



National
Capital Region

Région de la
capitale nationale

YMCA CHILD AND YOUTH PROTECTION POLICY

YMCA of the National Capital Region

Procedure K.

Revised: July 2023



Building healthy
communities



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YMCA CHILD AND YOUTH PROTECTION POLICY

Update: June 20, 2023

Approval of CEO: Bob Gallagher

Board Chair: Anne Butler

**Approval of VP, People
and Culture** Morgan Bello



1. INTRODUCTION

Since 2012, the YMCA of the National Capital Region has been committed to ensuring the safety and protection of all children and youth participating in all aspects of the programs we deliver. The National Child Safety and Protection Initiative is the YMCA's coordinated effort for improving safety standards in our programs through ongoing policy, training, supervision requirements, reporting protocols, and facility controls. At the YMCA, safeguarding children and youth is our highest priority. We want children and youth to feel safe and be safe, at the YMCA, in their families, and in their communities.

Purpose of the Standards is to:

- **Establish a Safe Environment:** These Standards aim to create a safe environment for children by implementing appropriate safety measures, risk assessments, and physical safeguards. This includes ensuring proper supervision, secure facilities, and effective safety protocols.
- **Raise Awareness and Education:** These Standards seek to increase awareness and educate staff, volunteers, and participants about child safety and protection, including the identification of potential risks, signs of abuse, and appropriate responses.
- **Ensure Legal Compliance:** These Standards are designed to align with relevant laws, regulations, and policies related to child protection. They provide a framework for YMCA Member Associations to meet legal requirements and demonstrate a commitment to safeguarding children and youth.
- **Establish Clear Policies and Procedures:** These Standards help establish clear and comprehensive policies and procedures for child safety and protection. They define expectations, roles, and responsibilities for staff, volunteers, and stakeholders involved in the care and supervision of children and youth.
- **Set Reporting and Response Mechanisms:** The Standards help set guidelines on reporting and responding to suspected cases of child abuse or neglect. They outline protocols for reporting incidents, conducting investigations, and providing support to affected individuals.
- **Promote Continuous Improvement:** These Standards promote ongoing evaluation and improvement of child and youth protection practices. They encourage Associations to review policies, conduct regular training and reviews, and stay updated on best practices to adapt and enhance their child and youth protection efforts.

Scope of the Standards includes the following areas:

- **Governance and Culture**
- **People**
- **Participant Experience**
- **Responding**
- **Physical and Virtual Environment**



2. GOVERNANCE AND CULTURE

2.1 POLICY STATEMENT

The YMCA of the National Capital Region recognizes its responsibility to promote safe practices and to protect children and youth from abuse and exploitation. The YMCA shall continue to instill a culture of shared accountability and responsibility across the Association for the protection of children and youth. All staff and volunteers will immediately refer any concerns that a child might be abused or at risk of harm to the appropriate child protection authority.

People & Culture, in conjunction with the Senior Executive Team, including the CEO and Board Chair, will be responsible for monitoring and evaluating the implementation of this Policy annually, and adapting them whenever there is a significant change in the Association, or if there are any legal changes.

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

- Providing safe environments for children and youth
- Identifying any child who is suffering, or at risk to suffer harm
- Training staff to ensure that any concerns that a child who may be abused or at risk of harm are reported to Children's Aid Society of Ottawa (CAS) or Valoris
- Reviewing and evaluating implementation of this policy annually and updated, if necessary
 - **The Children's Aid Society of Ottawa (CAS) @ 613-747-7800**
 - **Prescott-Russell - Valoris @ 613-673-5148 or 1-800-675-6168**

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

- Promoting and implementing appropriate procedures to safeguard the wellbeing of children and youth and protect them from abuse while participating in Y activities/programs.
- Defining the Code of Conduct in service to safeguarding children and youth applicable to all staff and volunteers to outline employee expectations and behaviours.
- Defining the Diversity, Equity, Inclusion, and Belonging statement applicable to all children and youth in all programs to feel safe to have a voice and a sense of belonging.
- Training, supporting, and supervising staff and volunteers to adopt best practices to safeguard and protect these individuals from abuse and to reduce risk to themselves.
- Making policy readily available to staff and volunteers on an ongoing basis and including relevant provincial legislation and reporting forms.
- Requiring staff and volunteers to adopt and abide by the YMCA Child and Youth Protection Policy and these Procedures, including the **Appendix A., Policy and Procedures Acknowledgement** form to be signed annually by employees and volunteers in Corporate Services and Employment and Newcomer Services with no contact with children or youth, and semi-annually by employees and volunteers in Child Care, Housing, HFA, Facilities, and Employment and Newcomer Services with contact with children or youth.
- Establishing procedures for reporting and dealing with allegations, complaints, or claims of abuse against staff or volunteers.
- Explaining the records retention process relating to allegations or complaints of abuse being retained indefinitely.



The YMCA, through its appointed Child and Youth Protection Lead or designate, shall review this policy annually to ensure effectiveness and ongoing relevancy given changing laws and public expectations.

The Child and Youth Protection Lead for our organization is:

Morgan Bello, VP, People and Culture

Email: morgan.bello@ymcaottawa.ca Phone: 613-237-1320 ext. 5135 Cell: 613-864-6568

2.2 TERMINOLOGY

The following terms are used in this policy:

Child under provincial child protection legislation, Child, Youth and Family Services Act, 2017, is someone who is or appears to be under 18 years of age. Child includes youth within the policy. Throughout this policy and procedures, reference is made to “child” or “children”, “young people”, or “youth”.

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

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

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

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

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

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

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

Examples of emotional abuse include yelling at, screaming at, threatening, frightening, or bullying a child; humiliating the child, name-calling, making negative comparisons to others; showing little to no physical affection (such as hugs) or words of affection or praise; saying that everything is the child’s fault; withdrawing attention, giving the child the ‘cold shoulder’; confining a child in a closet or a dark room, or tying the child to a chair for long periods of time; or exposing a child to domestic violence, allowing the child to be present during violent behaviour of others, including the physical abuse of others. Some level of emotional abuse is present in all forms of abuse. **A child who is emotionally abused** may show signs of serious anxiety, depression or withdrawal; show self-destructive or aggressive behavior; show delays in physical, emotional or mental development.



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

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

*Any of the above signs of child abuse noticed by a staff or volunteer must be reported immediately to a child protection authority. See **Appendix B** for child 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 – you have a duty to report immediately to a child protection authority or agency if a child is or appears to be suffering from abuse or is at *risk of harm*. The **Duty to report** applies to Y staff and volunteers, the public, and includes special reporting responsibilities for professionals whose work involves children. The Child and Family Services Act sets out what must be reported.

