

# CHILD SAFETY POLICY

## YMCA OF NEWFOUNDLAND AND LABRADOR

**Original Issue Date** December 2014

**Edited:** August 30, 2016; August 31, 2017; March 7, 2018; January 1, 2019;  
January 1, 2021; March 1, 2022; November 22, 2022; March 24, 2023; October  
24, 2023; November 14, 2023

**Last Revised:** October 17, 2024



# Table of Contents

<b>Governance and Culture</b>	<b>3</b>
Introduction	3
Policy Statement	3
Terminology	3
Roles and Responsibilities	6
Code of Conduct	8
<b>People and Culture</b>	<b>8</b>
Peer to Peer	8
Duty to Report Procedure for Suspected Child Abuse and Neglect	10
Recruiting, Screening, and Training Staff and Volunteers	10
Information Management	12
Insurance	13
Crisis Communications	13
Strategies to Enhance YMCA Commitment to Protecting Children	13
<b>Participant Experience</b>	<b>15</b>
Managing an Allegation, Complaint, or Claim of Abuse Against the YMCA	15
<b>Physical and Virtual Environment</b>	<b>15</b>
Physical Environment	15
Virtual Environment	16
<b>Contracts and Other Resources</b>	<b>16</b>
<b>APPENDIX A: COMMITMENT TO EQUITY, INCLUSION AND BELONGINGS STATEMENT</b>	<b>17</b>
<b>APPENDIX B: CHILD PROTECTION AUTHORITIES CONTACT INFORMATION</b>	<b>18</b>
<b>APPENDIX C: DUTY TO REPORT SUSPECTED ABUSE PROCEDURE</b>	<b>19</b>
<b>APPENDIX D: CHILD SAFETY POLICY AND VULNERABLE PERSONS POLICY</b>	<b>23</b>
<b>ACKNOWLEDGEMENT FORM</b>	
<b>APPENDIX E: CODE OF CONDUCT POLICY</b>	<b>24</b>
<b>APPENDIX F: PEER TO PEER RESOURCES</b>	<b>29</b>
<b>APPENDIX G: RESPONDING TO AN ALLEGATION</b>	<b>30</b>
<b>APPENDIX H: ACCIDENT/INCIDENT REPORT</b>	<b>31</b>
<b>APPENDIX I: YMCA SUSPECTED CHILD ABUSE REPORT FORM SAMPLE</b>	<b>32</b>
<b>APPENDIX J: YMCA CHILD ABUSE DOCUMENTATION PROCEDURE</b>	<b>34</b>
<b>APPENDIX K: FACILITY ACCESS AND CONTROLS (CPFY, MTY, CLY, PRY)</b>	<b>35</b>
<b>APPENDIX I: E-SAFETY POLICY</b>	<b>43</b>

# Governance and Culture

## 1. Introduction

The YMCA of Newfoundland and Labrador is fully committed to safeguarding the welfare of all children in its care in accessing YMCA programs and services. We all share a responsibility to protect children from harm. The YMCA recognizes its responsibility to promote safe environments and practices and to protect children from abuse and exploitation.

Throughout this policy and procedures, references are made to “child” or “children”. Refer to Terminology below for definitions for these terms.

## 2. Policy Statement

The YMCA of Newfoundland and Labrador recognizes its responsibility to promote safe practices and to protect children from abuse and exploitation.

The YMCA will immediately refer any concerns that a child might be abused or at risk of harm to the appropriate child protection authority, The Department of Children, Seniors, and Social Development, RNC or RCMP officials.

The Department of Children, Seniors, and Social Development (CSSD) is responsible for administration of the act.

Legal obligation to report: 1-855-375-4957 regardless of where in the province the person resides.

To fulfill the above policy statement, the YMCA is committed to:

- providing safe environments for children;
- identifying any child who is suffering, or likely to suffer harm;
- reviewing and evaluating implementation of this policy regularly for effectiveness; and
- promoting equity, diversity, inclusion and belonging in all aspects of the Child Safety Policy to ensure that every child is treated with respect and dignity.

See **Appendix A COMMITMENT TO EQUITY, INCLUSION AND BELONGING STATEMENT**

## 3. Terminology

The following terms are used in this policy:

**Child or young person or youth** is a person who is under 16 years of age under the provincial child protection legislation.

**Abuse** is any action or inaction which jeopardizes another's health or wellbeing.

**Child abuse** can be of a physical, emotional or sexual nature, or neglect. It may consist of just one incident or it may happen repeatedly.

**Allegation** is a statement, made without giving proof, that someone has done something wrong or illegal.

**Complaint** is a statement that something is wrong or not satisfactory.

A **child** can be subjected to more than one form of abuse:

- **Physical abuse** could result from a parent or person in charge causing physical injury to a child or failing to adequately supervise a child from a pattern of neglect of the child.

**Examples of physical abuse** include beating, slapping, hitting, pushing, throwing, shaking, burning. **A child who is physically abused** may have burns, bite marks, cut, bruises, or welts in the shape of an object; not want to go home; be afraid of adults; wear inappropriate clothing (i.e., long sleeves on a very hot day).

- **Sexual abuse** happens when a parent or other person in charge sexually molests or uses a child for sexual purposes or knowingly fails to protect a child from sexual abuse.

**Examples of sexual abuse** include any sexual act between an adult and a child, including intercourse; fondling; exposing a child to sexual activity; sexual exploitation through child prostitution or child sexual abuse material. **A child who is sexually abused** may have an inappropriate knowledge of sexual acts; be very compliant or extremely aggressive; be afraid of a certain person or family member; have difficulty walking or sitting.

- **Emotional abuse** occurs when a parent or other person in charge harms a child's sense of self. It includes acts or omissions that result in or place a child at risk of serious behavioral, cognitive, emotional, or mental health problems.

**Examples of emotional abuse** include yelling at, screaming at, threatening, frightening, or bullying a child; humiliating the child, name-calling, making negative comparisons to others; showing little to no physical affection (such as hugs) or words of affection or praise; saying that everything is the child's fault; withdrawing attention, giving the child the 'cold shoulder'; confining a child in a closet or a dark room, or tying the child to a chair for long periods of time; exposing a child to domestic violence, allowing the child to be present during violent behavior of others, including the physical abuse of others.

Some level of emotional abuse is present in all forms of abuse. **A child who is emotionally abused** may show signs of serious anxiety, depression, or withdrawal; show self-destructive or aggressive behavior; show delays in physical, emotional or mental development.

- **Neglect** happens when a child’s parent or other person in charge fails to provide for basic needs.

**Examples of neglect** include failing to provide proper food, clothing suitable for the weather, supervision, a home that is clean and safe, medical care as needed; failing to provide emotional support, love, and affection. **A child who is neglected** may not wear clothing that’s suitable for the weather; be dirty or unbathed; be very hungry; or not be properly supervised.

*Any of the signs of child abuse noticed by a staff or volunteer must be reported immediately to a child protection authority. See **Appendix B CHILD PROTECTION AUTHORITIES CONTACT INFORMATION.***

**Duty of care** is a legal principle that identifies the obligations of individuals and organizations to take reasonable measures to care for and protect their participants.

**Duty to report** is defined under <https://assembly.nl.ca/legislation/sr/statutes/c12-3.htm> that sets out what must be reported to a child protection authority or agency. A report must be made immediately if a child is or appears to be suffering from abuse or is at risk of harm. See **Appendix C DUTY TO REPORT SUSPECTED ABUSE PROCEDURE.**

- **Child in need of protection** is defined under the Department of Children, Seniors, and Social Development as “a child who is or who appears to be suffering from abuse, neglect, or risk of harm”. Anyone who has reasonable grounds to suspect that a child is or may be in need of protection must promptly report the suspicion to a child protection authority (i.e., Children’s Aid Society – CAS). Refer to Appendix C Duty to Report Suspected Abuse Procedure.
- **Risk of harm** is the risk that a child is likely to be physically, sexually, or emotionally abused or neglected.
- **Reasonable grounds** refer to the information that an average person, using normal and honest judgement, would need in order to decide to report. It is not the person’s responsibility to prove or have proof of abuse; investigation is the role of child protection authorities.

**Police records check (PRC)** is a search of the records held in the information database of a police agency. It may include a check of national, local or regional police records. Basic types

include a Police Criminal record Check (CRC) or Police Information Check or Police Vulnerable Sector Check (VSC). At the end of the process, a report is issued.

**Position of trust** or authority is created when an individual's relationship with someone else has any of the following characteristics: decision-making power; unsupervised access; closeness inherent in the relationship; personal nature of the activity itself.

**Staff** means salaried, hourly, or fixed term contract employees.

**Volunteers** include program volunteers, policy (Board/Board Committees/Regional Council) volunteers, philanthropy/fundraising volunteers and unpaid student placements. Occasional and special event volunteers are volunteers i) who have limited interaction and are not left alone with children; and ii) whose involvement with the YMCA is limited in duration and frequency and are not left alone with children.

[**NOTE:** For volunteers, each YMCA Association/CEO shall determine whether or not a Police Check is required and the type of Police Check based on the volunteer position category (i.e., program volunteer, policy/Board or Board Committee, fundraising, or special events volunteer). At a minimum, vulnerable sector screening shall be completed for all volunteers/volunteer positions having regular contact with children.]

