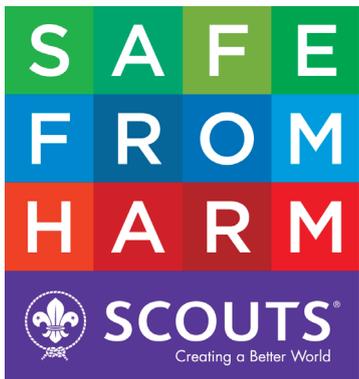




SAFE FROM HARM

LISTENING EAR MODEL – S.C.O.U.T



LISTENING EAR MODEL — S.C.O.U.T

The S.C.O.U.T. model fulfils two needs:

- Get the conversation going (this is done in S.C. step)
- Gather enough information to determine the next steps (this is done in O.U.T. step)

S

SHELTER

A Listening Ear station is a safe, secure sanctuary in which all scout event participants are welcome....to unwind and, if necessary, unburden themselves of any emotional discomfort or other concerns.

C

COMMUNICATION

Invite and encourage the participant to speak freely about anything that is on their mind. Listening Ear staff will listen with genuine interest, empathy, and unconditional acceptance without judgement. All conversations will reflect reasonable cultural sensitivity and respect.

O

OBSERVATION

Be vigilant for indications of distress as it relates to emotional, physical, or spiritual matters. Pay attention to how the participant is interacting with other people and focus on what the participant is saying. Do not be afraid to inquire about different aspects of their day (e.g., sleep, appetite, energy, interest level, etc.) and the participant's current state of mind.

U

UNDERSTAND

Strive to obtain a reasonable comprehension of the participant's statements by clarifying, paraphrasing, and confirming what has been shared and, when possible, the underlying feelings.

T

TRIAGE

Obtain a reasonable understanding of the participant's concerns and identify any evidence of distress or other difficulty. Then determine whether the participant requires services beyond what Listening Ear can provide.

S.C.O.U.T.

NOTES





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