

# **Risk Management & Child Protection Policy & Protocol for Quinte Youth Unlimited**



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## SECTION 1: Purpose

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At Quinte Youth for Christ/Quinte Youth Unlimited (from now on referred to as QYFC/QYU), we are committed to providing a safe environment for all program participants, volunteers and staff. This set of risk management guidelines has been developed to address and minimize any potential risks that may exist in our programs and the locations in which they take place.

Within this document the use of “child” applies to minors who are individuals 17 years of age and younger.

Black text represents policy that cannot change and often refers to the school or daycare context. The brown text represents the application of the policy and protocols for Quinte Youth Unlimited and any its programs, events, trips, and leadership.

Reference to teachers, Supervisor or Assistant Supervisor may refer to Executive Director, Program Director, Program Leader or Program Volunteer.

### 1.1 Purpose

The purpose of this policy is for Quinte Youth Unlimited a/o Quinte Youth for Christ:

- a) To maintain an environment that is free from harassment or abuse
- b) To identify the behaviours that are unacceptable
- c) To establish a mechanism for receiving complaints
- d) To establish a procedure to deal with complaints

The charitable organization has a, moral and legal obligation to provide a secure environment for children participating in all programs which are under the auspices and authority of the Government of Ontario. This policy applies to all staff, parents, volunteers, directors and officers of Quinte Youth Unlimited a/o Quinte Youth for Christ.

At the same time we are concerned about the safety and reputation of all hired staff at Quinte Youth Unlimited a/o Quinte Youth for Christ.

Child abuse is a violation of the law within the context of trusted relationships. It is criminal behaviour that causes emotional, physical and spiritual trauma to victims and has destructive consequences for abusers. Devastating effects on the credibility of our organization make it essential that this facility take all appropriate steps to prevent abusive incidents from occurring, and therefore, Quinte Youth Unlimited a/o Quinte Youth for Christ will not tolerate any form of physical, sexual, emotional, verbal, psychological abuse nor any form of neglect or harassment.

## 1.2 QYFC/QYU's Responsibility

- A) *Moral and Spiritual Responsibility:* Each staff member and program volunteer is accountable for the responsible evangelism and follow-through care of all youth involved in their program, and for respecting personal freedom of choice.
- B) *Ethical Responsibility:* The U.N. Convention on the Rights of the Child is the most ratified of all the United Nations Human Rights treaties. The treaty affirms and describes the fundamental human rights of all children (all human being below the age of 18), and the governments that have ratified it have legally agreed to fulfil its provisions. "The CCRC forms the most comprehensive and well-established international standard for children's rights." (Canadian Children's Rights Council 2007). A fundamental philosophy behind the convention is that children have the same inherent value as adults and are their equals.
- C) *Legal and Civil Responsibility:* QYFC/QYUQYU has a legal responsibility to ensure that a plan for protecting children and youth is in place and is diligently followed. Legal responsibility includes being accountable for the actions of our employees and volunteers, that as an organization we could be held vicariously liable for their actions.
- D) *Faith Disclosed:* All youth who are involved in QYFC/QYU programs or staff or volunteer shall be informed upfront that we are a Christian organization.

## 1.3 General Guidelines and Principles for Reducing the Risk of Abuse

RISK increases as isolation increases.

RISK increases when there is an imbalance of power, authority, influence and control between a potential abuser and potential victim.

RISK increases as accountability and adherence to policies decreases.

When RISK increases, supervision should also increase.

Risk DECREASES when there is adherence and accountability to policies.

Risk DECREASES as isolation decreases.

RISK DECREASES when there is a balance of power, authority, influence and control between potential abuser and potential victim.

Risk DECREASES when due diligence is maintained by retaining documentation.

## SECTION 2: Policies

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The following policies apply to all QYFC/QYU leadership in direct contact with youth, including paid full-time, part-time, contract, short-term or approved program programs, trips and events leaders or volunteers. Please refer to the QYFC/QYU Human Resources (HR) Manual for a complete review of our HR policies. All QYFC/QYU employees are required to sign the YFC Community Covenant as members of the YFC Canada charitable religious organization.

### 2.1 Hiring and Training:

- 2.1.1 All paid staff, working at or for Youth Unlimited will be required to: hand in a resume and request and submit a criminal record check from the local Police detachment;
- Participate in seminars or workshops as prescribed by the Supervisor or staff directed at issues of child abuse, identification and reporting obligations;
  - Read resource material as prescribed by the Supervisor or staff directed at issues of child abuse and safety.
  - Sign an acknowledgement of having read this policy and related guidelines and agreeing to comply with organizations policies and guidelines as prescribed by the Ministry of Education and local government.
- 2.1.2 Individuals with a known history of having committed abuse as defined in this document or anyone with questionable references will not be permitted to work at or volunteer for Youth Unlimited.

### 2.2 Staffing, Supervision, Security & Identification:

- 2.2.1 We will follow the provincial government ratios for children with respect to age ranges to Caregiver ratios (when applicable).
- 2.2.2 All classrooms, offices and hallways must have open doors, allowing for easy viewing by parents and supervisors. All utility areas are to be kept locked and made accessible only to those who have a need for access.

All meeting rooms used by or for QYFC/QYU events or programs must have open doors or doors with windows, allowing for easy viewing by parents, volunteers, and supervisors.

- 2.2.3 Workers are to avoid one-on-one situations with children, except in parentally pre-approved situations where the adult has a legitimate reason to be alone with a child. (see also Section 3.8.4)

2.2.4 Security precautions are to be taken for all children **under age 13** in our facility. Identification will be required for anyone that has not picked up the child previously. Doors are

to be supervised to ensure children are not able to exit alone and/or cannot be taken from the room without the staff being made aware.

2.2.5 Names and addresses of parents and children, the name(s) any alternate approved by the parent(s), and any special concern (e.g. allergies) will be carefully maintained.

## **2.3 Field Trips, Special Events & Transportation**

2.3.1 Activities conducted away from the organization are to be pre-approved by the Director of the facility to ensure that potential risks have been addressed.

QYFC/QYU trips and special events are to be pre-approved by the Executive Director and/or Ministry/Program Director to ensure that all potential risks have been addressed.

2.3.2 Parents are to be notified at least one week prior to the outing and proper written consent/medical release forms are required for each child participating in the event.

2.3.3 All trips and outings must be supervised by a sufficient number of staff and/or parent volunteers with each parent volunteer to be in charge of 5 children.

QYFC/QYU screened volunteers may be included as supervisory staff for trips and outings.

2.3.4 When the transporting of children is involved in an activity, all drivers must be at least 18 years of age, have a valid driver's license, and current automobile insurance. The number of persons per car must never exceed the number of seat belts (2 adults in vehicle).

## **2.4 Allegations of Abuse & Incident Reporting**

2.4.1 Concerns for a child's safety are to be reported in accordance with procedures prescribed in this document.

2.4.2 Quinte Youth Unlimited a/o Quinte Youth for Christ will not engage in denial, minimization, or blame. Our response strategy will be based on the following underlying principles:

- All allegations will be taken seriously.
- Situations must be handled forthrightly with due respect for people's privacy and confidentiality.
- Full cooperation must be given to civil authorities under the guidance of legal counsel.
- Adequate care must be shown for the well being of victims. The victim should not be held responsible in any way.

## **2.5 Discrimination and Harassment Policy**

2.5.1 We will take a zero tolerance approach to any form of discrimination or harassment in the workplace by our staff, volunteers, and directors.

2.5.2 Zero tolerance applies to actions towards co-workers, the children, or parents/guardians and any other members or contractors affiliated with the centre.

Zero tolerance applies to actions of staff, children, youth, parents/guardians, volunteers and any members or contractors affiliated with QYFC/QYU, in the work place and in programs, events, trips and/or activities.

## **2.6 Policy Implementation, Monitoring & Amendments**

2.6.1 We will take seriously our policies to prevent abuse and see that they are enforced.

2.6.2 The Director will work with the staff to implement and monitor this policy.

2.6.3 Amendments to this policy will be approved by the Director.

2.6.4 Any violations of the policies contained within may result in the suspension or termination of staff at the sole discretion of management.

Any violations of the policies contained within may result in the suspension or termination of volunteers, parent/guardian, children or youth, involved in QYFC/QYU programs, events, or trips at the discretion of ministry/program director and/or the Executive Director.



## SECTION 3: Child Protection Guidelines

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### 3.1 Child Security

3.1.1 Parents must inform a staff member if anyone other than themselves will be picking up the child, unless otherwise arranged.

Parents or guardians may inform a program volunteer if anyone other than themselves will be picking up the child, unless otherwise arranged.

3.1.2 A child will be released to a parent or approved alternate only on the basis of personal identification, in the form of photo ID.

3.1.3 Children are never to be dropped off at events without a supervisor's awareness.

3.1.4 All group times are to be supervised so that children are not able to exit alone and/or a parent cannot take them from the room without a supervisor's awareness.

3.1.5 Parents are asked to wait in the hallway or designated waiting area when picking up their child. The leader will inform the child that the parent or caregiver is here to pick them up.

### 3.2 Staffing & Supervision Guidelines

Our programs must always include adequate staffing, using teacher to student ratios guidelines set out by the Ministry of Education for children under the age of 12 (when applicable)

- a. The ratio of supervising adults to elementary school aged children, as a rule should not exceed 1:10
- b. Supervision for children needs to be one of the following:
  - Two QYU staff or program volunteer who are unrelated, except in the event of an emergency
  - Related QYU staff and/or program volunteers may supervise children if a 3<sup>rd</sup> staff person or volunteer is present and unrelated.
  - One QYU staff or program leader may supervise a group of children with an Open Door Policy and hall monitors (screened volunteers) are circulating regularly.

Serious consequences can occur as a result of inadequate supervision or protection of youth. The ratio of youth to supervising adults(s) is recommended to be one that ensures the ability to respond to an emergency. Overnights, retreats and off-site excursions require increased supervision.