## 4. Roles and Responsibilities

The YMCA of Newfoundland and Labrador is committed to promoting safe practices to protect children from harm or abuse. While primary responsibility for the protection of children from abuse rests with Department of Children, Seniors, and Social Development, all YMCA staff and volunteers who come into contact with children have a duty to help protect them from abuse or risk of abuse.

The responsibility for managing this policy lies with YMCA management. The YMCA shall appoint a designated person(s) who will have responsibility for the implementation of the child protection policy and procedures in their association. The CEO will ensure the designated person(s) has the necessary resources and support within their official responsibilities to carry out their responsibility for child protection.

### 4.1 YMCA Board of Directors, Executive Staff and Senior Leadership team is responsible for protecting children by:

- providing oversight of a protection framework that includes establishing policies and procedures, and monitoring;
- establishing a reporting protocol that complies with provincial child protection legislation;
- establishing recruitment and screening including police records check procedures;
- ensuring systems are in place for regular review, reporting and evaluation of effectiveness of child protection initiatives; and

- appointing a member of YMCA management team (**VP, Child Care and Day Camp and Child Protection Lead – Lori Evans**) having special responsibility for advancing the objectives of this Policy and child protection legislation.

**4.2 YMCA Managers and Supervisors** have additional responsibilities for maintaining safe environments in all facilities and program areas by:

- ensuring that all staff and volunteers have read, understand and signed the Child Safety Policy and Vulnerable Persons Policy Acknowledgement Form (**Appendix D**). Acknowledgement forms are completed during the orientation stage for a new employee and volunteer, and again after annual refresher training of child protection and vulnerable persons is completed;
- ensuring that staff and volunteers receive training and ensure refresher training in protecting children is provided annually. This is paid training;
- arranging advanced training for staff and volunteers working directly with children (as needed);
- ensuring programs are developmentally appropriate and well planned in advance;
- maintaining physical security and other safe guards to protect children accessing YMCA programs; and
- responding promptly to any complaints, reports or allegations against staff or volunteers.

**4.3 YMCA Staff and Volunteers** are expected to abide by this Policy that includes:

- following Code of Conduct (Section 5) for the protection of children;
- participating in mandatory and refresher training in protecting children and duty to report;
- producing acceptable police records/re-check clearance letters;
- reporting immediately any suspicion of abuse to the appropriate protection agency
- notifying their supervisor or staff contact that a report has been made to a child protection authority; and
- helping to maintain a safe environment for the protection of children.

**4.4 Contractors** are expected to follow the procedures as established by the YMCA. Third-party sub-contractors are used for short-term projects. They are to:

- sign into the facility by providing the Memberships Sales and Service Desk Staff their name and company name, or use a contractor pass;
- be escorted to their place of work by a YMCA staff member;
- be supervised during after-hour work by a YMCA staff member; and
- use a sign-out method.

## 5. Code of Conduct

During staff or volunteer work at the YMCA, even if not working directly with children, there are times when staff and volunteers will encounter and interact with children. The YMCA is committed to treating everyone with respect and dignity, and to helping children grow and develop to their full potential in a safe and caring environment.

Staff and volunteers are required to follow the Code of Conduct that describes good practices and includes practices to be avoided or never sanctioned. The practices outlined below clarify what is and is not acceptable behavior, good practice can be promoted, and the potential for abuse or allegations of abuse minimized. See **Appendix E CODE OF CONDUCT POLICY**.

# People and Culture

## 6. Peer to Peer

When a child safeguarding incident involves one or more children behaving inappropriately towards another, a decision needs to be made about whether the behavior is age-appropriate, bullying or abuse. See **Appendix F – PEER TO PEER RESOURCES**.

### Age-Appropriate

- Staff and volunteers working with children and young people should be aware of the stages of development of the age group they actively work with;
- Generally speaking, the older children get, the more likely an incident that causes harm to another child, would be considered bullying or abuse; or
- Young children can cause an injury or harm to another child however based on age-appropriate development, the incident would not be considered bullying or abuse (i.e., a toddler who is unable to communicate, may bite another toddler or their educator).

### Bullying

- The behavior is intended by the child to have the effect of, or the child ought to know that the behavior would be likely to have the effect of causing harm, fear, intimidation or distress to another individual physical, psychological social harm, harm to the individual's reputation or harm to the individual's property, or creating a negative environment in a YMCA program for another individual;
- The behavior occurs in a context where there is a real or perceived imbalance or power between the children based on factors such as size, strength, age, intelligence, peer group power, economic status, social status, religion, ethnic origin, sexual orientation, family circumstances, gender, gender identity, gender expression, race, or disability;
- Bullying behavior includes the use of physical, verbal, electronic, written or other means;



- The behavior may, but not necessarily, be directed towards a group or other children rather than an individual child; or
- The behavior is perceived as bullying by the victim.

*Please note: physical or sexual assault, or forcing someone to do something embarrassing, harmful or dangerous can also be included in the list of bullying behaviors, but are most likely to constitute a child protection concern if the victim suffers significant harm as a result of the behavior.*

### **Abuse, Child Protection Concern**

- The difference of power between the child who is abusing and the person being abused is significant and there is an age difference of more than two years, there is a significant difference in terms of size or level of ability, the abuser holds a position of power (such as being a helper, volunteer or informal leader) or the victim is significantly more vulnerable than the other child or young person;
- The behavior involves sexual assault or physical assault (other than the most minor physical assault);
- The child who is the victim of the behavior may have significant harm;
- The behavior may not necessarily be perceived by the victim as abusive, particularly if it is sexual in nature;
- The behavior is not a one-off incident and is part of a pattern of concerning behavior on the part of the child or young person who is abusing; or
- The behavior, if sexual, is not part of normal experimentation that takes place between children and young people.

### **Sexual Abuse or Normal Experimentation**

All children and young people develop an interest in their own sexuality from a young age, and seek to learn about sex from their peers. It is important not to label normal, healthy behavior as deviant or abusive. It is equally important not to allow sexually abusive behavior perpetrated by one child or young person towards another to go unchecked, as this is harmful both for the victim and the perpetrator. There are ways of assessing whether sexual behavior between children and young people is abusive or not. Indicators of abusive behaviour include:

- There is significant difference in age, dominance or understanding between the children/young people;
- The behavior was accompanied by the use of threats or bribes; or
- The behavior was carried out in secret.

### **Communication with Parents**

The decision will need to be made about when and who should inform the families of both the child(ren) who have been harmed and the child who was allegedly perpetrated the harm.

- Age Appropriate Incident – communication by the staff or volunteer, consultation with supervisor not required;

- Bullying – consultation between staff/volunteer and supervisor to determine next steps, timing and method of communication with family; and
- Abuse – Child Protection – consultation between supervisor, Child Safety and Protection Lead and Child Protection Services to determine next steps, timing, method and responsibility of communication with family.

Any reports involving breach of the Code of Conduct (Appendix E) is taken seriously and will be dealt with by management. Individuals who violate the Code of Conduct and this Policy are subject to disciplinary corrective action up to and including termination of employment or volunteer agreement.

## 7. Duty to Report Procedure for Suspected Child Abuse and Neglect

If a child discloses or there are grounds to suspect child abuse, the YMCA will take prompt and immediate action. The YMCA is mandated by provincial law to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation.

### General Procedure

- a) Staff and volunteers of the YMCA will take allegations of abuse seriously.
- b) The YMCA will ensure that staff and volunteers working with children are familiar with their duty to report and the procedure for reporting suspected abuse or neglect of a child.
- c) YMCA staff and volunteers shall follow duty to report suspected abuse procedures. See Appendix C – DUTY TO REPORT SUSPECTED ABUSE PROCEDURE.
- d) The priority will be to ensure that no child is exposed to unnecessary risk by taking measures as advised by the Department of Children, Seniors, and Social Development. See Appendix B – CHILD PROTECTION AUTHORITIES CONTACT INFORMATION.
- e) In the event the reported incident involves an allegation against a staff or volunteer, the procedure for responding to an allegation against the YMCA will be followed. See **Appendix G RESPONDING TO AN ALLEGATION OR COMPLAINT OF ABUSE AGAINST THE YMCA.**
- f) The child is injured. See **Appendix H ACCIDENT/INCIDENT REPORT FORM.**
- g) A report will be completed in accordance with relevant provincial child protection reporting requirements and the Association will cooperate with any legal authority involved. See **Appendix I YMCA SUSPECTED CHILD ABUSE REPORT FORM SAMPLE.**
- h) All information related to a disclosure or allegation of abuse will be treated confidentially. Documentation regarding a report to a child protection authority must not be circulated internally or given to anyone unless a warrant or subpoena is provided.

## 8. Recruiting, Screening, and Training Staff and Volunteers

The YMCA offers a range of programs to a variety of age groups including children.

Proper screening of potential employees and volunteers is essential for matching people to YMCA roles or positions, for ensuring the quality of YMCA programs, maintaining safe YMCA environments, and reducing or eliminating the risk of harm to children.

The YMCA maintains comprehensive, clearly communicated recruitment and screening processes that are consistently applied across the Association. A documented recruitment and selection process is in keeping with regulatory requirements relevant to screening including Employment Standards and Eligibility to Work in Canada, Child Protection, Human Rights, Information and Privacy, Youth Criminal Justice, and other legislated requirements.

