

VULNERABLE PERSONS 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

Governance and Culture	3
Introduction	3
Policy Statement	3
Terminology	3
Roles and Responsibilities	6
Code of Conduct	7
People and Culture	7
Peer to Peer	7
Duty to Report Procedure for Suspected Abuse and Neglect	8
Recruiting, Screening, and Training Staff and Volunteers	9
Information Management	11
Insurance	11
Crisis Communications	12
Strategies to Enhance YMCA Commitment to Protecting Vulnerable Persons	12
Participant Experience	13
Managing an Allegation, Complaint, or Claim of Abuse Against the YMCA	13
Physical Environment	14
Contracts and Other Resources	14
APPENDIX A: COMMITMENT TO EQUITY, INCLUSION AND BELONGINGS STATEMENT	15
APPENDIX B: VULNERABLE PERSONS PROTECTION AUTHORITY CONTACT INFORMATION	16
APPENDIX C: DUTY TO REPORT SUSPECTED ABUSE PROCEDURE	17
APPENDIX D: CHILD SAFETY POLICY AND VULNERABLE PERSONS POLICY ACKNOWLEDGEMENT FORM	20
APPENDIX E: CODE OF CONDUCT POLICY	21
APPENDIX F: PEER TO PEER RESOURCES	26
APPENDIX G: RESPONDING TO AN ALLEGATION	27
APPENDIX H: ACCIDENT/INCIDENT REPORT	28
APPENDIX I: FACILITY ACCESS AND CONTROLS (CPFY, MTY, CLY,PRY)	29

Governance and Culture

1. Introduction

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

Throughout this policy and procedures, references is made to “vulnerable person(s)” or “vulnerable people. 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 vulnerable persons from abuse and exploitation.

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

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

- providing safe environments for vulnerable persons;
- identifying a vulnerable person 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 Vulnerable Persons Policy to ensure that everyone 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:

Vulnerable Person for the purpose of this policy and reporting means a young person 16 or 17 years of age, or an adult at risk. An **adult at risk** is a person ages 18 or older who is or may be unable to protect themselves from abuse. The vulnerability of an adult is related to how able the adult is to make and exercise their own informed choices free from duress, pressure, or undue influence of any sort, and to protect themselves from abuse.

Vulnerable persons may be at risk of one or more **types of abuse** including physical abuse or neglect, or emotional abuse, sexual abuse and financial abuse or exploitation.

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

Physical abuse of a vulnerable person could result in another person in charge causing physical injury to the person or failing to adequately supervise the person from a pattern of neglect.

Neglect of a vulnerable person happens when a person who is responsible for their care fails to provide for basic needs. For example, providing food, shelter, proper clothing, a home that is clean and safe, and medical care if needed.

Emotional abuse of a vulnerable person is any act which may lessen the sense of identity, dignity, or self-worth of a person such as: confinement, physical and social isolation, verbal assault, harassment, humiliation, or intimidation; denial or information, privacy, visitors; coercion.

Sexual abuse of a vulnerable person is any act involving unwanted touching/activity of a sexual nature, or a situation in which an adult consents or submits to sexual activity because a person in a position of trust or with authority has used that trust/authority to gain that consent. Such acts include sexual assault, sexual harassment, any act designed to use the vulnerable person for the perpetrator's sexual gratification.

Financial abuse or exploitation is any act involving the misuse or abuse of funds or assets belonging to a vulnerable person. Examples include obtaining property and funds without that person's knowledge or consent, or by using undue influence; or where a person is not mentally competent, or not acting in the person's best interest.

*Any of the signs of adult abuse noticed by a staff or volunteer must be reported immediately to the Department of Children, Seniors and Social Development. See **Appendix B ADULT PROTECTION AUTHORITY 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/a04-01.htm#12> that sets out what must be reported to the appropriate agency. A report must be made immediately if a vulnerable person is or appears to be suffering from abuse or is at risk of harm. See **Appendix C DUTY TO REPORT SUSPECTED ABUSE PROCEDURE.**

- **Vulnerable person in need of protection** is defined under the Neglected Adults Welfare Act as "Adults who are mentally or physically incapable of caring properly for themselves, but not suitable to be in a treatment facility under the Mental Health Care and Treatment Act. S.2(i)"

- **Risk of harm** is the risk that a vulnerable person 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 the adult 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 or local and 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, or 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 along with children and vulnerable persons; and ii) whose involvement with the YMCA is limited in duration and frequency and are not left alone with children or vulnerable persons. **[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 vulnerable persons.]

