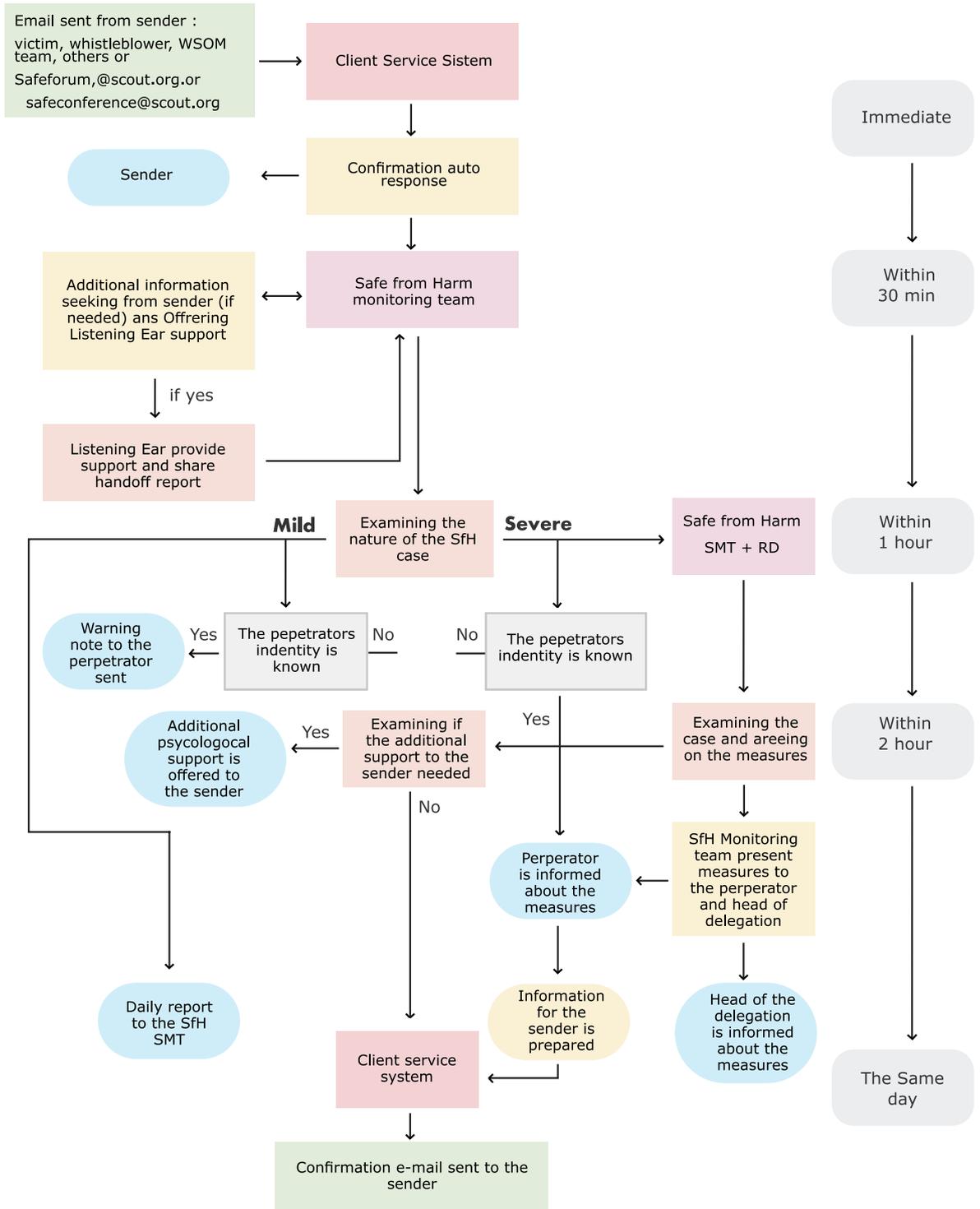
The proper closure of a case involves securing evidence. This supports statistical evaluations and gives the possibility of avoiding similar situations in the future. The SHOT is responsible for:

- a. **Securing all data and evidence** – (including being ready to pass information to local authorities)
 - i. ~~Collecting~~ completed reports. (taking into account data protection and
 - 1. Listening ear reports
 - 2. SHOT reports
 - 3. Medical report, if applicable
- b. **Connecting with people involved in the case** – (including being ready to pass information to local authorities)
 - i. Victim and respective CMT/HOD – confirming that all necessary psychological aid was given and passing all needed data to the CMT/HOD.
 - ii. Witness – giving feedback about the closure of the case (without details).
 - iii. Perpetrator and respective CMT/HOD – confirming the execution of the sanction and passing all needed data to the CMT/HOD.

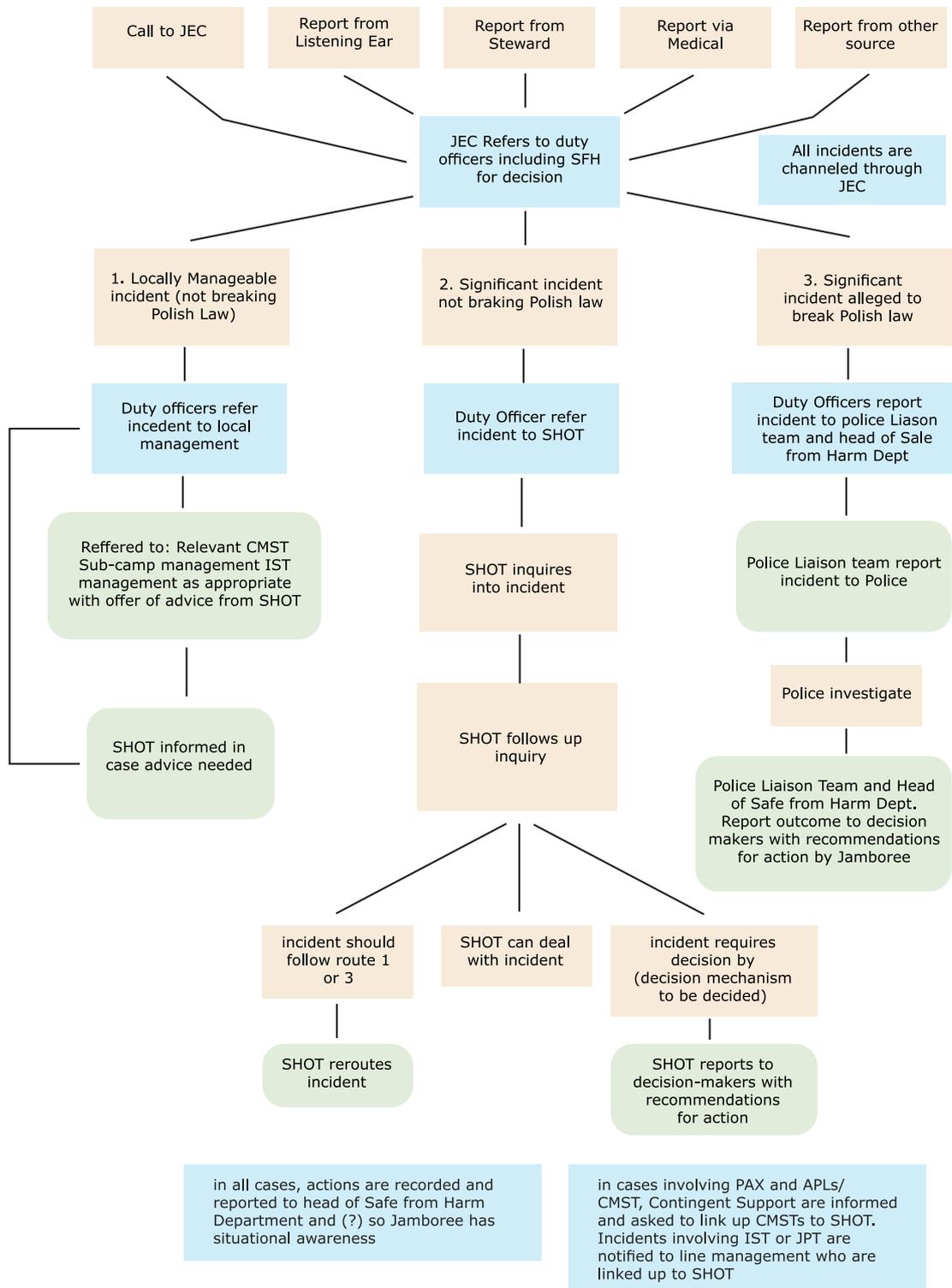


Example: Chain of reporting for Jamboree

42ND WORLD SCOUT CONFERENCE & 14TH WORLD SCOUT YOUTH FORUM SAFE FROM HARM STANDART OPERATION PROCEDURE



Example: Chain of reporting for world conference



Example: Chain of reporting for world conference



Example: SfH Procedures diagram (detailed) for European Jamboree

b) First point of contact

All participants should be clear about who they should refer to if they 1) witness abuse or 2) experience abuse.