Child in need of protection is defined under Child, Young People and Family Services Act, 2017, as *a child who is or who appears to be suffering from abuse, neglect or risk of harm*. Anyone who has *reasonable grounds* to suspect that a child is or may be in need of protection must promptly report the suspicion to a child protection authority (e.g., Children's Aid Society or Valoris). Refer to Section 2.6 for Duty to Report procedures.

Risk of harm is the risk that a child is likely to be physically, sexually or emotionally abused or neglected.

Reasonable grounds refer to the information that an average person, using normal and honest judgment, would need in order to decide to report. It is not the person's responsibility to prove or have proof of abuse; investigation is the role of child protection authorities.

Refer to Section 2.6 for more information on 'duty to report' suspected child abuse.

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 Canadian Criminal Record Check (Level 2) or Enhanced Police Information Check (Level 3). At the end of the process, a report is issued. The Y requires Level 2 or Level 3 as a prerequisite for hiring. For more information about the different levels for different functions, please refer to **Appendix G - Levels of Police Records Check by Function and Job Title**.

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

Staff means salaried, regular, hourly, seasonal, supply and contractors, including Licensed Home Caregivers.

Volunteers include program volunteers, policy (Board/Board Committees) volunteers, philanthropy or fundraising volunteers and student placements. These volunteers must not be left alone with children and youth and must be in the company of Y staff. Board Members must provide a current Vulnerable Persons Police Check every 3 years. Exempt from the Police check and training around this policy include such volunteers as special event volunteers who provide assistance for a limited event, guest speakers, and fundraising volunteers.

People and Culture Policy and Procedures are documents that outline the YMCA of the National Capital Region's guidelines pertaining to full-time, part-time, contract and seasonal employees and volunteers.



2.3 ROLES AND RESPONSIBILITIES

The YMCA of the National Capital Region is committed to promoting safe practices to protect children and youth from harm or abuse. We have a legal obligation to promptly report any suspicion that a child or youth does or may require protection. Section 72 of Ontario's Child, Youth and Family Services Act, 2017, states that the public, including professionals who work with children, must promptly report any suspicions that a child does or may require protection to CAS or Valoris. The Act recognizes that people working closely with children have a special awareness of the signs of child abuse and neglect, and a particular responsibility to report their suspicions. All YMCA staff and volunteers who come into contact with children have a duty to help protect them from abuse or risk of abuse.

The responsibility for managing this policy lies with YMCA management. The YMCA shall appoint a designated person(s) who will have responsibility for the implementation of the YMCA Child and Youth Protection Policy in their association.

The CEO will ensure the designated person(s) has the necessary resources and support within their official responsibilities to carry out their responsibility for child protection.

YMCA Board of Directors' role is to ensure there is a current policy in place. The Management team is responsible for ensuring that the policy is current and protecting children and youth by:

- Providing oversight of a protection framework that includes establishing policies and procedures and monitoring. Each Board member has awareness of child protection and acknowledges their responsibility.
- Establishing a reporting protocol that complies with provincial child protection legislation.
- Establishing recruitment and screening processes including police records check procedures.
- Appointing a member of YMCA management team – **Morgan Bello, VP, People and Culture, YMCA of the National Capital Region** – for having special responsibility for advancing the objectives of this Policy and child protection legislation.
- Ensuring systems are in place for regular review, reporting and evaluation of effectiveness of child protection initiatives.
 - Self-assessment with verification/evidence completed semi-annually
 - Action plan in place to address gaps and continuous improvements, and enhances compliance with the Standards
 - Sharing annual results of self-assessments and peer reviews regarding policy compliance, as well as confirmation that the above has been executed, to the YMCA's Board of Directors
- All serious incidents are reported to the Board of Directors – Excerpt of Board meeting minutes from the past 12 months with dedicated time on the agenda for Board to review a child protection risk report, which may include the peer review results, as well as the action and maintenance plans
- The Board is informed of all critical child protection incidents and outcomes.

YMCA Child and Youth Protection Lead has additional responsibilities for maintaining safe environments in all facilities and program areas:

- Appointed by the CEO, the appointed lead has designated responsibility for advancing the objectives of the Child and Youth Protection Policy and child protection legislation across YMCA.
- The CEO will ensure the designated Child and Youth Protection Lead has the necessary resources and support within their official responsibilities to carry out their responsibility for child protection.
- Champion the Child and Youth Protection Standards (content expertise)
 - Describe the background and rationale for Child and Youth Protection Policy



- Understand the intention behind each Child and Youth Protection Standard
- Give examples of what Child and Youth Protection Standards fully implemented would look like within the Association
- Describe the purpose, role and process of the self-assessment and peer review
- Communicate the Child and Youth Protection Policy and expectations within the Association (training plan, discussions, forums, department, and cross-department conversations)
 - Systemize Child and Youth Safety Policy and learning for all levels of staff and volunteers (Board, Senior Staff, Managers, Supervisors, direct delivery)
 - Use YMCA Canada resources for content, templates, examples, and references
 - Vary the types of communication for all levels of staff and volunteers (in-person training sessions, self-learning, discussion groups)
- Monitor Child and Youth Protection Standards compliance with the Association (understand strengths, challenges, and the associated risks)
 - Describe the current areas of strength and improvement needed within the Association
 - Explain the current and future risks, based on assessment
 - Give examples of the actions being taken to address areas of improvement and minimize risk
 - Establish a system for a continuous cycle of measurement, monitoring and improvement
 - Perform a full internal review (includes observations, interviews, and documentation) a minimum of once per year
 - Describe the Association status in relation to the rest of the Federation
- Problem-solve with people within Association (be a resource)
 - Establish a process for communicating recommendations (from self-assessment and peer review), giving and receiving feedback, and implementing changes
 - Investigate concerns and issues raised by members, staff, or volunteers in a timely manner
 - Facilitate questions and answers from members, staff, or volunteers
- Be the liaison between YMCA Canada and the Association
 - Ask and respond to questions
 - Submit self-assessments as per YMCA Canada timelines
 - Communicate Association progress
- Participate in the Child and Youth Protection Community of Practice
 - Share a repertoire of resources: experience, stories, tools, systems and ways of addressing recurring challenges with colleagues
 - Ask and respond to questions frequently
 - Participate in learning opportunities frequently
- Support the Peer Review
 - Participate in the pre- and post- peer review meeting
 - Participate in the documentation review and review of staff and volunteer records
 - Participate in site observations
 - Coordinate logistical support to assist in travel to YMCA sites
 - Provide coverage as needed to allow staff and volunteers to be interviewed
 - Maintain confidentiality of all information through the process of conducting a peer review