The following general procedures shall apply when recruiting and screening potential YMCA staff and volunteers. Refer to YMCA Human Resources for more information.

- a) All forms of advertising used to recruit and select staff and volunteers will include a statement that YMCA offers of employment (volunteer assignment) are contingent upon successful completion of a police records check.
- b) All applications will be required to complete an online, in-person, or direct contact application form.
- c) To obtain relevant details for the position including prior work experience with children.
- d) Formal interviews in person, virtually (through Teams or Zoom) or by telephone are conducted, with questions designed to determine suitability for working with children for all positions of trust.
- e) A minimum of two professional reference checks for non-supervisory type positions, or three professional reference checks for supervisory type positions, will be completed before a staff or volunteer position is offered. Reference checks are conducted to reveal more about the candidate's pattern of job performance, to predict success on the job or volunteer assignment, and to verify the accuracy of the information provided by the candidate through their application and interview responses. If a young person with little or no prior work experience, professional/personal references may include coaches, teachers, leadership facilitators, etc. References contacted should be asked to confirm the nature of their relationship to the candidate to indicate they meet the YMCA reference check requirement.
- f) Potential employees and volunteers will be offered positions conditional upon the production of a satisfactory police records check (see Criminal Record Check and Vulnerable Sector Check Policy) and acceptance of YMCA employment/volunteer obligations including adhering to YMCA policies that include child protection and duty to report requirements.
- g) An acceptable police/criminal records check (PRC/CRC) is obtained for all staff and volunteers before starting training or first day of work/volunteerism. Police records checks will need to be updated every 3 years prior to expiry. Supervisors shall refer to any additional screening procedures established by the Association.

- h) Vulnerable sector screening (and where available, Child Abuse Registry Check) will be completed at a minimum for all staff and volunteers having regular contact with children. As per the Criminal Record Check and Vulnerable Sector Check Policy.
- Individual's under the age of 18 years old who also live in a jurisdiction of an RCMP detachment cannot request or receive a VSC check. The individuals direct supervisor must request for a VSC Exemption Declaration Form from the Child Protection Lead for the individual to complete and submit for filing and tracking.

Additional screening procedures must be established by the YMCA to support the management of obtaining acceptable police record checks for all staff and volunteers. Additional screening procedures may include the use of a signed VSC Exemption Declaration on an exceptional basis at minimum, the following conditions to be met:

1. VSC Exemption Declaration Form needs to be distributed and monitored by the Child Protection Lead(s) (Lori Evans). An extension to the signed declaration can only be approved by the Child Protection Lead(s).
  2. Tracking system is in place to ensure declarations do not expire without the completion of required vulnerable sector check. Tracked in Payworks employee file and VSC declaration/exemption report.
  3. Monitoring system of active supervision by direct supervisor is in place so staff and volunteers under the age of 18 who do not have a completed a vulnerable sector check are never left alone with children.
- i) Supervisors follow the CRC and VSC policy when addressing situations where a positive record has been identified.
- j) During orientation, new staff and volunteers will be made aware of policies from direct supervisor regarding the protection of children and duty to report suspected abuse, and the YMCA Code of Conduct (Appendix E)/behavior expectations.
- k) All staff and volunteers shall complete the policy sign off form online through Payworks or with wet signature. See Appendix D – CHILD SAFETY POLICY AND VULNERABLE PERSONS POLICY ACKNOWLEDGEMENT FORM.
- Supervisors shall ensure that mandatory training on child protection is completed within **the first week** of employment or volunteer assignment. Re-fresher training will also be completed annually.
  - All employee and volunteer records (including training records) will be maintained in keeping with information and records management processes, which will include appropriate safeguards to protect highly sensitive, personal information such as police records checks and references.

## 9. Information Management

- a) Staff and volunteers will follow the documentation and information handling procedures required under relevant child protection legislation.
- b) A report will be completed in accordance with relevant provincial child protection reporting requirements, and the YMCA will cooperate to the extent of the law with any legal authority involved. See Appendix I – YMCA SUSPECTED CHILD ABUSE REPORT FORM SAMPLE.
- c) All information related to disclosure, or an allegation of abuse will be treated confidentially. Documentation regarding a report to a child protection authority must not be circulated internally nor given to anyone, unless a warrant or subpoena is provided. **Appendix J YMCA CHILD ABUSE DOCUMENTATION PROCEDURE**
- d) All records related to the allegation or complaint will be retained indefinitely by the YMCA, or until such time as determined by the authorities.

## 10. Insurance

- a) Any allegation or complaint of abuse involving a YMCA staff or volunteer must be reported promptly to the CFO who will notify the insurer upon becoming aware of the allegation or complaint, in keeping with notice requirements under insurance policies. Providing the insurer with prompt notice protects the YMCA's ability to trigger abuse coverage under their insurance policies, in the event a legal demand or claim arises in the future.
- b) Liability insurance policies should be kept indefinitely by the YMCA and stored in an accessible and secure location. Retention of insurance policies is important given the historical, long tail nature that characterizes abuse claims.

## 11. Crisis Communications

The YMCA shall follow its escalation protocols as part of its proactive emergency response and crisis communication procedures that ensure the following:

- a) Senior managers responsible for responding to escalated or critical incidents understand their role in managing major or crisis events.
- b) Supervisors and staff have easy access to escalation and crisis management policies or protocols (staff portal).
- c) Orientation includes review of protocols so that new staff and volunteers understand their role in an emergency or crisis.
- d) Executive staff for the Association (YMCA of NL) promptly notify YMCA Canada of incidents involving serious injury or death or escalated situation with (potential) media attention.
- e) Organizational learning is incorporated following recovery from an emergency or crisis situation, facilitated by a designated senior lead who also reviews at least annually the

effectiveness of the YMCA's escalation and crisis management protocols, for any needed enhancements.

- f) See Appendix H – ACCIDENT/INCIDENT REPORT FORM.

## **12. Strategies to Enhance YMCA Commitment to Protecting Children**

The YMCA is committed to an ongoing strategy for the protection of children and maintaining safe environments, which includes:

- a) Providing training and education that ensures staff and volunteers know their responsibilities and duty to report;
- b) Monitoring YMCA's effectiveness in its commitment to protecting children; and
- c) Providing mechanisms for feedback and appropriate response to complaints of disclosures.

**12.1.1 Training and Education** increases knowledge of individual and organizational roles in protecting children and ensures the effectiveness of this Policy. Through education and training that includes new staff orientation, mandatory annual training with sign-off requirements, the YMCA fosters awareness among staff and volunteers of their responsibility to act if abuse is suspected.

**12.1.2 Monitoring:** the YMCA has implemented a formal monitoring system that includes self-assessments, peer and third-party assessments of compliance with policies and procedures for the protection of children. Assessments are completed at least annually to identify where further enhancements may be needed for the safety of YMCA program environments.

In addition, managers shall monitor programs regularly to identify any potential barriers and strategies for maintaining safe YMCA environments.

- Fostering a culture of safety through safeguards including policies, training, and education;
- Providing children with support and guidance on what to do, and who to contact if feeling uncomfortable or afraid at any time;
- Adhering to established employment practices, human resources and volunteer management procedures for recruitment, screening, supervising, and training staff and volunteers;
- Conducting program area checks including regular building sweeps/tours to monitor bathrooms, locker rooms and any isolated areas; and
- Maintaining building security through use of central point(s) of entry, sign in/out procedures, restricted accesses to child care or child-minding areas, doors are locked that should be locked, etc.

**12.1.3 Ongoing relevancy:** The YMCA through its appointed Child Protection Lead or designate shall review this policy annually to ensure effectiveness and ongoing relevancy given the changing laws and public expectations.

Maintaining safe environments is a team approach. Supervisors and staff can speak with their program or facility manager, their senior manager, or contact the Association Child Protection Lead for more information.

The YMCA of Newfoundland and Labrador shall continue to instill a culture of shared accountability and responsibility across the Association for the protection of children.

## Participant Experience

### 13. Managing an Allegation, Complaint or Claim of Abuse Against the YMCA

In the event of an allegation, complaint or claim of abuse against a staff or volunteer of the YMCA, the following procedures may apply.

#### 13.1.1 Reporting an Allegation of Abuse to a Protection Authority

- a) If a staff or volunteer suspects or receives an allegation or complaint of abuse about another YMCA staff or volunteer, they will follow the procedure for reporting an allegation or suspicion of abuse to the appropriate child protection authority. See Appendix G – RESPONDING TO AN ALLEGATION OR COMPLAINT OF ABUSE AGAINST THE YMCA.
- b) As soon as a call has been made to a child protection authority, the staff or volunteer will promptly notify their manager that a call has been made involving a suspicion of abuse against a YMCA staff or volunteer. The manager shall immediately notify the child protection lead who will inform appropriate management team members in keeping with the YMCA's escalation protocol. Management will ensure any additional child safety concerns, human resources, insurance (see section 10 above), and other mandatory reporting requirements are addressed, and that the appropriate follow up steps are implemented once child protection authorities have completed their investigation, in keeping with established YMCA procedures.