- c. With very stable youth or high school students in a very stable environment, the ratio of supervising adults to youth as a rule should not exceed 1:10.

- d. With high-risk youth or junior high students in a relatively stable environment, the ratio of supervising adults to youth, as a rule should not exceed 1:8
- e. During cross-cultural, missions or service trips, depending upon maturity of the youth, the ratio of supervising adults to youth, as a rule should not exceed 1:4
- f. For high-risk activities, the ratio of supervising adult to youth should be adjusted to 1:3.

These numbers are provided as guidelines and situation discretion is required by the Program Leaders in order to have an adequate amount of supervision for the degree of risk in the youth and the setting in questions. The program leaders must approve planned ratios for ministry programs and must monitor actual ratios.

*Note:* Volunteer Student Leaders cannot be considered as part of the supervising adult/child ratio.

Programs, events or activities with mixed genders should be supervised by male and female QYFC/QYU staff and/or program volunteers.

There should be at least three (3) years age difference between QYFC/QYU staff or program volunteers and the youth they supervise.

### **3.2.1 Obtain Parental Permission;**

#### **3.2.1.1 Information and Consent Forms**

- a. For on-going programs and activities, written consent of parent/guardian through a Program Registration Form (Appendix **ix**) will be obtained for all minors (students under the age of 18). Age-appropriate DROP-IN environments are excluded from this requirement.
- b. Parents/Guardians should be given at least one-week notice of an off-site, elevated risk or overnight activity. For mission, service, cross-cultural or high risk activities, students and families will be given longer notice and opportunities to ask questions.
- c. Consent forms are to state location, time, activity, transportation, drivers, and supervision planned. Consent forms must also include an authorized signature, allergy or health concerns, the health card number, the emergency contact name, and phone number as well as permission to seek emergency medical treatment. (Appendix **x** : Trip Event Permission and Waiver & Release Consent Form)
- d. For all youth over the age of majority and for adult participants in QYFC/QYU activities, it is advisable to obtain their health card number and emergency contact name and number as much as reasonably possible.
- e. Forms are recommended to be copies and the copies taken on all off-site events in case of emergency. This information will be kept in a secure place during the activity.

- f. Original forms are to be filed and kept permanently in a locked cabinet and will not be destroyed. Such information is considered personal and private and can only be used for the purpose for which it was collected.
- g. *Allergies & Health Concerns:* All leaders of programs, requiring permission forms, need to be aware of the participant's allergies or health concerns. Ways to communicate these needs are: create a list of students and their allergies for each leader; or, create name tags for the children that include their allergies or health needs (or a sticker or code to indicate their allergies or health needs). For each child diagnosed with Anaphylaxis, it is recommended to complete an Anaphylaxis Emergency Plan Form before starting any QYFC/QYU program. (See Appendix \_\_\_ or [https://foodallergy canada.ca/wp-content/uploads/Anaphylaxis-Emergency-Plan\\_October-2020\\_a.pdf](https://foodallergy canada.ca/wp-content/uploads/Anaphylaxis-Emergency-Plan_October-2020_a.pdf))

3.2.2 Supervisor or Assistant Supervisor must obtain the consent of the child's parent or guardian before the staff spends one-on-one time with that child.

3.2.3 Supervisory Staff; The supervisory staff should make regular visits to the classroom to make sure the class is properly staffed and supervised.

### 3.3 Proper Display of Affection

Touch is an essential responsibility in nurturing lives. Staff and leaders need to be aware of, and sensitive to, differences in: cultural differences, family backgrounds, individual personalities, and special needs.

#### 3.3.1 Appropriate Touch:

Love and caring can be expressed in the following appropriate ways, by:

- Bending down to the child's eye level and speaking kindly; listening to him or her carefully
- Taking a child's hand and leading him or her to an activity
- Putting an arm around the shoulder of a child who needs quieting or comforting.
- Taking both of the child's hands as you say, "You did such a good job!" (or "I'm so glad to see you. We've missed you!" etc.)
- Patting a child on the head, hand, and shoulder or back to affirm him or her.
- Holding a child by the shoulders or hand to keep his or her attention while you redirect the child's behavior.
- Gently holding a child's chin to help him or her focus on what you are saying. (important for children with attention deficit disorder)
- Holding a preschool child who is crying

#### 3.3.2 Inappropriate Touch:

You must avoid:

- Kissing a child, coaxing a child to kiss you, extended hugging and tickling.
- Touching a child in any area that would be covered by a bathing suit (except when assisting a child with toileting as outlined previously).

- Carrying older children or having them sit on your lap.
- Being alone with a child.
- Prolonged physical contact.
- Opposite sex piggyback rides.
- Seductiveness or suggestive contact.
- Any physical contact of any kind that is done for the pleasure or satisfaction of care providers.
- Any touching used to express power or control over a child.

### **3.4 Discipline and Classroom Management**

"Discipline is not something you do to a child. It is something you do for a child. The word discipline does not mean punishment. Rather than seeking to merely maintain control or keep children quiet, our goal in managing children's behavior should be to shape their character in such a way that they will grow, learn and develop appropriately."

#### **3.4.1 General Guidelines for Discipline Procedures**

3.4.1.1 Every teacher/leader with the children should have clearly defined rules and discipline procedures. Children may help establish some rules.

3.4.1.2 Children and parents should be made aware of established rules and discipline procedures.

3.4.1.3 Ongoing problems in discipline are to be brought to the attention of the supervisor and/or assistant supervisor.

The general guidelines for discipline and classroom management above also apply to youth or volunteers or groups of children or youth in any QYFC/QYU programs, event or trip.

Ongoing discipline problems are to be brought to the attention of the QYFC/QYU staff member, program or ministry leader, and/or the Executive Director.

#### **3.4.2 Suggestions for Preventative Discipline**

- Create a loving, caring atmosphere.
- Arrange your environment for children and for learning.
- To gain respect you must grant respect.
- Establish and communicate realistic expectations for the children.
- Be sure the activities that you provide are meaningful and age-appropriate.
- Be fair and consistent with all children.
- Be sure your focus is on positive actions.
- Be aware of children with special needs.

##### **3.4.2.1 Anti-bullying and Zero Tolerance**

Any unwanted, aggressive behaviour that involves a real or perceived power imbalance and is repeated or has the potential to be repeated will not be accepted or tolerated. All incidents,

reports or suspicions will be reported to the ministry or program leader or director and will be recorded on an "Incident Report Form" (Appendix ) after each incident.

Bullying will be submitted to disciplinary action. Please refer to Section 6: Disciplinary Procedures

### **3.4.3 Suggestions for Remedial Discipline**

- Try to deal with the problems individually.
- Explain to the child why the behavior is unacceptable.
- Redirect the child to positive action.
- Explain the consequences of unacceptable behavior by defining the correct way to behave as well as the result of the wrong behavior.
- Offer choices that are acceptable to both you and the child.

#### **3.4.3.1 Further Suggestions for Remedial Discipline**

- Politely ask the child or youth to stop the behaviour before explanations or redirecting.
- If the behaviour continues, separate the child or youth from the group or redirect to an alternate, positive activity.
- If behaviour continues, contact the parent/guardian and ask them to pick up the child or youth.

### **3.4.4 Classroom Rule Suggestions**

- One voice talking at a time.
- Quiet hands get answered.
- Use "indoor" voices.
- Obey directions the first time.
- Use good manners.
- Keep your hands and feet to yourself.
- Respect each other.
- Be friendly.

### **3.4.5 Some examples of appropriate discipline :**

- Praising the specific behaviors you want to see in your group (i.e. "good listening", "thank you for waiting")
- A firm gentle voice addressing and redirecting the behavior (i.e. "you are running; walk please")
- Confidential parental discussion when necessary.
- Age appropriate "thinking time" or withdrawal from activity.

### **3.4.6 Some examples of inappropriate discipline :**

- Corporal punishment of any kind.
- Any words or tone that would cause a child to think he or she is the "problem" rather than a specific behavior being addressed (e.g., screaming at a child)
- Any words that could cause feelings of condemnation or shame in a child about any aspect of their person-including derisive references to anything physical, emotional, mental, or position (or station) in life, such as saying, "Are you a strong boy? Strong boys don't cry" or "Shame on you."

### 3.5 Health and Safety Guidelines

Each QYU staff member or ministry/program volunteer is responsible to take necessary steps and precautions to ensure the health and safety of those in their care during an event or activity. This includes youth, families, volunteers, and staff.

Each staff member or program volunteer is responsible to report unsafe conditions to their supervisor.

Each staff member or volunteer has the right to refuse to engage in an activity if she/he thinks she/he or the people for whom she/he are responsible is unsafe or in danger of violence. In dangerous locations, it is recommended that the staff members and volunteers always keep minimally in twos. Safety precautions are to be communicated to youth.

#### 3.5.1 Sick Children

A child who is ill and could therefore expose other children and workers to illness should not be received into the organization. Some signs of illness are unusual fatigue or irritability, coughing, sneezing, runny nose and eyes, fever, vomiting, diarrhea, inflamed mouth and throat. Any child with a known communicable disease should not be received into the nursery or a classroom.

#### 3.5.2 Emergencies:

**3.5.2.1** Teachers are only to give medication to a child in the absence of the Supervisor and Assistant Supervisor, otherwise it is the responsibility of the Supervisor or Assistant Supervisor. No medication will be left in the classroom or with a teacher or child. In extreme cases (i.e. peanut allergies, ventilators, etc.) arrangements should be made with written instructions and the permission of the child's parent.

##### *Exceptions:*

Exceptions will be made for full day and overnight events or for extreme cases such as anaphylactic allergic reactions or inhalers, as follows:

- Medication is given to a designated medical volunteer or the Program Leader
- Medication must be in a container identified with a prescription label, kept in one central location
- Parent/guardian must complete the Medication Forms and sign the dosage usage instruction.
- A log will be kept, signed and dated of the medication that was distributed.
- Medication is to be returned to the parent/guardian and the medication forms will be signed by the parent/guardian at the time of return.