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 **Appendix A., YMCA Policy and Procedures Acknowledgement form.**
- Ensuring that staff and volunteers complete mandatory basic training on child and youth protection and onboarding in the first 15 days of employment.
- Confirming that all staff and volunteers complete mandatory on-line and in-person refresher training; annually for employees and volunteers in Corporate Services and Employment and Newcomer Services with no contact with children or youth, and semi-annually for employees and volunteers in Child Care, Housing, HFA, Facilities, and Employment and Newcomer Services with contact with children or youth.
- Validating the police record check using the “Police Record Check Validation” form (Child Care employees only).
- Ensuring programs are developmentally appropriate and well planned in advance.
- Maintaining physical security and other safeguards to protect children and youth accessing YMCA programs.
- Responding promptly to any complaints, reports or allegations against staff or volunteers.

YMCA Staff and Volunteers are expected to abide by this Policy, which includes:

- a) Following the Code of Conduct (refer to section 2.5) for the protection of children and youth.
- b) Completing basic child and youth protection and onboarding training on the first 15 days of employment
- c) Completing mandatory on-line YMCA Child and Youth Protection training annually for employees and volunteers in Corporate Services and Employment and Newcomer Services with no contact with children or youth, and semi-annually for employees and volunteers in Child Care, Housing, HFA, Facilities, and Employment and Newcomer Services with contact with children or youth.
- d) Submitting **Appendix A., YMCA Policy and Procedures Acknowledgement form** within 15 days of hire and renewed annually for employees and volunteers in Corporate Services and Employment and Newcomer Services with no contact with children or youth, and semi-annually for employees and volunteers in Child Care, Housing, HFA, Facilities, and Employment and Newcomer Services with contact with children or youth.
- e) Producing information to Sterling Backcheck to complete The **Canadian Criminal Record Check** (Level 2), for employees and volunteers in Corporate Services and Employment and Newcomer Services with no contact with children or youth, and **Enhanced Police Information Check** (Level 3) for employees and volunteers in Child Care, Housing, HFA, Facilities, and Employment and Newcomer Services with contact with children or youth.
- f) For Child Care employees, completing acceptable police records/re-check clearance letters.
- g) Fostering awareness among staff and volunteers of their responsibility ‘to act’ if abuse is suspected.
- h) Reporting immediately any suspicion of abuse to the appropriate protection agency; CAS or Valoris.
- i) Notifying their supervisor or staff contact that a report has been made to a child protection authority.
- j) Helping to maintain a safe environment for the protection of children.

2.4 COMMITMENT TO EQUITY, DIVERSITY, INCLUSION AND BELONGING:

We are committed to promoting equity, diversity, inclusion and belonging in all aspects of our Child and Youth Protection Policy to ensure that every child is treated with respect and dignity. We believe that enabling a child or youth to have a voice in matters that affect them will help foster a sense of belonging which is fundamental to empowering children and youth to feel safe and be safe.



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

We recognize that children come from diverse backgrounds, with different experiences, cultures, beliefs, and abilities. We also acknowledge that some children may be at 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 children, 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 children. 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 child safeguarding concerns in an equitable, diverse, and inclusive manner.

The YMCA of the National Capital Region will ensure:

- Diversity, Inclusion, and Equity training in Onboarding .
- Diversity and Inclusion Committee will review policies and practices.
- Commitment to Diversity and Inclusion practices to ensure accessibility in child and youth programs i.e., Camp, HFA, and Child Care.

2.5 CODE OF CONDUCT FOR THE PROTECTION OF CHILDREN AND YOUTH

YMCA Code of Conduct in service to safeguarding children and youth

The YMCA of the National Capital Region is committed to support YMCA mission critical work 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 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 employee or volunteer, regardless of their position or level, striving to learn, understand, and follow the rules of the YMCA Child and Youth Protection policy that apply to their specific job responsibilities.
- Seeking 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 and youth safe by:

- Valuing, listening to, and respecting them.
- Appointing a designated Child and Youth Protection Lead.
- Adopting child protection and safeguarding best practices through our policies, procedures, and code of conduct for staff and volunteers.
- 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 confidently and competently using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, youth, 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, treat each other with respect and are comfortable about sharing concerns.
- 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, reporting complaints from children, youth, or their families or caregivers, all allegations or disclosures of grooming, child abuse or neglect, concerns about child safety, and any breaches of the YMCA Child and Youth Protection Policy.
- Having a duty of care to ensure that all who access the YMCA's programs, services and facilities are provided with a safe, open and honest environment that protects children and youth and the YMCA employee and volunteer community who work with them.
- Not harming or exploiting any child or youth, including but not limited to those who access YMCA programs and services.
- Always supervising 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.
- Not using 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.
- Ensuring that sign-in and sign-out procedures are followed for visitors to the site and, where applicable for children and youth attending program. YMCA employee and volunteers are required to be vigilant in witnessing the arrival and departure of all children and youth.
- Only taking 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 Image Release** form.



- Ensuring 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 disciplining children and youth 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 engaging in sexual behaviour between, with or in the presence of children and youth, including, but not limited to, engaging in open discussion of a mature or adult nature.
- Not engaging 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 having 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.
- Not using physical restraint, unless as a last resort to prevent injury to a child or youth 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 youth to prevent harm to themselves or others.
- Ensuring that parents or caregivers are 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 reporting concerns, issues, problems, suspected incidents and suspicious behaviour to their manager or supervisor (or most appropriate senior staff with authority) and to local child protection agency (CAS, Valoris).
- Reporting to their supervisor any suspicion, observation or knowledge of inappropriate behaviour by YMCA employees or volunteers that breaches YMCA Child and Youth Protection Policy.
- Fully cooperating with the defined relevant local police or child protection agency (CAS, Valoris) in their investigations of suspected child abuse.
- Not undertaking a task of a personal nature that the child or youth can do for themselves, e.g., changing clothes, personal grooming, feeding and toileting.
- Not giving 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 youth where they cannot be observed by at least one other YMCA employee or volunteer, or another 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 engage in unauthorized travel, e.g., transport an individual child or youth or a group of children or youth 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 engage in activities with current or previous YMCA children or youth outside of the YMCA, for example, visiting their home, babysitting, social engagements, etc., unless permission has been granted by a senior YMCA manager with oversight for the program or branch.



