



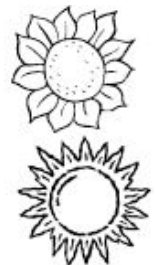
Safe OnLine Outreach Society Organizational Assessment Tools 2004

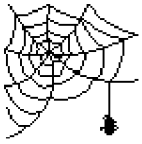


- Staff Knowledge Assessment Tool
- Organizational Assessment Tool and
- The Key to Technological Recommendations for Non-Profit Organizations



This package contains three tools you can use to take a look at how your agency is responding to the changes in communication technology and offers suggestions on how to respond. If you find them useful, please let us know at SOLOS. www.safeonlineoutreach.org , or soloinfo@shaw.ca.





SOLOS Project - 2004

Staff Knowledge Assessment Tool

(This assessment is for individual staff members to fill in.)

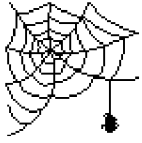
Name or Program _____

Date _____

- Do you have an email address?
- How many hours do you spend on the Internet each week?
- Please list five different activities you can do on the Internet?
- Have you taken any internet or computer courses?
- Do you know what MSN or IM is? Have you ever been to a chatroom?
- Have you even engaged with a youth online - professionally?
- Are you aware of any youth who have viewed pornography online before?
- If you received a report of a youth who was involved in making illicit images of herself, what would you do?
- Are you clear on the policies your agency has regarding email communications, cell phone use, rules regarding youth accessing the internet through your agency's computers or the acceptability of referring youth to online resources?
- Would you know where to report:
 - Disclosures of Internet exploitation?
 - Youth/children lured from their homes? Coerced to make pornography?
 - Photographed in compromising positions?
 - Or viewing illegal activity online?
- What would you do if you notice a Staff member viewing pornography or child pornography on an agency computer?
- How would the exploitation of children or youth online, be different than being exploited face to face?

Thanks for your time!





SOLOS Project - 2004

Organizational Assessment Tool

(Our goal here is to help you identify any areas of policy or practice that may need updating to the risks and the opportunities presented by telecommunications.)

Organization _____

Name of contact person _____

Contact Information _____

Date _____

PROFILE



- How many computers are there at your agency?
- Does your agency have any filtering or monitoring software installed on agency computers? Is everyone aware of this software?
- Are the computers in your agency networked?
- Are computers private or used by many people?




- How many clients use the agency computers?



POLICY

- Does your agency have a policy regarding confidentiality and electronic communications? Do you have a disclaimer on all email sent out? An 'Accepted Use Policy' would cover many of these potentialities.
- Does your agency have a policy about letting clients use agency computers? This would include group or foster homes, computers in youth drop-in centres, youth on field trips, library trips, etc.
- Do existing restraining orders, not contact orders etc. cover electronic communications.



- Does your agency have a policy on employees using computers for personal use? 
- Do employees of your agency refer clients to online resources? And if so, what are the liability issues that arise?

PRACTICE

- Do sexual abuse counselors in your agency receive training on the dynamic of sexual abuse online, the implications of youth creating online pornography, advertising themselves online, viewing pornographic material (on purpose or accidentally), or masturbating to online material having a long term impact on sexual development? 
- Have any risk assessment tools you may use been modified to include online activities as well as off line activities?
- Do agency intake forms request online coordinates? Email address, IM nickname?
- Do you have any information about internet safety available to your clients?
- Do you take pictures of your clients for files or records? 
- Does your agency have a web presence?
- Do workers from your agency communicate with other agencies via the Internet?
- Does your agency offer any programs or workshops on computers, the internet or any technology?

Safe OnLine Outreach Society

Responding to Online Sexual Exploitation:

Organizational Assessments and Train the Trainer Project



Key to Technological Recommendations for Non-profit

Organizations

September 2004

This Key contains suggestions and resources for improving your organization's response to sexual exploitation in online environments.

These recommendations are grouped by:

- ❖ Public or client access to the internet through agency computers,
- ❖ Employee use of agency computers and
- ❖ Agency/employee awareness of and response to online exploitation of youth.

More resources and links can be found on the Safe OnLine Outreach website at www.safeonlineoutreach.org.