Adult Protection Act: <https://assembly.nl.ca/legislation/sr/statutes/a04-01.htm>
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.

4. Roles and Responsibilities

The YMCA of Newfoundland and Labrador is committed to promoting safe practices to protect vulnerable persons from harm or abuse. While primary responsibility for the protection of vulnerable persons from abuse rests with Department of Children, Seniors, and Social

Development, all YMCA staff and volunteers who come into contact with vulnerable persons 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 vulnerable persons policy and procedures in their association. The CEO will ensure the designated person(s) has necessary resources and support within their official responsibilities to carry out their responsibility for children and vulnerable persons protection.

4.1 YMCA Board of Directors and Management team is responsible for protecting vulnerable persons by:

- providing oversight of a protection framework that includes establishing policies and procedures, and monitoring;
- establishing a reporting protocol that complies with provincial legislation;
- establishing recruitment and screening including police records check procedures;
- ensuring systems are in place for regular review, reporting and evaluation of effectiveness of vulnerable persons 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 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 Safety 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 vulnerable persons is provided annually. This is paid training;
- arranging advanced training for staff and volunteers working directly with vulnerable persons (as needed);
- ensuring programs are developmentally appropriate and well planned in advance;
- maintaining physical security and other safe guards to protect vulnerable persons 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 vulnerable persons;

- participating in mandatory and refresher training in protecting children and vulnerable persons 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 an RNC or RCMP official; and
- helping to maintain a safe environment for the protection of vulnerable persons.

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 vulnerable persons, there are times when staff and volunteers will encounter and interact with vulnerable persons. The YMCA is committed to treating everyone with respect and dignity 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 an incident involving one or more persons behaving inappropriately towards another, a decision needs to be made about whether the behavior is bullying or abuse. See **Appendix F PEER TO PEER RESOURCES**.

Bullying

- The behavior is intended by a person to have the effect of, or ought to know that the behavior would be likely to have the effect of causing harm, fear, intimidation or distress to another individual, or 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 of power between the persons 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 people rather than an individual person; or
- The behavior is perceived as bullying by the victim.

Abuse

- The behavior involves sexual or physical assault, or financial abuse or exploitation, or emotional abuse;
- The person is a victim of the behavior that may have significant harm;
- The behavior may not necessarily be perceived by the victim as abuse, 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 person who is abusing.

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 concern if the victim suffers significant harm as a result of the behavior.

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 Abuse and Neglect

If a vulnerable person discloses or there are grounds to suspect abuse, the YMCA will take prompt and immediate action. The YMCA is mandated by provincial law to report any suspected cases of 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 vulnerable persons are familiar with their duty to report and the procedure for reporting suspected abuse or neglect of a vulnerable person.

- c) YMCA staff and volunteers shall follow duty to report suspected abuse procedures in the DUTY TO REPORT SUSPECTED ABUSE PROCEDURES (Appendix C).
- d) The priority will be to ensure that no vulnerable person is exposed to unnecessary risk by taking measures as advised by the Department of Children, Seniors, and Social Development. See Appendix B – VULNERABLE PERSONS 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 person is injured. See **Appendix H ACCIDENT/INCIDENT REPORT FORM.**
- g) A report will be completed in accordance with relevant provincial reporting requirements and the Association will cooperate with any legal authority.

If you think somebody is being abused or neglected, it is your legal obligation to report it. Reports of abuse or suspected abuse or neglect should be made to the Department of Children, Seniors and Social Development at toll-free 1-855-376-4957 or local police authorities.

- h) All information related to a disclosure or allegation of abuse will be treated confidentially. Documentation regarding a report to an 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.

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

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, Adult Protection Act, 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 vulnerable persons.
- d) Formal interviews in person, virtually (through Teams or Zoom) or by telephone are conducted, with questions designed to determine suitability 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 vulnerable persons. As per the Criminal Record Check and Vulnerable Sector Check Policy.
 - o 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 individual's 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 exemption 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 or vulnerable persons.
 - 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 vulnerable persons 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 protection training 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 adult protection legislation.
- b) A report will be completed in accordance with relevant provincial legislation reporting requirements, and the YMCA will cooperate to the extent of the law with any legal authority involved.
- c) All information related to disclosure, or an allegation of abuse will be treated confidentially. Documentation regarding a report to an adult protection authority must not be circulated internally nor given to anyone, unless a warrant or subpoena is provided.
- 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) Organization learning is incorporated following recovery from an escalated 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 Vulnerable Persons

The YMCA is committed to an ongoing strategy for the protection of vulnerable persons 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 vulnerable persons; 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 vulnerable persons and ensures the effectiveness of this Policy. Through education and training that includes new staff orientation, mandatory and annual refresher 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 vulnerable persons. Assessments are completed at least annually to

identify where further enhancements may be needed 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 vulnerable persons 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 access to 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 also 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 vulnerable persons.