- Not engage with children or youth (current or former) outside the YMCA, including via social media platforms such as Facebook, Instagram, Snapchat, TikTok, etc., as well as voice or video call, text or email, directly to a child or youth unless for the express purpose of conducting YMCA business, counselling or training sessions and with manager knowledge and approval. This contact must be from a YMCA supplied device only. Where practicable all communication made should be directed to the parents or caregivers of the child or youth.

All staff and volunteers of the YMCA of the National Capital Region must acknowledge that they have read and understand the Code of Conduct by signing the **Appendix A., Policy and Procedures Acknowledgement form.**

All Staff and volunteers understand that it is their responsibility to comply with the principles and standards outlined in this code and it is an ongoing condition of employment to participate in regular training, as determined by the YMCA, on the YMCA Child and Youth Protection Policy requirements and practices.

Any violation of this code of conduct may result in disciplinary action, up to and including termination of employment.

2.6 DUTY TO REPORT PROCEDURE FOR SUSPECTED CHILD ABUSE AND NEGLECT

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

General Procedure:

- a) Staff and volunteers of the YMCA will take allegations of abuse seriously.
- b) The YMCA will ensure that staff and volunteers working with children are familiar with their duty to report and the procedure for reporting suspected abuse, or neglect of a child. This involves signing off on the **Appendix A., YMCA Policy and Procedures Acknowledgement form** within the first 15 days of hire and annually for Level 2, for employees and volunteers in Corporate Services and Employment and Newcomer Services with no contact with children or youth and semi-annually for Level 3, for employees and volunteers in Child Care, Housing, HFA, Facilities, and Employment and Newcomer Services with contact with children or youth
- c) The first priority will be to ensure that no child is exposed to unnecessary risk by taking measures as advised by the Children's Aid Society of Ottawa or Valoris. Refer to **Appendix B., Child Protection Agency Contact Information.**
- d) YMCA staff and volunteers shall follow duty to report suspected abuse procedures. **Refer to Appendix C. of this policy** for an example of **Duty to Report Suspected Abuse Procedure.**
- e) A report will be completed in accordance with relevant provincial child protection reporting requirements, and the Association will cooperate with any legal authority involved. Refer to **Appendix D. of this policy** for a sample of the **Child Abuse Reporting Form** used for suspected abuse.
- f) Responding to an allegation against the YMCA will be followed. See section 2.7 below for more information. In the event the reported incident involves an allegation against a staff or volunteer, refer to **Appendix E. of this policy** for an example of **Responding to an Allegation or Complaint of Abuse Against the YMCA Procedure.**



- g) All information related to a disclosure or allegation of abuse will be treated confidentially. Documentation regarding a report to a child protection authority must not be circulated internally nor given to anyone, unless a warrant or subpoena is provided.

2.7 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 shall apply.

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, volunteer or student placement, they will follow the procedure for reporting an allegation or suspicion of abuse to the appropriate child protection agency (CAS, Valoris). Refer to **Appendix E., Responding to an Allegation or Complaint against the YMCA Staff or Volunteer.**
- b) As soon as a call has been made to a child protection agency (CAS, Valoris), 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 Lead responsible for child protection who will inform appropriate management team members in keeping with the YMCA's Crisis Communications Framework. Senior Management will ensure any additional child safety concerns, People and Culture, insurance, and other mandatory reporting requirements are addressed, and that the appropriate follow-up steps are implemented once child protection authorities have completed their investigation, in keeping with established YMCA procedures.

Information Management

- a) Staff and volunteers will follow the documentation and information handling procedures required under relevant child protection legislation.
- b) A report will be completed in accordance with relevant provincial child protection reporting requirements, and the YMCA will cooperate to the extent of the law with any legal authority involved. Refer to **Appendix D., Child Abuse Reporting Form**, of this policy for a sample report form.
- c) All information related to disclosure or an allegation of abuse will be treated confidentially. Documentation regarding a report to a child protection authority must not be circulated internally nor given to anyone, unless a warrant or subpoena is provided. See **Appendix C., Duty to Report Suspected Abuse Procedure**, of this policy that captures documentation guidelines.
- d) All records related to the allegation or complaint will be retained indefinitely by the YMCA People & Culture Department, or until such time as determined by the authorities.

Insurance

- a) YMCA must have liability insurance, including coverage for child abuse and sexual abuse. Sign-off is required by CEO and Board Chair acknowledging the type and level of coverage meets Standards.
- b) Any allegation or complaint of abuse involving a YMCA staff or volunteer must be reported promptly to the insurer. It is the responsibility of the CEO to contact the insurer, on 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.



- c) 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-term nature that characterizes abuse claims. This is the responsibility of the VP, Finance.

Crisis Communications

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

- a) All staff and volunteers must have easy access to the Crisis Team, **Appendix F., Committee Members/Crisis Team**, located on the Child Protection Board. The Crisis Team will decide the implementation of the Crisis Communication Framework.
- b) Staff must bring forward to their manager or supervisor any incident of concern. Senior managers are responsible for responding to escalated or critical incidents and understanding their role in managing major or crisis events.
- c) The Crisis Response Team will promptly notify the President/CEO, and will notify YMCA Canada of incidents involving serious injury or death or escalated situations with (potential) media attention.
- d) Orientation includes review of protocols so that new staff and volunteers understand their role in an emergency or crisis situation.
- e) Organizational 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 crisis management protocols, for any needed enhancements.

Refer also to your Manager, Supervisor or VP for more information about crisis communications for prompt notification, effective decision-making, and management support during a major or crisis event.

3. People

3.1 RECRUITING, SCREENING, AND TRAINING STAFF AND VOLUNTEERS

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 children.

The YMCA of the National Capital Region 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 Act and Eligibility to Work in Canada, Child Protection, Human Rights, Information and Privacy, Youth Criminal Justice, and other legislated requirements.

- No formal letter of offers or commitments, financial or otherwise, are to be made to any job candidate until all appropriate approvals have been obtained including: two (02)/three (03) professional references, signed resume, and a satisfactory police record check, i.e., Level 2 or Level 3, according to Child Safety Protection Policy.
- The following general procedures shall apply when recruiting and screening potential YMCA staff and volunteers.



