



## Procedures for Supervisors and Administrators Monitoring Employees and Volunteers at Off-Site Programs

Off-site activities and programs present unique risks for the safety of consumers and are among the most common settings where adult-to-consumer and consumer-to-consumer sexual misconduct occurs. Some of the special circumstances which cause these to be high-risk environments are that large groups are difficult to monitor, consumers may be more likely to act out in a less structured environment, organizations cannot screen all other adults who may have access to consumers off-site, and many off-site programs include one-on-one interactions. It is important that supervisors and administrators are aware of these risks and take measures to minimize them through effective monitoring and supervision practices.

Our supervisors and administrators use scheduled and random observations of all off-site activities and programs; engage in spontaneous and scheduled conversations with employees, volunteers, consumers, and other stakeholders; conduct group and individual supervision and training meetings before and after offsite activities or programs; and review relevant program documentation and records, to ensure that safety standards are always in place.

Supervisors and administrators are encouraged to adhere to the following guidelines:

**Keep a record.** Supervisors must approve all off-site and overnight activities, programs, or outings. Document your supervision observations and program visits. Include information like your arrival and departure times, which consumers and parent/guardians were present, and a summary of the information gathered. Provide employees and volunteers with feedback about visits.

**Survey the physical environment.** Is this a safe and suitable location to take consumers and for the activity (e.g., size of area for number of consumers, ability to supervise all areas used by consumers)?

**Watch activities.** Are the employees and volunteers actively involved? Ask to see the schedule of activities and compare it with what is happening at a given time.

**Observe bathroom and locker room activities.** Observe bathroom and locker room activities to ensure that the employees and volunteers are complying with the established policies and procedures even when off-site.

**Observe employees and volunteers' interaction with consumers.**

- Do employees and volunteers use the proper voice tone with consumers?
- Do employees and volunteers give praise to consumers?

- Do employees and volunteers follow the physical affection guidelines?
- Do employees and volunteers know the consumers by first and last name?
- Do employees and volunteers sound enthusiastic?
- Do employees and volunteers set limits and boundaries with consumers?
- Do employees and volunteers interact with all consumers?
- Does an employee or volunteer pay undue attention to any consumers?
- Do employees and volunteers listen to the consumers when they make reports or express concerns?

**Observe employees and volunteers' interactions with each other.**

- Do employees and volunteers pay more attention to the consumers than to each other?
- Are employees and volunteers spread out and monitoring the entire location or facility?
- Do employees and volunteers know who is supervising which consumers?
- Do employees and volunteers communicate to each other when one must leave the area?
- Do employees and volunteers use polite voice tones with one another?
- Do employees and volunteers share responsibilities around the program?

Consider specific monitoring and supervision recommendations based on the location and type of activity (for example, restaurant, amusement park, water park, arcade, sporting event, etc.). If the offsite activity or program is held at a location where consumers will be interacting in a large space and/or it is not possible to assign specific employees and volunteers to specific groups of consumers, then:

- Set boundaries at the location. Tell consumers where they may and may not go. Then post employees and volunteers around the boundaries and at the entrance and exit points.
- Assign remaining employees and volunteers to monitor specific areas. Post at least one employee or volunteer near the bathrooms.
- Ensure consumers check in at designated meeting points at least once every hour.

Documentation Form for Offsite Activities and Program Monitoring

**Program Name:** \_\_\_\_\_ **Location:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

	Not Satisfactory		Satisfactory		Exceeds Satisfactory	N/A
Punctuality of employees and volunteers	1	2	3	4	5	N/A
Safety of physical environment	1	2	3	4	5	N/A
Structure of activities	1	2	3	4	5	N/A
Bathroom/Locker room procedures at off-site location	1	2	3	4	5	N/A
Employee and volunteer engagement in activities with consumers	1	2	3	4	5	N/A
Interactions between employees/volunteers and consumers	1	2	3	4	5	N/A
Interactions of employees and volunteers with each other	1	2	3	4	5	N/A
Interactions between employees and volunteers with parents/guardians	1	2	3	4	5	N/A
Overall supervision and safety of off-site activities or programs	1	2	3	4	5	N/A

**Comments:** \_\_\_\_\_

**Names of Employees and Volunteers Observed:** \_\_\_\_\_

**Signature of Supervisor:** \_\_\_\_\_

### Guidelines for Supervising Off-Site Activities

Off-site activities, field trips, and outings present unique risks for the safety of consumers and are among the most common settings where adult-to-consumer and consumer-to-consumer sexual abuse occurs. Some of the special circumstances which cause these to be high-risk environments are that large groups are difficult to monitor, consumers may be more likely to act out in a less structured environment, and organizations cannot screen all other adults who may have access to consumers off-site. It is important that employees and volunteers are aware of these risks and take measures to minimize them.

Special guidelines for off-site activities, field trips, and outings include:

- Visit the destination in advance, when possible, to assist with planning.
- Require prior supervisor approval for all off-site activities.
- Require written parental/guardian approval by disseminating permission slips, including rules for consumers to follow, prior to each off-site activity. Employees and volunteers should keep permission slips on hand during the activity.
- Determine appropriate employee/volunteer-to-consumer ratios before the activity and schedule employees and volunteers accordingly. Considerations for ratios should include:
  - age and number of consumers involved
  - special or unique consumer needs
  - the nature of the activity
- Require employees, volunteers, and consumers to be easily identifiable (using lanyards, badges, shirts, etc.).
- Review rules and boundaries with consumers prior to the activity, including how to report concerns.
- Assign each employee or volunteer to a specific group of consumers to supervise. Groups should be separated according to age, gender, and/or behavior of consumers. Train employees and volunteers on active supervision techniques:
  - Position themselves to be able to see and hear all consumers to whom they are assigned.
  - Anticipate what consumers will do and redirect when necessary.
  - Listen and notice changes in sound or absence of sound.
  - Remain engaged with consumers rather than socializing with other employees or volunteers.
- Each employee or volunteer must maintain a roll sheet listing all the consumers in his or her group. Name-to-face roll checks should be conducted routinely and whenever moving from one activity or space to another.
- Specific bathroom and locker room procedures for employees and volunteers to follow, as applicable to the outing, ensuring minimum ratios can be always maintained. Transportation procedures.
- A means for employees and volunteers to communicate with each other while off-site.
- Prohibit employees and volunteers from using cell phones for personal business while supervising consumers
- An emergency plan for responding to incidents.
- Instructions for documentation including the purpose of the activity, duration, location, and other critical information.

- Instructions for a supervisor to observe the off-site activities at scheduled times and random intervals.
- Consider utilizing a shared calendar for awareness among teams for various community or home-based service deliveries.
- Consider specific recommendations based on the location and type of activity (for example, amusement parks, water parks, arcades, etc.). If the trip is to a location where consumers will be interacting in a large space and/or it is not possible to assign specific employees and volunteers to specific groups of consumers, then:
  - Set boundaries at the location. Tell consumers where they may and may not go. Then post employees and volunteers around the boundaries and at the entrance and exit points.
  - Assign remaining employees and volunteers to monitor specific areas. Post at least one employee or volunteer near the bathrooms.
  - Consumers should check in at designated meeting points at least once every hour.