# Physical and Virtual Environment

## 14. Physical Environment

The YMCA of NL follows the provincial Occupational Health and Safety (OHS) legislation. OHS minutes and inspections are accessible to all staff and volunteers through the Associations Staff Portal. Areas of the facilities are secure and checked by the Duty Manager regularly. Duty Manager checklists are completed regularly to ensure security. Keys and/or key fobs are used to enter spaces throughout the facilities. These access points are given to only eligible supervisors and staff. Alarm codes are issued to supervisors and/or staff who meet eligible requirements who are Centre or General Managers, are on the Duty Manager schedule, staff who work opening or closing shifts which requires setting the alarm upon entering and leaving, or are Maintenance Staff. Individual codes are set for each staff member. Upon separation of the Association, the code is deactivated immediately.

Supervisors or other staff should not meet one on one with staff or volunteers under the age of 18 years old. A 2:1 ratio should be used for meetings, communications, texts, etc. (2:1 ratio means two adults to one child). Adults could be a parent or guardian of the child, or the staff or volunteers senior manager. See **Appendix K FACILITY ACCESS AND CONTROLS (CPFY, MTY, CLY, PRY)**.

## 15. Virtual Environment

Communicating with children online or through a device while they are alone is strictly prohibited. Again, a 2:1 ratio should be followed when communicating. Communicating through virtual environments could include online meetings, text messaging, social media interaction, over the phone, or any other electronic use of communication. Staff under the age of 18 should only be contacted via the contact information that is provided by them upon hire or voluntarism. There should be zero engagement with children outside of the YMCA. See **Appendix L E-SAFETY POLICY**.

## Contacts and Other Resources

For more information about this policy, staff may speak with their Associations Child Protection Lead – Lori Evans (lori.evans@nl.ymca.ca).



Shine On

## APPENDIX A

### COMMITMENT TO EQUITY, INCLUSION AND BELONGING STATEMENT

We are committed to promoting equity, diversity, inclusion and belonging in all aspects of our Child Safety Policy and Vulnerable Persons Policy to ensure that every person is treated with respect and dignity.

We recognize that people come from diverse families, including single-parent households, blended families, same-sex families, adoptive families, foster families, and families with different cultural, linguistic, and religious backgrounds. We acknowledge that family diversity is a strength and enriches lives. Therefore, we strive to create a safe and inclusive environment that celebrates family diversity and promotes positive relationships among people, families, and staff.

We recognize that people come from diverse backgrounds, with different experiences, cultures, beliefs, and abilities. We also recognize that some people may be at a higher risk of harm due to various factors, such as socio-economic status, gender, race, ethnicity, religion, sexual orientation, gender identity and disability. Therefore, we strive to provide a safe and inclusive environment for all people, regardless of their background.

We also recognize that our staff, volunteers and partners play a critical role in ensuring the safety and well-being of everyone. Therefore, we are committed to providing ongoing training and support to our staff and volunteers to ensure that they have the necessary knowledge, skills, and attitudes to recognize and respond to safety concerns in an equitable, diverse, and inclusive manner.

Shine On

**APPENDIX B**

**CHILD PROTECTION AUTHORITIES CONTACT INFORMATION**

**Department of Children, Seniors, and Social Development (CSSD)**

Main Line: (709) 729-4775 or (709) 729-4552

Intake Officer: (709) 729-4612

**[SNL2010 Chapter C-12.2 CHILDREN AND YOUTH CARE AND PROTECTION ACT](#)**

The Department of Children, Seniors, and Social Development (CSSD) is responsible for administration of the Act.

Legal obligation to report: 1-855-376-4957 regardless of where in the province the person resides.

## DUTY TO REPORT SUSPECTED ABUSE PROCEDURE

In the event that a child or someone else discloses, or a staff or volunteer suspects child abuse, the procedures outlined below must be followed. Supervisors shall ensure that staff and program volunteers are aware of their duty to report suspected child abuse to the Department for Children, Seniors, and Social Development (CSSD).

### 1. If you (supervisor, staff, volunteer) suspect child abuse:

- You are required to make the call immediately to a child protection agency (the Department for Children, Seniors, and Social Development).
- You are not to ask anyone for help in making the decision; you must call.
- You may inform your supervisor or manager of the intention to call CSSD, if you need their support to ensure that you have the privacy and staff coverage required to immediately make the call. You may name the child, but no details of the suspicion or disclosure should be discussed with your supervisor or manager.
- If your supervisor or manager is not available, you must proceed with the report to CSSD.
- Once you have made the call, notify your onsite or senior manager who will notify Lori Evans, Child Protection Lead, 1-709-693-2299 that a call has been made to a child protection agency.
- If the child is talking with you, listen to them but please do not ask any questions.
- Make the child feel comfortable.
- It is not the staff/volunteer responsibility to investigate the incident.
- Please document the incident with a reporting form (Appendix I).
- All documents must be factually clear not your own feelings or thoughts.

### 2. Seeking Medical Attention:

If the child has sustained injuries, seek medical attention.

If injury is suspected to have been caused by child abuse or family violence, **do not** inform the parent of the intention to seek medical care for the child until you have spoken with a child protection worker and have been given clear direction to do so.

If you think the child is in immediate danger, **call the police**. Immediately after calling the police, contact The Department for Children, Seniors, and Social Development.

### 3. Avoid Discussing with Parent or Guardian

A staff or volunteer who suspects abuse or family violence is **not** to disclose their suspicion or intention to call a child protection worker with the parent and/or guardian. Disclosing with the parent or guardian could jeopardize the child or contaminate the investigation.

## Shine On

Therefore, **do not** talk with the parent or guardian unless you have been directed to do so by a child protection worker.

After consulting with the Department for Children, Seniors, or Social Development and if given permission by the Department for Children, Seniors and Social Development official to notify the parent and/or guardian, a supervisor or his/her designate will emphasize to the parent both the concern for the child and legal obligation to Report Suspicion of Abuse.

**Remember:** The Department for Children, Seniors, and Social Development official will guide staff through this process if considered appropriate by The Department for Children, Seniors, and Social Development to speak with the parent or guardian. *Do not inform the parent or guardian on your own without first consulting with The Department for Children, Seniors, and Social Development.*

#### 4. Making the Call:

If the child's cultural or religious affiliation is known, the report can be made directly to the child protection agency of that child's religious or cultural affiliation. If the child's religious or cultural affiliation is not known, the call should be made to The Department for Children, Seniors, and Social Development for the municipality in which the program is located. See contact information for Child Protection Authorities in Appendix B.

If reporting to The Department for Children, Seniors, and Social Development *after* regular business hours, you will likely be required to leave a message, your name and phone number with answering service. Indicate if your call is urgent. You will then need to wait to hear back from an after-hours protection worker.

*\*\*Leaving a message is not considered a report. You must speak directly to a child protection agency worker. If you think the child is in immediate danger, do not wait to be called back – Phone the Police.*

#### When placing a call to a child protection agency:

Provide your full name, your position, our Association name (YMCA of NL), and a number where they can reach you, along with the full details to the best of your knowledge of your suspicion(s). Ask for the name and phone number of the case worker or manager you spoke with at the child protection agency.

- **Remember:** The child protection agency provides support. You can call to “consult” for guidance and the agency staff will support you through the process. The goal of the YMCA and a child protection agency is to protect all children whose safety must be considered first.

## **Additional reporting for staff delivering programs to children:**

Suspected or witnessed abuse at a child care centre is a Serious Occurrence reportable within 24 hours to the Ministry. YMCA child care staff shall refer to YMCA Child and Family Development Procedures for more information about Serious Occurrence reporting.

### **5. Documentation Guidelines**

- a) Documentation must be legible and written by hand by the person who reported the suspected abuse – do not type on a computer. Write with ballpoint pen, not a marker or felt tip that might smudge or leak.
- b) Be factual, based on your observations. Do not include or document your personal thoughts about how it might have happened. Include direct observations and indicators to support your statements. You may include what someone else has told you, as long as it is relevant and you have recorded who told you the information.
- c) **Description Details** – Use the *Suspected Child Abuse Report Form (Appendix I)*. The child abuse reporting form outlines what you need to include when documenting suspected child abuse and your call to a child protection authority.

*\*\*If a reporting form is unavailable or you are unable to access a child abuse reporting form at any time, it is very important that you still make a report by calling The Department for Children, Seniors, and Social Development immediately. Then document the report by hand, using a blank sheet of paper and place the report in a sealed envelope per e) and f) below.*

- d) Do not make a rough copy and then re-write 'in good'. Your original document is required. If you make a mistake, don't use whiteout. Simply cross it out with a single line.
- e) Make sure documentation is complete. Sign and date the report. Place the report in a sealed envelope marked CONFIDENTIAL. Write the child's name on the front, and sign and date the envelope.
- f) Give the sealed envelope to the Child Protection Lead.
- g) In addition to the original documentation, staff shall use the YMCA Accident/Incident Report Form Participants/Members (Appendix H) to record **very brief** information, indicating the child's name, the program location, and date the call was made to The Department for Children, Seniors, and Social Development. In the description, record 'call made to a child protection agency'. If applicable, also record 'abuse allegation against a staff/volunteer' in the event of an allegation of abuse against a staff or volunteer. Then sign and date the incident report form. Forward a copy of the incident report to your program manager in keeping with YMCA incident reporting procedures.

*\*\*Documentation with respect to suspected child abuse is not to be released to anyone unless there is a warrant, subpoena or court order to submit the records or attend court. Any requests*

## Shine On

*to release of records is to be forwarded to the Child Protection Lead who will determine appropriate action in consultation with legal counsel as needed.*

### **6. If a staff or volunteer is suspected of abuse**

If a staff/volunteer suspects another staff/volunteer of abusing a child or children who participate in the program, they will inform their onsite manager or general manager of the intention to immediately call a child protection agency.

