



YMCA Protection of Children, Youth and Vulnerable Adults

Policies & Procedures

Board Approved June 15, 2018



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1 GENERAL POLICY STATEMENT

The YMCA is fully committed to safeguarding the welfare of all children, young people and vulnerable adults in its care. It recognizes its responsibility to promote safe practices and to protect children and young people from harm, abuse and exploitation.

Throughout these policies and procedures, reference is made to “children and young people”. In Alberta, this term is used to mean a person who is under the age of 18. The YMCA also recognizes that some adults are also vulnerable to abuse, and therefore the procedures may be applied accordingly (with appropriate adaptations) to allegations of abuse and the protection of vulnerable persons.

The YMCA is committed to ensuring that it:

- Provides a safe environment for children and young people and vulnerable adults
- Identifies children, young people and vulnerable adults who are suffering, or likely to suffer, significant harm; and
- Takes appropriate action to see that such children, young people and vulnerable adults are kept safe at the YMCA.

In pursuit of these aims, the YMCA will approve and annually review policies and procedures with the aim of:

- Promoting and implementing appropriate procedures to safeguard the well-being of children young people and vulnerable adults and protecting them from abuse while participating in Y activities/programs;
- Recruiting, training, supporting and supervising staff and volunteers to adopt best practices to safeguard and protect children, young people and vulnerable adults from abuse and to reduce risk to themselves;
- Requiring staff and volunteers to adopt and abide by this Protection Policy and these procedures;
- Establishing procedures for reporting and dealing with allegations of abuse against staff or volunteers; and
- Monitoring and evaluating the implementation of this policy and these procedures and adapting them whenever there is a significant change in the association or if there are any legal changes.

The YMCA will refer concerns that a child or young person or a vulnerable adult might be at risk of significant harm to the appropriate authorities.

Kristen Hatfield, Manager of Youth and Family Programs is the lead staff person responsible for issues related to the protection of children, youth and vulnerable adults.



1.1 Terminology

The YMCA recognizes the following definitions:

A **child** or **young person**, unless it is otherwise stated, means an unmarried person under the age of 18 years.

A **child in need of protection** According to The *Child, Youth & Family Enhancement Act*, “For the purposes of this Act, a child is in need of intervention if there are reasonable and probable grounds to believe that the survival, security or development of the child is endangered because of any of the following:

- a) the child has been abandoned or lost;
- b) the guardian of the child is dead and the child has no other guardian;
- c) the child is neglected by the guardian;
- d) the child has been or there is substantial risk that the child will be physically injured or sexually abused by the guardian of the child;
- e) the guardian of the child is unable or unwilling to protect the child from physical injury or sexual abuse;
- f) the child has been emotionally injured by the guardian of the child;
- g) the guardian of the child is unable or unwilling to protect the child from emotional injury;
- h) the guardian of the child has subjected the child to or is unable or unwilling to protect the child from cruel and unusual treatment or punishment.

Child abuse involves a child or young person who has been placed at risk through something a person has done to them or something a person is failing to do for them. This includes any form of physical harm, emotional deprivation, sexual mistreatment or neglect which can result in injury or psychological damage to a child.

There are many different forms of abuse and a child may be subjected to more than one form (See Appendix A):

Physical abuse refers to all actions resulting in non-accidental physical injury or harm. This may include non-accidental injury, cruel or excessive corporal punishment (which may or may not cause physical injury), threats of physical harm, dangerous behaviour towards a child or in immediate proximity to the child (i.e. throwing objects, use of weapons).

Emotional abuse refers to both emotional abuse and emotional neglect of the child. Emotional abuse includes excessive and overt rejection, criticism and excessive demands of performance for a child’s age and ability. Emotional neglect refers to the failure of the parent/caregiver to provide adequate psychological nurturance necessary for a child’s growth and development.

Sexual abuse occurs when a child has been or is likely to be exposed to harmful interaction for a sexual purpose by a parent, caretaker, any person in a position of trust and/or any other person. It can include both physical and or non-physical contact. Examples include engaging a child in sexual acts, obscene acts, taking pictures of a sexual nature (sexual exploitation), pornography, voyeurism, exhibitionism, and threatening sexual assault as well as the utilization of grooming techniques.

Neglect refers to acts of omission on the part of the parent/caregiver. This includes failure to provide for the child's basic needs and appropriate level of care with respect to food, clothing, shelter, health/medical, hygiene, safety and supervision as determined by the minimum levels of care standards.

A **Vulnerable Adult** is a person aged 18 or over who, by nature of physical, emotional or psychological condition is dependent on other persons for care and assistance in day to day living and 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. In the case of the YMCA, it is common for vulnerable adults to come to the facility with an aid worker to go swimming, attend a group fitness class or work out. As well, vulnerable adults could potential be volunteers at the YMCA, with or without an aid in attendance.

In Alberta, Vulnerable Adults are protected under the Protection of Persons in Care Act.

According to the Protection of Persons in Care Act, "abuse" means an act or an omission with respect to a client receiving care or support services from a service provider that:

- (a) causes serious bodily harm,
- (b) causes serious emotional harm,
- (c) results in the administration, withholding or prescribing of medication for an inappropriate purpose, resulting in serious bodily harm,
- (d) subjects an individual to non-consensual sexual contact, activity or behaviour,
- (e) involves misappropriating or improperly or illegally converting a significant amount of money or other valuable possessions, or
- (f) results in failing to provide adequate nutrition, adequate medical attention or another necessity of life without a valid consent, resulting in serious bodily harm.