Signed Resume and Cover Letter

- Signed resume and cover letter with all required information must be included in the Pre-Hire Package.

Police Record Checks - Sterling Backcheck Services

- Criminal record Checks will be outsourced through Sterling Backcheck Services. With Sterling Backcheck Services, there will be no out-of-pocket expense for candidates and employees.
- *Exception - All Child Care candidates and Child Care renewals will continue to apply for the Level 3 – Enhanced Police Record Check through their local police department.*
 - **Criminal Record Checks:**
 - **Level 2 – Canadian Criminal Record Check**
 - Departments that require a Level 2 – Canadian Criminal Record Check include; Finance, Corporate Services, and Employment and Newcomer Services with no contact with children or youth.
 - **Level 3 – Enhanced Police Information Check**
 - Departments that require a Level 3 – Enhanced Police Information Check include; Camping and Outdoor Education, Health, Fitness and Aquatics, Housing, Facilities, and Employment and Newcomer Services with contact with children or youth.
- Ongoing police record re-check process for existing staff is implemented every three years and followed consistently across the Association. Supervisors and managers shall follow police records check screening and re-checking procedures established by the YMCA for all staff and volunteers.
- All forms of advertising used to recruit and select staff and volunteers i.e., job postings, job applications, and other recruitment material will include a statement that YMCA offers of employment (or volunteer assignment) are contingent upon the successful completion of an Enhanced Police Information Check (Level 3) / Canadian Criminal Record Check (Level 2), according to Child Safety Protection Policy.
- Potential employees and volunteers will be offered positions conditional upon the production of a satisfactory police records check - Enhanced Police Information Check (Level 3) / Canadian Criminal Record Check (Level 2), according to Child Safety Protection Policy), and acceptance of YMCA employment obligations including adhering to YMCA policies that include child protection and duty to report requirements.
- When applicable, signed declaration must have an expiry date that is reasonable and accommodates delays in processing by local authorities and the signed declaration may be extended if approved by the designated lead.
- The Police Record Checks - Enhanced Police Information Check (Level 3) / Canadian Criminal Record Check (Level 2), according to Child Safety Protection Policy are valid as of the date they were conducted, in consequence, no Police Record Check should exceed the six (06) months old.
- An acceptable Police Record Check - Enhanced Police Information Check (Level 3) / Canadian Criminal Record Check (Level 2), according to Child Safety Protection Policy is obtained for all staff and volunteers before first day of work. Supervisors shall refer to any additional screening procedures established by the Association.
- The Police Record Checks (and where available, Child Abuse Registry Check) will be completed at a minimum for all staff and volunteers having regular contact with children.
- Formal tracking system is in place to ensure declarations do not expire without the completion of required police record checks. A systematic process is in place to renew police record checks for all staff and volunteers. At minimum, all current staff and required volunteer police record checks must be renewed every three (03) years.



- Monitoring system of active supervision is in place so employees who do not have a completed police records check are never left alone with children.
Supervisors and managers follow a documented process when addressing situations where a positive record has been identified. Where there are findings on a police record check, a clearly documented review and approval process involving at least two individuals (other than hiring manager) must be in place to proceed with hiring. The decision-making process will require a case-by-case review.

Formal interviews

- In person, virtual, or by telephone are conducted, with questions designed to determine suitability for working with children for all positions of trust.
- Interviews should include child protection and child behaviour management questions as applicable to the position.

Reference Checks

- A minimum of two (02) professional reference checks will be completed for all nonsupervisory staff or volunteer positions and three (03) professional references for supervisory positions. All references must be completed before all staff or volunteer positions is offered.
- Reference checks are conducted to reveal more about the candidate's patterns 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.
- Reference checks should include child protection and child behaviour management questions as applicable to the position.
- If a young candidate 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 Y reference check requirement.
- The two references must be from Canada for candidates who will work directly with children including Child Care, Housing, Camping, HFA, Facilities, and Employment and Newcomer Services with direct contact with children and youth. Candidates from Corporate Services and Employment and Newcomer Services who will have no contact with children or youth, who cannot provide references from Canada, can submit two international references for nonsupervisory positions and three international references for supervisory positions, considering they can provide them in writing and any of both official languages. This exception has to be considered on a case-by-case basis by the People and Culture Department.

Sterling Backcheck Services - Reference checks will be outsourced through Sterling Backcheck Services

- Basic reference checks:
 - Grade Level 1 to 5 nonsupervisory positions – Standard two (02) professional references
 - Grade Level 1 to 5 supervisory positions – Standard three (03) professional references
 - Grade Level 6 and up positions – Standard three (03) professional references, professional employment and education verification
- References check are mandatory for returning staff that has been out of the payroll for a period of six (6) months or more.

Training

- Supervisors shall ensure that mandatory basic training and onboarding on child protection for their staff and volunteers is completed within the first 15 days of employment. All new staff and volunteers will



receive an orientation to supplement the review of the Child Safety and Protection Policy. During orientation, new staff and volunteers are made aware of policies regarding child protection, duty to report suspected abuse, and YMCA code of conduct/behaviour expectations.

- All Level 3 staff and volunteers, which includes Employment and Newcomer Services with contact with children or youth must complete mandatory online or in-person Child Protection training semi-annually. All Level 2 and Employment and Newcomer Services with no contact with children or youth must complete mandatory online or in-person Child Protection training annually.
- Training Timeline
 - Level 2 – Corporate Services, Employment and Newcomer Services with no contact with children or youth
 - Annual
 - Level 3 – Housing, Child Care, HFA, Facilities, Employment and Newcomer Services with contact with children and youth
 - Semi-annual
- Review of Child Safety and Protection Policy including crisis communications framework, Code of Conduct, and the Online/Virtual Communication Policy. For new staff and volunteers, review with their supervisor on or prior to the program start date with signed acknowledgement, (see **Appendix A, YMCA Policy and Procedures Acknowledgement form**) to be competed as a part of the orientation process; and for current staff and volunteers, review on an annual (Level 2) or semi-annual (Level 3) basis with a signed acknowledgement and completion of training.

Training Records Retention

- All employee and volunteer 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.
- All staff and volunteer orientation and training completed is tracked and recorded, including individual training history. All staff and volunteer records, including training records, are maintained by People and Culture indefinitely given that limitation periods can extend to 15 years or more.

For more information about recruitment, screening and training, please refer to YMCA of the National Capital Region, People and Culture Policy and Procedures.