If it is a parent who is making the allegation against a staff/volunteer, staff shall inform the parent of their Duty to Report suspected child abuse to a child protection agency. The supervisor also has a responsibility to call the child protection agency. If the person suspected of abuse is the supervisor, the parent should make the call to a child protection agency.

A staff/volunteer making the allegation will complete required documentation as outlined in 5 above.

The person who is suspected of abusing a child will not be told by anyone about the suspicion, or the intention to report. Only under the direction and consultation with a child protection worker is the information to be disclosed by a manager with the alleged person.

The general manager will notify the CEO that a call has been placed to a child protection agency. The general manager will notify the Child Protection Lead who will notify designated members of management of the allegation. Management will determine further action steps for appropriate handling and response.

### **7. Confidentiality**

**All information related to disclosure or an allegation of abuse will be treated confidentially to the extent possible.**

Shine On

APPENDIX D

**CHILD SAFETY POLICY AND VULNERABLE PERSONS POLICY ACKNOWLEDGEMENT FORM**

As a staff member or volunteer of the YMCA of Newfoundland and Labrador:

- I have received the Child Safety and Vulnerable Persons policies and procedures;
- I understand my legal duty to report under The Department for Children, Seniors, and Social Development; and the YMCA of Newfoundland and Labrador;
- I understand my personal responsibility and the actions required of me.

---

Employee

Volunteer

Name: \_\_\_\_\_  
(please print)

Position: \_\_\_\_\_

Department: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_  
(Day/Month/Year)

Facilitator: \_\_\_\_\_

Date: \_\_\_\_\_  
(Day/Month/Year)

Note: The facilitator can be your supervisor, supervisor once removed, or an appointed trainer. When completed, this form is to be uploaded by the Employee into their Payworks profile.

Shine On

## APPENDIX E

### CODE OF CONDUCT POLICY

During staff or volunteer work at the YMCA, even if not working directly with children or vulnerable persons, there are times when staff and volunteers will encounter and interact with children or vulnerable persons. The YMCA is committed to treating everyone with respect and dignity, and to helping children grow and develop to their full potential in a safe and caring environment.

Staff and volunteers are required to follow the Code of Conduct that describes good practices and includes practices to be avoided or never sanctioned. The practices outlined below clarify what is and is not acceptable behavior, good practice can be promoted, and the potential for abuse or allegations of abuse minimized.

#### **YMCA Code of Conduct in service to safeguarding children and youth**

The YMCA is committed to support the YMCA mission where children and youth are safe, families are strong, and communities are supported. As members of the YMCA employee community, we each hold the morale and ethical responsibility to uphold YMCA policies and procedures, both formal and informal, in service to safeguard all children and youth attending YMCA programs and services.

#### **Child Safeguarding in the YMCA**

Child safeguarding refers to the standards upon which each YMCA employee and volunteer accepts the responsibility to proactively exercise measures to ensure that they do no harm to children, such that they do not expose children to the risk of harm and abuse, and that any concerns the YMCA has about children's safety within the communities in which they work, result in a timely and appropriate actions that include, reporting to their local Child Protection agency.

#### **Adherence to YMCA Child Safeguarding Policy will be demonstrated by:**

- Respecting the dignity of all children and youth;
- Considering and respecting the cultural and socioeconomic differences that may give rise to concerns related to adherence of the YMCA policy;
- Every YMCA employee or volunteer, regardless of their position or level, should strive to learn, understand, and follow the rules of the YMCA Child Safety policy that applies to their specific job responsibilities;
- Seek assistance where clarity if needed, in a timely manner with the utmost respect for confidentiality of those involved.

#### **The YMCA will seek to keep children and youth safe by:**

- Valuing, listening and respecting them;
- Appointing a designated Child Protection Lead;



## Shine On

- Adopting child protection and safeguarding best practices through our policies, procedures, and code of conduct for staff and volunteers;
- During the transition from one program area to another, staff are required to (if applicable) do head counts of the children when leaving the program area during transition and arrival to another program area. A list of the children in attendance must be in hand at the time of transition at all times. Roll call must be done throughout the transition period. One staff member should be at the front and back of lines during transition periods;
- Developing and implementing an effective online safety policy and related procedures that include computer network safety practices on YMCA devices;
- Providing effective management for staff and volunteers through supervision, support, training, and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and code of conduct confidentially and competently using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families, and caregivers appropriately;
- Using our procedures to manage any allegations involving staff and volunteers appropriately;
- Building a safeguarding culture where we work in partnership with employees and volunteers, children, youth, and their families, and treat each other with respect and are comfortable about sharing concerns; and
- Ensuring that YMCA programs and services geared to children and youth are designed with consideration of the environment and context, taking into account the potential impact on the children and youth it is engaged with. This includes selecting suitable spaces that support child safety, such as locations with adequate exits, proximity to washrooms, windows, and line of sight. Staff should be able to recognize and address potential safety issues in program locations and take appropriate measures to mitigate risks to children and youth.

### **This means that members of the YMCA employee and volunteer community commit to:**

- Promptly and without hesitation, report complaints from children, youth, vulnerable persons or their families or caregivers, all allegations or disclosures of grooming, child abuse or neglect, concerns about child safety or vulnerable persons safety, and any breaches of the YMCA Child Safety Policy or YMCA Vulnerable Persons Policy;
- Have a duty of care to ensure that all whose access the YMCA's programs, services and facilities are provided with a safe, open and honest environment that protects children, youth and vulnerable persons and the YMCA employee and volunteer community who work with them;
- Not to harm or exploit any child or young person or vulnerable person, including but not limited to those who access YMCA programs and services;

## Shine On

- Always supervise children and youth to ensure they engage positively with our programs, behave appropriately towards each other, and are in a safe environment protected from internal and external threats;
- For supervision of children using a restroom, always ensure: The restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Children are with an adult staff member and proceed in groups of three or more (e.g. 1 staff and 2 children, or 2 staff and 1 child) when using the bathroom. Either 'line of sight' or 'line of sound' supervision is maintained while children are using the facilities. Ensure no child, regardless of age, enters a bathroom alone on a field trip. If staff are assisting younger children, doors to the facility must remain open;
- Always conduct or supervise private activities in pairs – diapering, putting on bathing suits, taking showers, etc. When this is not feasible, staff should be positioned so that they are visible to others;
- Not to use inappropriate, discriminatory, racist, sexist, violent, profane, sexual, belittling or negative language in the presence of children and youth, for example, swearing, derogatory terms, sexual jokes or innuendos, threats, name-calling, etc.;
- Ensure that sign-in and sign-out procedures are followed for visitors to the site and, where applicable for children and youth attending program. YMCA employees and volunteers are required to be vigilant in witnessing the arrival and departure of all children and youth;
- Only take photos or videos of children and youth on YMCA issued devices. All photos require appropriate consent. This refers to consent granted by parent or caregivers using a current signed YMCA Photo Release Form;
- Ensure photos and videos of children and youth are only uploaded to official YMCA sites once appropriate consent from the parent or caregiver has been provided. Photos and videos must not be uploaded to any personal or unofficial YMCA social media platforms;
- Not to discipline children, youth and vulnerable persons using emotional abuse, physical, or corporal punishment, favouritism, physical abuse, verbal abuse, reference to cultural or ethnic differences, swearing or the withdrawal of the necessities of care (including food, shelter and emotional warmth);
- Not engage in sexual behavior between, with or in the presence of children, youth and vulnerable persons, including but not limited to engaging in open discussion of a mature or adult nature;
- Not to engage in physical contact with children or youth unless for the express purpose of the program or activity, or as based on the needs of the child or youth rather than on the needs of the YMCA employee or volunteer (e.g., to assist or comfort a distressed child or youth);
- Not to have a child or youth sit on their knee, in their lap, piggyback them, cuddle, kiss, hug, tickle, or touch them in an inappropriate and/or culturally insensitive manner. This also includes rough physical games (e.g., tackling, wrestling);

## Shine On

- Not to use physical restraint, unless as a last resort to prevent injury to a child or young person or vulnerable persons or others; in this instance the level of force used must be appropriate to the specific circumstances and aimed solely at restraining the child or young person to prevent harm to themselves or others;
- Ensure that parents or caregivers be informed of travel and sleeping arrangements prior to the commencement of any excursion or camp and that a full documented risk assessment is completed, signed by the staff conducting the assessment and approved for the excursion or camp;
- Promptly report concerns, issues, problems, suspected incidents and suspicious behavior to their manager or supervisor (or most appropriate senior staff with authority) and to local child or adult protection authority;
- Report to their supervisor, any suspicion, observation or knowledge of inappropriate behavior by YMCA employees or volunteers that breaches YMCA Child Safety Policy standards and YMCA Vulnerable Persons Policy standards;
- Fully cooperate with the defined relevant local police that the child or young person can do for themselves (e.g., changing clothes, personal grooming, feeding, and toileting); and
- Not to give personal gifts to children, unless under the banner of a gift from the YMCA (e.g., gifts from the YMCA service to the child or youth in recognition of a designated holiday or celebration).