There should be several points of first contact depending on the severity of a situation. **All points of contact should be prepared** and know how to proceed if they face a Safe from Harm situation they need to report. Reporting is not always required and listening ears can be a good alternative if only a conversation is needed.

Remember that the first points of contact are not always the ones you appointed. It could be another participant or random adult. That is why all individuals taking part in the event need to be aware of what to do. Young participants should first refer to their adult leader (if the situation does not involve them), meaning that **all adult leaders should know what to do if a Safe from Harm situation occurs.**

Depending on the event, the list of first points of contact might be different. There are several routes through which a Safe from Harm incident may be reported:

- Information points – any booth or point on the event site or platform where participants can seek help or support.
- Listening ears – dedicated points in every sub-camp and main programmatic areas (sometimes walking patrols).
- Stewards – visible and accessible adults around the campsite assuring security at all times.
- SHOT – at the SHOT points (centred or in each sub-camp).
- Medical team – at the medical base of the event's site.
- Dedicated event email/online form – for online or hybrid events.
- Dedicated event emergency number (or local emergency number) or online helpline.

Participants must be aware of all of these dedicated points of contact. The planning team



must know that all of these elements are part of the Safe from Harm structure. To learn more, refer to the “chain of reporting” section.

Note that not every complaint (from a victim or witness) requires intervention, although each one must be given the same attention.

c) Types of situations

Divide situations during the event based on their level of severity. This scale allows you to maintain objectivity and decide how to react. Keep in mind that every situation is different and needs to be assessed on a case-to-case basis that might not fit this approach.

Safe from Harm incidents are classified into three general categories:

Minor – low risk of harm; any harm (e.g., deep offence) unlikely to last, or may be substantially mitigated by mediation and/or an apology.

Moderate – greater risk of harm; harm may be longer lasting; may involve a significant breach of the event’s code of conduct; the victim may consider that an apology is insufficient to end the situation.

Major – risk of significant harm; harm likely to be long-lasting; likely to involve serious breach of the event’s code of conduct, and/or local law.

If mild situations are frequently repeated, move them to moderate or even serious issues as they might indicate deliberate intent rather than a mistake or a lack of knowledge.

Be mindful that in some situations no further reaction will be required. Sometimes what is needed is to be heard. Some complaints, however, might be false accusations and role of the SHOT and the listening ears team is to be objective and critical towards the

situation as a whole. A lot of harm can be done based on the wrong assessment of a situation. All Safe from Harm cases should be managed carefully and with confidentiality.

Regardless of a person’s role, anyone facing a situation should be considered equally.

Online Events

Not considered as a Safe from Harm case (to be dealt by a witnessing adult or peer):

- Posting emojis to express your own opinions or feelings.
- Sending random pictures as a joke (giphy).
- Writing statements like “How stupid I am” in a chat.

Mild	Moderate	Severe
Taking a screenshot of others without their consent Asking for sensitive personal data Violating the “duty to report” rule Being intolerant of others Making fake statements for the purpose of a hoax Using demeaning or abusive language	Making inappropriate remarks on discriminatory grounds Cyber-bullying Sharing non-secure files or spreading malware (data security breach) Obstructing the democratic decision-making process Creating a fake online profile Stalking	Bargaining with votes Treating others unequally based on gender or race, etc. Making harmful statements, insulting another person Cyber-bullying others through open social media platforms Sharing violent or pornographic content online Threatening or cyberstalking other people Online grooming Repetition of any of moderate situations.
Might be solved by an Adult Leader, a listening ear, the SHOT	Requires reporting <i>Should be solved by the SHOT with the cooperation of the CMT/HOD</i>	Requires reporting and immediate sanctions Should be solved by the Executive Team, the SHOT Coordinator, the CMT/HOD and might require involving local authorities

- Making a "stupid" face or gesture on the screen.

Statistical data is collected.

In-person meetings

Not considered as a Safe from Harm case (to be dealt by a witnessing adult or peer):

- Homesickness

Mild	Moderate	Severe
<p>Misunderstanding or misinterpreting dress codes, body language, eating and drinking customs, norms around physical contact and personal space.</p> <p>Calling names (depending on the "content" - might be moderate, e.g. racist comments).</p> <p>Swapping of badges or other items between an adult and participants.</p> <p>Trying to convert people to another faith.</p> <p>Violating the "duty to report" rule.</p> <p>Ignoring the two-adults system.</p>	<p>Discrimination* (based on skin colour, race, faith, age, gender, additional needs, or sexual orientation).</p> <p>Bullying.</p> <p>Inappropriate touching.</p> <p>Any breach of the event's code of conduct.</p> <p>Peeking (e.g. under showers).</p> <p>Sharing inappropriate content.</p> <p>Forcing decisions.</p> <p>Neglect.</p> <p>Alcohol.</p> <p>Drugs.</p> <p>Harmful usage of social media (be aware of dating apps present at the event).</p> <p>Stalking.</p>	<p>Sexual intercourse between an adult and a participant.</p> <p>Deliberate physical harm.</p> <p>Mobbing by team leaders.</p> <p>Possessing a weapon.</p> <p>Exploitation.</p> <p>Self-injury.</p> <p>Suicidal intentions or attempted suicide.</p> <p>Long-term mental health conditions manifesting at the event.</p> <p>Repetition of any of the moderate situations listed.</p>
<p>Requires reporting.</p> <p>Might be solved by an Adult Leader, a listening ear, the SHOT.</p>	<p>Requires reporting.</p> <p>Should be solved by the SHOT with the cooperation of the CMT/HOD.</p>	<p>Requires reporting and immediate sanctions.</p> <p>Should be solved by the Executive Team, the SHOT Coordinator, CMT/HOD and might require involving local authorities.</p>

- Quarrels in patrol

Statistical data is collected.



* Discrimination can include actions that deliberately exclude people, or that fail to include people who should be included. It can include allocating or refusing to undertake work or provide a service because of difference, or favouritism based on gender, race, etc.

d) Sanctions and outcomes

To maintain objectivity, the host team should prepare a list of sanctions depending on the severity of a situation. All participants should be aware of these potential sanctions included in the event's code of conduct.

In line with the principles of justice, any individual should be considered innocent until proven guilty. During an event, be prepared to give people the benefit of a doubt while evidence is being gathered.

Some situations may engage the legal responsibilities of someone in the host's or individual's country. For example, young adults present at an event may not be aware of local legislation. The most specific restrictions should be highlighted in communications from the host team (e.g. alcohol consumption, age restriction on smoking, age of consent).

Most mild and moderate situations require a conversation and sometimes a warning. It might happen that the CMT/HOD will use stronger sanctions than the host team.

In severe cases, an adult or participant may be expelled from an event (and from the NSO if this is the decision of the organisation). The expelled person is the responsibility of the contingent (possible costs, care in case of the minor participant, etc.). Contingents should be informed about this possibility beforehand.



It is also important to keep in mind that the contingent is responsible for keeping an expelled person Safe from Harm. This person may be feeling remorse, shame, depressed, or have acted under the influence of a mental health problem, so they need to be safeguarded. The reasons for expelling someone should be outlined clearly.