2 ROLES AND RESPONSIBILITIES FOR PROTECTION OF CHILDREN, YOUTH AND VULNERABLE ADULTS

While the primary responsibility for the protection of children from abuse rests with Child and Family Services, all YMCA staff and volunteers who come into contact with children and young people and vulnerable adults have a duty to help protect them from abuse or risk of abuse.

The responsibility for managing this policy lies with the YMCA's senior management team.

2.1 Board of Director's Responsibility:

Protection of child, youth and vulnerable adults is recognized as a governance responsibility. Each Board member has awareness of the policies and acknowledges that the Board of Directors is culpable for ensuring oversight of adequate management practices in order to ensure policies and procedures are adhered to.



2.2 Management's Responsibility:

YMCA Management is responsible for ensuring that a safe environment is maintained in all facilities and programs by:

- Implementing all procedures relating to child protection and protection of vulnerable adults;
- Establishing a reporting protocol that complies with provincial child protection legislation and protection for persons in care (for vulnerable adults) as identified by the province of Alberta
- Ensuring that all staff and volunteers who have significant contact with children and young people and vulnerable adults are oriented to child protection and vulnerable persons policies and procedures before they start in their position at the YMCA;
- Establishing guidelines that ensure programs are developmentally appropriate and well planned in advance; and
- Ensuring that all staff and volunteers have read, understand and signed the Protection of Children, Youth and Vulnerable Adults Acknowledgement form. (see Appendix B)

2.3 Staff and Volunteers' Responsibility:

YMCA staff and volunteers have a responsibility to ensure the safety of children and young people and vulnerable adults in their care by:

- Reporting that a child is in need of protection as provided in *The Child, Youth and Family Enhancement Act*;
- Reporting that a vulnerable adult is in need of protection as outlined in the Protection of Persons in Care Act
- Notifying their supervisor that a report is being made;
- Following guidelines that ensure programs are developmentally appropriate and well planned in advance; and
- Creating a safe and caring environment for children and young people that will challenge their development in spirit, mind and body.

3 CODE OF CONDUCT FOR THE PROTECTION OF CHILDREN AND YOUNG PEOPLE

The YMCA supports and requires all staff and volunteers to observe the following code of conduct, including verbal and non-verbal actions when involved in activities with children, young people and vulnerable adults. This code of conduct is a clear and concise guide of what is and is not acceptable behaviour or practice when working with these groups.

Through defining what is and is not acceptable behaviour, good practice can be promoted and opportunities for abuse minimized. This can also help prevent false allegations being made against staff and volunteers.

All concerns about breach of this Code of Conduct will be taken seriously and responded to in line with the association's performance management, disciplinary procedure and/or procedure for responding to concerns about child abuse.



3.1 Good Practice:

- 3.1.1** Treat all children and young people and vulnerable adults equally, with respect, dignity and fairness.
- 3.1.2** Give constructive feedback rather than negative criticism.
- 3.1.3** Involve parents and caregivers wherever possible and reasonable.
- 3.1.4** Be vigilant and aware of how actions can be misinterpreted and always work in an open environment. Avoid private or unobserved situations with a child or young person or vulnerable adults unless personal assistance such as toileting or changing is required.
- 3.1.5** Ensure the number of adults is appropriate to safely supervise an activity.
- 3.1.6** Have two staff or volunteers present when in situations with children and young people and vulnerable adults where it is necessary for staff or volunteers to change or undress (i.e., swimming) so this activity is not misconstrued.
- 3.1.7** Avoid transporting children or a young person or a vulnerable adult alone. Where this is unavoidable the child or vulnerable adult must sit in the back seat. Where possible parents and/or caregivers should be advised before departure.

3.2 Practice to be Avoided:

In the context of your role within the YMCA, the following practice should be avoided:

- 3.2.1** Spending excessive (i.e., unwarranted) amounts of time alone with children and young people and vulnerable adults away from others.
- 3.2.2** Having “favorites” - this could lead to resentment and jealousy by other children and young people and could be misinterpreted by others.
- 3.2.3** Where possible, doing things of a personal nature for children and young people and vulnerable adults that they can do for themselves.

3.3 Practice Never to be Sanctioned:

In the context of your role within the YMCA, the following practices will never be sanctioned and may also be prohibited by law:

- 3.3.1** Engaging in rough or physical contact except as permitted within the rules of the game or competition.
- 3.3.2** Forming intimate emotional, physical or sexual relationships with children and young people and vulnerable adults.
- 3.3.3** Allowing or engaging in touching a child or young person or vulnerable adult in a sexually suggestive manner.
- 3.3.4** Allowing children and young people or vulnerable adults to swear or use sexualized language unchallenged.
- 3.3.5** Making sexually suggestive comments to a child or young person or vulnerable adult, even in fun.
- 3.3.6** Reducing a child or young person or vulnerable adult to tears as a form of control.
- 3.3.7** Allowing allegations made by a child or young person or vulnerable adult to go unchallenged, unrecorded or not acted upon.
- 3.3.8** Inviting or allowing children and young people or vulnerable adults to stay with you at your home.
- 3.3.9** Asking children, young people and vulnerable adults to keep any type of secret from other children and young people, staff, volunteers or from their parents.



