

VOLUNTEER TRAINING PACKAGE • LEADER'S GUIDE

Thank you for taking the time to help your volunteers become better equipped to love today's teens. In order to help you do that well, we've created the following guide to help your volunteers get the most out of the video package you are about to walk through.

After you press play, the video will run seamlessly through to the end. However, we believe there are some key spots for you to pause the video and engage your team with questions and ideas of how to enact what they're learning in your specific place of ministry.

1) SECTION ONE: STEPPING INTO THEIR WORLD

- **Generation Z: an overview of the challenges and potential of this generation**

Talk about it: (4:50)

- Ask your volunteers/staff to consider the question that is on the screen as you take the time to walk them through the Gen Z Helpsheet with them. Offer examples from your ministry to illustrate the information and bring it into your specific context. The Helpsheet can be found at <http://www.lifeteams.ca/helpsheets>.
- After learning about Gen Z, ask the volunteers to turn to a neighbor and talk about the on-screen questions:

***“This is a complex generation ... but what brings you hope?”
“What is one thing you need to remember in building relationships with Gen Z?”***

2) SECTION TWO: WHAT THEY BRING - WHAT WE BRING (5:00)

- **My Story: a glimpse of what some teens are facing every day**
- **Our Motivation: Genuine Love**

Talk about it: (10:05)

- 1 John 4:19 offers us our motivation for the work we do with young people – “We love because he first loved us.” This is a great opportunity for your volunteers to recognize and acknowledge God's love for them. Invite them to turn to one or two others and share how being loved by God has affected them. End this time with praying for each other to know without a doubt how wide, how long, how high and how deep his love for them really is (Ephesians 3:18).

3) SECTION THREE: THINKING ABOUT BEHAVING (10:08)

- **Responding to Difficult Behaviour**

Talk about it: (13:31)

- After this introduction to how we respond to difficult behaviour, you as a staff person can walk your volunteer(s) through any policy and procedures for addressing dangerous behaviour in your particular program. Offer the volunteer practical steps for responding to specific behaviours he/she may encounter. Take the time to answer any questions your volunteer has about this area. It may be helpful to walk through the Lifeteams Helpsheets on "Acting Out" or "High Conflict Youth" (<http://www.lifeteams.ca/helpsheets>) for skills and greater understanding.

Note: The attached Critical Incident Response Guide has been developed to assist youth workers and volunteers in recognizing the steps necessary to respond to dangerous behaviour within the context of youth work. It is a resource for you and your volunteers.

We encourage you to check out www.lifeteams.ca for Helpsheets and videos on topics that might be useful to your volunteers as they think about responding to behaviour that comes from specific issues young people are facing.

4) SECTION FOUR: NURTURING RELATIONSHIPS (13:37)

- **Maddie's story of change**
- **Mentorship: starting and sustaining a mentoring relationship**
- **My Story II: advice for youth workers from teens**

Talk about it: (22:25)

- At this point stop the video again and invite your team to talk about one practical nugget they have picked up from the information they have just received. How will it look to apply this to their relationships with teens?

5) SECTION FIVE: NURTURING SOULS (22:27)

- **Cody's Story: Encountering Jesus**
- **Inviting Teens to Consider Jesus**

Talk about it: (30:31)

- It often helps to hear ourselves say something important out loud before we say it for the first time. Take this opportunity to tell your volunteers about a time you invited a teen to consider Jesus. Then, ask them to turn to a partner and imagine that they had just had a conversation that include thoughts about God, religion, prayer, or any other faith topic. Ask them to create a question or invitation that might open the door for the teen to consider taking a step toward Jesus and then each offer that question aloud to the other.

6) CLOSING

As you close this session, take time to share your heart about youth work. How has the love of God motivated you to do what you do? And how has God used the privilege of ministering to youth to change and shape your heart and your life.

End by praying over your volunteers, perhaps using the words of Ephesians 3:14-21.

A final note:

Please encourage your volunteers to sign up on the Lifeteams.ca website for practical resources, delivered to their inbox every month. You can also forward their contact info directly to lifeteams@youthunlimited.com for ongoing training that continues beyond this session.