Staff member or program volunteer must be notified of any prescription or non-prescription medication brought to the program for the duration of the program.

Non-prescriptions substances such as tobacco, cigarettes, e-cigarettes, and marijuana brought by youth to events will be confiscated by the Program Leader and returned to the Parent/Guardian at the end of the program, event or trip.

**3.5.2.2** Procedures will be reviewed monthly for fire/evacuation emergencies. These procedures are posted in each classroom/area and state the planned route of escape.

If fire/evacuation procedures are not posted in the facilities being used by QYFC/QYU events the staff person or program lead will make themselves aware of evacuation routes.

All staff members or program leaders will have with them an operating cell phone or similar communication device when she/he is in the community. If any staff member or program volunteers are concerned for their physical safety, he/she must call the police, a co-worker or other pre-arranged helper immediately for assistance.

**3.5.2.3** First aid boxes shall be located in the staff room, and or classrooms, and in the outside playground in the shed (if applicable). The supervisor and/or Assistant Supervisor are to be notified when supplies are used so that they may be restocked. Contents are to be reviewed frequently by the Supervisor/Assistant Supervisor.

- a. **First Aid Boxes or Kits Contents:** Each staff person or program leader will always have available to them a properly stocked First Aid kit including at minimum: a current edition of a Standard First Aid manual, one (1) card of safety pins; instant ice packs; sterilizing soap, a micro shield CPR mask, disposable non-latex gloves in varying sizes; foil packets of disinfecting towelettes;; 4x4 gauze pads for blood absorption; band aids; small scissors, sling. First Aid Kits should be available to each youth centre and/or in their personal vehicle when transporting youth.
- b. **Certification for Staff and/or Program Volunteer Leaders:** Each staff member or program leader will hold a current First Aid + CPR certificate. Personnel with a first aid certificate must be present at all programs and activities.

**3.5.3 Procedures for Dealing with Cuts or Injuries Involving Blood:**

- Separate the injured child from the other children. Isolate the area where any blood may have dropped on carpet, toys, etc. Apply first aid measures and send someone to locate the Supervisor/Assistant Supervisor.
- If other children have had contact with any of the blood from the cut or injury, their parents should be informed.
- Put on non latex gloves (available in each room and the first-aid kit) and bandage the injury, avoiding contact with mouth, ears and eyes.
- Carefully wipe up all blood and bloody bandages and remove to a secure, inaccessible waste removal receptacle.
- Any blood on the floor or toys must be washed away using a solution of one part bleach to ten parts water.
- Remove and properly dispose of latex gloves. Wash carefully with sterilizing soap (available in classroom and in first-aid kit).

All injuries (with or without blood) or incidents will be reported to the ministry or program leader or director and will be recorded on an “Incident Report Form” (Appendix ) after each incident.

#### **3.5.4 Cleanliness**

Sanitize the childcare areas weekly. Regularly clean all surfaces, toys, tables, trays, bedding, bibs and doors. Clean toys used by children with colds with special solution provided by your nursery coordinator. Area carpets in nursery and pre-school classrooms will be cleaned quarterly or as required.

#### **3.5.5 Washroom Guidelines**

Children should be sent to the washroom with a buddy and should be escorted by a staff person or volunteer.

Staff person or volunteer will wait outside the washroom door for children to finish and escort them back to the activity.

QYFC/QYU staff or volunteers are never to be alone with a child in an unsupervised washroom and should never enter a cubicle with a child and shut the door.

### **3.6 Suspicious Behaviour:**

Some conduct just deserves counsel and advice from a supervisor while other conduct requires reporting. See Incident Reporting Procedures in this document should a legitimate allegation occur.

3.6.1 Any inappropriate conduct or relationships between teachers/leaders and a child must be confronted immediately and investigated.

3.6.2 Prompt warnings must be issued when appropriate, and the situation monitored very closely.

3.6.3 Teachers should note when a child appears aloof or withdrawn, or exhibits a marked personality change. This may indicate a problem that deserves attention. See Symptoms of Abuse in this document.

### **3.7 Report Incidents and Inform Parents**

Parents/guardians must be informed of any illness, emergency or injury involving their child or youth. An Incident Report Form ([Appendix](#) ) must be completed.

### **3.8 Individual Involvement**

3.8.1 Avoid Isolation: All staff and volunteers are to avoid isolation with minors.

3.8.2 Dating:



All staff and volunteers may not pursue a dating relationship with the youth involved in QYFC/QYU ministries/programs.

3.8.3 Age Parameters:

It is recommended that there be at least a 3 year age difference between staff and/or volunteers and the youth/children they supervise.

3.8.4 One-to-Ones:

One-to-one times with a youth must occur in a public setting with the prior approval of a parent, and the director supervisor, depending on personnel position and age of youth. This policy is to protect both the adult and the youth from the risk or allegation of abuse or inappropriate conduct. Screened volunteers require prior approval from the direct supervisor if youth are over the age of 13 years. All one-to-one meetings require documentation that includes name of youth, location, date and duration of meeting.

Staff or Ministry/Program Volunteers must not have one-to-one or small group meetings behind closed doors. It is required that the door remains open or the meeting take place in a room with a window or in a public setting.

3.8.5 Unexpected Circumstances:

If an unexpected circumstance arises where it is impossible for a staff member or volunteer to avoid being out of sight or hearing of another person when with youth, this must be reported to the direct supervisor or designate immediately after it occurs. Any such situation must be documented with a brief explanation of circumstance and emailed to the supervisor.

3.8.6 Attendance:

For all QYFC/QYU programs, events or activities, attendance will be taken. Attendance records should include the date, location of event/activity/program, student and volunteers participating first and last names, and occasional observers attending. Attendance records are to be kept on file permanently.

3.8.7 Program Staff Identification

It is recommended that all program staff and volunteers wear a nametags or clothing item that clearly identifies them as QYFC/QYU staff.

3.8.8 Driving Youth:

It is recommended that Staff members and volunteers should not be alone in a vehicle with an individual youth or child. Do not leave children or youth unattended in a vehicle. (Note all drivers for QYFC/QYU programs must complete the standard application and screening process for volunteers and the Volunteer Driver Form which requires a copy of a valid Ontario or International Driver's License, valid insurance and a seatbelt for each passenger.)

3.8.9 Staff or Volunteer (Worker) In Students Home:

Until a family home is familiar to a staff member or volunteer, caution must be exercised in entering a home. Before entry, it is important to determine what people or animals are in the home and assess the potential danger of personal physical harm or violence. In unknown or

potentially unsafe situations, staff members or volunteers will consult with their supervisor and not visit homes alone.

3.8.10 Personal Contact Information:

Staff members and volunteers will exercise discretion and caution in giving their personal contact information to youth. It is recommended to use work phone or cell numbers rather than home phone numbers with youth, particularly those who are high risk.

3.8.11 *Youth or Child in a Staff or Volunteer's Home:*

No staff member or volunteer will be in their home alone with any QYFC/QYU youth or child. Another staff member or volunteer, unrelated by marriage, must always be present in the home. It is wise for staff members or volunteers to have a pre-arranged emergency back-up plan if there is a possibility that a youth-in-crisis may unexpectedly come to their home.

If a staff member or volunteer takes a youth in to their home, they are responsible to ensure the youth's or child's safety while in the home. Extreme care needs to be taken regarding other persons in the home that may harm the youth, particularly if the staff person is not present.

If a staff member or volunteer allows a QYFC/QYU youth to live with them, they shall have a "residential police record Check" done. The Executive Director should be made aware as soon as possible. It is recommended that no staff member or volunteer be in their home alone with any QYFC/QYU youth; and that another adult should be present in the home. It is wise if staff members or volunteers have pre-arranged emergency back-up help if there is a possibility of a youth-in-crisis may unexpectedly come to their home.

3.8.12 Not Counselling:

Because our staff members and volunteers are involved in relational ministry with youth, they will often be providing the youth or child with coaching, mentoring, discipling, instruction, and guidance. However, unless the staff member or ministry/program volunteer are certified counsellors, it is necessary that they NOT assume or appear to assume the responsibilities of a professional counsellor. Therefore staff members or ministry/program volunteers who are not certified counsellors will not make medical or psychiatric diagnosis or prescription when helping youth deal with their personal problems; that they will not make statements to youth specifying what their problem is and what solution is needed in clinical terms. Staff members or ministry/program volunteers who are qualified may speak with clarity in the area of spiritual problems and guidance.

3.8.13 Confidentiality:

Private information that a staff member or volunteer learns about a youth must be held in strictest confidence. It is ethical and proper to discuss such issues with a supervisor or ministry team. An exception to the confidentiality principle occurs when it is suspected that a youth is at risk or receiving or inflicting abuse or violence, in which case a staff member or volunteer shall respond as outlined in Section 5: Procedures for Allegations and Suspicions of Abuse

### 3.9 Off-Site Activities

A plan for any off-site activities must be pre-approved by Executive Director or Program Director/Staff. Consent and medical release forms are required for every student attending the event. Completed forms will be kept with the QYFC/QYU staff member or program leader's possession during the event or activity. A copy of the forms will be filed with QYFC/QYU administrative staff. Forms will be kept permanently.

Parents/Guardians will be informed of the event at least one (1) week prior to the event.

Off-site activities will be supervised by two (2) QYFC/QYU staff members and/or screened program volunteers.

#### 3.9.1 Transportation

The first concern of QYFC/QYU is the safety of youth and children in our care.

Whenever possible, parents will be encouraged to drop off and pick up students at the event or activity location. For out of town trips and events, commercial carriers are to be used whenever possible.

Volunteers who may drive youth/children to events/activities must complete the Volunteer Driver Form.

Drivers must obey all the rules of the road including speed limits. The number of people travelling in vehicles may not exceed the number of seat belts. Seat belts must be worn by everyone.

At least two (2) QYU staff and/or program volunteers must be present while transporting children/youth to and/or from a QYFC/QYU event. When not possible to have two staff present in a vehicle, staff must travel with multiple youth to avoid being alone with individual youth. Whenever possible, multiple vehicles will travel in convoy and make co-ordinated rest breaks.