- 3.3.10** Relating to children and young people and vulnerable adults from programs in non-program activities, such as baby-sitting or weekend visits.

4 PROCEDURE FOR THE RECRUITMENT AND SELECTION OF STAFF AND VOLUNTEERS

The YMCA will take all reasonable steps to ensure unsuitable people are prevented from working or volunteering with children and young people and vulnerable adults.

This recruitment and selection procedure has two functions as noted below:

- Provides the YMCA with an opportunity to assess the suitability of an individual to work/volunteer with children and young people and vulnerable adults; and
- Provides the prospective employee or volunteer with an opportunity to assess the organization and the opportunities available.

Compliance with these policies and procedures will be audited periodically to ensure:

- Recruitment guidelines are adhered to;
- Staff/volunteer operating guidelines when caring for children and young people/vulnerable persons are adhered to; and
- Training of new staff/volunteers on YMCA Protection of Children, Youth and Vulnerable Adults Policy (previously was named Child Protection Policy) operating guidelines takes place.

4.1 Procedures for all Staff and Volunteers

For all positions that require regular contact with children, young people and/or vulnerable adults and for all internal and external applications, the following procedures will apply (refer to Human Resources Manual for detailed employment procedures):

- 4.1.1** All forms of advertising used to recruit and select staff/volunteers will include a statement that a Criminal Record Check/Vulnerable Sector Check (CRC/VSC) and Child Intervention Check (CIC) is a requirement for the position.
- 4.1.2** Formal interviews, either in person or by telephone, will be required for all positions with questions designed to determine suitability for working with children and young people or vulnerable persons.
- 4.1.3** All interviewees will be requested to complete an application. (see Appendix C and D) The purpose of this is to obtain from the interviewee relevant details for the position including any previous youth work involvement.
- 4.1.4** For every position, a minimum of three reference checks will be completed before an offer is made. (See Appendix E) These references will follow the guidelines below:
 - 4.1.4.1** Where possible, at least one of the references will be from an employer or volunteer organization where the position required working directly with children and/or young people and/or vulnerable adults.
 - 4.1.4.2** All references must be professional references such as former employees, supervisors, colleagues, etc. (Personal references such as from relatives and friends will not be accepted.)
 - 4.1.4.3** If an individual does not have work experience then a reference from someone such as a teacher, principal, designate from religious affiliation, coach or someone else in a position of leadership/trust will be accepted.
 - 4.1.4.4** All reference checks must include a question asking if there are any concerns with the potential employee coming in contact with children/vulnerable persons or working directly with children/vulnerable persons.



- 4.1.5** Employees and volunteers eligible for employment will be offered positions conditional upon the production of a satisfactory CRC/VSC and CIC, dated no later than 3 months prior to the date of hire, and acceptance of the employment obligations e.g., agreement to the child protection policies and procedures of the YMCA. These documents are required before the first day of work/volunteering. If these are not available for the first day of work for staff, a request for exception must be made. A Request for Exception requires both the employee and a supervisor to sign off on terms and conditions that must be met until the CRC/VSC and CIC is received. (See Appendix F)
- 4.1.6** Until the orientation is complete and a satisfactory CRC/VSC and CIC is received, the new staff/volunteer will not have unsupervised access to children, young or vulnerable people.
- 4.1.7** Volunteers for one-time events are exempt from having to provide a CRC/VSC and CIC; these individuals will not be left alone with children or vulnerable persons at any time.
- 4.1.8** During orientation, new staff and volunteers will be made aware of policies on:
 - a) protecting children, young people and vulnerable adults
 - b) staff and volunteers conduct and,
 - c) all legal requirements in reporting suspected abuse. This orientation will be completed on or before their first day of work.

4.2 Procedures for Third Party Users of the YMCA

- 4.2.1** Third Party Users such as contracted employees and practicum students must follow the procedures outlined in Section 4.1 above.
- 4.2.2** Third Party Users such as partners in our YMCA buildings or individuals providing ongoing contracted services to our Association must provide verification in writing that they have a clear CRC & CIC. If they are working with children they will also be asked to read our Protection of Children, Youth and Vulnerable Adults Policy Manual and sign an acknowledgment form.

5 EDUCATION AND TRAINING FOR KEEPING CHILDREN AND YOUNG PEOPLE SAFE

Management and all staff and volunteers working with children, young people and vulnerable adults will receive training adequate to familiarize them with protection issues and responsibilities and the YMCA procedures and policies, with refresher training annually. The initial and subsequent training will be documented in the employee's personnel or volunteer file and these records will be retained by the YMCA indefinitely.