Possible suggested sanctions

Minor incidents

- Counselling or education to explain why the incident was harmful, why the alleged perpetrator should have acted differently, and checking with them that they understand the reaction and agree not to repeat the action(s).
- Being required to apologise.
- Being confined to camp for a short period of time.
- Giving a reprimand and warning that repeated incidents will lead to an escalation of the case.

Moderate incidents:

Any or all of the above plus:

- A formal warning that repetition will lead to a referral to the event's leadership team.
- A recommendation to the event's leadership team that it should issue a formal warning outlining that repetition will lead to exclusion from the event.

Major incidents

- A recommendation to the event's leadership team that the incident warrants permanent or temporary exclusion from an event.



- A report to the CMT/HOC of the situation and the sanctions taken.
- A referral to the local legislation.

e) Case closure

Reporting

The SHOT should thoroughly close each case. Evidence and data collection are the SHOT's responsibility and might be required by local authorities.

Each case requires:

- Completion of a SHOT report (check the attachments for examples), including a description of the situation, alleged victim/witness/perpetrator statements and all evidence collected.
- Addition of reports from other teams involved in the process:
 1. Listening ears report
 2. Medical team report

The host team must ensure that data collected as part of the procedure is processed in accordance with local data protection legislation. Appropriate arrangements must be



made in advance to transmit necessary information to others in accordance with the above-mentioned law. The host organisation must anonymise the data to allow learning from the case and delete the data after the event.

Informing

Several entities involved in the process will require further feedback on the situation in addition to those directly affected.

Witnesses should be informed about the management of a situation and given minimum information.

All necessary data should be given to the following:

- Respective CMT/HODs.
- Parents, if involved or if required.
- Executive team of the event, if needed.



- Local/respective authorities, if needed.
- WOSM's Safe from Harm coordination team, if needed.

Confidentiality

All allegations and incident reports made to the SHOT should be treated as much as possible with confidentiality, considering the nature of the allegation/incident. The identity of any person reporting an incident or concerns should be held confidential unless specifically allowed by the reporter and/or unless such information is requested by law enforcement or for vital reasons.

The SHOT should not promise victims/targets/witnesses that information regarding the incident will be kept confidential but may instead promise to keep the identity of victims/targets/witnesses confidential to any possible extent.

The SHOT will share information in confidence with mentioned above departments when required.

Legal services



The host team should be in contact with any legal and social services that may be needed in case of severe incidents, especially involving a breach of local laws or local participants.

2. Psychological support during interventions

If a Safe from Harm situation occurs, emotional or psychological support should be immediately offered. Listening ears will provide the most accessible, first-hand support. In more severe cases, the host team should provide access to professionals from the medical staff (either on site or redirected to externals).

Active listening is a first step in emotional and psychological support. It is often sufficient to help those in distress.

It is essential to understand the difference between the support of a friend who will listen, a trained listening ear, and professionals who are fully equipped to offer proper



Events	Type of support provided
Jamboree, MOOT	Listening ears for participants/adults/planning team Access to professional psychologists through the medical team
JOTA JOTI, other big online events	Online support through the dedicated email or listening ears available online
Conference	Listening ears for adults and for the planning team

help. During events, a proper escalation line should be developed in alignment with the medical department.

Listening Ears

Support from listening ears may be needed at any stage of the process - as a first point of contact, support during the resolution of the case, or at the end to help with mental closure. Anyone involved in a situation may need a listening ear at some point during the process, including the victim, witness, alleged perpetrator, the teams handling the situation, or another listening ear.

While offering support, the listening ear coordinator and the SHOT should remember the importance of:

- Two listening ears being present at each intervention.
- Being gender mindful – not everyone will want to talk with the opposite sex.



- The continuation of the process with the same listening ear. If possible, it is beneficial to keep the same listening ear on one case throughout the whole process (unless there is a reason not to).

For more details refer to documents on the preparation of listening ear process.

3. Closure

If a Safe from Harm situation occurs, emotional or psychological support should be immediately offered. Listening ears will provide the most accessible, first-hand support. In more severe cases, the host team should provide access to professionals from the medical staff (either on site or redirected to externals).

Active listening is a first step in emotional and psychological support. It is often sufficient to help those in distress.

It is essential to understand the difference between the support of a friend who will listen, a trained listening ear, and professionals who are fully equipped to offer proper help. During events, a proper escalation line should be developed in alignment with the medical department.

a) Handover of any unresolved cases that need follow up to WOSM and/or NSOs, as appropriate

Situations that require further explanation and research or the involvement of people absent from the event (e.g. parents) won't be solved during the event. Depending on the type of case, these situations will be handed through local legislation procedures, handed over to the contingent, or even passed to WOSM's Safe from Harm case management team.



It is crucial to ensure the reporting and passing of information to an appointed person in WOSM and/or at the NSO level is properly managed by being aware of sensitivity and keeping appropriate levels of confidentiality.

event to ensure that the full team has detached from the experience and feels ok

b) After-event report

After-event report

Part of the SHOT's duty is to submit a final report to the executive team that can be passed on to WOSM and the next event's host team. The goal is to improve future events by collecting best practices and lessons learned regarding the event's Safe from Harm framework.

The report is prepared in cooperation with other departments such as the medical team, the risk management team, stewards (logistics) and the CMTs.

In addition to the collection of confidential case reports, final reports include a summary of procedures and an evaluation. The dos and don'ts will be extremely useful to the next host team of the event.

c) Debrief and thank you moment

Take the time to recognise the work of the team formally and informally. It is crucial in the volunteering path of any project or event to celebrate together and appreciate the commitment and engagement of our volunteers and staff.

The work done by the SHOT is rarely rewarding. It mostly consists of dealing with unwanted situations at an event and under difficult circumstances (long and late working hours). This role requires a lot of resilience and strength. Team moments are important to bring psychological support to the group.

This final debriefing moment is a good occasion to hear feedback about the team's role, the procedures in place, and other elements of the event. Offer one-on-one meetings to debrief, gather lessons learned, assess the work of the teams, and develop new skills.



Summary Checklist for responding to Safe from Harm situations

- Develop the Safe from Harm procedure for an event.
- Train all individuals involved in the procedure's application.
- Rehearse the chain of reporting.
- Set a drill for an incident.
- Prepare a daily debrief moment for your team.
- Plan a celebration and recognition moment.
- Draft the after-event report.



ANNEXES

Examples

1. Code of conducts
2. Dos and don'ts
3. Organigrams
4. Example of training introduction and overview module
5. Example of role descriptions: Safe from Harm co-lead, SHOT member, listening ear

Templates of the procedures, reports

6. Summary of the case reports (completed by the SHOT) <https://www.dropbox.com/s/5zbcmtlnwu6crkf/WSJ%20Incident%20Information%20Form.pdf?dl=0>
7. Listening ear handbook <https://www.dropbox.com/s/imw91sbr8cres0c/FINAL-Listening-Ear-Handbook.pdf?dl=0>

Examples of situations that violate the Safe from Harm procedure

8. Case studies
 - Adult's inappropriate behaviours
 - An avoidable accident
 - Pre-event worries
 - Social media challenges
 - A long-term problem at a World Event
 - A mental health issue
 - An LGBTQI+ Scout comes out to the Listening Ear
 - A case of mistaken identity
 - Dangerous behaviour
 - Online challenges

Preparing young people for Safe from Harm at events

9. Listening ear stations and mapping
10. Example of learning experience for youth participants



24th World Scout Jamboree in the USA

CODE OF CONDUCT FOR PARTICIPANTS

As Scouts, we follow a Scout Promise and Law. It is our responsibility to keep these commitments, but the Jamboree is also a special place with special rules. Please review these important reminders.