A Trip Plan/Itinerary will travel with the QYU Staff member or program volunteer for the duration of the trip/event. A copy will be kept in the QYFC/QYU office for the duration of trip and will be kept on file permanently after the trip is completed. The Trip Plan/Itinerary will include:

- The date, location of event, event facility contact info
- Names and phone numbers of all participants including students, staff, volunteers
- Participating drivers and vehicles

#### 3.9.2 Retreats and Overnight Events

All QYFC/QYU overnight events and retreats need to be pre-approved in writing by the Executive Director or Program Director.

Each child or youth participant must have submitted a completed Consent and Medical Release Form. Forms will be kept in the possession of the QYU staff member or program lead. After the event, forms will be kept permanently in a locked location.

All overnight activities will be supervised by 2 QYFC/QYU staff or screened volunteers for every 10 children or youth. If there are mixed genders for the overnight event, then the staff or volunteers will need to include opposite genders.

Children and youth will be housed for sleeping arrangements in small groups of the same gender.

### 3.9.3 Missions and Service Trips

All QYFC/QYU Missions and/or Service Trips need to be pre-approved by the Executive Director or Program Director. A Trip/Plan Itinerary should be completed and submitted to the Executive Director and Program Director as part of the pre-approval process.

Consent and medical release forms are required for every student attending the event. Emergency contact forms for every adult attending will be completed. Completed forms will be kept with the QYFC/QYU staff member or program leader's possession during the event or activity. A copy of the forms will be filed with QYFC/QYU administrative staff. Forms will be kept permanently.

A Trip Plan/Itinerary will travel with the QYU Staff member or program volunteer for the duration of the trip/event. A copy will be kept in the QYFC/QYU office for the duration of trip and will be kept on file permanently after the trip is completed. The Trip Plan/Itinerary will include:

- The date, location of event, event facility contact info
- Names and phone numbers of all participants including students, staff, volunteers
- Methods of Transportation, Participating drivers and vehicles

### 3.9.4 Water Activities

A staff member or program volunteer who includes water activities such as swimming, boating and water skiing in his or her program is responsible to ensure that there is a certified lifeguard to oversee and supervise the activity and all related safety procedures.

If a staff member or program volunteer who includes boats or water pleasure crafts in his or her program or activity, they will ensure that the pleasure craft operator has his or her pleasure craft operator license and will follow the recommendations as outlined in the Fisheries and Ocean Canada Safe Boating Guide. Boats need to be properly equipped with the required safety gear and all boaters are required to wear a certified personal flotation device.

## 3.10 Electronic Media & Communications

### 3.10.1 Social Media Sites

QYFC/QYU recognizes that many staff members and volunteers may also maintain social media sites (Facebook, Google+, Myspace, Twitter, Linkin, Instagram, etc.). IF any staff member or volunteer would seek to use social media for work/ministry -related communication (i.e. communicating with youth, donors, and/or other organizations), they should be aware that there are substantial risks in doing so. In order for staff and volunteers to best protect their own safety and privacy, as well as those of the youth, the following recommendations must be implemented on any staff or volunteer social media site used for QYFC/QYU-related purposes:

- a. **FAN Page Only:** The QYFC/QYU official purpose for using a Facebook Page (also referred to as a FAN Page) should primarily be to communicate informational content: advertising of events, sharing approved stories, etc. Any content that refers to or implies a confidential or sensitive issue cannot be used on social media sites, but rather in a more professional and controlled manner. ~~Facebook Pages are open by nature, the FANs and comments are public. Posts should be 80 characters or less, with a photo, video, or link back to our website.~~
- b. **Closed or Private Facebook Groups:** Closed or private Facebook groups can be created and used by area staff and volunteers to co-ordinate internal efforts. It is ~~not used~~ **can be used** to advertise events or anything public.
- c. **Standards:** Social media sites operated by staff or volunteers need to reflect a lifestyle consistent with the current YFC Community Covenant, whether they are used for personal or work-related communication.
- d. **Approved Content:** Content, topic and style being posted to Facebook pages or other social media sites must be approved by the supervisor before posting.
- e. **Managing Contacts:** Staff should not encourage Facebook **"friends"** on their personal profiles with youth from our QYFC/QYU programs. Since satellite offices use Facebook pages to communicate with youth on Facebook, staff members are encouraged to direct their family, friends and general public to the official Facebook page for QYFC/QYU related information. Staff will direct all youth to the official Facebook page for information. Existing **"friends"** on Facebook that were made previously as a result of the tenure with QYFC/QYU should be asked to **"like"** the satellite's Facebook page and the staff member can **"unfriend"** them.
- f. **Volunteer Responsibility:** Volunteers are strongly encouraged **not to become Facebook "friends" with youth** they meet at a QYFC/QYU program. If a volunteer already has a youth on their friends list, they should be instructed not to engage in two-way communication regarding g QYFC/QYU related information. Instead volunteers will ask youth to obtain QYFC information through the Facebook page.
- g. **Privacy Setting:** Privacy settings of staff and volunteers should reflect the organizational standards to protect the privacy and identity of youth and should be regularly updated (please see supervisor for most recent updates).

- h. *Age Restrictions:* Staff members should not knowingly enable youth to break the policies of the sites themselves. (e.g. Facebook does not allow youth under 13 to set up an account. **With the FAN site, we will ban a youth who is under 13**).
- i. *Content Standards:* Content on volunteers' and staff members' profiles should reflect the YFC Community Covenant. Volunteers and staff are accountable for the content of their profile, especially anything that crosses boundaries of decency. This includes any content generated by volunteers and staff members, or posted on others' pages.
- j. *Set-Up Requirements:* QYFC/QYU Lead team will advise staff and volunteers regarding the best way to set up and maintain official social media sites. Volunteers and staff members not adhering to the recommended privacy and content policy will need to be retrained or dismissed, depending on the severity.
- k. *Clarity of Role:* All volunteers and staff who use social media for QYFC/QYU related activities are advised to add an informational statement describing their role as a volunteer or youth worker somewhere on the site (where appropriate). **This statement will be issued by the QYFC Lead Team** and may change from time to time depending on the social media site and the trends in privacy on these sites in the future.
- l. *Reporting Process:* Any questionable situation (an action that is contrary to YFC Community Covenant) that presents itself while a volunteer or staff member is using the internet online must be made known to supervision immediately. **The supervisor will follow the QYFC/QYU reporting protocol and/or the QYFC reconciliation policy.**

### 3.10.2 Safe Email Communication with Youth

When using email to communicate with children or youth, staff and volunteers should:

- a. **Obtain parental agreement before they use email services to communicate with a child or youth; and**
- b. Use clear, unambiguous language to reduce the risk of misinterpretation (e.g. QYFC/QYU staff and volunteers should never use terms such as "love" when ending an email message). Communicate to youth that all messages can be viewed if necessary by their supervisor. Although unlikely to happen this can help deter bullying, insulting or abusive emails.
- c. **Confidentiality Clauses:** Children can find it easier to communicate via email as nobody is physically present. This means the child may be more willing to share personal and sensitive information about themselves or a given situation than they would face to face. While it is entirely appropriate to offer general advice and support, counselling should only be done by those qualified to give it. In any event, it is advisable to add a rider or clause to the bottom of any email stating the level of confidentiality such as:

*Any views or opinions presented are solely those of the author and do not necessarily represent those of QYFC/QYU unless otherwise stated. If there is a concern, e.g. that the sender or someone else, particularly a child, may be at risk or serious harm, we may need to share those concerns .*

*In such circumstances we will inform the sender giving details of who would be contacted and what information would be given.*

### **3.10.3 Safe Use of Phones**

- a. *Text messaging / Phone Guidelines:* While text messaging remains a popular means of communication, it is not to be the primary means of communication between QYFC/QYU staff and young people. Mobile phones should only be used where necessary and will be guided by the following considerations:
- Where appropriate use group rather than individual texting
  - Text messaging and phone conversations are to be used to exchange event details or for brief check-ins, not as a means of building relationships or having deeper conversations. QYFC/QYU staff or program volunteers should conduct these conversations in person-to-person meetings.
  - Use appropriate language, avoiding ambiguous abbreviations such as “lol” which could have multiple meanings
  - Any text or conversations that raise concerns should be saved and passed on/shown to the program director or staff persons supervisor.
  - Any images taken of children on a mobile phone should be downloaded to the QYFC/QYU server/computer and kept securely.
  - Staff and volunteers should not keep images of children/youth on their mobile phone.
  - Staff and volunteers should not as a general rule give out their personal mobile number to children/youth. QYFC/QYU recognizes that this may be necessary occasionally (with the agreement of parents/guardians and leaders.)
  - As well as ensuring that calls/texts are not sent after 9:00 pm, staff and volunteers also ensure that calls and texts are not sent while the child/youth is at school/college, as this may be against the educational establishment’s rules.
  - Staff and volunteers should enable a password/lock on their phone for data protection and should not allow unauthorized access.
  - Staff and volunteers should not make contact with young people after 9:00 pm at night. Exceptions apply if the youth are participating in an evening ministry program or at an off-site event where contact is necessary.
- b. *Parental Permission:* Not every child or young person has the use of a mobile phone and, even if they do, parents may not want the staff or volunteer to have the child or young person’s number. It is important to have alternative means of communication.
- c. *Phone Cameras:* Many mobile phones have digital cameras. Staff and volunteers should ensure that they only take photographs of children and youth in accordance with the Photography and Video Recording Policy (e.g. ensure that consent is obtained (Appendix 11) and all images are stored in accordance with PIPEDA (Personal Information Protection and Electronic Documents Act principles).
- d. *Responding to Crisis:* Recognize that text messaging is rarely an appropriate response to a young person in a crisis situation or at risk of harm. As soon as possible, move from text conversation to phone conversation ....