In the event of any change to the Protection Policy, all staff and volunteers will receive an orientation to the new policy and be required to complete a Protection of Children, Youth and Vulnerable Adults Policy and Procedures Sign Off form. (See Appendix B)



5.1 Education and Training:

The learning opportunities for staff and volunteers to develop and maintain the necessary skills and understanding to keep children and young people safe will include the following:

- 5.1.1** All staff, volunteers and other associates has training on child and youth protection and protection of vulnerable adults when they start their first shift with the association which includes the orientation, an introduction to the YMCA's Protection of Children, Youth and Vulnerable Adults policy and procedures and a quiz.
- 5.1.2** All staff and volunteers who work directly with children and young people and/or vulnerable persons, as well as all managers, supervisors and directors, will receive the YMCA Canada online training modules within 6 months of hire.
- 5.1.3** All staff and volunteers will have an annual refresher training which includes reading the protection policy and procedures manual, completing the quiz and signing the acknowledgment form.
- 5.1.4** All staff and volunteers are provided with opportunities to learn about how to recognize and respond to concerns about child abuse and abuse of vulnerable adults.
- 5.1.5** Children, young people and vulnerable people who are unaccompanied YMCA volunteers are provided with advice and support on keeping themselves safe.
- 5.1.6** Staff and volunteers with special responsibilities for keeping children and young people and vulnerable adults safe have relevant training and regular opportunities to update their skills and knowledge.
- 5.1.7** Training is provided to those responsible for dealing with complaints and disciplinary procedures in relation to abuse and inappropriate behaviour towards children and young people and vulnerable adults.
- 5.1.8** Training and written guidance on safer recruitment practice is provided for those responsible for recruiting and selecting staff and volunteers.
- 5.1.9** Opportunities exist for learning from practical case experience to be fed back into organizational training and development programs.

6 RESPONDING TO DISCLOSURE OR SUSPICION OF ABUSE OF CHILDREN, YOUTH AND VULNERABLE ADULTS

In the event that a child, youth or vulnerable adult discloses or there are grounds to suspect abuse (See Appendix G), the YMCA will take prompt and immediate action. YMCA is mandated by provincial law to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation.

6.1 General Procedure:

- 6.1.1** Staff and volunteers of the YMCA will take allegations of abuse seriously.
- 6.1.2** The YMCA will ensure staff and volunteers working with children and young people and vulnerable adults are familiar with the procedure for handling a disclosure of abuse or neglect by a child or a vulnerable adult.
- 6.1.3** Staff and volunteers will follow the prescribed procedure for handling a 'disclosure'.
- 6.1.4** The first priority will be to ensure that no child or vulnerable adult is exposed to unnecessary risk by taking any precautionary measures as advised by the appropriate authorities, as outlined in Appendix H.
- 6.1.5** A report will be filed in accordance with relevant provincial child protection reporting requirements and the Association will cooperate to the extent of the law with any legal



authority involved. (See Appendix J & K). In the case of a report involving a vulnerable adult, the staff or volunteer will contact Protection of Persons in Care at the phone number in Appendix H. In the case of a report involving suspected abuse or neglect of a vulnerable adult, a written report, as indicated in Appendix J and found in the disclosure kits is to be completed and filed as it would in the case of a report involving children or youth.

- 6.1.6** All information related to disclosure or an allegation of abuse will be handled confidentially and records will be retained indefinitely.

7 MANAGING AN ALLEGATION, COMPLAINT AND CLAIM OF ABUSE AGAINST THE YMCA

In the event of an allegation, complaint or claim of abuse against a YMCA staff or volunteer (See Appendix I), the YMCA will follow the following procedures:

7.1 Incident Reporting:

- 7.1.1** If a staff or volunteer suspects or receives an allegation or complaint of abuse about another YMCA staff, volunteer or student, he/she will follow the procedure for reporting an allegation or suspicion of abuse to Child and Family Services. In the case of vulnerable adults, the report will be made to the Protection of Persons in Care office)
- 7.1.2** A report will be filed in accordance with relevant provincial child protection reporting requirements and the Association will cooperate to the extent of the law with any legal authority involved. (See Appendix J & K)
- 7.1.3** The staff or volunteer will notify the child protection lead as soon as a call to Child and Family Services or Protection of Persons in Care has been made. The Child Protection Lead will notify the CEO, YMCA Canada (if necessary) and the insurance provider promptly of the allegation or complaint of abuse against the YMCA.
- 7.1.4** All information related to disclosure or an allegation of abuse will be handled confidentially and records will be retained indefinitely.



APPENDIX A - SIGNS OF ABUSE & NEGLECT

There are usually signs that a child or vulnerable adult is being abused or neglected. The signs may be physical which means it is possible to see them. In other cases, the child's behavior may lead to concerns about abuse. Often, one sign is not enough to suggest abuse or neglect, but several signs or a pattern of signs make it more likely that abuse or neglect may exist. The following chart lists a number of physical signs and types of behavior which might suggest abuse or neglect.