As a participant and a Scout at the 24th World Scout Jamboree, I agree to obey all U.S., State, and local laws, as well as the following Code of Conduct:

- I am aware that I represent the Scout Movement and will follow the Scout Law at all times during my travel and Jamboree participation.
- I will be respectful, tolerant, and considerate of other cultures, including dressing appropriately for a multicultural environment.
- I will obey safety rules, signs, and instructions by unit leaders and other adults.
- I will follow the Jamboree sleep schedule, unless otherwise directed
- I am aware that I represent the Scout Movement and will follow the Scout Law at all times during my travel and Jamboree participation, by the Jamboree program, by remaining in my campsite and respecting quiet times.
- I understand that during the Jamboree the purchase, possession, or consumption of alcoholic beverages or illegal drugs is prohibited.
- I understand smoking is only permitted in marked areas and not allowed in tents. (Legal age is 18 years or older).
- I understand that gambling of any form is prohibited.



- I will avoid serious behaviour issues including dishonesty, fighting, and bad language.
- I will avoid serious behaviour issues including dishonesty, fighting, and bad language.
- I will respect other participants' property and refrain from 'trophy hunting'.
- I will keep the Jamboree and my personal site clean and follow recycling policies.
- I will wear my Jamboree neckerchief and Jamboree ID at all times unless to remove them for safety.
- I will comply with all elements of the Safe from Harm program to prevent abuse and harassment.
- I will only trade patches and souvenirs with my peers and will refrain from selling any items.
- I will comply with all access restrictions and will not enter private tents or sites unless invited.

Violation of this Code of Conduct, and any other conduct deemed to be inconsistent with the values of Scouting, may result in expulsion from the Jamboree at the participant's own expense.

In addition to the Code of Conduct, please remember that there are other restricted items and Jamboree policies that must be followed. This includes the prohibition of drones, bikes, fireworks, and knives longer than 3 inches (7.6 centimetres). Other than daily visitors, no children under the age of 14 may attend the Jamboree. There is no childcare available on site.

Please continue to stay updated with the Jamboree announcements, communications, and on-site instructions from Jamboree leadership and safety personnel.





22nd World Scout Jamboree in Sweden

CODE OF CONDUCT FOR ADULTS

As an adult and a Scout at the 22nd World Scout Jamboree, I will do my best to make the Jamboree experience the best that it can be, for each person on site. I agree to the following Code of Conduct:

- I will be considerate and respectful of others.
- I am aware that I represent the Scout Movement, and I will act appropriately on-site and while visiting the local area.
- I will follow the Scout Law.
- I will obey all Swedish laws and regulations.
- During the Jamboree period, I will act in accordance with the Jamboree Drug and Alcohol Policy, namely:
 1. I will not consume alcohol or provide alcohol to anyone else.
 2. I will not smoke outside the designated areas. I will not provide any tobacco products to those under 18.
- I will not use or provide any narcotic substance.
- I will not participate in any gambling activity.
- While on the Jamboree site, I will wear my Jamboree scarf and ID, unless I am doing an activity where they need to be removed for safety reasons.



- I will comply with all restrictions on access to different areas of the camp, and I will only enter private tents if invited.
- I will not move or take any item that does not belong to me. I will not go “trophy hunting”.
- I will respect the Jamboree quiet times.
- I will be respectful and considerate of other cultures.
- I will dress appropriately for a multicultural environment.
- I will not use any offensive language or actions.
- I will not carry a knife with a blade longer than 12cm.
- I am aware that youth participants are not to enter the Adult Town area.
- I will not swap or exchange any badges or other items with those under 18.
- I will not sell any items that are not approved for sale by the Jamboree organisers.
- I will comply with all elements of the Safe from Harm programme



Online events

The Safe JOTA-JOTI Pledge

As a JOTA-JOTI participant, I will...

- ... inform and involve an adult in my JOTA-JOTI experience.
- ... behave as a good Scout, respecting my Promise and the Law.
- ... report any hurtful or suspicious activity that concerns me or that I have witnessed to safejotajoti@scout.org.
- ... be respectful and friendly to those I meet online.
- ... keep my passwords and personal information private.
- ... never participate in or encourage speech that is hurtful, hateful, demeaning, or judgmental of others.
- ... have fun and make new Scout friends!

ANNEX #2 24th World Scout Jamboree, USA: Dos and don'ts

Keeping young people and adults Safe from Harm

- The dos and don'ts

Safe from Harm is how the event prevents inappropriate behaviour like abuse, bullying, discrimination, cultural misunderstandings, and other forms of disrespect and harm. Safe from Harm deals with sensitive issues. Please be prepared for this.

You must follow these dos and don'ts at the event and while preparing for it. Make sure others do too.

Dealing with people

Do make sure you know who you are with. There are two types of people at the event:

- Young people (sometimes called participants) aged 14-17.
- Adults aged 18 and over - Scouters, contractors, guests, state officials, etc.

Do be aware that people at the event will be very diverse:

- They come from many countries, races, religions, with every skin colour, speaking many languages, of all abilities, and with different personal characteristics. As a Scout, you should be a friend to all.

Do treat everyone with dignity. Make sure they feel included, equal, and respected.

Being a trusted person

Do remember that as an adult you are in a position of trust. Young people will look up to you as a person of integrity, expecting the highest possible standards from you at all times. They should be able to trust you and your motives. So should other adults.

Do ensure you have a person's consent before you do something that affects them. Everyone has the right to say no at any time, however far a situation has gone.

Do stop if they don't give consent, or they withdraw it. Don't go any further.

Don't take a young person into a tent or secluded place on your own or meet them online alone.

Do ensure there are always two adults present during non-trivial contact with young people in person or online. You must be with, or visible to another adult who knows what you are doing. If it's an emergency with no other adult present:

- Do always tell the young person you are helping what you are going to do and why.
- Do speak loudly if you are face-to-face, so adults out of sight nearby may hear you.
- Do make contact with another adult as quickly and as safely possible.
- Don't touch young people unless it's an emergency.

Preventing abuse and discrimination

Don't incite or take part in the abuse of young people or adults by:

- Bullying
- Physical abuse
- Emotional abuse
- Neglect
- Sexual abuse
- Exploitation

Don't discriminate by using unjust, unfair or prejudicial treatment or words against anyone because of their colour, race, faith (religion), age, gender, disability, or sexual orientation.

Don't:

- Make jokes or use words based on prejudice or discrimination.
- Stare at people who are different.
- Wear slogans that are discriminatory or offensive.
- Play music containing offensive language or descriptions of people that come from prejudice.
- Refuse to work with someone or refuse to provide a service or support because someone is different.
- Refuse instructions from managers because of differences.
- Get into arguments or fights about differences.
- Send inappropriate emails, messages, or photos that might be seen as bullying, harassment, or sexual grooming.
- Discriminate against anyone when allocating work.

Do make sure people with additional needs (disabilities) have the support they need to do their job on an equal basis.

Do act right away if you think someone is being abused or discriminated against. Make your presence felt. Ask: 'Are you OK?' or 'What's going on here?'

Don't leave the person on the receiving end of possible abuse or discrimination alone with the alleged perpetrator.

Do listen if someone tells you about abuse or discrimination:

- Don't judge.
- Do ask open-ended questions like: 'What happened?'
- Don't ever make a promise of silence or guarantee solutions.

Do report anything you suspect might be abuse or discrimination.

Keeping relationships appropriate

Don't flirt with, or come on to, any young person, or have sexual relations with them. If they come on to you, just say no!

Don't form sexual relationships with event volunteers or paid staff you are managing.

Don't enter the event, or interact with anyone attending it, if you are sexually attracted to young people. Suspected or actual youth sexual abuse will be reported to the authorities.

Do report any suspicions that an adult may be seeking, or having, sexual relations with a young person.

Mental health emergencies

Do act immediately if you observe, read (e.g., internet/social media posting), or overhear words or actions, however vague, that suggest that someone is likely to injure themselves and/or others, including saying they have suicidal thoughts.

Do treat this as a medical emergency: Follow the event's emergency response procedures at the end of these dos and don'ts.

Do get help from anyone in the immediate vicinity.

Don't leave the person alone (regardless of their reaction or statements to the contrary) until help arrives.