CRITICAL INCIDENT REPORT

Date of Occurrence: _____ Time of Occurrence: _____ [] AM [] PM

Location: _____

During what program/activity: _____

Name of person completing this report: _____

Youth(s) Involved: _____

Describe - what did you see/hear/know? (use the back of this form if more space is needed):

Assess - what did you believe was happening?: _____

Respond - What did you do/say?: _____

Next - What next steps will be taken with this youth? (discuss this with your supervisor):

Signature: _____ **Date and time:** _____

*** FOR SUPERVISOR TO COMPLETE ***

Other Staff/Volunteers on duty: _____

Were Police Involved? [] No [] Yes Detachment: _____

Names and Badges: _____

Other parties involved (staff from other agencies, bystanders, EMS/medical personnel, etc.):

Parent notified and time of contact: _____

CRITICAL INCIDENT REPORT

SUPERVISORS OVERVIEW

It is important that you, your fellow staff and your volunteers have a response plan in place before a critical incident happens. Volunteers do not need to know how to handle every crisis, but they do need to know that they are the adult and may need to step into uncomfortable situations at times. Prepare them with knowing what to expect in the context in which they will be involved, and what you expect of them in these situations. It is very important that they recognize that although they may not always know what to do, sharing information with you about difficult or critical incidents can allow you to guide them or to step in as needed. It can also protect them and the young people they are caring for.

As the supervisor, training in crisis and suicide response, managing angry or violent youth, and basic first aid are great ways of equipping yourself to provide a safe and healthy environment for youth and volunteers.

The following provides a quick summary to aid you in creating policy and practice around critical incidents before they occur:

1. What is a critical incident?

- “Critical Incident” is a serious or unusual event, characterized by risk or possibility of danger for the youth or others around them.
- A Critical Incident could involve a wide range of situations or factors such as:
 - accidents (including falls/other injuries)
 - abuse being reported
 - aggressive or unusual behavior
 - suicide ideation (demonstration of suicidal tendencies)
 - coming to the program impaired; drug/alcohol use at the program
 - dangerous or criminal actions (violence/threats, carrying/using a weapon, etc.)

2. When is a Critical Incident Report necessary?

- When you or a volunteer have personally witnessed the health and well-being of a young person being placed at risk; after a serious, negatively impactful, or traumatic event.

3. Who should complete the report?

- The leader who witnessed the occurrence. Ideally, the report should be done by leader and supervisor together, as a way of debriefing the incident as well as gathering the information.
- Other leaders who witnessed important details or intervened in the occurrence should contribute their information to the report.

4. When should the report be completed?

- Begin recording important details as soon as it is safe to do so; do not wait until the next day.

5. What information is included in the report?

- Things that you/the leader personally witnessed and did.
- Who else was involved & what they did. If you are not certain of full names use first names and provide what other details you know.
- It is helpful to use the acronym - D.A.R.N. - to remember what needs to be recorded: Description, Assessment, Response, and Next Steps.

6. How will I know when parents should be contacted?

- Make every effort to contact parents/guardians of each youth involved in a critical occurrence. It's a great opportunity to let the parents know you want to work with them.
- In your report, include the response of parents/guardians.
- If you are unsuccessful in reaching parents/guardians, document your attempts.

7. What are the criteria for calling the police and/or other emergency personnel?

- Call the police if:
 - *if you cannot adequately manage the situation.*
 - *if you are not able to adequately reduce potential risk.*
 - *if weapons or illegal activities are involved.*
 - *if youth are seriously injured or the health of a youth appears to be at risk.*
 - *if a youth is suicidal, admits to having a plan in motion, and refuses to go with you to the hospital emergency ward.*
 - *if youth or parent/guardian is adamant about involving the police and/or other emergency personnel.*

Note: If emergency personnel are involved, record who you spoke with and what they said and did.

8. What do I do with the report?

- Keep a copy for your own records.
- Give a copy to your supervisor.
- Give a copy to the leadership of any other group involved as partners in the program (school, church, etc.)

9. What happens next?

- Be sure to check in with the volunteer within a week after the event to see how they are processing the impact. Be aware that dealing with a critical incident may trigger an emotional crisis in a volunteer. Be sure they have personal support and have had a chance to talk through their feelings about the situation.
- Be sure to check in with the youth within a week. Arrange to sit down with them and talk about the event and its impact if they are willing.
- Follow through with your "next steps" plan.