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 adult 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 an adult 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 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 adult protection authorities have completed their investigation, in keeping with established YMCA procedures.

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: 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. See **Appendix I FACILITY ACCESS AND CONTROLS (CPFY, MTY, CLY, PRY)**.

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

ADULT 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

Adult Protection Act: <https://assembly.nl.ca/legislation/sr/statutes/a04-01.htm>

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.

APPENDIX C

DUTY TO REPORT SUSPECTED ABUSE PROCEDURE

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

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

- You are required to make the call immediately to an adult 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 person, 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.
- If the person is talking with you, listen to them but please do not ask any questions.
- Make the person feel comfortable.
- It is not the staff/volunteer responsibility to investigate the incident.
- Please document the incident with an accident/incident report form (Appendix H).

2. Seeking Medical Attention:

If the person has sustained injuries, seek medical attention.

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

If you think the person 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 or Caregiver

A staff or volunteer who suspects abuse or family violence is **not** to disclose their suspicion or intention to call an adult protection worker with the parent and/or guardian and/or caregiver. Disclosing with the parent or guardian or caregiver could jeopardize the person or contaminate the investigation. Therefore, **do not** talk with the parent or guardian or caregiver unless you have been directed to do so by an adult 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 and/or caregiver, a supervisor or his/her designate will emphasize to them both the concern for the person 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 or caregiver on your own without first consulting with The Department for Children, Seniors, and Social Development.*

4. Making the Call:

If the persons cultural or religious affiliation is known, the report can be made directly to the adult protection agency of that persons religious or cultural affiliation. If the persons 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 Adult 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 an adult protection agency worker. If you think the person is in immediate danger, do not wait to be called back – Phone the Police.*

When placing a call to an adult 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 adult protection agency.

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

5. Documentation Guidelines

- a) In addition to the phone call made to the adult protection authorities, staff shall use the YMCA Accident/Incident Report Form Participants/Members (Appendix H) to record **very brief** information, indicating the persons 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 an adult 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 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 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 person(s) who participate in the program, they will inform their onsite manager or general manager of the intention to immediately call an adult protection agency.

If it is a parent or guardian or caregiver who is making the allegation against a staff/volunteer, staff shall inform the parent of their Duty to Report suspected abuse to an adult protection agency. The supervisor also has a responsibility to call the adult protection agency. If the person suspected of abuse is the supervisor, the parent should make the call to the adult 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 vulnerable person will not be told by anyone about the suspicion, or the intention to report. Only under the direction and consultation with an adult 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 an adult 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 is needed, in a timely manner with the utmost respect for confidentiality of those involved.

The YMCA will seek to keep children, youth and vulnerable persons 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 practical 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

Peer Support Canada - <https://peersupportcanada.ca/>

Mental Health Commission of Canada, Guidelines for the Practice and Training of Peer Support - <https://mentalhealthcommission.ca/wp-content/uploads/2021/09/Guidelines-for-the-Practice-and-Training-of-Peer-Support.pdf>

Elder Abuse Prevention Ontario, Peer to Peer Support: For Older Adults and those Who Support Them - https://eapon.ca/aiovg_videos/peer-to-peer-support/



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.

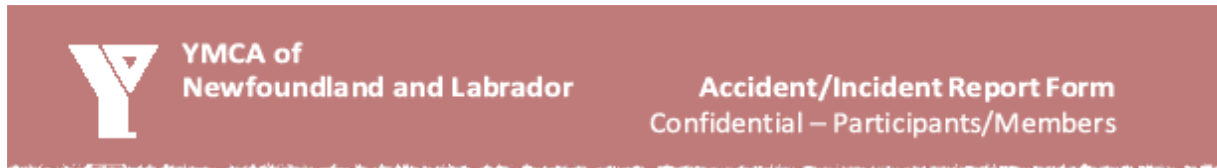
Reporting Procedures for Staff and Volunteers

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)