Respecting differences

- Do respect these two Scout Laws, even if you are not a Scout:
- A Scout is a friend to all and a brother or sister to every other Scout.
- A Scout is courteous.

Do think about how your behaviour may affect others, for example a joke or prank you think funny may offend in a different culture.

Do respect how others dress, even if it seems strange to you.

Do remember that people wearing shorts and sleeveless tops is not a 'come on'. It's just their way of staying cool. They aren't trying to attract you.

Don't change clothes in public.

Do remember that some cultures are very informal, whereas others are much more formal, particularly when it comes to relations between the generations and the sexes.

Do behave more formally if in doubt, for example avoid hugs and kisses if you aren't sure how the other person will react.

Do be careful with greetings. In some cultures, people shake hands. In others, unrelated people don't touch each other and prefer another type of greeting.

Do remember that every culture has its own body language, for example, a shake of the head means 'yes' in some cultures and 'no' in others. Use words to check your understanding.

Do respect different eating traditions, for example some pray before eating; some eat with their hands (usually the right, because the left is used for washing); others use chopsticks or cutlery.

Do respect different faith (religious), food, and drink practices, for example Muslims and Jews don't eat pork; Hindus don't eat beef; Roman Catholics don't eat meat on Fridays.

Do be sensitive about how you gesture with your hands and feet, for example in some cultures it's very rude to point with the feet. Use words until you get to know someone.

Don't get too close to people or touch them in conversation unless you know they are happy for you to do so.

Don't be surprised if people from some cultures are late for meetings. Different societies have different attitudes to time. Be understanding if your schedule and theirs don't always line up.

Following the event Code of Conduct and local laws

Do obey the event Code of Conduct.

Don't swap badges/patches, gifts, or souvenirs with young people.

Don't take 'souvenirs' from the event site.

Don't bring alcohol onto the event site, drink, or be under the influence of alcohol there.

Don't bring illegal drugs onto the event site, take, or be under the influence of drugs there.

Don't smoke or vape, except in a designated smoking area.

Don't give young people cigarettes, tobacco, vapers (e-cigarettes), or vaping or smoking equipment like cigarette papers or vaping fluid.

Don't gamble on-site.

Don't bring unauthorised weapons onto the event site.

Don't bring a drone on site unless it's for official use agreed by event management.

See something, say something

- Do call in any Safe from Harm incident contravening anything covered in these dos and don'ts.
- Do report allegations and definite cases of abuse of young people.

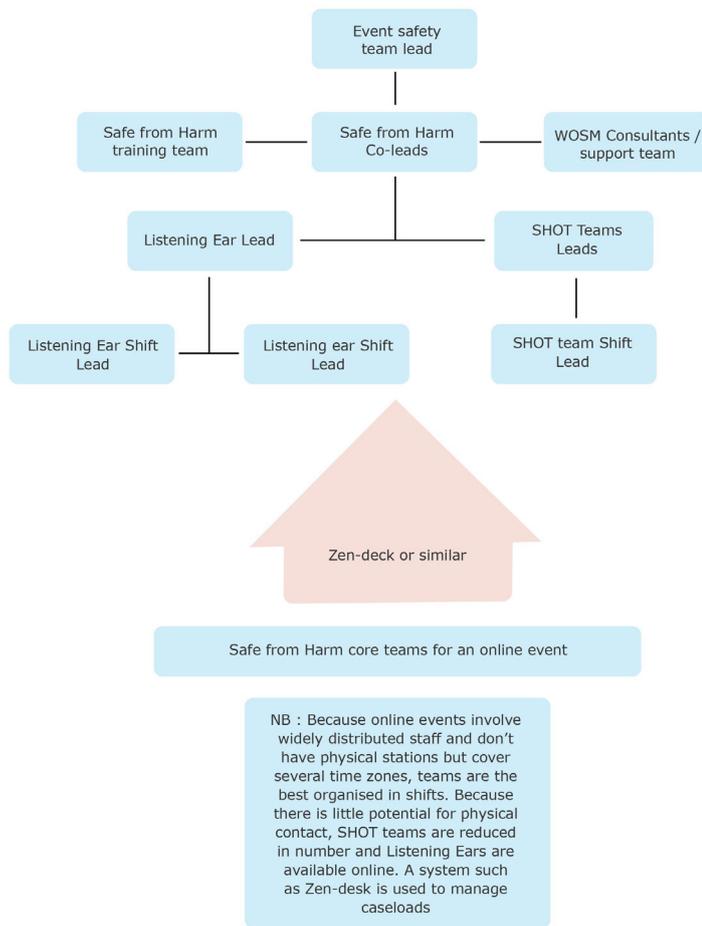
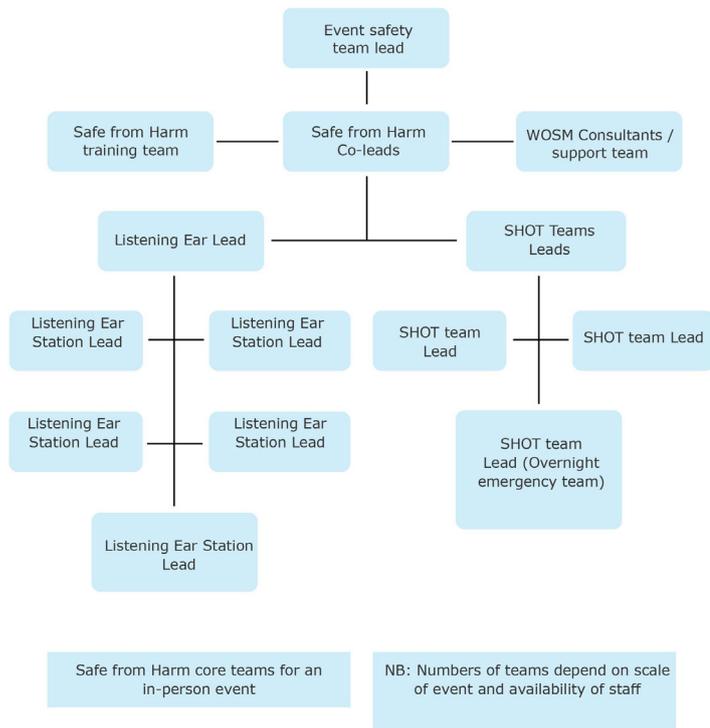
Don't leave the scene if other adults join you. We need to be able to talk to you before you leave.

Do collect as much information as you reasonably can: Who was involved? Which national Contingent(s) or International Service Team department(s) are they from? What exactly happened?

Don't try to investigate. Just get the basic facts, if you can.

Do stay with people who need support until we get help to them. We will clear up any problems with your manager if you are delayed on your routine business.

Do remember to call for Emergency Medical Services if someone has been harmed physically.





ANNEX #4 Example of the training module

European Jamboree Introductory training module text

The European Jamboree 2020 (EJ2020) adult Safe from Harm training programme

Module 1 – Introduction: Equality Module

What is Safe from Harm?

Safe from Harm is how we prevent inappropriate behaviour like abuse, bullying, discrimination, cultural misunderstandings, and other disrespect and harm. It is about harm caused by people to other people, or themselves. Every adult must keep young people, themselves, and other adults Safe from Harm.

Where does this training come from?

This training is based on our Promises and Laws, WOSM policies, and Polish law. They say we must ensure that everyone experiences a safe and equal environment where nobody discriminates directly or indirectly on the grounds of gender, marital status, family status, sexual orientation, religious belief, political opinion, disability, age, race, or ethnic origin

The European Jamboree 2020 Safe from Harm Principles

We will apply seven Safe from Harm principles:

- 1. Equality**
- 2. Consent**
- 3. Trust**
- 4. Respect**
- 5. No abuse or bullying**
- 6. Safeguard Mental Health**
- 7. Obey the Jamboree Code of Conduct and Polish law**



Sensitive Issues

Safe from Harm deals with sensitive issues. Discussing them can bring up problems in people's lives. Listen, don't judge, and ensure they know you are taking their concerns seriously. See Module 9 – Responding to incidents. You may have to report what they tell you to the authorities. Never promise total confidentiality but do say you will only tell people who it's safe to inform.

