

# See Things Differently



Because doing what we've always done is no longer enough.

Any organization where children are present is vulnerable to the threat of abuse—and that threat is growing more serious. *Know. See. Respond.*, a model originally developed by YMCA of the USA, provides a powerful framework for preventing abuse by developing multiple layers of protection across your entire organization.

We will work through the following questions with you to help you apply this model.

## Know

**Build awareness of how abuse can happen at your organization.**

1. How do you hold your staff and volunteers accountable to your child abuse prevention policies?
2. What are high-risk areas for abuse in your facility and programs?
3. What efforts are you taking to continually train staff, participants and volunteers on “red-flag” behaviors to look for?
4. How do you engage parents and the wider community in your abuse prevention efforts, as well as “red-flag” behaviors?

## See

**Ensure constant supervision and monitoring is in place for all programs.**

1. How are you supervising the staff and volunteers in high-risk areas (eg. bathrooms, playgrounds, and buses)?
2. When and how often are leaders visiting programs and childcare areas?
3. What are supervisors looking for when they do visit programs? Are they praising positive behavior?
4. How do you empower staff and volunteers to look for rule-breaking and interrupt when something doesn't “feel right?”

## Respond

**Take immediate action to address “red flag” behaviors and allegations of abuse.**

1. How do staff, volunteers and parents report observed or alleged “red flag” behaviors and code of conduct violations?
2. What is your protocol for addressing reported “red flag” behaviors and code of conduct violations?
3. How do you respond to observed or alleged peer-to-peer abuse?
4. How do you respond to historical abuse allegations?

## Applying the Model

A parent contacted a Redwoods customer to report a staff member who was texting their teenager. The customer immediately launched an investigation and uncovered additional examples of red flag behaviors by this staff member. They immediately terminated the employee in question.

The parent knew that the employee should not have been texting their child. Staff were aware of the organization's policies and knew what “red flag” behaviors to look for. And the organization was ready and willing to respond based on rule-breaking—not actual evidence of abuse.

**This is a near-perfect example of how a proactive, comprehensive framework such as *Know. See. Respond.* can help to protect the children in your programming.**

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