Public or Client Access to Agency's Computer Terminals

MUST have (RISKS):

- ❖ Acceptable use Policy - POSTED visibly for all users to see, (i.e. Youth/students may not engage in activities that are unlawful, utilize inappropriate language, engage in plagiarism or copyright infringement or engage in actions that jeopardize the security of the system when using the district Internet system. Source <http://responsiblenetizen.org>)
- ❖ Notification for users if monitoring software is installed on computer terminals, (i.e. <http://directory.google.com/Top/Computers/Software/Internet/Monitoring>)
- ❖ Hours of use and location of public terminals should be in accordance with general internet safety practices, (i.e. <http://www.bewebaware.org>)
- ❖ Regularly updated virus protection software on public terminals.
http://dir.yahoo.com/Business_and_Economy/Business_to_Business/Computers/Software/System_Uilities/Virus_Protection and
http://directory.google.com/Top/Computers/Security/Malicious_Software/Viruses/Products

Nice to have (consider)

- ❖ An electronic presence - web-site and email address to your programs and agency,
- ❖ Electronic or paper sign-up sheet beside each public terminal so you can track who is using the computer(s) at what time,
- ❖ Filtering or monitoring software installed on public terminals,
- ❖ Employing a network technician to manage public terminals and recommend appropriate level of monitoring/filtering software,
- ❖ Limit installation of any new software by unauthorized users,
- ❖ Limit copying of any files onto the hard drive of a public terminal.

Opportunities

- ❖ Using online communication with clients of the agency,
- ❖ Consider referring clients to resource material located on the internet. (See included list of online resources or visit www.safeonlineoutreach.org)

Employee Access to Agency's Computer Terminals

MUST have (RISKS):

- ❖ Acceptable use policy for employees' use of agency computers. (See above)
- ❖ Password protection on personal employee's computers so unauthorized persons cannot access agency files.
- ❖ Policy regarding use of pirated software on agency computers.
- ❖ Policy regarding personal use of agency computers by employees.
- ❖ Disclaimer printed (signature) on any emails sent from agency email accounts (i.e. The information in this e-mail, and any attachment therein, is confidential and for use by the addressee only. If you are not the intended recipient, please return the e-mail to the sender and delete it from your computer. Every precaution has been taken to ensure that this email, and any attachments thereto, are free of viruses but (NAME OF AGENCY OR ORGANIZATION) will not guarantee that either is virus-free and does not accept liability for any damage sustained as a result of viruses.)
- ❖ Policy regarding use of employee terminals by clients of the agency.
- ❖ Wireless networks MUST have the default security settings changed. Wireless networks left with default settings are open to infiltration by war-chalkers and others trolling for open networks.

Nice to have (consider)

- ❖ Employing a network technician to manage local network, internet access, software installation, wireless networks and password/user accounts.

- ❖ If referring clients to online resource material, consider printing a clear disclaimer regarding accuracy of information on the Internet.

Opportunities

- ❖ Agency employees using email/IM to communicate with clients of the agency.
- ❖ Consider referring clients to resources material located on the Internet.

Things to Consider re: Agency/Employee Awareness about the Internet and Online Sexual Exploitation

- ❖ **General MUST Haves (RISKS)**
 - Information about where and how to report online exploitation.
 - Training for employees regarding internet technologies.
 - Staff should have access to email through the agency rather than through hotmail or other free email accounts.
 - Agency should have a web presence, but employee emails may or may not be listed on the web page.
- ❖ Policy within the agency regarding Internet exploitation
 - Clear policy/procedures for employees regarding reporting of:
 - ◆ Disclosure of online exploitation,
 - ◆ Production of online pornography,
 - ◆ Viewing illegal material online,
 - ◆ Youth being lured to in-person meetings by internet predators.
 - High level of understanding and implementation by employees of policies regarding online abuse.
 - See (www.cybertip.ca)

Youth-directed agencies:

- Internet training: staff should be versed in instant messaging, chats and email communications and be able to engage in these environments with youth.
- Training regarding internet exploitations; abuse counselors and youth workers should understand the dynamics of sexual abuse online, the implications of youth creating online pornography, advertising themselves online, viewing pornography material - on purpose or accidentally - or masturbating to explicit material found online (which may or may not have long term impact on sexual development).
- Abuse counselors should understand the differences and similarities between online exploitation and face to face exploitation of children and youth.
- Risk assessment tools used by agency staff should also assess young people's online lives, activities and relationships.

Things to Consider - Agency Practice

❖ Youth directed agencies

- 99% of Canadian youth are online; consider engaging professionally with youth through this media.
- youth-targeted material should be produced on the web as well as in a print format.

❖ Gathering Client Information

- Collect email addressee and IM nicknames on client intake forms,
- Consider taking digital photos of client and attaching to internal client files.

Intern-agency communication

- ❖ Communicate with other agencies via email and list serves.