### **This means that YMCA employees and volunteers must:**

- Ensure they are never alone with a child or young person where they cannot be observed by at least one other YMCA employee or volunteer, or other adult;
- Disclose to their supervisor where a friendship has developed prior to or during employment by the YMCA, between them and families and/or children or youth who currently participate or have previously participated in YMCA programs;
- Not to engage in unauthorized travel (.e., transport an individual child or youth or a group of children or young people to or from YMCA programs in a private vehicle, without the written consent of the senior YMCA staff with oversight for the program or branch area). All transport requires a minimum of two YMCA employees to be present at all material times;
- Not to engage in activities with current or previous YMCA children or youth outside of the YMCA, for example, visiting them home, babysitting, social engagements, etc., unless permission has been granted by a senior YMCA manager with oversight for the program or branch; and
- Not to engage with children or youth (current or former) outside of the YMCA, including via social media platforms (e.g., Facebook, Instagram, Snapchat, TikTok, etc.) as well as voice or video call, text or email, directly to a child or young person unless for the express purpose of conducting YMCA business, counselling or training sessions and with

## Shine On

manager knowledge and approval. This contact must be from a YMCA supplied device only. Where practicable all communication made should be directed to the parents or caregivers of the child or youth.

I, hereby acknowledge that I have received and read the Code of Conduct. I understand that as an employee or volunteer of the YMCA, it is my responsibility to comply with the principles and standards outlined in this code. I confirm that I have received a copy of the code of conduct and understand that as an ongoing condition of employment, I am required to participate in regular training, as determined by the YMCA, on the YMCA Child Safety Policy and YMCA Vulnerable Persons Policy requirements and practices. I understand that any violation of this code of conduct may result in disciplinary action, up to and including termination of employment.

\_\_\_\_\_  
Employee/Volunteer Name (printed)

\_\_\_\_\_  
Employee/Volunteer Signature

\_\_\_\_\_  
Employee/Volunteer Position

\_\_\_\_\_  
Date

Shine On

## APPENDIX F

### PEER TO PEER RESOURCES

American Resource – Sexual Development and Behaviour in Children and Youth -  
<https://www.nctsn.org/resources/sexual-behavior-in-children-and-youth-series>

Simcoe County District School Board – Safe, Inclusive and Accepting Schools -  
<https://www.scdsb.on.ca/common/pages/DisplayFile.aspx?itemId=916328>



## APPENDIX G

### RESPONDING TO AN ALLEGATION OR COMPLAINT OF ABUSE AGAINST THE YMCA

It can be very distressing when a staff or volunteer is accused of abusing a child or vulnerable person. A YMCA staff or volunteer who receives a disclosure of abuse against another staff or volunteer or suspects a staff or volunteer of abuse has a legal obligation to report to the Department of Children, Seniors and Social Development. Staff and volunteers must follow the procedures outlined below if a report is made against a staff or volunteer.

In many cases, handling a guidance situation in an inappropriate manner can cause an allegation of abuse. Staff and volunteers should be familiar with and adhere to the YMCA Child Safety Policy and YMCA Vulnerable Persons Policy. In general, an allegation against a staff or volunteer is usually made by a parent/guardian or caregiver, child, a vulnerable person or a colleague. In all cases, there is a legal obligation to report.

If a parent/guardian or caregiver makes an allegation against another staff or volunteer, the obligation to report also lies with the parent/guardian or caregiver. They need to be informed of their duty to report and be encouraged to make the report to the local Department of Children, Seniors, and Social Development. The staff or volunteer who has been informed of the situation or observed the situation, has the legal duty to report as well even if the parent(s)/guardian(s) or caregiver report.

If an allegation is made against a staff or volunteer and there will be an investigation, the staff or volunteer will be suspended with or without pay during the investigation.

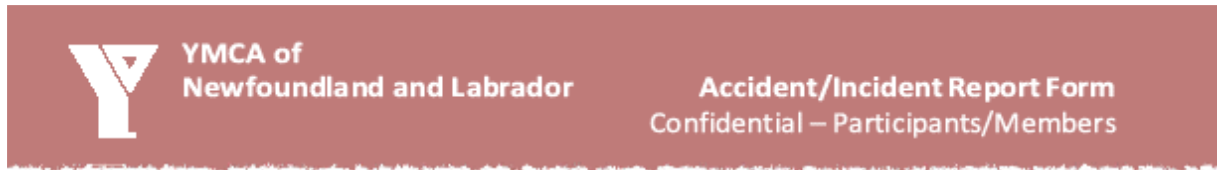
#### Reporting Procedures for Staff and Volunteers

Staff and volunteers must follow these procedures when an allegation or disclosure is made against another staff or volunteer or when the abuse by a staff or volunteer is witnessed:

- Treat the allegations seriously and confidentially.
- Report immediately to Direct Supervisor or Duty Manager any allegations of abuse against a staff member.
  - Direct Supervisor or Duty Manager will notify the Child Protection Lead of the allegation. The Child Protection Lead will notify the CEO.
- For a Child: The staff or volunteer must complete the YMCA Child Abuse Reporting Form (Appendix I) and follow the reporting procedures. The form will be reviewed by the Child Protection Lead to ensure that all required information is recorded.
- For a vulnerable person: The staff or volunteer must call the adult protection authorities or the police.
- Staff and volunteers are to keep information confidential and not to discuss the allegation with other staff, volunteers, parents, or participants. Any questions regarding the incident should be referred to the CEO or their designate.

Shine On

APPENDIX H



Avalon Peninsula Region     Burin Peninsula Region     Labrador Region

**Type of Report:** (Please check the appropriate box)

- Injury to participant
- Damage to equipment/facility
- Other (Please Specify) \_\_\_\_\_

**Details of Accident/Incident:**

Date: (MM/DD/YY) \_\_\_\_\_ Time: \_\_\_\_\_ am / pm  
 Location: \_\_\_\_\_ Nature of Accident/Incident: \_\_\_\_\_  
 (e.g. sprain, cut, etc.)

**Person(s) Involved (Information):**

Name: \_\_\_\_\_ Age: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
 Occupation: \_\_\_\_\_

Name: \_\_\_\_\_ Age: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
 Occupation: \_\_\_\_\_

**Description of the Cause of Events:** (including action taken/property damaged/unsafe acts or conditions)

\_\_\_\_\_  
 \_\_\_\_\_

**In the event of an ACCIDENT you are also required to complete the following information:**

**Name of person administering first aid treatment and supplies used:**

\_\_\_\_\_

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| Transported to health care facility?             | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Emergency Services called?                       | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Emergency contact (parent or guardian) notified? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

\_\_\_\_\_  
 Date:

\_\_\_\_\_  
 Staff Signature (taking report)

\_\_\_\_\_  
 Date:

\_\_\_\_\_  
 Participant Signature (injured)

Shine On

APPENDIX I

YMCA SUSPECTED CHILD ABUSE REPORTING FORM – SAMPLE

CONFIDENTIAL

Date Form Completed: \_\_\_\_\_

Name of YMCA Facility/Worksite: \_\_\_\_\_

YMCA Core Service Area: \_\_\_\_\_

Child's Name: \_\_\_\_\_  Male  Female  Non-Binary

Child's Age: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
(Day/Month/Year)

Child's Address:

\_\_\_\_\_  
(Street)

\_\_\_\_\_  
(City/Province)

\_\_\_\_\_  
(Postal Code)

Child's Phone Number: \_\_\_\_\_

Name of Parent(s)/Guardian:

Relationship to Child:

Address:

\_\_\_\_\_  
(Street)

\_\_\_\_\_  
(City/Province)

\_\_\_\_\_  
(Postal Code)

Phone Numbers: \_\_\_\_\_

Reason for this Report:

- Suspicion of abuse
- Child disclosure
- Allegation of abuse against a YMCA staff/volunteer



Describe the incident, situation, statement or behavioural and/or physical indications of abuse:

---

---

---

---

Area(s) on child's body showing indicators of abuse:

---

---

---

Action the child protection social worker/licencing officer said will occur:

---

---

---

Report made to:

- Department of Children, Seniors, and Social Development
- Licencing Officer (for licenced child care only)

Date and time of call: \_\_\_\_\_

Name of Intake Officer/Social Worker or police officer: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## YMCA CHILD ABUSE DOCUMENTATION PROCEDURE

### Guidelines for Writing Documentation

All documents must be:

- Legible and hand written by the person who suspected and reported the suspected abuse (never to be typed on a computer);
- Written with a ball point pen, not a marker or felt tip, which might smudge/leak;
- Factual, based on your observations. Do not document your personal thoughts about how it might have happened or include second or third party information;
- Submitted as the original document. Do not re-write your documentation;
- Free of white-out, if you make a mistake, simply cross it out and initial any errors/changes;
- Complete with the name(s) and phone number(s) of the individual(s) you spoke with the Department of Children, Seniors and Social Development and/or RNC/RCMP Division;
- Complete with any directions you were given by the Department of Children, Seniors and Social Development and/or RNC/RCMP Division;
- Write the child's name and CONFIDENTIAL on the front of the envelope, the Child Protection Lead will sign his/her name on the back seal; and
- The Child Protection Lead will be the envelope in a locked, fire p[roof cabinet, separate from the children's files.

