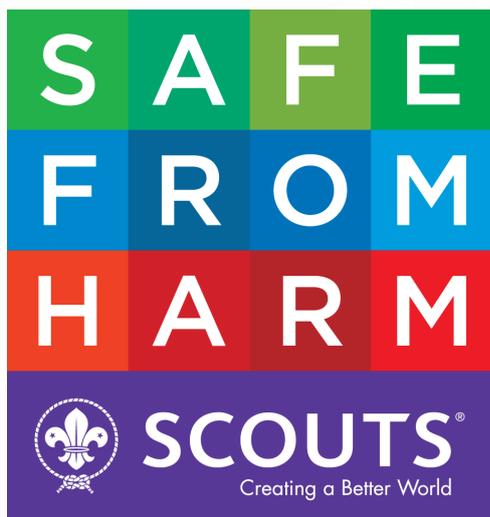


Listening ear implementation approach



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Listening Ear Implementation
approach
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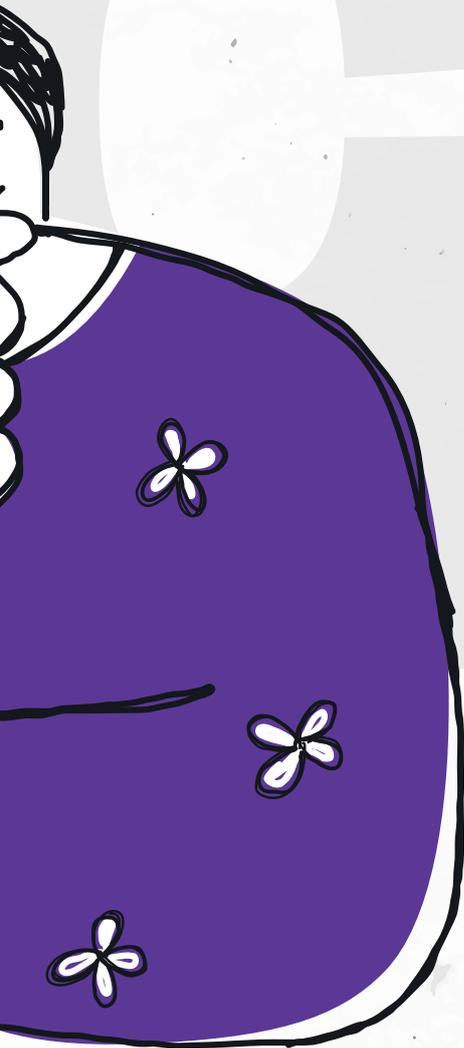
Mental Health and Wellbeing team
Education Area of Operation, 2022-2025



LISTENING EAR IMPLEMENTATION APPROACH

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OVERVIEW

This document is intended for the core planning team members of the Event, and in particular the Safe from Harm and Listening Ear staff and volunteers. The information contained below will help you prepare for the event and ensure you are comfortable in your specific role.

THE TEAM

Listening Ear lead – [insert name & contact]

SfH lead – [insert name & contact]

Listening Ears

NAME	INITIALS

All Listening Ears will be introduced during the opening of the event, reiterate each morning and will visibly recognisable, with a green arm band.

During the event, there will be a dedicated quiet room for participants to use to take a private break, practise mindfulness, disconnect from the agenda and even nap. This space will be regularly attended by a member of the listening ear team.

ROLE OF LISTENING EAR

The Listening Ear's role is to guide and support a Scout in need whether the Scout is faced with a risk of harm or experiencing discomfort at the event. Listening Ears offer a welcoming, safe, non-threatening, non-judgmental environment for Scouts to seek help proactively on behalf of themselves or others.

In addition to this, as the first point of contact, a Listening Ear supports the mental and emotional wellbeing of all event participants, regardless of their age or professional role.

The role of Listening Ears is not to 'solve' a Scout's problem but to work together to find a pathway towards a resolution for the Scout's discomfort or concern. We do this by identifying, processing, listening, discussing, brainstorming, guiding, and sometimes even escalating the issue when appropriate.



It is also important to remind ourselves that a Listening Ear does not operate as professional counselor. This is why when confronted with the most serious cases, it is essential to notify our Listening Ear station lead and Safe from Harm team lead to ensure that the Scout receives the necessary care from our Safe from Harm structures.