	Physical Indicators	Behavioural Indicators
Physical Abuse	<ul style="list-style-type: none"> injuries (bruises, cuts, burns, bite marks, fractures, etc.) that are not consistent with explanation offered (e.g., extensive bruising to one area) the presence of several injuries over a period of time any bruising on an infant facial injuries in preschool children (e.g., cuts, bruises, sores, etc.) injuries inconsistent with the child's age and development 	<ul style="list-style-type: none"> cannot recall how injuries occurred, or offers an inconsistent explanation wary of adults or reluctant to go home, absences from school may cringe or flinch if touched unexpectedly may display a vacant stare or frozen watchfulness extremely aggressive or extremely withdrawn wears long sleeves to hid injury extremely compliant and/or eager to please sad, cries frequently
Emotional Abuse	<ul style="list-style-type: none"> bedwetting and/or diarrhea which is non-medical in origin frequent psychosomatic complaints: headaches, nausea, abdominal pain child fails to thrive <p>Rarely is any one indicator conclusive proof that a child has been harmed. In most instances, children present a cluster of behavioural and physical indicators.</p>	<ul style="list-style-type: none"> extreme withdrawal or aggressiveness, mood swings overly compliant; too well-mannered; too neat and clean extreme attention-seeking behaviours displays extreme inhibition in play poor peer relationships severe depression, often suicidal running away from home constantly apologizes
Sexual Abuse	<ul style="list-style-type: none"> unusual or excessive itching in the genital or anal area tom, stained or bloody underwear (observed if the child requires bathroom assistance) pregnancy or venereal disease injuries to the vaginal or anal areas (e.g., bruising, swelling or infection) <p>While the above are not conclusive indicators of sexual abuse, one or more could be a sign that a child needs help.</p>	<ul style="list-style-type: none"> age-inappropriate sexual play with toys, self, others (e.g., replication of explicit sexual acts) age-inappropriate, sexually explicit drawings and/or descriptions bizarre, sophisticated or unusual sexual knowledge promiscuity prostitution seductive behaviours fear of home, excessive fear of men or women depression
Neglect	<ul style="list-style-type: none"> abandonment unattended medical or dental needs consistent lack of supervision consistent hunger, inappropriate dress, poor hygiene persistent conditions (e.g., scabies, head lice, diaper rash or other skin disorder) developmental delays (e.g., language, weight) 	<ul style="list-style-type: none"> regularly displays fatigue or listlessness, falls asleep in class steals food, begs from classmates reports that no caretaker is at home frequently absent or late self-destructive school drop-outs (adolescents)

(<http://socialservices.gov.sk.ca/child-protection.pdf>)



APPENDIX B

YMCA PROTECTION of CHILDREN, YOUTH AND VULNERABLE ADULTS ACKNOWLEDGEMENT FORM

As a staff or volunteer of the YMCA of Lethbridge;

- I have read the YMCA Protection of Children, Youth and Vulnerable Adults Policy & Procedures;
 YES NO
- I have completed the Protection quiz;
 YES NO
- I have received the Protection Orientation;
 YES NO, I am recertifying and it is not required
- I understand my legal duty to report under the Alberta Ministry of Human Services;
 YES NO
- I understand my personal role and responsibility in ensuring safety and protection of children, youth and vulnerable adults at the YMCA and the actions required by me.
 YES NO

Employee or Volunteer

Name: _____
(Please print)

Position: _____

Department: Youth and Preschool Health & Fitness Aquatics Administration & Other

Signature _____

Date: _____
(Day/Month/Year)



APPENDIX C & D – EMPLOYMENT & VOLUNTEER APPLICATION FORM

Please note that a criminal reference check and a child intervention check must be submitted for review prior to starting employment.

POSITION/DEPARTMENT APPLYING FOR

DATE AVAILABLE TO BEGIN WORK

PERSONAL DATA

LAST NAME _____ **GIVEN NAME** _____ **INITIAL** _____

ADDRESS: STREET _____ **APT. #** _____

CITY _____ **PROVINCE** _____ **POSTAL CODE** _____

HOME TELEPHONE # _____ **BUS. TELEPHONE #** _____

Are you legally eligible to work in Canada? Yes No

Are you over 18 years of age? Yes No

To determine your qualifications for employment, please provide below and on the reverse, information related to your academic and other achievements including volunteer work, as well as entire employment history. Additional information may be attached on a separate sheet.

EDUCATION

Secondary School Business or Trade School

HIGHEST GRADE OR LEVEL COMPLETED _____ **NAME OF PROGRAM** _____

LENGTH OF PROGRAM _____

License, certificate or diploma awarded? Yes No

Type: Community College University

NAME OF PROGRAM _____ **LENGTH OF PROGRAM** _____

DIPLOMA/DEGREE AWARDED _____

MAJOR SUBJECT _____

OTHER COURSES, WORKSHOPS OR SEMINARS _____

LICENSES, CERTIFICATES OR DEGREES _____

WORK RELATED SKILLS _____



Describe any of your work-related skills, experience or training that relate to the position being applied for.

EMPLOYMENT HISTORY/REFERENCES

FUNCTION/RESPONSIBILITIES

**NAME OF PRESENT/LAST
EMPLOYER/JOB**

JOB TITLE

PERIOD OF EMPLOYMENT

FROM:

TO:

FUNCTION/RESPONSIBILITIES

**NAME OF PRESENT/LAST
EMPLOYER/JOB**

JOB TITLE

PERIOD OF EMPLOYMENT

FROM:

TO:

FUNCTION/RESPONSIBILITIES

**NAME OF PRESENT/LAST
EMPLOYER/JOB**

JOB TITLE

PERIOD OF EMPLOYMENT

FROM:

TO:

List references if different than above on a separate sheet. Two of the three references must be unrelated to the YMCA of Lethbridge.

I hereby declare that the foregoing information is true and complete to my knowledge; I understand that a false statement may disqualify me from employment or cause my dismissal. I have not have any accusations of misconduct against me and there is knowing known to me that could prevent me from doing the applied for work.