Written documentation should include the following information:

- Child's name and address;
- Observation date and time;
- Description of the full incident(s), and/or situation(s) of suspected abuse (FACTS ONLY). Ensure to include dates, times, behaviours, specific words and interactions between the individuals involved;
- Description of the physical condition of the child, including any injuries or signs of illness;
- Description of the emotional condition of the child, including any behavioural concerns, as well as the child's response upon disclosure (if applicable). Are there any noticeable changes in the child's behavior?
- If known, a description of any further risks of abuse to the child, including the access of the alleged abuser to the child; and
- Describe fully the "action taken" on behalf of the child. Include all instructions and/or advice from the Department of Children, Seniors, and Social Development or RNC/RCMP Official.

**Documentation regarding an allegation is never to be given to anyone including the Police or the Department of Children, Seniors, and Social Development unless a warrant or subpoena is provided.**

Shine On

APPENDIX K

FACILITY ACCESS AND PROGRAM CONTROLS



**Child Protection**  
**Facility Access and Program Controls**

<b>Location</b>	Ches Penney Family YMCA
<b>Civic Address</b>	35 Ridge Road, St. John's, Newfoundland
<b>Mailing Address</b>	P.O. Box 21291, St. John's, NL, A1A 5G6

The YMCA Child Protection Binder is readily available		
Location of Binder (contains Reporting Kit)	<ol style="list-style-type: none"> <li>1. Main office in Child Care</li> <li>2. Managers office of Child Care and Day Camp – posted on Bulletin Board</li> <li>3. All school age child care locations and Day camps</li> <li>4. EENS office – top drawer in the filing cabinet</li> <li>5. Membership sales and service desk</li> <li>6. HFA office</li> <li>7. General Managers of HFA office</li> <li>8. Downstairs located in holding files rack</li> <li>9. Pool Deck – main desk</li> <li>10. Corporate Office – East White Hills</li> <li>11. Staff Portal</li> <li>12. To all employees working remotely</li> </ol>	
Employee Policies and Procedures Manual -Binder Contents	<ol style="list-style-type: none"> <li>1. Child Protection Policy and Procedures, Department Specific facility access program controls</li> <li>2. Mission, Vision and Values</li> <li>3. Strategic Plan</li> <li>4. Brand Guidelines</li> <li>5. YMCA Canada SAM 2.1 standards</li> <li>6. Human Resources Policies – Personnel Policy</li> <li>7. Uniform Policy</li> <li>8. Occupational Health &amp; Safety Policy /Statement</li> <li>9. Other Policies</li> <li>10. Department policies &amp; procedures</li> <li>11. Duty Manager Manual (CPFY)</li> <li>12. Emergency Response Plan (CPFY)</li> </ol>	
All External Access points into the facility are secured to prevent unauthorized access to the facility.		
Listing of External Access Points	<b>Access Point</b>	<b>Security (Locked or 100% supervision)</b>
	Main Entrance to the YMCA building	Unlocked. FOB key required to Child Care, EENS and Ernst and Young room
	Child Care South Side Entrance	
	Child Care Emergency Exits	Locked at all times. Child Care walks around the playground and enters north or south doors
All Internal Spaces not actively in use are kept locked. Access to Child Care and Child Minding programs are secured		
Listing of Spaces that are not to be accessed by the public	<b>Space</b>	<b>Security</b>
	Supervisor Office Doors	Locked at all times

	Main Childcare entrance door Ernst and Young Room United Way Room Maintenance Closets EENS Office	FOB Key required (locked at all times) FOB Key required (locked at all times) Locked at all times Locked at all times FOB Key required (locked at all times)
<b>YMCA ID or Government Issued ID is required to gain access to the YMCA</b>		
Departmental Expectation  We take YMCA ID or Photo ID (non-government)	Staff verify all adults who are not known to them by requesting government issued ID and confirming they are included as an authorized pick up on the child's registration form.  All visitors are asked to provide government issued ID or in the case of a partner agency, agency issued photo ID is acceptable.	
<b>Access Details and Records are maintained in a permanent record</b>		
Visitor Log Location	Child Care Desk, MSS desk, School Age Locations and our electronic tracking system at the Membership Desk	
Departmental Expectation	<b>All Visitors including contractors entering the facilities:</b> Sign-in to the visitor log in the children services. MSS Desk– government ID We take YMCA ID or Photo ID (non-government) will need to be verified, take a pass, sign –out before leaving and return the pass OR visitors can sign in at our Membership desk as well as Child Care. Weekly sign in and sign out records and monthly attendance records are completed All records are stored indefinitely	
<b>Regular sweeps and tours are completed of the facility to monitor bathrooms, locker rooms and isolated areas</b>		
Departmental Expectation	Staff provide 100% supervision during children's programs. Duty Manager is on from opening to close and performs sweeps and documented on daily DM reports Opening and closing sweeps in child care –opening staff walk through each room. Closing staff walk through each room, checking the room and taking the attendance book and thoroughly making sure ALL children are signed out. Closing staff ensures ALL parents and children are out of the building before they leave for the day. All rooms are closed and locked when not in use	
<b>All YMCA staff and volunteers supervising children follow ratio requirements and provide active supervision</b>		
Ratio Requirement(s)	Licensed Child Care: 0-2 year olds are 1 adult to 3 children. 18 months -3 year olds are 1 adult to 5 children. 2.9 year olds to 5.9 year olds are 1 adult to 8 children. 4.8 year olds to 12 years are 1 adult to 15 children. HFA: SAM standards/best practices/child care standards apply to all other programs	
Sign In Sign Out Procedure	Staff keep attendance and pick up/drop off times All children are signed out at the end of the day by parent and or guardian	

All YMCA staff and volunteers are responsible for engaging and welcoming all individuals at the YMCA to verify the purpose of their visit. YMCA staff and volunteers should offer direction and/or assistance.

**Door Code is changed every week in Adult only change room**

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(month/day/year)



## Child Protection Facility Access and Program Controls

<b>Location</b>	Marystown YMCA
<b>Civic Address</b>	255-263 McGettigan Blvd
<b>Mailing Address</b>	P.O. Box 1308, Marystown, NL, A0E 2M0

**The YMCA Child Protection Binder is readily available:**

Location of Binder (contains Reporting Kits)	<ol style="list-style-type: none"> <li>1. Multi-Purpose Room</li> <li>2. Membership Sales and Service Desk</li> <li>3. HFA Office (Consulting Room)</li> <li>4. Lobby Housekeeping Supply Room</li> <li>5. Aquatics Deck</li> <li>6. EENS Office</li> <li>7. Staff Portal</li> <li>8. To all employees working remotely</li> </ol>
Employee Policies and Procedures Manual -Binder Contents	<ol style="list-style-type: none"> <li>1. Child Protection and Vulnerable Persons Policy and Procedures, YMCA department specific facility access</li> <li>2. Program controls</li> <li>3. Mission, Vision &amp; Values</li> <li>4. Strategic Plan</li> <li>5. Brand Guidelines</li> <li>6. YMCA Canada SAM 2.1 standards</li> <li>7. Human Resources Policies – Personnel Policy</li> <li>8. Uniform Policy</li> <li>9. Occupational Health &amp; Safety Policy /Statement</li> <li>10. Other Policies</li> <li>11. Department policies &amp; procedures</li> <li>12. Duty Manager Manual</li> <li>13. Emergency Response Plan</li> </ol>

**All External Access points into the facility are secured to prevent unauthorized access to the facility.**

Listing of External Access Points	Access Point	Security (Locked or 100% supervision)
	Main Entrance to the YMCA building	Unlocked during opening hours.

**All Internal Spaces not actively in use are kept locked. Access to Child Care and Child Minding programs are secured**

Listing of Spaces that are not to be accessed by the public	Space	Security
	GM Office HFA Office Maintenance Closets Locked Storage Closets Kitchen Child Minding / Camp Room Basement Access	Locked when not in use

<b>YMCA ID or Government Issued ID is required to gain access to the YMCA</b>	
Departmental Expectation	Staff verify all individuals who enter the facility/child minding by requesting government issued ID or photo ID and confirming they are included as an authorized pick up from children's programs.
We take YMCA ID or Photo ID	All visitors are asked to provide government issued ID or in the case of a partner agency, agency issued photo ID is acceptable.
<b>Access Details and Records are maintained in a permanent record</b>	
Visitor Log Location	MSS Desk, Child Minding / Camp Programs and our electronic tracking system at the Membership Desk
Departmental Expectation	<b>All Visitors including contractors entering the facilities:</b> Sign-in to the visitor log at MSS Desk– government ID or photo ID will need to be verified, a Visitor ID will be issued, sign in / out when arriving and departing. Visitor ID return. Guests can register at our MSS Desk Weekly sign in / out records and monthly attendance records are completed. All records are stored indefinitely
<b>Regular sweeps and tours are completed of the facility to monitor bathrooms, locker rooms and isolated areas</b>	
Departmental Expectation	Staff provide 100% supervision during children's programs. Duty Manager is on from opening to close and performs sweeps and documented on daily DM reports Opening and closing sweeps in child minding and camps –opening staff walk through each room. Closing staff walk through each room, checking the room and taking the attendance book and thoroughly making sure ALL children are signed out. All rooms are closed and locked when not in use
<b>All YMCA staff and volunteers supervising children follow ratio requirements and provide active supervision</b>	
Ratio Requirement(s)	Licensed Child Care: 0-2 year olds are 1 adult to 3 children. 18 months -3 year olds are 1 adult to 5 children. 2.9 year olds to 5.9 year olds are 1 adult to 8 children. 4.8 year olds to 12 years are 1 adult to 15 children. HFA: SAM standards/best practices/child care standards apply to all other programs
Sign In Sign Out Procedure	Staff keep attendance and pick up/drop off times. All children are signed out at the end of the day by parent and or guardian

All YMCA staff and volunteers are responsible for engaging and welcoming all individuals at the YMCA to verify the purpose of their visit. YMCA staff and volunteers should offer direction and/or assistance.