During the Event, you may find it useful to keep the **Listening Ear Help Sheet** with you, to support you in active listening and managing appropriately a LE encounter.



THE ENVIRONMENT

We want any event to be a safe space for everyone, and it is the responsibility of each participant, staff and volunteers to contribute to this, promote elements of wellbeing and to act according to our values, respecting the **Code of Conduct**.

The first step to ensuring that the event is a safe space is being aware of the potential risks, and know how to prevent, avoid and also how to react if unfortunately, some undesired situations occur.

For that reason, all participants, volunteers, staff and hosts are required to follow a **Safe from Harm module** and **provide the certificate** of completion before entering the event.

During the Event, there will be a dedicated quiet **room/space** for participants to use to take a private break, disconnect and practise mindfulness. This space will be open from **XX:XX —XX:XX** each day and it will have a member of the Listening Ear team present should you require.

The environment could contain:

- Candles
- Blankets/pillows
- Colouring materials
- Quiet calming music
- Tissues
- Water

This space is not for socialising, it is protected for the individual head space and opportunity to talk with a listening ear where necessary.

The **safe space room/quiet room** is called – **XXX**.



SCHEDULE

On day 0 of the Event all Listening Ears and SfH team members will meet to for an event briefing (where possible). During this briefing, we will assess the risk register, recap scenarios, clarify any reporting mechanisms and review the agenda for the day ahead.

At the end of each day the Listening Ear lead and SfH lead will meet with the planning team to debrief the events of the day, identify any needs or support required for each other, before preparing for the following day.

Based on the Event agenda and availability of Listening Ears, this agenda should be followed to help us maintain the safety of the event. The best case scenario is to have pairs of Listening Ears together – you are officially on duty and are required to be stationed in the (insert name) room. Please visit regularly or feel free to be stationed there.



Day 0			
	Team briefing	ALL	LE location (safe space)
Day 1			
9:00- 12:00	Listening Ear duty	[Initials 1 & initials 2]	[Insert location]
12:00- 15:00		[Initials 1 & initials 2]	
15:00- 18:00		[Initials 1 & initials 2]	
18:00-18:30	Daily debrief	[SFH Lead & LE Lead]	
18:00-9:00	Emergency phone	[SFH Lead & LE Lead]	[Insert contact number]
Day 2			
9:00- 12:00	Listening Ear duty	[Initials 1 & initials 2]	
12:00- 15:00		[Initials 1 & initials 2]	
15:00- 18:00		[Initials 1 & initials 2]	
18:00-18:30	Daily debrief	[SFH Lead & LE Lead]	
18:00-9:00	Emergency phone	[SFH Lead & LE Lead]	[Insert contact number]
Day 3			
9:00- 12:00	Listening Ear duty	[Initials 1 & initials 2]	
12:00- 15:00		[Initials 1 & initials 2]	
15:00- 18:00		[Initials 1 & initials 2]	
18:00-18:30	Daily debrief	[SFH Lead & LE Lead]	
18:00-9:00	Emergency phone	[SFH Lead & LE Lead]	[Insert contact number]
Day 4 – 15th October			
9:00- 12:00	Listening Ear duty	[Initials 1 & initials 2]	
14:00-14:30	Daily debrief	[SFH Lead & LE Lead]	

REPORTING MECHANISMS

As an Event Listening Ear, you are always 'active' and should expect to offer support if needed, where possible. If you do not have the capacity, it is absolutely okay for you to say no to someone requesting a Listening Ear, as long as you sign post them to another team member or an alternative support mechanism.

The information below helps provide an example of the levels of support available to any one at the event, depending on their role and their need.