FACILITY ACCESS AND PROGRAM CONTROLS



Child Protection
Facility Access and Program Controls

Location	Ches Penney Family YMCA
Civic Address	35 Ridge Road, St. John's, Newfoundland
Mailing Address	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"> 1. Main office in Child Care 2. Managers office of Child Care and Day Camp – posted on Bulletin Board 3. All school age child care locations and Day camps 4. EENS office – top drawer in the filing cabinet 5. Membership sales and service desk 6. HFA office 7. General Managers of HFA office 8. Downstairs located in holding files rack 9. Pool Deck – main desk 10. Corporate Office – East White Hills 11. Staff Portal 12. To all employees working remotely 	
Employee Policies and Procedures Manual -Binder Contents	<ol style="list-style-type: none"> 1. Child Protection Policy and Procedures, Department Specific facility access program controls 2. Mission, Vision and Values 3. Strategic Plan 4. Brand Guidelines 5. YMCA Canada SAM 2.1 standards 6. Human Resources Policies – Personnel Policy 7. Uniform Policy 8. Occupational Health & Safety Policy /Statement 9. Other Policies 10. Department policies & procedures 11. Duty Manager Manual (CPFY) 12. Emergency Response Plan (CPFY) 	
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. 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	Space	Security
	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)
YMCA ID or Government Issued ID is required to gain access to the YMCA		
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.	
Access Details and Records are maintained in a permanent record		
Visitor Log Location	Child Care Desk, MSS desk, School Age Locations and our electronic tracking system at the Membership Desk	
Departmental Expectation	All Visitors including contractors entering the facilities: 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	
Regular sweeps and tours are completed of the facility to monitor bathrooms, locker rooms and isolated areas		
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	
All YMCA staff and volunteers supervising children follow ratio requirements and provide active supervision		
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

Location	Marystown YMCA
Civic Address	255-263 McGettigan Blvd
Mailing Address	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"> 1. Multi-Purpose Room 2. Membership Sales and Service Desk 3. HFA Office (Consulting Room) 4. Lobby Housekeeping Supply Room 5. Aquatics Deck 6. EENS Office 7. Staff Portal 8. To all employees working remotely
Employee Policies and Procedures Manual -Binder Contents	<ol style="list-style-type: none"> 1. Child Protection and Vulnerable Persons Policy and Procedures, YMCA department specific facility access 2. Program controls 3. Mission, Vision & Values 4. Strategic Plan 5. Brand Guidelines 6. YMCA Canada SAM 2.1 standards 7. Human Resources Policies – Personnel Policy 8. Uniform Policy 9. Occupational Health & Safety Policy /Statement 10. Other Policies 11. Department policies & procedures 12. Duty Manager Manual 13. Emergency Response Plan

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

YMCA ID or Government Issued ID is required to gain access to the YMCA	
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.
Access Details and Records are maintained in a permanent record	
Visitor Log Location	MSS Desk, Child Minding / Camp Programs and our electronic tracking system at the Membership Desk
Departmental Expectation	All Visitors including contractors entering the facilities: 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
Regular sweeps and tours are completed of the facility to monitor bathrooms, locker rooms and isolated areas	
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
All YMCA staff and volunteers supervising children follow ratio requirements and provide active supervision	
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	Central Labrador YMCA
Civic Address	2 Corporal O'Quinn Blvd, Happy Valley-Goose Bay, NL
Mailing Address	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"> 1. Main office in Child Care 2. Membership Sales and Service Desk 3. General Managers office 4. Youth room office 5. Housekeeping room – main floor 6. Staff Portal 7. For all employees working remotely
Employee Policies and Procedures Manual -Binder Contents	<ol style="list-style-type: none"> 1. Child Protection and Vulnerable Persons Policy and Procedures, department specific facility access 2. Program controls 3. Mission, Vision and Values 4. Strategic Plan 5. Brand Guidelines 6. YMCA Canada SAM 2.1 standards 7. Human Resources Policies – Personnel Policy 8. Uniform Policy 9. Occupational Health & Safety Policy /Statement 10. Other Policies 11. Department policies & procedures 12. Duty Manager Manual (CLY) 13. Emergency Response Plan (CLY)

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

YMCA ID or Government Issued ID is required to gain access to the YMCA	
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.
Access Details and Records are maintained in a permanent record	
Visitor Log Location	Child Care Desk, MSS desk and our electronic tracking system at the Membership Desk
Departmental Expectation	All Visitors including contractors entering the facilities: 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
Regular sweeps and tours are completed of the facility to monitor bathrooms, locker rooms and isolated areas	
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
All YMCA staff and volunteers supervising children follow ratio requirements and provide active supervision	
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

YMCA ID or government issued ID is required to access to the YMCA	
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
Access details and records are maintained in a permanent record	
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.
Regular sweeps are completed of the facility to monitor bathrooms, locker rooms, and isolated areas	
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
All YMCA staff and volunteers supervising children follow ratio requirements and provide active supervision	
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)