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_  
(month/day/year)



## Child Protection Facility Access and Program Controls

<b>Location</b>	Central Labrador YMCA
<b>Civic Address</b>	2 Corporal O'Quinn Blvd, Happy Valley-Goose Bay, NL
<b>Mailing Address</b>	P.O. Box 659, Station C, Happy Valley-Goose Bay, NL, A0P 1C0

**The YMCA Child Protection Binder is readily available**

Location of Binder (contains reporting kits)	<ol style="list-style-type: none"> <li>1. Main office in Child Care</li> <li>2. Membership Sales and Service Desk</li> <li>3. General Managers office</li> <li>4. Youth room office</li> <li>5. Housekeeping room – main floor</li> <li>6. Staff Portal</li> <li>7. For all employees working remotely</li> </ol>
Employee Policies and Procedures Manual -Binder Contents	<ol style="list-style-type: none"> <li>1. Child Protection and Vulnerable Persons Policy and Procedures, department specific facility access</li> <li>2. Program controls</li> <li>3. Mission, Vision and Values</li> <li>4. Strategic Plan</li> <li>5. Brand Guidelines</li> <li>6. YMCA Canada SAM 2.1 standards</li> <li>7. Human Resources Policies – Personnel Policy</li> <li>8. Uniform Policy</li> <li>9. Occupational Health &amp; Safety Policy /Statement</li> <li>10. Other Policies</li> <li>11. Department policies &amp; procedures</li> <li>12. Duty Manager Manual (CLY)</li> <li>13. Emergency Response Plan (CLY)</li> </ol>

**All External Access points into the facility are secured to prevent unauthorized access to the facility.**

Listing of External Access Points	Access Point	Security (Locked or 100% supervision)
	Main Entrance to the YMCA building	Unlocked
	Child Care Entrance	FOB key requires to Child Care
	Child Care Emergency Exits	Locked at all times. Child Care use this as entry and exit to outside playground

**All Internal Spaces not actively in use are kept locked. Access to Child Care and Child Minding programs are secured**

Listing of spaces that are not to be accessed by the public	Space	Security
	Supervisor Office Doors	Locked at all times
	Main Child Care entrance door	FOB Key required (locked at all times)
	Maintenance Closet	Locked at all times



<b>YMCA ID or Government Issued ID is required to gain access to the YMCA</b>	
Departmental Expectation	Staff verify all adults who are not known to them by requesting government issued ID and confirming they are included as an authorized pick up on the child's registration form.
We take YMCA ID or Photo ID (non-government)	All visitors are asked to provide government issued ID or in the case of a partner agency, agency issued photo ID is acceptable.
<b>Access Details and Records are maintained in a permanent record</b>	
Visitor Log Location	Child Care Desk, MSS desk and our electronic tracking system at the Membership Desk
Departmental Expectation	<b>All Visitors including contractors entering the facilities:</b> Sign-in to the visitor log in the Child Care. MSS Desk– government ID We take YMCA ID or Photo ID (non-government) will need to be verified, take a pass, sign –out before leaving and return the pass. Weekly sign in and sign out records and monthly attendance records are completed All records are stored indefinitely
<b>Regular sweeps and tours are completed of the facility to monitor bathrooms, locker rooms and isolated areas</b>	
Departmental Expectation	Staff provide 100% supervision during children's programs. Duty Manager is on from opening to close and performs sweeps and documented on daily DM reports Opening and closing sweeps in child care –opening staff walk through each room. Closing staff walk through each room, checking the room and taking the attendance book and thoroughly making sure ALL children are signed out. Closing staff ensures ALL parents and children are out of the building before they leave for the day. All rooms are closed and locked when not in use
<b>All YMCA staff and volunteers supervising children follow ratio requirements and provide active supervision</b>	
Ratio Requirement(s)	Licensed Child Care: 0-2 year olds are 1 adult to 3 children. 18 months -3 year olds are 1 adult to 5 children. 2.9 year olds to 5.9 year olds are 1 adult to 8 children. 4.8 year olds to 12 years are 1 adult to 15 children. HFA: SAM standards/best practices/child care standards apply to all other programs
Sign In Sign Out Procedure	Staff keep attendance and pick up/drop off times All children are signed out at the end of the day by parent and or guardian

All YMCA staff and volunteers are responsible for engaging and welcoming all individuals at the YMCA to verify the purpose of their visit. YMCA staff and volunteers should offer direction and/or assistance.

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_  
(month/day/year)



**Child Protection**  
**Facility Access and Program Controls**

**Location** Placentia Regional YMCA

**Civic Address** 81 Blockhouse Rd, Placentia

**Mailing Address** P.O. Box 204, Blockhouse Rd, Placentia, NL A0B 1S0

The YMCA child protection binder is available		
Location of binder (contains reporting kits)	Basement CM Office Location of employees working remotely (reporting envelope) Multi-Purpose Room Membership Sales and Service (MSS) Desk Recycling Room Staff Portal	
Employee Policies and Procedures Manual (available on Staff Portal)	Child Protection and Vulnerable Persons Policy and Procedures, YMCA department specific facility access Program controls Mission, Vision & Values Strategic Plan Brand Guidelines YMCA Canada SAM 2.1 Standards Human Resources Policies – Personnel Policy Uniform Policy Occupational Health & Safety Policy / Statement Department Policies & Procedures Duty Manager (DM) Manual Emergency Response Plan Other Policies	
All external access points into the facility are secured to prevent unauthorized access to the facility		
External access points	Access Point	Security (Locked or supervision)
	Main entrance to the YMCA building	Unlocked during hours of operation
All internal spaces not actively in use are locked		
Spaces that are not to be accessed by the public	Space	Security
	CM Office Maintenance/Housekeeping Closets Storage Closets Multi-Purpose Room Basement / Mechanical Rooms	Locked when not in use

<b>YMCA ID or government issued ID is required to access to the YMCA</b>	
Departmental expectation	Staff verify identity of individuals entering the facility by requesting YMCA ID or government issued ID. Staff confirm that adults picking up children from staff supervised programs are authorized to do so
YMCA ID or photo ID accepted	All visitors are asked to provide government issued ID or in the case of a partner agency, agency issued photo ID is acceptable
<b>Access details and records are maintained in a permanent record</b>	
Visitor Log location (paper and/or electronic options)	MSS desk Entry to staff supervised child program
Departmental expectation	Visitors register at entrance to relevant access point (HFA, CC, EENS). Contractors check in / out at the MSS Desk, ID is verified, and a Visitor ID will be issued / returned. All records are stored indefinitely.
<b>Regular sweeps are completed of the facility to monitor bathrooms, locker rooms, and isolated areas</b>	
Departmental expectation	Staff provide 100% supervision during children's programs  A Duty Manager (DM) is scheduled from opening to close. The DM performs regular sweeps and documents relevant information on daily DM reports. Program staff (child minding, camp, etc) confirm room readiness prior to the start of the program. At the end of the program, staff confirm ALL children have been signed out of the program and ensure rooms not in use are locked
<b>All YMCA staff and volunteers supervising children follow ratio requirements and provide active supervision</b>	
Ratio requirement(s)	Regulated child care: 0-2 years = 1:3 / 18 months - 3 years = 1:5 / 2.9 year olds to 5.9 years = 1:8 / 4.8 year olds to 12 years = 1:15 HFA: SAM standards / best practice for programs (i.e. swim lessons) apply to all other programs
Sign in / out procedure	Staff keep attendance and record pick up/drop off times. All children are signed by an adult at the end of the day /program

*All YMCA staff and volunteers are responsible for welcoming and engaging individuals at the YMCA to verify the purpose of their visit. YMCA staff and volunteers should offer direction and/or assistance.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(month/day/year)

Shine On

APPENDIX L

E-SAFETY POLICY

Communicating with children online or through a device while they are alone is strictly prohibited. A 2:1 ratio should be followed when communicating. Communicating through virtual environments could include online meetings, text messaging, social media interaction, over the phone, or any other electronic use of communication. Staff under the age of 18 should only be contacted via the contact information that is provided by them upon hire. There should be zero engagement with children outside of the YMCA.

I, hereby acknowledge that I have received and read the E-Safety Policy. I understand that as an employee or volunteer of the YMCA, it is my responsibility to comply with the principles and standards outlined in this policy. I confirm that I have received a copy of the policy and understand that as an ongoing condition of employment, I am required to participate in regular training, as determined by the YMCA, on the YMCA Child Safety Policy requirements and practices. I understand that any violation of this policy may result in disciplinary action, up to and including termination of employment.

\_\_\_\_\_  
Employee/Volunteer Name (printed)

\_\_\_\_\_  
Employee/Volunteer Signature

\_\_\_\_\_  
Employee/Volunteer Position

\_\_\_\_\_  
Date