If you need further advice, contact the Jamboree Safe from Harm Team.

Equality

Everyone must follow the Jamboree Equalities Policy. Please read this extract:

Equality in Scouting

In our Scout Law, we promise to respect ourselves and others, to treat other Scouts and Guides as sisters and brothers, to be a friend to others, and to be trusted

What does this mean in practice?

- Every Scout, whether an adult or young person, is to be treated with equal respect and dignity, whatever their personal characteristics and social, racial, religious, or national background.
- Every Scout and Guide must be given an equal opportunity to be included in all aspects of the Jamboree, so long as their personal safety can be ensured.
- Nobody at the Jamboree is allowed to discriminate against anyone else, or express prejudice against them because of their personal characteristics and social, racial, religious, or national background.

This means:

- No sexism.
- No racism.
- No ageism.
- No Anti-Semitism, Islamophobia or other religious prejudice.
- No homophobia or transphobia.
- No discrimination against people with a disability or mental health condition.
- No discrimination because of social class.



Some examples

A common issue at Jamborees is different attitudes to the roles of men and women. Some examples:

- Jenny is an IST in the Jamboree shop. Her male boss, Bill, thinks women should not stack shelves. Handling stock is men's work. This is sexual discrimination.
- Gustav, an older male IST team leader, manages Michelle, a young female IST. He keeps telling her she is his 'pretty girl'. She complains that this is inappropriate. He says he's too old to change. This is patronising.
- Luigi is a male Adult Patrol Leader (APL). He keeps putting his arm around Maria, a female APL, and sometimes strokes her back or thigh. She says she doesn't like this. He laughs and keeps doing it. This is sexual harassment.

Men and women are equal at EJ2020. They can do the same work. Managers must not discriminate or patronise. Sexual harassment is unacceptable. Touching people who don't want to be touched is forbidden.

The Equalities Policy means you must treat everyone equally regardless of other personal characteristics such as sexuality, colour, faith, etc.

People with physical and/or learning disabilities or mental health issues may need additional opportunities or support. Treating people equally doesn't mean treating everyone the same. You must meet their specific needs to remove barriers to involvement. Don't be patronising. Ask: 'Can I help with that?' or, 'Do you need something?'



ANNEX #5 Examples of role descriptions

Safe from Harm Co-lead

During planning

- Coordinates Safe from Harm planning with the Planning Team, NSOs/ contingents and WOSM.
- Coordinates pre-event Listening Ear and prevention activities with NSOs/ contingents.
- Leads production of the Safe from Harm framework and procedures to evaluate, intervene in, interview, and decide on cases during the event.
- Leads recruitment and set-up of the Safe from Harm teams.

During execution

- Manages and ensures the well-being of the SHOT with co-lead(s).
- Is the Safe from Harm point of contact for contingents, the Host Team, and WOSM.
- Coordinates Safe from Harm information and activities with contingents.
- Leads training of ISTs for Safe from Harm.

During evaluation

- Ensures handover of unresolved cases to NSOs or the WOSM Team.
- Evaluates and leads the production of the after-action report.

Supervisory responsibilities

- Supervises the project's activities and deadlines.
- Participates in area management meetings.
- Participates in training of ISTs and any other personnel.
- Plans and follows up on project documentation.
- Plans and follows up on project evaluation.



SHOT member

- Safeguards and protects the event participants by following all relevant policies and procedures.
- Safeguards and protects themselves and other team members as the first priority in dealing with incidents.
- Responds to Safe from Harm incidents on the instruction of their team lead or a Safe from Harm Co-lead.
- Makes a reasonable assessment of the nature and potential seriousness of any identified problem.
- Safeguards, with stewards and contingent assistance where necessary, all participants in an alleged Safe from Harm incident. (NB: This may involve accompanying them to a safe place and remaining with them while inquiries into the incident take place.)
- Attempts to resolve mild incidents within the Safe from Harm framework's guidelines.
- Attempts to establish all relevant facts about alleged incidents and reports them to their team lead or the Safe from Harm Co-leads for further action.
- Reports immediately all cases of actual or suspected abuse and self-harm or suicidal thoughts.
- Is curious, open-minded, and tolerant regardless of the situation in front of them, not forcing their personal values and beliefs on others.
- Accurately records all encounters and pursues any agreed next steps and follow-up.
- Is sufficiently fluent in one or more of the required languages to conduct a complex conversation with a good understanding.



Listening Ear

- Safeguards and protects all event participants by following all relevant policies and procedures.
- Serves as an initial source of attention, empathy, and support regarding anything expressed by a participant.
- Provides, when appropriate, information, suggestions, and guidance to help a participant find a pathway to resolve their issues.
- Provides, when appropriate, a reasonable assessment of the nature and potential seriousness of any identified problem.
- Connects, when necessary, a participant to the appropriate resources that can meet their needs.
- Reports immediately all cases of actual or suspected abuse and self-harm or suicidal thoughts.
- Is curious, open-minded, and tolerant regardless of the situation in front of them, not forcing their personal values and beliefs on others.
- Helps and supports all participants towards the goal of making the most of the event they are attending.
- Accurately records all encounters and pursues any agreed next steps and follow-up.
- Is sufficiently fluent in one or more of the required languages to conduct a complex conversation with a good understanding.





ANNEX #8 Case Studies

1. Adult's inappropriate behaviour

The issue

Before a face-to-face event, all adults were required to complete an online Safe from Harm training. Young people were not. The event's Safe from Harm framework banned intimate physical contact between adults (aged 18+) and youth participants (14-17 years old). This rule is outlined in the training.

During the event, an adult member of the international service team (IST) was observed in a wood next to the campsite having intimate relations with a 17-year-old participant from another NSO. The adult was identified and admitted what happened. Both were over the age of sexual consent in their home country and the event location. They did not know each other before the event.

On investigation, it appeared that the youth participant may have made the first approach.

The Safe from Harm response

Because both parties were over the age of consent, local authorities were not involved. The Safe from Harm team invited both Heads of Contingent to help decide on how to proceed.

Although the act had been consensual and legal, it was a clear breach of the event's Safe from Harm framework, which required adults to act with a duty of care towards young people and not to engage in any type of intimate relationship with them.

It was agreed to remove the adult from the event site immediately and send them home. While they did not make the first move, they should have ended the relationship as soon as it became too intimate. The young person's contingent agreed to offer them support to ensure they were in a safe environment, to help them focus on other aspects of the event, with further follow-up when they returned home.



Reflections

At first sight, it might seem that the adult in this case has been treated unfairly. Everything was consensual and legal. Unfortunately, they broke a crucial rule by failing to carry out their duty of care and reject the youth participant's advances.

In another context, the result of the situation might have been different. However, in Scouting, adults in an education position should never engage in relations with participants as it can be seen as using their position of authority to take advantage of a young person. While it is not what happened in this situation, the perception of a parent, journalist, or member of the public would be that the adult crossed a red line.

2. An avoidable accident

The issue

A youth participant was taken to an in-person event's on-site hospital with a broken ankle. The injury occurred while the young person was wrestling with an adult member of the international service team from another NSO. The adult's NSO had set up a demonstration of their nation's unique wrestling technique. The young person had fallen awkwardly while practising it with the adult.

The Safe from Harm response

Details of the incident were passed by the hospital to the SHOT, which liaised with both Heads of Contingent. The youth participant's NSO had an absolute ban on physical contact between adults and young people except for first aid. The adult's NSO did not have this restriction. It was common for their young people and adults to engage in contact sports in their Scout programme. The event's Safe from Harm framework forbade physical contact unless unavoidable.

Both contingents recognised that the event's framework should apply and was set out in the pre-event Safe from Harm training. It was agreed that the Safe from Harm lead and the adult's Head of Contingent would meet with the adult involved in the situation.



The adult explained that they knew the event's rule but had forgotten it in the heat of the moment and had done what they normally did at home. They recognised that they were wrong. It was agreed that they would apologise to the young person, and that the adult's contingent would remind all its adult members about the sections of the event's Safe from Harm framework relevant to the incident. The young person and their contingent were happy with this outcome. No further action was required.