Have you attached an additional sheet?

Yes No

SIGNATURE OF APPLICANT

DATE



For Office use only:

**3 References
checked/included:**

**Director's
signature**

Reference checks/criminal record and child intervention check verified as acceptable for employment:

Director of Administration

Date



APPENDIX E - REFERENCE CHECKING FORM



Reference Check – Working Directly with Children and Vulnerable Adults

Name of Candidate: _____ **Date Called:** _____

Name of reference: _____ **Phone #:** _____

1. What is your relationship to this person and how long have you known them? If you were a previous employer, why did this person leave?

2. This position will require them to provide direct supervision of children and/or vulnerable adults. Do you have any concerns in relation to them providing direct supervision of children placed in their care? If so, why?

3. How was their attendance and punctuality?

4. How would you rate the quality of their work and why?

5. In working with children, what are their strengths? What areas could they improve?

6. What was the biggest accomplishment or contribution made by them?

7. Were they able to work well under stressful circumstances?

8. Were they able to work independently? Trustworthy?

9. How did they respond to direction and constructive feedback?

10. How would you rate the quality of their work and why?

11. Would you hire them again? If not, why?

12. Is there anything else I should know about them?





YMCA of Lethbridge

Reference Check – Minimal to Zero Contact with Children/Vulnerable Adults

Name of Candidate: _____

Date Called: _____

Name of reference: _____

Phone #: _____

1. What is your relationship to this person and how long have you known them? If you are a previous employer, why did this person leave?
2. How would you rate the quality of their work and why?
3. How was their attendance and punctuality?
4. What are their strengths? What areas could they improve?
5. What was the biggest accomplishment or contribution made by them?
6. Were they able to work well under stressful circumstances?
7. Were they able to work independently? As a member of a team?
8. Were they organized and able to meet deadlines?
9. How did they respond to direction and constructive feedback?
10. A responsibility of this position will require them to provide direct supervision of children or may require having contact with children/vulnerable adults. Do you have any concerns with this? If so, Why?
11. Would you hire them again? If not, why?
12. Is there anything else I should know about them?



APPENDIX F – REQUEST FOR EXCEPTION – CRIMINAL RECORD/VULNERABLE SECTOR CHECK and CHILD INTERVENTION CHECK

Employee Statement

_____ I understand that, under the terms of the Criminal Record Check policy of the YMCA of Lethbridge, I am
(Initial) required to provide a satisfactory Criminal Record Check / Vulnerable Sector Check (CRC/VSC) and Child Intervention Check (CIC).

_____ I confirm that application has been made through the appropriate authorities for CRC/VSC and CIC and that no
(Initial) response has been received. I understand that if I work directly with children, until I have a satisfactory CRC/VSC and CIC on file, I will be supervised by a staff person who has an up to date criminal record check, at all times.

_____ I confirm that I have not been convicted of any offence under the Criminal Code of Canada for which I have not
(Initial) received a pardon, and that there are no outstanding charges against me under the Criminal Code of Canada and, specifically, there are no charges pending before the courts related to child abuse, sexual abuse, assault or similar serious criminal acts.

_____ I understand that if this exception is approved, I may commence employment with the YMCA of Lethbridge on
(Initial) the agreed upon date, which may be before a CRC/VSC and CIC has been received, but that in the event of an unsatisfactory CRC/VSC and CIC being received, my employment may be terminated immediately without notice, or any payment in lieu of notice.

_____ I understand that if the outstanding CRC/VSC and CIC is not received within the 30 day period following the
(initial) approved exception, I may be suspended without pay. I understand that should the CRC/VSC and CIC not be received within 60 days of hire my employment may be terminated.

Supervisor Statement

_____ I understand that, under the terms of the Criminal Record Check policy of the YMCA of Lethbridge, all
(Initial) employees are required to provide a satisfactory Criminal Record Check / Vulnerable Sector Check (CRC/VSC) and CIC.

_____ I confirm that _____ has applied for a CRC/VSC and CIC and has submitted a receipt as
(Initial) proof of application (attached). I am requesting an exception to the policy because program safety is at risk if hiring is (Initial) delayed. Reason for request for exception: _____

_____ I understand that if the CRC/VSC and CIC policy exception is approved, I am responsible for ensuring that _____
(Initial) shall not work with children, young people or vulnerable adults unsupervised until a satisfactory CRC/VSC and CIC is received, reviewed and on file.

Receipt for PRC/VSS attached _____
Date of Receipt

Proof of CIC Request _____
Date of Proof

Signatures:

_____	_____	_____
Employee Name	Signature	Date

Received and reviewed by:

_____	_____	_____
Hiring Director	Signature	Date

Reviewed and approved by:

_____	_____	_____
CEO Name	Signature	Date



APPENDIX G - PROCEDURE FOR HANDLING DISCLOSURE BY A CHILD, YOUTH OR VULNERABLE ADULT

Disclosure of Abuse by a child, youth or vulnerable adult

Children do not often disclose abuse or neglect the first time something happens. They may experience a sense of helplessness and hopelessness and may take weeks or years before making their abuse known.