### 3.10.4 Appropriate Use of Chat and Messenger Services

- a. *IM (Instant Messenger) Service Guidelines:* Staff and volunteers should ensure that all communications using IM services adhere to the following:
- Communication will not take place between the hours of 9:00 pm and 7:00 am. Exceptions apply if youth are participating in an evening ministry program or at an off-site event where contact is necessary.
  - Staff and volunteers should ensure that they enable setting when using IM services which allow for conversations to be saved as text files.
  - Youth should be made aware that conversations will be recorded and kept (via text files or similar)
  - Enhanced IM services using technology such as web cams, video calls (Skype, Facetime, etc) must include 2 screened leaders or volunteers with the acknowledgement of the appropriate ministry supervisor and parental notification.
- b. *Safeguards:* Instant Messenger Services or IM (e.g. MSN Messenger, AOL, AIM) are internet programs that allow people to write and receive messages in real time. Many young people use IM for both one-to-one (chat) and group conversations (Chat rooms). Chat is a great way to engage with young people but workers should consider the following:
- There should be an agreed length of time for conversations and a curfew e.g. no communication between 9:00 pm and 7:00 am
  - To ensure accountability and safeguard integrity, workers should save significant conversations as a text file as well as keep a log of when and with whom they communicated. This should be explained to the young person.
- c. *Language:* The same protocols for QYU workers and volunteers communicating with young people via email and mobile phone should apply to IM. In other words, care needs to be taken with regard to language content as well as when and for how long communication lasts.

### 3.10.5 Photography and Video Recording

QYFC/QYU staff and program volunteers will record special moments, highlights, events or activities through photography or videography for the purpose of promoting QYFC/QYU events, communications or mission through print, social media or websites following these guidelines:

- Parental/Guardian permission will be secured through Program or Event registration forms or through written documentation.
- Parental/guardian permission will be secured through written documentation prior to posting pictures or video on website or social media.
- Photography or Video recording will be done by QYFC/QYU staff or program volunteers who have completed the training or screening process. Photos or Videos may also be taken by professional photographers or videographers with parental permission.



## SECTION 4: Understanding Child Abuse

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### 4.1. Abuse Definitions & Behaviours

Child abuse is any act of maltreatment of a child by a parent or guardian that results in injury or harm. The Child, Youth and Family Enhancement Act of Alberta defines the four main types of abuse as:

- Neglect
- Emotional injury
- Physical abuse
- Sexual abuse

The Ontario Association of Children's Aid Societies states: "Child abuse" includes physical, emotional, and sexual abuse and/or neglect. It also addresses a pattern of abuse and risks of harm.

(<http://www.oacas.org/?s=definitions+of+abuse>)

**4.1.1 Physical Abuse** is using physical force or action that results, or could result, in injury to a child or youth. It is more than reasonable discipline. Sometimes injury is caused by over discipline. Injuring a child or youth is not acceptable, regardless of differing cultural standards on discipline. ("In 97 per cent of reported cases of physical abuse, parents are the perpetrators. The perpetrator of physical abuse is approximately 1.5 times more likely to be male than female." Wolfe, David. Child Abuse. Implications for Child Development and Psychopathology. Newbury Park, California: Sage, 1987. P.20.).

*"Physical abuse is any deliberate physical force or action, by a parent or caregiver, which results, or could result, in injury to a child. It can include bruising, cuts, punching, slapping, beating, shaking, burning, biting or throwing a child. Using belts, sticks or other objects to punish a child can cause serious harm and is also considered abuse."* (Ontario Association of Children's Aid Societies, 2017)

**4.1.2 Emotional Abuse** is a pattern of hurting a child's feelings to the point of damaging their self-respect. It includes verbal attacks on the child, insults, humiliation or rejection. A child who is emotionally harmed may demonstrate severe anxiety, depression, withdrawal, self-destructive or aggressive behaviour.

*"Emotional abuse is a pattern of behaviour that attacks a child's emotional development and sense of self-worth. It includes excessive, aggressive, or unreasonable demands that place expectations on a child beyond his or her capacity. Emotional abuse includes constantly criticizing, teasing, belittling, insulting, rejecting, ignoring or isolating the child. It may also include exposure to domestic violence."* (Ontario Association of Children's Aid Societies, 2017)

**4.1.3 Sexual Abuse** occurs when a child is used by somebody else for sexual stimulation or gratification. Sexual activity between children may also be sexual abuse if older or more powerful children take sexual advantage of those who are younger or less powerful.

*“Sexual abuse occurs when a child is used for the sexual gratification of an adult or an older child. The child may co-operate because he or she wants to please the adult or out of fear. It includes sexual intercourse, exposing a child’s private areas, indecent phone calls, fondling for sexual purposes, watching a child undress for sexual pleasure, and allowing/forcing a child to look at or perform in pornographic pictures or videos, or engage in prostitution. (Ontario Association of Children’s Aid Societies, 2017)*

Child sexual abuse includes behaviour that involves touching and non-touching aspects.

Types of abuse that involve touching include:

1. Fondling
2. Oral, genital and anal penetration
3. Intercourse
4. Forcible rape

Types of sexual abuse that do not involve touching include:

1. Pornographic videos
2. Obscene phone calls
3. Exhibitionism
4. Allowing children to witness sexual activity
5. Verbal comments

The full extent of child sexual abuse in North America is not known. Current conservative estimates suggest that from 500,000 to over 1,500,000 children are sexually abused each year.

**4.1.4 Neglect** means the failure of those responsible for the care of the child to meet the physical, emotional or medical needs of a child to an extent that the child's health, development or safety is endangered. (Reference: Inter-ministry Child Abuse Handbook Province of British Columbia, 1988, pages 10 & 11)

*“Neglect occurs when a caregiver fails to provide basic needs such as adequate food, sleep, safety, education, clothing, or medical treatment. It also includes leaving a child alone or failing to provide adequate supervision. If the caregiver is unable to provide the child with basic needs due to financial inability, it is not considered neglect, unless relief has been offered and refused. (Ontario Association of Children’s Aid Societies, 2017)*

## **4.2. Understanding & Reducing the Risk**

4.2.1 Quinte Youth Unlimited a/o Quinte Youth for Christ has a mandate to take care of children.

4.2.2 The disturbing and traumatic rise of physical and sexual abuse of children has claimed the attention of our nation and society. Unfortunately, Nursery Schools and Daycares are not insulated from this alarming trend. In response to this trend, it is our commitment to provide reasonable protective care to all preschoolers, and children attending any programs provided by the organization. We feel compelled to establish guidelines for the prevention of child abuse. We

recognize that formal guidelines and procedures will help prevent the opportunity for abuse to arise.

### **4.3 Symptoms of Abuse and Molestation**

4.3.1 Organization staff should be alert to the physical signs of abuse and molestation, as well as to behavioural and verbal signs that a victim may exhibit. A one-time event would not necessarily constitute a potential abuse case; sudden unexplained changes, however, would warrant investigation. Some of the more common signs are summarized below:

**Physical signs may include:**

- nightmares
- irritation, pain or injury to the genital area
- difficulty with urination
- discomfort when sitting
- torn or bloody underclothing
- venereal disease
- lacerations and bruises

**Behavioural signs may include:**

- anxiety when approaching school or nursery area
- nervous or hostile behaviour toward adults
- sexual self-consciousness
- "acting out" sexual behaviour
- withdrawal from church activities and friends

**Verbal signs may include the following statements:**

- I don't like (names a particular person)
- (Particular person) does things to me when we're alone
- I don't like to be alone with (particular person)
- (Particular person) fooled around with me

### **4.4. The Effects of Child Sexual Abuse**

4.4.1 Child sexual abuse robs children of their childhood and can potentially scar its young victims for life. Too often in the past, the effects of abuse were minimized or dismissed. Children were viewed as being resilient. Recent research has shown that children can suffer significant pain from even a single abusive incident. Teachers must be aware of the pain and long term suffering that can accompany such abuse. Abused children can display a wide range of negative symptoms in the aftermath of abuse. Abuse can result in abnormal fears, post-traumatic stress disorder (PTSD), aggressive behaviour, sexual "acting out", depression, diffused sexual identity, and poor self-esteem. (Ksendall-Tackett, Williams, and Finkelhor, 1991) The incidence of sexually transmitted disease is also a possible outcome.

Teachers may refer to QYFC/QYU staff, ministry and program directors and volunteers or any person in a position of trust with children or youth.

4.4.2 The degree of damage depends upon several factors including the intensity, duration and frequency of the abuse. In addition, the relationship of the perpetrator to the child matters. If the abuser is a known and trusted authority figure in the child's life, the degree of impact increases dramatically.

4.4.3 Consequences of child sexual abuse can plague victims into adulthood. Outcome studies of adult survivors of child sexual abuse suggest the following effects: sexual dysfunction, eating disorders, substance abuse, promiscuity, disassociation from emotions, and possible perpetration of sexual abuse on others.

## **4.5 The Profile of a Child Molester**

4.5.1 Who is the typical child molester? Some teachers assume that molesters are "strangers wearing trench coats" or "dirty old men." These stereotypes not only are inaccurate, but they dangerously contribute to a false sense of security. Researchers in the field of child sexual abuse currently indicate that no one profile fits the various perpetrators of abuse.

## SECTION 5: Incident Reporting Procedures

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Any person who has reasonable and probable grounds to believe that a child (or children) is in need of protection is legally required to report the matter to a social worker in the local office of the Ministry of Child and Youth Services. **A person who knowingly fails to report in these circumstances is in violation of the law and may be found to have committed an offense.**

**In Ontario, a report must be made to the local Children's Aid Society.**

"Those of you who work with children are the front line in defending their right to grow up in a caring environment. Your early and supportive intervention can prevent child abuse and further family dysfunction." (Alberta Children's Services 'Child Welfare and the Professional', NNCN412 02/00.)

### **Anticipated Abuse:**

Abuse or neglect need not have already occurred for a child to be in need of protection; it is not necessary to wait until a child has been harmed to intervene. When abuse or neglect can be reasonably anticipated and there are reasonable grounds to believe a child is in need of protection, the legal obligation to report applies.