Reflections

Safety rules are there for a purpose, as this case demonstrates. It is important to remember, however, that we all come from different Scouting cultures. Everyone must follow the event's code of conduct and Safe from Harm framework while at an event, even if it is different from that of their NSO. When a genuine mistake occurs, and it is clear that it won't happen again, Safe from Harm's role is to make sure that lessons are learned and that everyone can continue to enjoy the event safely.



3. Pre-event worries

The issue

Before an online event, a Scout who was not a native English speaker contacted a listening ear. The caller began by asking what the listening ear does. The listening ear explained and gave them time to gain confidence in case they also wanted to raise a personal issue. They did.

The caller explained that they were a young adult who had been appointed to lead their delegation. The rest of the delegation was much older and more experienced in Scouting. They were worried about their capacity to communicate during the event in English and did not feel comfortable enough to do so. They were not very confident in leading the older members of their delegation because of their own youth and inexperience.

The Safe from Harm response

The listening ear, a native English speaker, was able to reassure the caller that their English was fine, and that they would have no problem interacting with the different organisers in charge of the event and other Scouts.

They also explored with the caller how experienced the other delegation members were at international events. It turned out that this was also the first international event for most of them, so the listening ear helped the caller to realise that they were just as well qualified to lead the delegation as their colleagues. No follow-up was required, and the event went well for the caller.

Reflections

Most listening ear cases are straightforward and revolve around supporting Scouts who feel homesick, lack self-confidence, or are unable to resolve low-level conflicts. This is an example of that kind of case. It's also notable that it took some time for the caller to gain the confidence to tell the listening ear why they really called. Don't rush encounters.



4. Social media challenges

The issue

A youth participant approached a listening ear at a face-to-face event. Their contingent had been on a pre-event experience, staying in a hotel in a big city. Alcohol was banned for participants, but they had bought some and taken it to a hotel room, where they had all gotten drunk.

The participant's ex-partner was in this group when the participant, under the influence of alcohol, told everyone intimate details of his relationship with his current partner. The ex-partner immediately shared this on social media, where it was seen by the current partner.

The participant was now very distressed because their current partner was angry with them, and they didn't know what to do. It was ruining the event for them.

The Safe from Harm response

The listening ear was non-judgemental about the breach of the Contingent's rules. Instead, they explored with the participant how to help them. The participant concluded that they would want to talk to their partner, but they couldn't afford an international phone call.

The listening ear supported the participant and their partner to connect in a safe space. The participant told the listening ear that they had apologised, and the pair had reconciled. No further action was required.



Reflections

Although it is not always easy for a listening ear or the SHOT to deal with drunken behaviour reported by a Scout, that was not their focus in this situation. If the alcohol consumption had occurred at the event, in breach of the code of conduct, the situation would have been managed differently.

However, the alcohol consumption took place before the event and on the contingent's watch. The listening ear's role is to deal with the immediate problem at the event and not to judge the preceding misbehaviour of participants.

In this situation, it was decided not to pursue the sharing of the information by the ex-partner, at the request of the participant. This was a judgement call because the participant felt it would lead to more embarrassment, but there might be circumstances in which it would have been necessary to speak to the ex-partner about the inappropriateness of their behaviour, especially if there had been a pattern of misbehaviour rather than a one-off instance of jealousy.



5. A long-term problem at a World Event

The issue

At an in-person event, a listening ear was approached by two female youth participants. They wanted to talk about something embarrassing that needed to be dealt with, but they didn't know how to raise it with their NSO.

They shared that an adult male leader in their patrol had had a bad reputation among young female Scouts for a long time. He touched them inappropriately, walked in on them when they were undressing and once sat the youngest ones on his knee and hugged them. He was doing the same at this event and now they had proof, because they had taken pictures on a smartphone showing him wearing only his underwear and approaching two female participants.

The Safe from Harm response

The listening ear reassured them and confirmed they would have been listened to even without the photo. Their concerns would only be shared with people who would protect them. Coincidentally, two other members of the contingent came to the station about another matter and corroborated the facts.

This was an urgent case and was taken straight to the Safe from Harm leadership. They involved the Head of Contingent, who was shocked. They had known the perpetrator all his Scouting life and had no idea that he did this. The perpetrator was removed from the event immediately by the SHOT, with the NSO taking responsibility for repatriating him, dealing with his inappropriate behaviour, and supporting the young people he had abused. The SHOT offered any support needed during the rest of the event.



Reflections

There were three priorities in this case:

1. Remove the alleged abuser immediately from the event.
2. Ensure his contingent and NSO were aware of the issue and prepared to deal with it.
3. Ensure that the young people affected by the abuser would be protected and supported while the event continued.



6. A mental health issue

The issue

A listening ear was approached by an adult member of the international service team (IST). They explained that they were living with the eating disorder anorexia nervosa. An important part of the management of their condition, for which they were receiving treatment, was to weigh themselves daily. The event's on-site hospital didn't have any scales and the IST member was very distressed because there didn't seem to be anyone there who understood their condition.

The Safe from Harm response

The IST member was at serious risk due to their illness. With the IST member's agreement, the listening ear contacted the Head of Contingent. The contingent was aware of the IST member's condition and a member of its CMT was assigned to support them. Because of their level of anxiety, however, they sometimes needed to talk to someone else. A set of scales was bought for the hospital. The contingent briefed the hospital's medical staff. The listening ear briefed all its teams in case the IST member would need to come to talk to any of them.

Reflections

It is important to note that in this situation the listening ear only listened. Listening ears is not, and cannot be, a therapeutic service. They did not act as a counsellor or psychotherapist. The SHOT may sometimes have to help people to access the right support but they in no way step outside of their roles as listening ears, regardless of their background.



7. An LGBTQI+ Scout comes out to the listening ear

The issue

An adult IST member from a country where LGBTQ+ relationships are not legal was worried and approached a listening ear. He had been spotted by a member of his contingent while visiting the Rainbow Café, a gathering point for LGBTQ+ people at a large in-person event.

He believed that he was gay but had never told anybody. He was coming out to the listening ear because he wanted to tell somebody and because he didn't know what to do about being seen at the Rainbow Café.

The Safe from Harm response

The listening ear thanked the IST member for sharing. They asked the Scout to explore for themselves the consequences of coming out in their own community. It emerged that he would likely be subject to extreme prejudice and possibly to arrest and imprisonment.

In the discussion, the Scout concluded that it would be best not to reveal their sexuality while he continued to live in his country, or while his country continued to have discriminatory laws. The listening ear empathised. When it came to the IST member's visit to the Rainbow Café, the listening ear was able to help by pointing out that it served very good coffee and lots of people went there for that, rather than because of who ran it, so the IST member didn't have to justify going there by revealing his sexuality.

Reflections

While WOSM opposes discrimination, the first duty of the SHOT is to keep people safe. Helping the IST member to work through how best to safeguard themselves from discrimination was, in this case, the best way to help keep them safe.



8. A case of mistaken identity

The issue

At an in-person event, the SHOT was alerted to a Tinder dating app account apparently belonging to a 24-year-old adult attending the event who was looking to date youth participants. This was a very alarming situation which needed urgent investigation.

The Safe from Harm response

The Stewards Team was asked to investigate to identify the adult using their first name and photo on the Tinder app. It was quickly found that no such adult was at the event, but that the photo was recognised by someone as a youth participant.

The SHOT visited his patrol's campsite and interviewed him with his adult patrol leader (APL). He said that he used Tinder back home and always lied about his age because it got him dates more easily. He had updated his location to the event but had forgotten to change his age on the app. His APL was furious with him because of his dishonesty and the fact that he was spending his time on Tinder during the event.

The Scout was very apologetic. He offered to remove the app from his smartphone, which he did immediately. The SHOT explained to him in detail all the trouble he had caused and why what he had done didn't reflect either Scouting values or a safe course of action for him and others. His APL agreed to keep him under close supervision, so the SHOT agreed to take no further action.



