



Scenario (Facilitators Guide) Safe Church Foundations for Ministry Agents

Scenario 1: Incident related to neglect

Read the scenarios as if you were the ministry agent receiving the information incrementally over time (from a third party) as part of a complaints process.

Information:

At an evening event for young teens, one of the games involved running. Instructions about how to play the game were outlined before playing.

Thea (one of the children), tripped and fell while running. She appeared embarrassed and continued playing.

Cheryl (a leader), noticed her fall and checked to see if Thea was ok. Thea said she tripped over a hole in the ground and her ankle was a little sore. Cheryl noted that Thea seemed to be more embarrassed than sore, but offered her an ice pack. Thea did not want to draw attention to herself and said no to the ice pack.

Cheryl mentioned the incident to Thea's mum at the end of the night and thought no more about it.

The Next day, the mother called the Ministry Agent to complain about her daughter's sprained ankle and wanting some compensation for the medical cost and inconvenience. She said that the church was neglectful in their duty of care for her daughter.

More information:

- *C/2.1.3 Responding to Complaints and Concerns Procedure*
- *C2.1.5.4 Template for Complaints and Allegations*

Questions:

- In your opinion, what steps could or should have been taken during the planning prior to the event?
(inspection of area to ensure no hazards)
- What documentation is available to assist with these steps, and where can they be found?
(Risk assessment sheets, on Synod website)
- Do you think there any additional steps Cheryl could have taken when Thea refused the ice pack?
(in light of her embarrassment, take her somewhere comfortable, more private but not alone, to administer first aid, inform the parent by phone when the incident happened)
- What else do you think Cheryl was obliged to do in order to meet her reporting obligations?
(Noted the incident, informed the Leader)
- What type of abuse is being alleged in this scenario?
(Neglect)