### **Historical Abuse:**

Abuse or neglect that occurred in the not very recent past, must be reported wherever there are reasonable grounds to believe that a child may be in need of protection. If the alleged offender is in regular contact with a child or children, irrespective of whether it is the same child or children abused in the past, there may be grounds to believe that the child or children are at risk based on the offender's past behaviour. It is particularly vital to report these cases where the alleged abuser is in a position of trust concerning children, such as a teaching position.

## **5.1. Reporting of Concern**

5.1.1 If any person has any concerns regarding the safety of a child(ren) or it should be reported immediately to the Supervisor/Assistant Supervisor.

### **CONFIDENTIALITY**

In these matters it is important to keep the information restricted to those who need to be advised. Suspicions of abuse should therefore only be reported to the Supervisor and/or Assistant Supervisor. It becomes that person's responsibility to contact the local Police Authorities, and Children's Aid Society, who are best equipped to handle such issues.

The only claim of confidentiality, which overrides the legal duty to report, is solicitor-client privilege. Thus physicians, clergymen and others who consider their professional relationships confidential for certain purposes are not exempt from the duty to report child abuse or neglect. (See also section 3.8.13)

5.1.2 The Supervisor and/or Assistant Supervisor will work with the informant to document the concern, noting all efforts at handling the incident.

If the concern was brought to a program volunteer, then the program volunteer and the Ministry or Program Director will work with the information to document the concern and then submit the report to the Executive Director.

5.1.3 The Supervisor and/or Assistant Supervisor will assess the incident to determine if it requires reporting. A follow-up report will be completed. Both this and the initial report will be required if the incident is reportable. Both are to be kept in the individual's file. Note: Some conduct just deserves counsel and advice from a supervisor while other conduct requires reporting. (Err on the side of caution)

The Supervisor and/or Assistant Supervisor may refer to the Executive Director and the Ministry or Program Director.

5.1.4 Where a Supervisor and/or Assistant Supervisor is involved in the suspicious behavior or allegation, the board President is to be immediately advised.

Where the Ministry or Program Director or a QYU staff member is involved in the suspicious behaviour or allegation, the Executive Director will be immediately advised. If the Executive Director is involved in the suspicious behaviour or allegation then the Chairperson of the Board of Directors is to be advised.

## **5.2 When a Legitimate Allegations Occurs**

For the protection of our children and youth, all allegations or suspicions of abuse against children, youth and vulnerable adults will be taken seriously.

- a. Immediately upon hearing of potential abuse or allegations of abuse to a child or youth, the QYFC/QYU staff member or volunteer must complete a Suspected Abuse Form (Appendix   ) documenting all pertinent information. The victim should not be asked leading questions or should the accused or any other parties be contacted at the point of complete the Suspected Abuse Form.
- b. All forms must be kept permanently unless otherwise directed by legal counsel.
- c. Staff members/volunteers are requested to notify the Executive Director that they will make a report to Child and Family Services/Children's Aid.

5.2.1 The Supervisor and/or Assistant Supervisor will communicate the incident immediately to those who need to be informed within the Organization (i.e., the pastor).

QYU staff and Program Leaders will communicate the incident immediately to the Executive Director.

5.2.2 The Supervisor and/or Assistant Supervisor is also responsible to contact and report the incident to the local Police Authority office and Children's Aid Society, and to contact the

School's and Daycare's lawyer - such an incident is not to be handled without outside professional assistance. The phone numbers are listed in the Policy Handbook.

The person who reported the allegation or suspicion of abuse is responsible to contact and report the incident to the local Ontario Children's Aid Society. A QYFc/QYU staff member should be present when the call is made. The details of the call should be recorded on the Suspected Abuse Form. The Executive Director will contact QYFc/QYU's lawyer and chairperson of the Board.

5.2.3 If the incident involves a Organization, staff, the Supervisor and/or Assistant Supervisor and the person with "reasonable grounds" shall interview the person suspected of child abuse. Immediate suspension of duties shall result when a staff is suspected of child abuse and reasonable evidence exists as to his/her alleged involvement until a complete investigation and decision has been made. After a full investigation, possible consequences to employee may include suspension, probation, or immediate dismissal by the employer. Quinte Youth Unlimited a/o Quinte Youth for Christ will make a decision to maintain or suspend his or her income until the allegations are cleared or substantiated.

If the incident involves a volunteer, the QYU staff and the person with "reasonable grounds" shall interview the person suspected of child abuse. Immediate suspension of volunteer duties shall result when a volunteer is suspected of child abuse and reasonable evidence exists as to his/her alleged involvement until a complete investigation and decision has been made. After a full investigation, possible consequences to volunteer may include suspension, probation, or immediate dismissal by QYFc/QYU.

If the suspected abuse happened in the context of QYFc/QYU programs or was committed by a staff member, volunteer or attendee, the parents of the victim must be notified by the Executive Director.

Do not attempt an in-depth investigation. This should be left to professionals who are familiar with these cases.

Do not prejudge the situation, but take the allegations seriously and reach out to the victim and the victim's family. Showing care and support help to prevent further hurt. Remember that the care and safety of the victim is the first priority.

### **5.3. Response to the Child**

The following applies to a child or youth within the care of QYFc/QYU program, events or trips.

5.3.1 When the child (parent) first comes, be sure to take his or her word seriously. Do not deny the problem, but stay calm and listen to the child.

5.3.2 Give emotional support, reminding the child that he or she is not at fault. Tell the child that he or she was right in disclosing the problem.

5.3.3 Do not promise the child that no one will be told.

5.3.4 Staff should never interview the child in detail or suggest to the child that they have been abused.

## 5.4 The Child Welfare Report

The Supervisor and/or Assistant Supervisor is required to immediately report to the local Police Services Authority any suspected case of child abuse. It is not a breach of confidence between Organization personnel and the child involved. No person is personally liable for anything done or omitted in good faith in the exercise of this responsibility. The Supervisor and/or Assistant Supervisor at Quinte Youth Unlimited a/o Quinte Youth for Christ acknowledge their responsibility to defend and protect the children. It is also the desire of Quinte Youth Unlimited a/o Quinte Youth for Christ to protect the parents as much as legally possible from undue interference by outside authorities into their family. We want to follow the principles of submitting to governing authorities while at the same time helping parents to exercise child discipline that is consistent, and in the best interest of the children.

If there is an immediate danger or risk, immediately call CAS or 911 for police assistance. If there is no immediate danger or risk, please contact supervisor or executive director to establish next steps. Then the QYFC/QYU staff member or Program volunteer is required to immediately report to the local Children's Aid Society and/or Police Services Authority any suspected case of child abuse. Reporting must be done by telephone or in person promptly at the point of observing signs of abuse or receiving a report of abuse. The reporting may be done in conjunction with the Executive Director, Ministry Director or your immediate Program Director.

### CONTENTS OF THE REPORT

As part of a child protection investigation, social workers are required under the Child Welfare Act to assess:

- The child's current state of health;
- Their sense of safety and their views of abuse;
- Previous abuse, neglect or harm; and
- The ability of the parent(s) to care for and protect the child.

The social worker will talk to people who have contact with the child and family. They may request records or other types of information. They are entitled to whatever information is needed to complete an investigation. If denied access to a record, they can seek a court order.

5.4.1 Within the operations, all requests for information regarding a child are to be referred to the Supervisor and/or Assistant Supervisor. The following process should be followed at all times to assure the health and safety of the child.

The Supervisor and/or Assistant Supervisor may refer to the QYFC/QYU staff member, Ministry Director or the Executive Director.

5.4.1.1 Contact the local Children's Aid Society office to report that an incident has occurred.

5.4.1.2 A worker will then contact Quinte Youth Unlimited a/o Quinte Youth for Christ.



5.4.1.3 Any request from a child protection social worker should be in person and the protection worker should carry and show photo ID.

5.4.1.4 If the request is urgent, and the child protection social worker is unable to visit the facility and show photo ID, the protection social worker may telephone from his/her office. NOTE that:

- The social worker is to identify him/herself.
- She/he is to explain the information they are requesting and the process to be followed. They WILL NOT ask for information at this time. DO NOT give information at this time.
- Verify the social worker's identification by calling the agency, checking with the telephone directory for the agency office number, etc.
- Once identification has been established, provide whatever information is requested.
- Ask to be kept informed of future developments in the case.

5.4.1.5 If identification of the social worker cannot be confirmed, the caregiver is NOT to give out any information. Request a personal meeting, and have the worker bring photo ID. (Be extra careful with calls by cell phone and do not respond to calls from a pay phone.)

Social workers designated to receive reports are trained to investigate and assess the need for intervention. Other professionals must not assume this function. A professional who does so and fails to report commits an offense. The Act protects an individual when a report is made. No action would be taken against a person making a report unless it is made maliciously or without grounds for the belief.

## **5.5 Public Relations**

5.5.1 The Supervisor and/or Assistant should serve as the ONLY spokespeople for any allegation.

**The Supervisor and/or Assistant may refer to the Executive Director or Chairperson of the Board.**

5.5.2 Everyone involved in any part of the investigation should be made aware of who this person is, and make no comment but refer all inquiries to the Supervisor and/or Assistant Supervisor. They will speak to the media and the families involved in the ministry regarding the matter, if required, in a discreet, informed, truthful and diplomatic way.

5.5.3 The following statement will be used and any further comments will be decided with legal counsel. A "No Comment" statement is not to be made. This is an opportunity to influence public opinion positively by emphasizing an awareness of the problem of child abuse, a concern for victims, and the extensive steps taken by the organization to reduce risk and provide a safe environment for children. It is always tragic when children are abused or exploited. Quinte Youth Unlimited a/o Quinte Youth for Christ is aware of the ever-growing nature of child abuse. We have taken careful precautions to protect the children entrusted to our care. We are distressed by any accusation of child abuse. We will do everything in our power to address any needs in this situation. For the welfare of those involved, all information has been directed to the appropriate agencies and authorities.