A child, young person or vulnerable adult may:

- believe they are responsible for the abuse
- not understand that it is inappropriate behaviour by others
- want to protect the person responsible or their own reputation
- feel ashamed of the abuse/of the perpetrator/of protecting the perpetrator
- feel scared or powerless or have been threatened with further harm or harm to others if they tell someone

A child, youth or vulnerable adult may disclose information purposefully or accidentally. They could:

- blurt out a harmful experience or their fear of something
- confide privately that they have been abused or fear that they will be
- tell another child
- provide hints-as evidenced in drawings, play or stories
- disguise a disclosure by posing what if, or a friend of mine scenarios
- present with somatic symptoms (such as constantly feeling sick)

How to Respond to a Child, youth or vulnerable adult who Discloses Abuse

1. Give the child support and reassurance as he/she may feel anxious and vulnerable about what people think of them and what will happen next. Some comments you could make include:
 - a. I believe you
 - b. I'm glad you told me
 - c. I'm sorry this happened to you
 - d. You are not alone
 - e. You will be helped
 - f. This is not your fault
 - g. You are safe here
2. Avoid making promises and provide only reassurances that are realistic and achievable.
3. Remember that the role of the person hearing the disclosure is not to interview or gather evidence but to be calm, listen carefully and non-judgmentally and let the child tell their story freely and in their own way.

Important Things to Remember About Reporting Abuse

Time is of the essence in ensuring the safety and well-being of child or vulnerable adult.

- Report the suspected abuse, observations of suspected abuse and/or disclosure of abuse immediately to Child and Family Services or Protection of Persons in Care office. Do not wait until you have all the information before calling to report abuse. In the event of an immediate emergency, call 911. Tell the intake worker or police office as much information as you know.
- Even if you believe someone else is reporting the situation, you still have a duty to report.
- You have an ongoing duty to report abuse, even if you know a report has already been made about a child or vulnerable adult. You must make a further report if there is additional reasonable suspicion that the child or vulnerable adult is or may be at risk of abuse. All incidents must be reported.



- If you believe the child or other children or other vulnerable adults must be protected from further abuse, do not contact the alleged perpetrator – this is the responsibility of the police.

Steps for Reporting and Documenting Incidents of Suspected Child Abuse or Disclosure by a Child:

1. Notify your direct report (i.e. supervisor, manager, director) that you have to immediately call Child and Family Services or the Protection of Persons in Care office.
2. If you feel the child or vulnerable adult is in immediate danger call police (911) before Child and Family Services.
3. Call Child and Family Services directly at 403-381-5500 (during working hours) OR 1-800-638-0715 (after hours/weekends). (See Appendix H). The phone number for the Protection of Persons in Care is 1-888-357-9339
 - a. You must be the person to call, nobody else;
 - b. Leaving a message is not sufficient, you must speak directly with an intake worker;
 - c. Do not speak with anyone, including your direct report or parents or guardians about details of suspicion or disclosure until consulting with the intake worker to ensure this is okay;
4. Record all details relating to the incident(s) in the YMCA Child and Vulnerable Adult Abuse Reporting Form (See Appendix J) immediately after calling Child and Family Services or the Protection of Persons in Care office. The staff/volunteer must fill this out to the best of their ability without the help from direct reports or management to maintain confidentiality and credibility.
5. Place document in a sealed envelope, signed and dated on back with child's/vulnerable person's name and word "confidential". This is never to be opened as it will lose its credibility if ever needed in court.
6. Forward the sealed envelope to the Child Protection Lead within 24 hours of the report being made. This report will be retained indefinitely.
7. Continue to document any follow up or information you may remember on a new abuse reporting form and follow confidentiality/security features mentioned above.



APPENDIX H - TELEPHONE NUMBERS FOR REPORTING SUSPECTED CASES OF ABUSE OR NEGLECT OF CHILDREN, YOUTH OR VULNERABLE ADULTS

Jennifer Petracek-Kolb <i>(CEO AND Child Protection Lead)</i>	403-715-9622 / 403-327-9622 / 403- 331-3261 <i>(cell) (work) (home)</i>	
Child and Family Services <i>(Reports relating to Children/Youth)</i>	403-381-5500 <i>(Regular business hours)</i>	1-800-638-0715 <i>(after hours)</i>
Protection of Persons in Care <i>(Report of suspected abuse or neglect against a vulnerable adult)</i>	1-888-357-9339	
Lethbridge Police Services	403-328-4444	911 (in event of emergency)



APPENDIX I - PROCEDURE FOR HANDLING AN ALLEGATION AGAINST EMPLOYEE OR VOLUNTEER

It can be very distressing when a staff or volunteer is accused of abusing a child or vulnerable adult. A YMCA staff or volunteer who receives a disclosure of abuse against another staff or volunteer or suspects a colleague of abuse has a legal obligation to report to Child and Family Services or, in the case of a vulnerable adult, the Protection of Persons in Care office. Staff and volunteers must follow the procedures outlined below if a report is made against a colleague.

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, Youth and Vulnerable Adult Protection Policies. In general, an allegation against a staff or volunteer is usually made by a parent, a child or vulnerable adult or a colleague. In all cases, there is a legal obligation to report.

In the event that a parent or caregiver makes an allegation against another staff or volunteers, the obligation to report also lies with the parent/caregiver. The parent/caregiver needs to be informed of their duty to report and be encouraged to make the report to Child and Family Services or to the Protection of Persons in Care office. 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)/caregiver (s) report.