General LE support

Find a LE

Visit the **onsite location for LEs**

Contact LE **email**
- *Insert email* -

SFH

Contact a LE or staff member

Contact SFH **email**
- *Insert email* -

Use the out of hour
emergency hot line

Managed by **Case Management** team

Staff & Volunteers

Reach out on Slack

Visit the **onsite location for LEs**

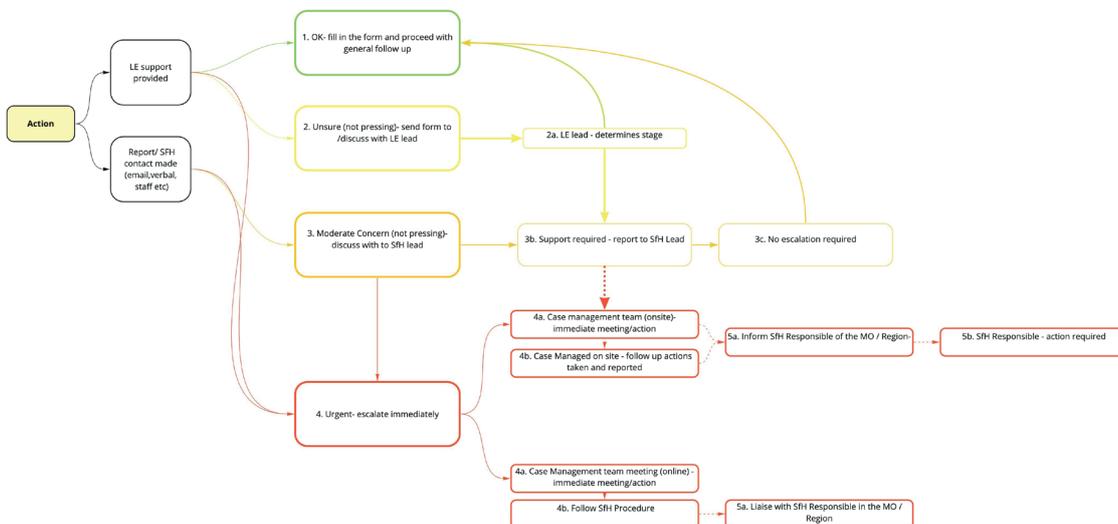
Mindful of expected situations
(cultures, wellbeing etc)

Recommend LE support or visits to
onsite location for LEs

If you do not have the capacity, please refer the participant to the Listening Ear Space – or in the case of an emergency, to the **[hotline call +XXXXXX]**.

To ensure effective communication and fast reactions, the team will use the dedicated Slack channel. This is to be used to raise any concerns or ask any questions if you are unsure. If it is of a personal, sensitive nature, please reach out directly to the **Listening Ear lead – [insert name]**.

Safe from Harm - The below flow chart helps to understand what and when a listening ear encounter or SfH concern should be dealt with.



CASE MANAGEMENT TEAM

The case management team are activated in emergencies or in sever SfH cases, reports or observations. Each team is comprised of Event authorities and the relevant stakeholders for direct action, dependant on the circumstances.

In the event of a Safe from Harm case, the following [procedure](#) and [report](#) should be completed.



Person	Role	Email	Contact
	Safe from Harm lead		
	Event Coordinator		
	Event authority		
	LE lead (where applicable)		
(when applicable)	Regional Director (WOSM)		

LISTENING ENCOUNTER FORM

This form is to be completed for each Listening Ear encounter. Data on this form is highly sensitive and therefore, confidential. You should complete this form after the encounter – each LE present should complete an individual form.

Please make sure you keep a pen and paper with you for any Listening Ear encounters. It is always important to practice active listening above all other responsibilities during the encounter.

You should complete the details of this form after the encounter, and share with the LE Lead in **this folder**. These encounter forms serve as a monitoring and learning tool to enhance future events and mental health and wellbeing support; they should only be accessed by necessary stakeholders and should not be accessible in your internal document storage system.

TRAINING RESOURCES

To ensure you are suitably prepared for your role during the Event, it is essential that you have recently completed the following e-learning:

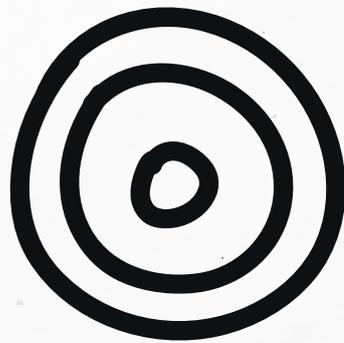
- [Safe from Harm](#)
- [Listening Ear training](#)

It is recommended to revisit these and refresh your memory.

During the Event, you may find it useful to keep the [Listening Ear Help Sheet](#) with you, to support you in active listening and managing appropriately a LE encounter.

Additional guidance, materials and support can be found in the **Safer Scouting pack**.

NOTES





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