4. Participant Experience

4.1 SUPERVISION AND CHILDREN

The YMCA of the National Capital Region is required to have program specific expectations regarding the supervision of children to ensure program participant safety. Examples are the following:

- Staff and volunteers actively provide effective supervision.
 - All children are observed to be actively supervised 100% of the time
- Staff and volunteers operate at the correct staff to child ratio.
 - Correct ratios depending on program or licensing requirements are observed to be in place
 - Staff know how many children they have in their care at all times



- A sign in/out system is in place that ensures effective transfer of care and accurate real time tracking of all participants.
 - Attendance tracking is accurate whereby the number of children in attendance matches the sign in/sign out system and transition system
 - Parents show ID to sign children or youth in and out of program
- A system is in place to keep track of children when they transition from one program space to another.
- Guidelines are in place for safely including children with different abilities and needs into licensed YMCA programs.

Sweep Checklist

- All programs or departments must have a Sweep Checklist process
- Staff members in each program or department must be assigned and responsible for AM or PM sweeps
- Alternate staff member can be assigned during PTO and sick days
- Sweeps must be completed AM and PM daily during operational days
- Upload sheets daily or keep a monthly binder
- Uploaded Sheet into “Sweep Checklist” file by month/year
- Copy of Sweep Checklist records must be maintained

For Program Areas Only - Restricted Access

- Child Care access points are secured at all times
- Children cannot be dropped off before program area hours
- Signatures required for In and Out
- Copy of access records must be maintained

Child/Youth sign in/out Log for Program Areas

- Sign In
 - Parents must accompany their children into the program area
 - Parents must sign in their child when dropping off in morning
- Sign Out
 - Parents must come to the program area to pick up their child and must inform staff they are leaving
 - Parent must show ID when picking up in afternoon
 - Children will not be permitted to leave with individuals other than a parent or designated pick-up person unless staff have been notified in writing. In such cases, staff will ask for ID for identification.

Access In/Out Log for visitors

- Record who enters and uses the space, including day pass users, drop ins, and 3rd party users, visitors, and contractors
- Identification is required to gain access to the YMCA

Visitors to the Y – Non-Restricted Access

- All visitors must sign in and out and show ID
- All visitors must wear a visitor name badge while in program area



- Additional screening required for visitors working where children might be present
 - Accompanied by an employee at all times

Contractors

The YMCA has a system in place to ensure that they are adequately managing the risks related to Contractors that have direct access to where children and young people are likely to be.

- All contractors must sign in and sign out
- All contractors must wear Visitor name tag at all times
- Additional screening required for contractors working where children might be present
 - Must show ID when signing in
 - Accompanied by an employee at all times

4.2 INVOLVING FAMILIES AND COMMUNITIES

The YMCA of the National Capital Region is committed to supporting families and communities to promote children and young people's safety and wellbeing. The following are examples of the measures which will be implemented:

- Website – ymcaottawa.ca
 - Providing families and caregivers with information pertaining to our commitment to child protection, expected behaviour of staff and volunteers, complaints, and reporting processes
 - Providing Children's Aid Society of Ottawa (CAS) or Valoris information
- Communication and Involvement in Community
 - Open and honest communication with families and communities
 - Engaging and listening to families and communities

5. RESPONDING

5.1 SAFETY OF CHILDREN AND YOUTH

The YMCA of the National Capital Region will take a broader "Safe-Guarding" perspective on how we protect children and youth, what and how we are reporting, how we are tracking, and record retention. The YMCA is committed to responding to all concerns in a timely manner and ensuring that they are managed fairly.

The YMCA will have systems in place to accurately record and track all child protection incidents in a timely manner, including:

- Child and Youth Protection Lead has a copy of the envelope and verifies for completeness i.e., name, date, and details. Lead can go back to witness and ask for details to add to a separate sealed envelope. Reseal the original envelope with date, signature, and why it was opened.
- All child protection incidents are recorded and maintained in a centralized system and include information pertaining to location, program area, and type of incident.
- All relevant material pertaining to an allegation against a staff or volunteer is kept in a centralized file or record.
- All files or records are retained indefinitely.
 - Documented evidence of the Association's tracking system
 - Verification of filing or archiving system of current and past records of child protection incidents



The YMCA of the National Capital Region have systems in place to track all documentation related to incidents that impact the safety of children. This includes both current and past incidents. The following of documentation are:

- Employment practices, People and Culture procedures for recruitment, screening, and training within the UKG HRIS system.
- All Sweep Checklists to monitor any isolated areas are kept by month/year per department or program.
- All child log in/log out sheets are kept monthly/yearly.
- All visitor/contractor log in/log out sheets for visitors are kept monthly/yearly.

The YMCA of the National Capital Region will report serious allegations of abuse to the insurer.

- The YMCA will document procedures for reporting requirements based on insurance policy allegation of abuse.

The YMCA of the National Capital Region will follow escalation protocols as a part of their proactive emergency response and crisis communication procedures that ensure the following:

- Crisis communication is reviewed and updated annually.
- All staff and volunteer orientation includes emergency response, crisis teams, and crisis communication protocols.
- Senior managers responsible for responding to escalated or critical incidents understand their role in managing major or crisis events.
- Procedures are reviewed by senior leaders who are involved with the protocol on an annual basis. Supervisors and staff have easy access to escalation and crisis management policies or protocols.
- The YMCA of the National Capital Region will report to YMCA Canada any incidents involving serious injury or death or escalated situations with (potential) media attention.

5.2 CONDUCTING REVIEWS AND FOLLOW-UPS

The YMCA of the National Capital Region has guidelines in place to ensure there is a post-incident review and follow-up of all child protection incidents. This will intend to provide organizational learnings:

- Organizational 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.
- The Child Protection Lead will provide direction on how to conduct post-incident investigations.
- The Child Protection Lead and People and Culture will lead investigations seek to identify root causes and contributing factors.
- The Child Protection Lead will capture findings and corrective actions are implemented in a timely manner.
- The Child Protection Lead and People and Culture will implement recommendations.

5.3 MANAGING PEER TO PEER INCIDENTS

When a child safeguarding incident involves one or more children behaving inappropriately towards another, a decision needs to be made about whether the behavior is age appropriate, bullying or abuse. Each program Director, Child and Youth Protection Lead, and People and Culture are responsible for managing peer to peer incidents and whether actions are appropriate and the course of action, such as the decision to report to CAS, or disciplinary action, up to and including termination of employment.