Reflections

Adolescents can sometimes unintentionally compromise their safety and that of others. It is essential to help them learn when to be sensible, so it was felt appropriate to treat this as a learning experience as long as the participant's APL kept an eye on him.

An important lesson about this situation is not to jump to conclusions in a situation. Good investigative work turned fear into a farce on this occasion. It might equally have found otherwise in other circumstances. It is essential to get the facts straight and not to panic.



9. Dangerous behaviour

The issue

Very close to the end of an in-person event, a youth participant reported that they had been threatened with a knife in the toilets by another participant.

The Safe from Harm response

Stewards were asked to investigate. They found that several shower curtains had been slashed in the same bathroom block. The participant who had been threatened didn't know the name of the participant who had threatened them, but they did know another participant who was there and saw what had happened.

The SHOT spoke to the witness with their APL. The witness was afraid of the consequences of telling the team who had carried out the vandalism and made the threats, but their APL helped them to understand that it was dangerous for everyone if the culprit was not caught.

The witness named the culprit, who was a member of their patrol. They also revealed that the culprit, who was in a patrol that didn't allow its members to carry knives, had swapped some items with someone from another NSO where knives were permitted. The witness was reassured that they would be protected.

At first, the culprit denied their involvement but when asked about the knife, they admitted that they had had one but didn't have it any longer. Because of the danger that they might pose, they were asked to agree for their tent to be searched, which they did. No knife was found but as the threatened participant was also able to identify the culprit, it was judged that they were responsible for the attacks.



In normal circumstances, they would have been handed over to their Head of Contingent for immediate removal from the event and possible reporting to the local police. However, the local police said that they didn't want to get involved in a case of low-level delinquency by someone who would be out of the country in 48 hours. The contingent agreed to keep the culprit under close supervision until they left the site. No further difficulty appeared after the incident.

Reflections

This case illustrates the importance of teamwork between all the elements of the Safety Teams and the Contingents. In such a situation, both the witnesses and the accused must have support from their Contingent. The priority must be to keep everyone safe at the event. Resolving why the culprit did what they did isn't something that the Safe from Harm team needs to do. That's a problem that the Contingent, its NSO, and the culprit's family need to take on after the event.



10. Online challenges

The issue

At a global online event, a youth participant mocked a performance given by a participant from a different culture. The participant's mother was watching and complained to the SHOT, whose details were available at the event.

The Safe from Harm response

This can be a challenging case to resolve because:

1. It can be difficult to identify the culprit.
2. At an online event, participants are in their home country, so they are not under the direct jurisdiction of the event's SHOT.
3. What appears online can be visible for only a brief period of time and saving evidence isn't always done at the time of an incident.

The SHOT asked the programme team to speak to the participant and their mother to apologise for what had happened and confirm that the demonstration was a great success for everyone. The programme team also agreed to reinforce the rules about comments during the event. Comments were moderated, so the other action was to try to speed up the moderation process to remove inappropriate material before it could offend.

Reflections

Offering the best Safe from Harm service in the online environment is a continuous learning process. Clear, brief ground rules and alert moderation of public channels are the best safeguards. Private channels are much more difficult to guard. Engaging NSOs before events and asking them to nominate an online Safe from Harm guardian with whom the event's SHOT can liaise to address issues in-country is one potential way to address the problem of jurisdiction.

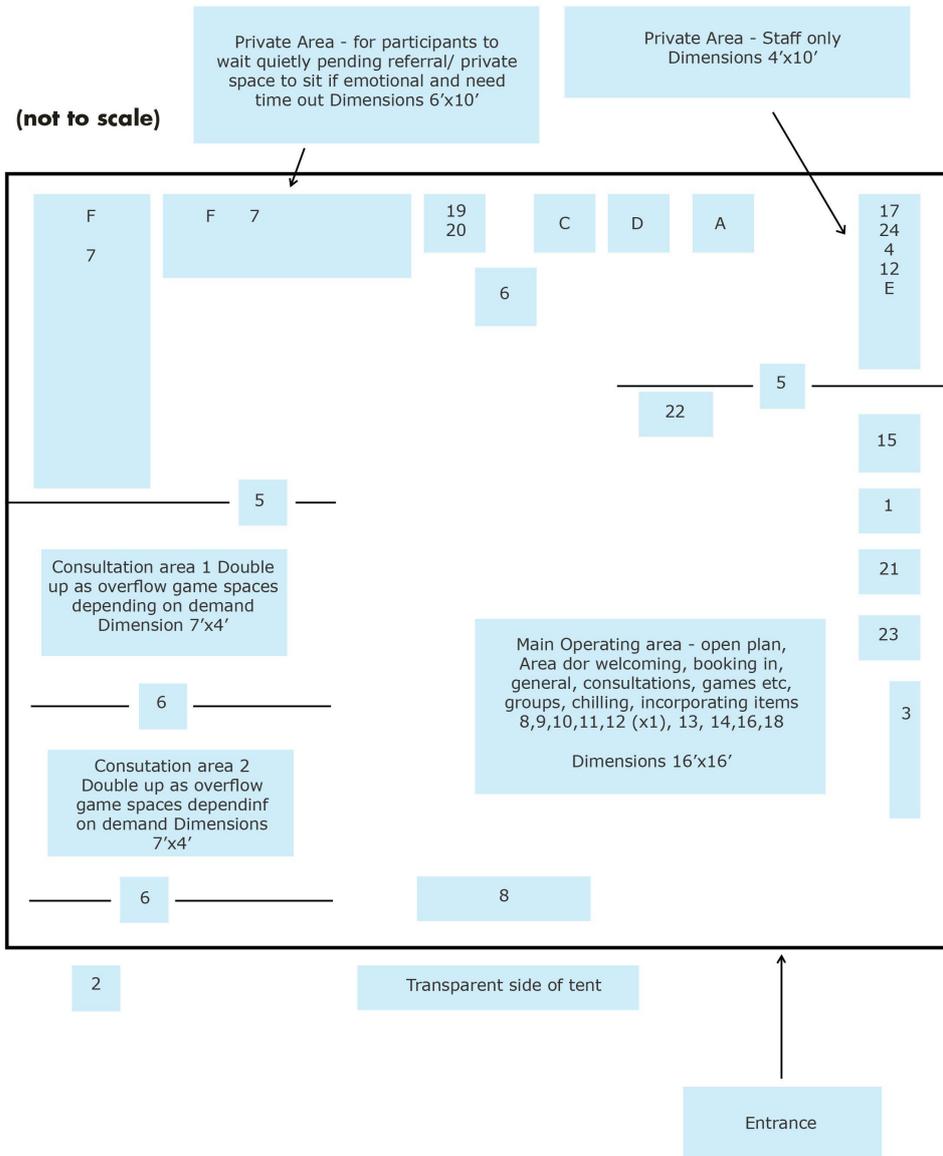


ANNEX #9 Listening ear stations

Listening ear stations functional mapping

	World Scout Jamboree	World Scout Moot	World Scout Conference	JOTA JOTI
Operation hours	8:00 – 20:00	8:00 – 20:00	Working hours + emergency phone	24h
Number of listening ears	~6 per each station ~42 (5 subcamps, IST, emergency number)	~6 per each station World Scout Moot	~10 ppl (at least 5 dedicated only to LE) World Scout Moot	~20 ppl 3 languages per shift
Stations and places	Each subcamp (incl. IST) + one 24h	Each subcamp (incl. IST) + one 24h	1 listening ear station 1 quiet room	1 online booth

Proposed Station Layout



Example of a listening ear station at an in-person event



ANNEX #9 Example of training programme for youth participants.

You will find here an example [Safe from Harm training programme](#) written for young people aged 14–17 who attended the 25th World Scout Jamboree. The programme was designed to be shared with contingents and delivered by Adult Patrol/Unit Leaders before the event. It could be delivered face-to-face, online, or through a hybrid approach. It was designed to be age appropriate and used the Scout Method to introduce these sensitive subjects.



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