If an allegation is made against a staff or volunteer and there will be an investigation, the staff or volunteer will be suspended (staff will be suspended with pay) during the course of the investigation.

Reporting Procedures

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 all allegations seriously and confidentially.

1. Notify your direct report of the situation immediately and tell them you need to make a report to the appropriate office. Your direct report will ensure the following:
 - a. Suspected staff or volunteer is not left alone with children or vulnerable adults.
 - b. Suspension (with pay) of the suspected staff or volunteer pending an investigation
 - c. Inform the Child Protection Lead. They will do the following:
 - i. Notify the CEO
 - ii. Contact the insurance provider
 - iii. Contact YMCA Canada if necessary
2. Call Child and Family Services directly at 403-381-5500 (during working hours) OR 1-800-638-0715 (after hours/weekends). In the case of a vulnerable adult, call the Protection of Persons in Care office (Appendix H)
 - a. You must be the person to call, nobody else;
 - b. Leaving a message is not sufficient you must speak directly with an intake worker;
3. Record all details relating to the incident(s) in the YMCA Child, Youth and Vulnerable Adult Abuse Reporting Form (See Appendix I) immediately after calling the appropriate authority. Fill this out to the best of your ability without the help from direct reports or management to maintain confidentiality and credibility.
4. Place the document in a sealed envelope, signed and dated on back with accused employee or volunteers name and word "confidential". This is never to be opened as it will lose its credibility if ever needed in court.
5. Fill out an incident form outlining the details of the allegation – be sure to sign and date.
6. Forward the sealed envelope and the incident form to the Child Protection Lead immediately. This report will be retained indefinitely.
7. Keep information confidential and do not discuss the allegations with other staff, volunteers or parents. Any questions regarding the incident should be referred to the CEO.



Investigation Outcome

The YMCA will respond to the outcome of the child abuse investigation in the manner outlined in the progressive discipline section of the Human Resources Policies & Procedures manual.



APPENDIX J - YMCA CHILD AND VULNERABLE ADULT ABUSE REPORTING FORM

CONFIDENTIAL

Date Form completed: _____

Name of YMCA Facility: _____ YMCA Program Name: _____

Child/Vulnerable Adult Information

Child/Vulnerable Adult Full Name: _____

Male Female Age: _____ Date of Birth: _____
(month/day/year)

Address: _____
(street) (city, province) (postal code)

Phone Number: _____

Parent(s)/Guardian #1 Information:

Name: _____ Relationship to Child/Vulnerable Adult _____

Address: _____
(street) (city/province) (postal code)

Phone Numbers: _____
(home) (work) (cell)

Parent(s)/Guardian #2 Information:

Name: _____ Relationship to Child/Vulnerable Adult _____

Address: _____
(street) (city/province) (postal code)

Phone Numbers: _____
(home) (work) (cell)

Reason for this Report:

- Suspicion of abuse
- Child or vulnerable adult disclosure
- Allegation of abuse against a YMCA staff or volunteer



Detailed Description:

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

2. If child's/vulnerable adult's explanation was sought or offered, give details', including what was said and when:

3. If other staff and volunteers were consulted, give details, including what was said or when:

4. Area(s) on child's/vulnerable adult's body showing indicators of abuse:



Report made to:

- Child and Family Services or Protection of Persons in Care Office (Vulnerable adults)
- Police Services (only call if you feel child or vulnerable adult is in immediate danger)
- YMCA Incident Report completed and submitted to CEO (for allegations against staff or volunteers only)

Child and Family Services Report/Protection of Persons in Care Report:

Location contacted: _____ Date of call: _____ Time of call: _____ am/pm
(mm/dd/yyyy)

Name of Intake Worker: _____

Action the intake worker said will occur:

Follow up required: Other comments or observations?

Police Services Report (if applicable):

Location contacted: _____ Date of call: _____ Time of call: _____ am/pm
(mm/dd/yyyy)

Name of Police Officer: _____

Action the police officer said will occur:

Follow up required: Other comments or observations?



Staff or Volunteer's Information:

Name of Staff or Volunteer making report: _____ Position: _____

Staff or Volunteer's Signature: _____ Date: _____



APPENDIX K - YMCA ABUSE DOCUMENTATION PROCEDURE

Guidelines for Writing Documentation

All documentation 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 or a pencil which can be erased;
- 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 at Child and Family Services and/or Police Division and/or Protection of Persons in Care Office;
- Complete with any directions you were given by Child and Family Services and/or Police Division and/or Protection of Persons in Care Office;
- Signed, dated, and placed in a sealed envelope;
- Write the child's name and CONFIDENTIAL on the back of the envelope, and sign your name;

Written documentation should include the following information:

- Child's/Vulnerable Adult'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/vulnerable adult, including any injuries or signs of illness.
- Description of the emotional condition of the child/vulnerable adult, including any behavioural concerns, as well as the child's/vulnerable adult's response upon disclosure (if applicable). Are there any noticeable changes in behaviour?
- If known, a description of any further risks of abuse to the child/vulnerable adult, including the access of the alleged abuser to the child/vulnerable adult;
- Describe fully the "action taken" on behalf of the child. Include all instructions and/or advice from Child and Family Services or Police Official or office or Protection of Persons in Care Office