- 5.5.4 Often when confronted with an allegation of abuse, an organization may be tempted to;
- Deny that the incident occurred, despite clear evidence to the contrary;
  - Acknowledge that the incident occurred, but minimize it; ("It only happened once, or, It wasn't that serious.")
  - Blame the victim or the victim's family.
  - All these responses are inappropriate and are to be avoided.

5.5.5 Ongoing Investigation

- a. Full co-operation must be given to all parties to civil authorities under the guidelines of legal counsel.
- b. A confidential follow-up report with conclusion and action taken must be documented by the Program Leaders or Director following a report of abuse. This report should be place in a confidential Program Personnel File and kept permanently. Please refer **Appendix 13 (Procedures – Sexual Assault)**.
- c. It is critical to maintain confidentiality and strictly adhere to a need-to-know basis only.

## SECTION 6: Recruiting & Training Procedures

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### 6.1 Recruitment of Paid Staff and Volunteers

6.1.1 To protect minors in our care and to be protected from liability, this facility must take reasonable action in screening and supervising the staff involved in any children's work. (A court can find the Organization legally liable if it is less than systematic and therefore negligent in screening staff). By having everyone hand in a resume and keeping them on file, the organization greatly reduces the potential for child abuse and the resultant liability. Our staffing and child protection policies and guidelines also serve to protect staff from accusation.

For the protection of staff, volunteers and minors in our programs, QYFC/QYU will take reasonable action in screening and supervising the staff and volunteers in any children or youth work.

The practice of screening volunteers helps increase both the quality and safety of QYFC/QYU programs and services. Screening takes into account the skills, experience, and qualifications required for a volunteer position and puts in place an ongoing process to engage people best suited to fill the role. It also allows us to explore interests, motivations, and personal goals of applicants. Screening puts in place touchstones, throughout a volunteer's involvement, that support mutual benefit while reducing risk for everyone concerned. The benefits of screening are threefold:

- To better match people's skills and experience to the needs and opportunities in our organization
- To improve the quality and safety of our programs and services
- To reduce the risks and liability for both individuals and our organization

(Adapted from *Best Practice Guidelines for Screening Volunteers* by Public Safety Canada  
<https://www.publicsafety.gc.ca/cnt/rsrscs/pblctns/bpg-scrng-vls/bpg-scrng-vls-eng.pdf>)

#### 6.1.2 Levels or Types of Volunteerism

|                |  |
|----------------|--|
| Direct:        | Individuals who are over 18 years of age who are regularly involved with children or youth and provide supervision (weekly or overnight), spiritual teaching, skill development/teaching, mentoring, character modeling or must be in close physical proximity to students (ie weight training or costuming)   |
| Indirect:      | Individuals who are over 18 years of age who are involved on a regular, short-term, or one time basis and provides supervision (excluding overnight), spiritual teaching, skill development. They do not have responsibility in spiritual teaching, mentoring or character modelling with youth or children. They do not need to sign, agree with or abide by the Statement of Faith and Community Covenant. |
| Event Support: | Individuals who are over 18 years of age who assist on a short-term basis for a specific event or activity and are not responsible for supervision. (Such as registrar, cook/caterer, set up/tear down crews, etc)   |

Occasional Observers: Individuals such as QYU board members, staff or ministry partners, parents who are guests to a regular program, event or activity.

Student Volunteer Leaders: Individuals who are between 13-18 years of age who hold positions of authority in roles of supervision, coaching, mentoring, spiritual teaching or skill development.

### 6.1.3 Steps Of Screening

All ministry or program volunteers who will be involved directly with youth or children, will be screened by the supervising QYU staff member before being placed in a position of trust. Screening includes ensuring the volunteer takes the following steps:

1. Completes a Volunteer Application Form (Appendix 1)
2. Provides 3 references (included in Appendix 1) – a minimum of two will be checked.
3. Participates in an interview (Appendix 4) conducted by the supervisor and/or delegate.
4. Provides a Vulnerable Sector Police Records Check
5. Signs a Confidentiality Agreement (Included in Appendix 1)
6. Signs the Statement of Faith & Community Covenant (Appendices 2 & 3)
7. Signs the Volunteer Driver Form, if applicable (Appendix 6)
8. Once approved\*, participates in Orientation and Training for their role.
9. Is given Opportunity to provide feedback.

\* Once all forms are completed, they are to be submitted to supervisory staff for review and approval. Approval will be submitted in writing.

### 6.1.4 Chart of Volunteer Types and Screening Levels

| LEVEL   | Direct | Indirect | Support | Occasional | Student |
|---|--------|----------|---------|------------|---------|
| Salvation Exp   | X      |          |         |            |         |
| Application   | X      | X        |         |            | X       |
| Reference Check   | X      | X        |         |            | X       |
| Formal Interview  | X      | X        |         |            | X       |
| Informal Interview  |        |          | X       | X          |         |
| Vulnerable Sector Check   | X      | X        |         |            |         |
| Confidentiality Agreement   | X      | X        |         |            | X       |
| Volunteer Driver Form (IF APPLICABLE)   | X      | X        | X       | X          | X       |
| Statement of Faith and Community Covenant   | X      |          |         |            | X       |
| Signed Risk Management  | X      |          |         |            | X       |
| Abbreviated policy of conduct and commitment to not undermine values and purposes of QYFC/QYU |        | X        |         |            | X       |

|          |  |   |   |   |   |   |
|----------|--|---|---|---|---|---|
| Training |  | X | X | X | X | X |
|----------|--|---|---|---|---|---|

## 6.2. Interview

6.2.1 An interview provides the Supervisor and/or Assistant Supervisor with the opportunity to review the important items from the application form in a personal setting. This allows them to ask follow-up questions and to enhance their knowledge of the applicant. The interview will also allow the potential worker the opportunity of asking questions about the position and the reasons behind our child protection procedures. The interview will be conducted by the Supervisor and/or Assistant Supervisor.

Supervisor and/or Assistant Supervisor may be the Executive Director, Program or Ministry Director and/or Program Volunteer. As part of the screening process, volunteers will complete an interview.

6.2.2 Three references are required and a minimum of two will be checked.

## 6.3. Criminal Record Check (CRC)

Criminal Record Checks (CRC) or Vulnerable Sector Checks (VSC) must be conducted on each staff member and volunteer 16 years of age and older who may have any direct contact or involvement with children or youth.

- Vulnerable Sector Checks are to be renewed every two (2) years. A signed copy of the \_\_\_"NO Charges Incurred" Form will be obtained in the in-between years.
- Original vulnerable sector checks are to be kept on file permanently (Note: If the applicant wishes to retain the original document, a copy may be made. The copy requires the signature of the staff member who is responsible for screening the files with a note stating that they viewed the original document.)

6.3.1 Each approved staff will be provided with a criminal record check form(s), and instructions for obtaining from the local Police Authority.

6.3.2 Any individual who will not submit to this procedure will be ineligible to be involved with children on behalf of the Organization.

6.3.3 The cost for any CRCs requested by the Organization will be borne by the employee.

This applies to volunteers desiring to serve in a QYFC/QYU program or ministry.

New workers may begin working for the Organization after the CRC has been returned.

New volunteers may begin serving with QYFC/QYU after the CRC or VSC has been returned with no criminal record of any sort.

The CRC's are mailed directly to the applicant and it is the duty of the new staff to bring the original to show to the Supervisor/Principal who will then make a signed declaration that he/she has seen the original CRC.

The Supervisor/Principal may be the Executive Director or Program/Ministry Staff or designated volunteer. It is the volunteer's duty to bring the original copy of the police record check. A copy may be made.

Having a criminal record or record of offence does not automatically preclude involvement with QYFC/QYU. However, any criminal or provincial offence record that would in any way indicate that the applicant might pose any risk, danger, or criminal influence with or to youth would be considered significant. Conviction of an offence pertaining to the Child and Family Services Act, or other offences under the Criminal Code involving violence, or which indicate unsuitability for the responsibilities inherent in the position would constitute reasons for concern. Decisions shall be made at the discretion of the Executive Director and Program Director and such decisions shall always consider the health, safety and well-being of the youth and other workers.

If there is no criminal record of any sort, the individual may be considered for employment. In extreme cases, when the wait period to get a CRC is very long, a previous CRC must be submitted and kept on file until the new one arrives.

If vulnerable sector check is returned "NOT CLEAR", the prospective volunteer will be asked to do one of the following:

- Either submit to a Vulnerable Sector Check with fingerprinting verification and submit to disclosure and verification of the crimes committed that he/she has been convicted of; OR
- Withdraw their application from serving in a position of leadership or a position of trust with children, youth and/or vulnerable adults.

## **6.4 Records**

6.4.1 All screening records, including the initial CRC, will be placed in the individual's file on completion of the screening process.

6.4.2 Only the Supervisor and/or Assistant Supervisor and the individual themselves will be permitted access to the screening file.

The Supervisor and/or Assistant Supervisor may be the Executive Director, Ministry or Program Director, Designated Volunteer and/or the Administrator Assistant of QYFC/QYU.

## **6.5. Training**

Each volunteer must be provided with appropriate training and orientation within 3 months of becoming involved directly with youth or children. Each volunteer must sign a record indicating they have been trained or have read through this document.

6.5.1 Each staff member must sign a record indicating they have been trained or have read through this document.

6.5.2 QYU staff will receive ongoing training, workshops, research and education regarding current youth issues and needs to keep both children and the staff safe.

## **6.6 Medical records**

6.1 Each staff member, at the time of hiring will be given a Medical Form to take to the physician for seal and signature. The new staff must take a TB test and the results of the test must be stated on the Medical Form and signed by their physician. The school also requires that the staff has valid tetanus and M.M.R shots within the past 10 years. All this information must be attested by the physician.

This applies to staff members of QYFC/QYU.

## SECTION 7: Implementation Procedures

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### 7.1. Monitoring of Policy

7.1.1 Staff should thoroughly review these policies and procedures annually.

Volunteers with QYFC/QYU programs, events, trips and services should review these policies through scheduled training and regular review. A signature and date will be required indicating QYFC/QYU staff and volunteers have read this manual.

