

7 Guidelines for volunteers

in the event of suspicions and incidents of sexualised violence and in cases of doubt

Someone confides in you or you have made a guess or observation:

- Keep calm and act prudently!
- Their task is not the criminalistic clarification of a suspicion!
Your task is to take care of the well-being of the person concerned!
- Listen carefully and take the statements or suggestions seriously. But don't ask for details.
- Don't promise that you won't tell anyone what you've said! Getting help is not a betrayal! Explain that you will first inquire about possibilities of help and assure that you will inform them about all further steps.

- Document the conversation/signs of your suspicions/your observations carefully and as accurately as possible. Record your personal thoughts on this in a separate section.
- It may help you to talk to a person you trust about your assumption/observation or the conversation. The following applies: **only as many people as necessary and as few as possible!** This person must not be friends with the accused person!
- Get in touch with a full-time person you trust (e.g. full-time contact person). Discuss the further procedure with them. If you need clarification regarding a suspicion, please contact an external specialized Specialist counselling centre, on church counselling services

(e.g. counselling after sexualised violence in church institutions, contact persons of church youth work) or to the external abuse officers.

- If the suspicion of sexualised violence is substantiated because you become aware of a fact that suggests the suspicion of sexualised violence, report this immediately to the responsible person at management level and directly to the intervention officer or one of the external abuse officers. Discuss the further steps here.
- Hand over responsibility and support the management in initiating further action steps. Clarify how communication about the further procedure is guaranteed and how contact with the person concerned can be well arranged.

- In the event of suspicion of child welfare endangerment outside your institution (sexual abuse, mistreatment or neglect), you will consult a specialist with experience in this area together with the management.
- Make sure that no decisions are made over the head of the person concerned. Under no circumstances confront the accused with the accusation!