The YMCA of the National Capital Region will consider the following factors when evaluating peer to peer incidents:

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

Bullying

- The behavior is intended by the child to have the effect of, or the child ought to know that the behavior would be likely to have the effect of causing harm, fear, intimidation or distress to another individual, including 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 children based on factors such as size, strength, age, intelligence, peer group power, economic status, social status, religion, ethnic origin, sexual orientation, family circumstances, gender, gender identity, gender expression, race, 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 of other children rather than an individual child.
- The behaviour is perceived as bullying by the victim.

Abuse

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

Sexual Abuse or Normal Experimentation?

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



There are ways of assessing whether sexual behaviour between children and young people is abusive or not. Indicators of abusive behaviour include:

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

If there is any question that the behaviour could be abusive, the staff or volunteer should contact their local Child Protection Service to seek guidance.

Communication with Parents

The program director or supervisor should inform the families of both the child(ren) who has been harmed and the child who has allegedly perpetrated the harm.

- Age-Appropriate Incident - communication by the staff or volunteer, consultation with supervisor not required.
- Bullying – consultation between staff/volunteer and supervisor to determine next steps, timing and method of communication with family.
- Abuse – Child Protection – consultation between supervisor, Child and Youth Protection Lead and a child protection agency (CAS, Valoris) to determine next steps, timing, method and responsibility of communication with family.

6. Physical and Virtual Environment

6.1 MAINTAIN FACILITY SECURITY

The YMCA of the National Capital Region have systems and procedures for every program space. Conditions of entry/participation include a clear and transparent plan, Child Protection Facility Access and Program Controls outlining the YMCA's commitment to safeguarding children and young people.

The Child Protection Facility Access and Program Controls are located on:

- All Child Safety Protection Boards and binders

For monitoring space and identifying any potential barriers for maintaining safe environments, the YMCA of the National Capital Region will:

- Identifying how to maintain security for public and program areas
 - Annual review of the Facility Access Plan
 - ID is required to gain access to the YMCA
 - Visitor Log Location
- Ensure all YMCA Staff and Volunteers are responsible for engaging and welcoming all individuals at the YMCA to verify the purpose of their visit.
- Ensure regular sweeps and tours are completed of the facility to monitor bathrooms, kitchen, and copy machine area.
- Ensure locked spaces that are not to be accessed by the public on the Child Protection Facility Access and Program Controls.
- Restricted access i.e.; child minding, childcare – secured areas.



6.2 E-SAFETY POLICY

The YMCA of the National Capital Region has a written policy that includes guidelines about the use of electronic communication, such as cell phones, text messages, emails, and social networking sites between staff/volunteers and children/youth. The policy is communicated in writing and verbally to all staff and volunteers who work directly with children.

The safety and protection of children and youth remain a top priority at the YMCA and this commitment extends to all YMCA digital communications, including email, social media, and texts. By setting these expectations, not only are we protecting children and youth in our care, we are also modelling good safety practices so they can protect themselves online. We can also protect ourselves from having our actions misinterpreted.

Below are acceptable and unacceptable forms of digital communication with minors, defined as children and youth under the legal age of majority (as of July 2023, the age of majority is 18 years old in Ontario).

Acceptable forms of digital communication

- **Emails** – can be exchanged with minors ONLY when the minor’s parent/guardian or a YMCA supervisor is copied and ONLY regarding YMCA-related matters. These messages must be sent and received from an official YMCA email address.
- **Text messages** – as a general practice, texting is not a recommended form of communication with minors as there can be limited to no ability to maintain a record of the communication, especially once deleted. If you decide to use texting, texts can be exchanged with minors ONLY when the minor’s parent/guardian or a YMCA supervisor (that is currently employed by the YMCA) is included and ONLY regarding YMCA-related matters. These messages must be sent and received from an official YMCA phone number and not a personal number.
- **Online groups & meetings** – set up a private group (e.g., Facebook group, Zoom call) that meets the following conditions:
 - All online groups and virtual meetings must be organized under an official YMCA account.
 - All online group members must meet the minimum age required by the platform to hold an account (e.g., you need to be at least 13 years to set up a Facebook account).
 - There must be at least two staff members over the age of majority designated as administrators for the page, online group, or virtual meeting.
 - You must follow the YMCA’s privacy policy.
 - Online groups and virtual meetings should exist only for the duration of the program. When the program ends, the group or meeting should be closed/deleted.
 - Do not publicly share virtual meeting invitation links or meeting recordings. Ensure entry into virtual meetings is password protected.

Unacceptable forms of digital communication

Connecting privately with minors on any online social media accounts or digital channels (other than online groups as indicated above), both personal and work-related, is strictly prohibited.

Other unacceptable forms of communication with minors include:

- Private messaging and emails
- Following or 'friending' children and teens
- Sharing details of your social media accounts and asking a minor to follow you
- Commenting on photos or any other content shared on a social media site, blog, etc.
- In-app communications that do not include a parent/guardian or another YMCA staff member
- Exchanging cell phone numbers, email addresses, or physical mailing addresses



Report communications, connections, or contact

If you become aware of another staff member or volunteer communicating inappropriately or trying to initiate outside contact with a minor, report this immediately to your supervisor. Additional steps may be required regarding reporting to child protection agency (CAS, Valoris).

If you already have an outside connection with a child or teen within the organization, or a child or teen tries to initiate an outside connection, report this to your supervisor immediately and discuss appropriate next steps (e.g., block the request, parent communication, or privatize account settings).

Saying no to requests to connect or communicate

Should a child or teen initiate a request to communicate or connect, explain that there are policies that prohibit you from being able to do so.

Alternative ways to communicate

There are many other ways to communicate with children, teens, and families. Consider using one of the following to share information:

- Public pages of your website or social media accounts.
- Phone calls with parents/guardians. These calls must be made from a YMCA phone number and not a personal phone number.
- Apps that facilitate communications with adults, such as Remind. There are many to choose from and they change frequently.

For more information: If you have any questions after reviewing this guide, please contact the YMCA Child and Youth Protection Lead or People and Culture.