7.1.2 After the initial emphasis on the program wanes, staff may begin to ignore basic policies. For example, the Two Adult Rule may become routinely neglected. Attention must be given to periodic monitoring that examines the following:

- Have all teachers been trained regarding these policies?
- Are staff following the required policies and guidelines?
- What obstacles exist in complying with the policies?
- What is the level of cooperation?
- Do sufficient materials exist for training and information?
- Are the policies printed and available?

7.1.3 Thoroughly discuss each policy and procedure with staff. Work through all concerns. If problems exist in the policies, they should be brought to the attention of the Supervisor and/or Assistant Supervisor. Consider revisions, but changes must not sacrifice the integrity of the program. Work at developing a sense of unity before educating staff.

Any concerns, or potential revisions can be presented to any QYFC/QYU staff person or Ministry Director who will submit it to the Executive Director.

### 7.2 Educate Workers

7.2.1 Routines must be established for the training of all new teachers who work at this facility.



## SECTION 8: Definitions

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The forms of abuse referred to in the policy statement must be defined so that all individuals bound by the policy have a clear understanding of the behaviours that will not be tolerated. The following are examples of definitions.

**Abuse:** In relation to a child, means physical, psychological, verbal, emotional, or sexual mistreatment of a child.  
May involve neglect, harassment, improper touching and improper discipline.  
Abusers can be family members, friends, staff, volunteers or individuals in positions of trust or authority.

**Accused:** A person against whom a complaint of abuse or sexual exploitation is made pursuant to the terms of this policy.

**Adult:** means an individual aged 18 years or over.

**Board:** QYFC/QYU's board of directors.

**Child/Youth:** A person under the age of 18 years; child age 0-10 years; youth age 11-17 years.

**Child and Family Services Act:** The province of Ontario Child Youth and Family Services Act, 2017, S.O. 2017, c.14, Sched.1 (the "Act").

**Complainant:** A person who makes a complaint as outlined in the abuse definition.

**Designated Screening Personnel:** An individual, or group of people, designated and trained to screen prospective volunteers. Tasks include processing applications, reference checks, conducting interviews, requesting Criminal Record Checks, and maintaining volunteer files.

**Discrimination:** is defined as the unfair treatment of a person or group on the basis of prejudice.

Discrimination is differential treatment based on a personal characteristic which has an adverse impact on an individual or group. Examples of personal characterization include race, ancestry, place of origin, colour, ethnic origin, citizenship, faith or creed, sex, sexual orientation, age, marital status, or handicap. It is important to note that any person or group can discriminate, and any person or group can be the target of discrimination.

**Emotional Abuse:** is defined as but not limited to a chronic attack on an individual's self-esteem. It can take the form of name calling, threatening, ridiculing, berating, intimidating, isolating, hazing, habitual scapegoat, blaming. **Physical Abuse:** is defined as

but not limited to the use of intentional force that can result in physical harm or injury to an individual. It can take the form of slapping, hitting, punching, shaking, pulling, throwing, kicking, biting, choking, strangling or the abusive use of restraints.

**Harassment:** is defined as unsolicited words or conduct which tend to annoy, alarm or abuse another person.

Repeated subtle or overt action, by a person(s) which attacks, demeans, intimidates, or manipulates another individual.

**Ministry or Program Director:** Individuals who have successfully completed the recruitment and screening processes and who have been given the responsibility to give direction to programs or ministries for children, youth and/or vulnerable adults. The term includes volunteer and all full-time, part-time, short-term, contract staff receiving a salary.

**Occasional Observer:** Unscreened individuals who visit/observe program activities on rare occasions. This term includes parents assisting their own children. Their access to minors will be limited and they will never be asked to assume responsibility or placed in a position of trust with children who are not their own.

**Offender:** A person convicted of abuse of a vulnerable person.

**One-On-One:** refers to situations where a staff member has the potential of being alone with a child.

**Parent:** The biological, adoptive or foster parent(s) or legal guardian(s) of a child or youth.

**Parent In relation to a child:** this means the natural mother or father or legal guardian who has custody of the child.

**Position of Trust:** A position of trust is any position that requires its holder to enjoy the trust of those who elected or chose the holder. It includes any role wherein parents and/or guardians have entrusted their loved one to your care: i.e. staff, volunteers, teachers, helpers, assistants, supervisors, directors, leaders, caregivers, sponsors, drivers, etc. A violation of position of trust, in legal terms, refers to a situation where one person holds a position of authority over another person and uses that position to his or her advantage to commit a crime or to injure the victim in some way. Liability for abuse of this position is not limited to criminal prosecution, and in some cases, a civil lawsuit may be brought as well.

**Program Volunteer:** An individual who has successfully completed the recruitment and screening procedures of QYFC/QYU Risk Management and Child Protection Policies and who can be put in a position of trust with children, youth and/or vulnerable

adults. Program personnel include screened volunteers, full-time, part-time, short-term or contract staff whether or not they receive a salary.

**Psychological Abuse:** is defined as but not limited to communication of an abusive nature, sarcasm, exploitive behaviour, intimidation, manipulation, and insensitivity to race, sexual preference or family dynamics.

**Sexual Abuse:** is defined as but not limited to any unwanted touching, fondling, observations for sexual gratification, any penetration or attempted penetration with a penis, digital or object of the vagina or anus, verbal or written propositions or innuendos, exhibitionism or exploitation for profit including pornography.

**Staff:** Individuals who have been hired, trained, and are paid by QYFC/QYU and who have agreed to abide by the YFC Community Covenant, Statement of Faith and are in the process of or have completed credentialing with QYFC/QYU.

**Student:** Children or youth registered to attend or are attending your program(s)

**Verbal Abuse:** Is defined as but not limited to humiliating remarks, name calling, swearing at, taunting, teasing, continual put downs.

**Volunteer File:** A permanent record kept on each program personnel or volunteer which includes the application form, record of Criminal Record Checks, record of reference checks and interview, and other documents related to the recruiting and supervision of program personnel or volunteers.

**Vulnerable Adult:** A person who is 18 years of age or older, and because of their age, a disability or other circumstances, whether temporary or permanent, is in a position of dependence on others or is otherwise at a greater risk than the general population of being harmed by a person or person in positions of trust or authority relative to him/her.

**Youth Volunteer:** Also known as student leaders. Individuals between the age of 11 and 17 who have successfully completed the recruitment and screening procedures in Appendix 2 of the Risk Management and Child Protection policy. Individuals who can be put in positions of trust with children must be a minimum of 3 years older than the youth they are serving. Must be under adult supervision.

**8 to 1 Ratio:** this rule provides that one adult to 8 children will be present during any children's activity in order to increase the safety of each child and protect the credibility of our staff and programs for children below the age of 3 years 8 months. The ratio is 1:10 for JK/SK classes and 1:14 for school-age children.

**Spiritual Abuse:** We believe in the gospel of Jesus Christ and affirm the importance of Christian evangelism. However, we do not believe that this justifies any means to fulfill

that end. Hence, we disavow the use of any coercive techniques or manipulative appeals that bypass a person's critical faculties, play on psychological weaknesses, undermine relationships with family or religious institutions, or mask the true nature of Christian conversion. While respecting the individual integrity, intellectual honesty and academic freedom of other believers and skeptics, we seek to proclaim Christ openly. We reveal our own identity and purpose, our theological positions, and sources of information, and we will not be intentionally misleading. Respect for human integrity means no false advertising, no personal aggrandizement from successfully persuading others to follow Jesus, and no overly emotional appeals which minimize reason and evidence.

## SECTION 9: Disciplinary Procedures

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This section is for actions outside of the child abuse section. This section is for actions that do not adhere to QYFC/QYU policy or procedure. The following disciplinary actions should be taken, depending on the nature of the offence.

### 9.1 Verbal Warning

The QYU staff member or Program Leader will:

- Give a verbal warning regarding the unacceptable behaviour/action. The verbal warning includes an explanation of when and how the behaviour/action occurred and why the behaviour/action was unacceptable.
- An opportunity will be given to allow the individual to explain their side of the story.
- The individual will be given a description of the desirable and/or acceptable behaviour or actions.
- The individual will be informed of further disciplinary actions, upto and including termination or removal from programs.
- QYU Staff or Program Leader will keep a note of all verbal warning.

*Note:* Some examples of reasons for verbal warnings would include: not completing an Incident Report, or being alone with a student with the door shut.

### 9.2 Written Warning

The QYU staff member or program leader in conjunction with the Executive Director being informed will:

- Give a written warning regarding the unacceptable behaviour/action if it is a previous verbal warning has been given or if the action/behaviour was severe in nature. The written warning includes an explanation of when and how the behaviour/action occurred and why the behaviour/action was unacceptable.
- An opportunity will be given to allow the individual to explain their side of the story.
- The individual will be given a description of the desirable and/or acceptable behaviour or actions which may or may not include retraining or taking further training.
- The individual will be informed of further disciplinary actions, upto and including termination or removal from programs.
- The written warning should be signed/acknowledged by both parties. The original written warning should be kept with the individual's file.
- QYU Staff or Program Leader will keep a note of all written warnings.

### 9.3 Termination

The QYU staff member and Executive Director with the Board of Directors being notified will:

- Give notice to the individual in an in-person meeting
- The individual will be given respect and treated with dignity and their value to QYFC/QYU will be affirmed.
- A written report of the meeting will be filed in the individual's file and kept permanently.

## SECTION 10: Appendices

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Program Registration Form  
Event Permission and Consent Form  
Anaphylaxis Emergency Plan Form  
Volunteer Application Form  
Volunteer Driver Form  
Incident Report Form  
Consent for Photography / Video Consent Form  
Suspected Abuse Form  
Declaration of “no Charges” Form (need correct title)

### OTHER ?

Confidentiality Form ?  
Statement of Faith ?  
QYFC/QYU History ?  
YFC Community Covenant ?