EXCEPTIONS TO THIS POLICY

- Police Record Checks (exception – Child Care candidates and Child Care employee renewals) – All Police Record Checks will be completed by Sterling Backcheck Services. Email candidate or employee legal name, title, email address, and phone number to People and Culture. P&C will contact Sterling Backcheck to begin the process. All hiring managers will be informed by P&C once the Police Record Check is complete to continue the hiring process.
- Exempt from the Enhanced Police Information Check (Level 3) / Canadian Criminal Record Check (Level 2) and training around this policy include such volunteers as special events volunteers who provide assistance for a limited event, guest speakers, and fundraising volunteers. These volunteers will never be left alone with children.
- The Children's Aid Society of Ottawa (CAS), following a review of the YMCA's Child Safety and Protection Standards Policy. Given the 24/7 residential nature of the Y's Housing Services similar to its own Residential facilities, they supported the following exception to the procedure regarding documentation and sharing of information in the event of report of suspected abuse or neglect of a child. Sharing of information within the team would be important in order for staff to be:
 - Better able to support the family on all shifts
 - Better prepared to respond to caregivers' reaction to learning there had been a report to CAS
 - Aware of the potential of an aggressive response
 - More diligent in monitoring concerning signs or behaviors of abuse or neglect
 - Able to provide additional observations, documentation to the CAS



- Further, the CAS has requested access to a contact(s) at the YMCA who would be in a position to provide additional information or clarification in the event of a report. The Team Supervisors and the staff who made the report were determined to be in the best position for this purpose.
- Under the Police Record Checks Reform Act, 2015, S.O. 2015, c. 30. the YMCA is no longer authorized to receive any results of any youth records, and youth are no longer permitted to apply for any level of Police Records Check. All youth aged 12 to 17 will be required to sign a Declaration and Waiver Form indicating that they will secure an **Enhanced Police Information Check (Level 3) / Canadian Criminal Record Check (Level 2)**, according to **YMCA Child Safety and Protection Standards Policy** within ten (10) days of turning 18, as well as their acknowledgment that they will not be left alone with children at any time. Their supervisor is also required to sign their acknowledgment and agreement of this condition. The youth staff members and volunteers and their supervisors must sign a Declaration and Waiver Form every year until they turn 18 and can submit a Police Record Check.

CONTACTS AND OTHER RESOURCES

For more information about this policy, staff may speak with their manager or the Child and Youth Protection Lead. The following sources also provide additional information about child protection:

- **YMCA Canada** - National Child Protection Standard Requirements, child protection training and audit tools.
- Resources available online through **Canadian Centre for Child Protection** at www.protectchildren.ca and **Boost Child Abuse Prevention** at www.boostforkids.org.
- Children's Aid Society of Ottawa www.casott.on.ca.
- Valoris of Prescott-Russell www.valorispr.ca
- To view Ontario's Child and Family Services Act, visit www.e-laws.gov.on.ca
- More information about child protection is available at www.ontario.ca/children
- Ontario Association of Children's Aid Societies at www.oacas.org



APPENDIX A. YMCA POLICY AND PROCEDURES ACKNOWLEDGEMENT

As a staff or volunteer member of the YMCA of the National Capital Region, I acknowledge that:

- I have read and understand the YMCA Child and Youth Protection Policy and understand my legal duty to report and my responsibility and actions required by me;
- I have read and understand the People and Culture Policies and Procedures;
- I have read and understand the YMCA Code of Conduct for the Protection of Children and Youth;
- I understand that the policy and procedures may be revised from time to time, and that I am responsible for reading any updates;
- As a condition of employment or volunteer service, I agree to abide by YMCA policies and procedures. I understand that failure to follow a YMCA policy or procedure may lead to disciplinary action up to and including termination of employment or volunteer assignment.

Staff or Volunteer Name: _____

(Please print)

Staff/Volunteer Signature: _____

Position: _____

YMCA Program: _____

Date: _____

(Day/Month/Year)

Supervisor Name: _____

(Signed copy to be maintained in employee or volunteer file)



APPENDIX B. CHILD PROTECTION AGENCIES CONTACT INFORMATION

Ottawa Police Services	Phone Number
<p>Ottawa Police Services 474 Elgin St. Ottawa, ON K2P 2E6</p>	<p>EMERGENCY 9-1-1 Non-Emergency: 613-236-1222 TTY 613-760-8100</p>
Prescott-Russell Police Service	Phone Number
<p>Ontario Provincial Police 411 New York Central Avenue Embrun, Ontario K0A 1W1</p>	<p>EMERGENCY 9-1-1 Non-Emergency: 613-443-4499</p> <p>In Rockland: Dial 911 from a landline In Rockland: Dial toll free numbers with a cell phone</p> <p>You can also call 1-888-310-1122 24-hour toll free, anywhere in Ontario Non-emergency calls for service 24-hour toll free, anywhere in Ontario 1-888-310-1122 1-888-310-1133 (TTY)</p>
Child Protection Agency	Phone Number Website
<p>Children’s Aid Society of Ottawa 1602 Telesat Court, Ottawa, ON K1B 1B1</p>	<p>613-747-7800 24 hours a day, 7 days a week www.casott.on.ca</p>
<p>Valoris 173 Old Hwy 17, P.O. Box 248 Plantagenet, ON K0B 1L0</p>	<p>613-673-5148 or 1-800-675-6168 Email - info@valorispr.ca Website – www.valorispr.ca</p>



APPENDIX C. DUTY TO REPORT SUSPECTED ABUSE PROCEDURE

In the event that a child or other person **discloses** abuse - or a staff, volunteer or student placement **suspects** child abuse - the procedures outlined below must be followed. Supervisors shall ensure that staff, program volunteers and student placements are aware of their duty to report suspected child abuse to a CAS or Valoris.

1. If you suspect child abuse (or abuse has been disclosed):

- You are required to make the call immediately to the **Children's Aid Society of Ottawa or Valoris**.
- 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 CAS or Valoris, if you need their support to ensure that you have the privacy and staff coverage required to immediately make the call. You may name the child, but no details of the suspicion or disclosure should be discussed with your supervisor or manager.
- If your supervisor or manager is not available, you must proceed with the report to CAS or Valoris.
- Once you have made the call, notify your onsite or senior manager who will notify the Child and Youth Protection Lead, that a call has been made to a child protection agency (CAS, Valoris).

*** No staff, student, volunteer or member of the Board of Directors shall advise someone not to report suspicions of child abuse, nor try to stop the person from reporting or consulting with a CAS or Valoris.*

2. Seeking Medical Attention

If the child has sustained injuries, seek immediate medical attention.

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

If you think the child is in immediate danger, **call the Police**. Immediately after calling the police, contact a child protection agency (CAS or Valoris).

3. Avoid Discussing with a Parent or Guardian

A staff, volunteer or student placement who suspects abuse or family violence is **not** to disclose their suspicion or intention to call a CAS or Valoris with the parent and/or guardian. Disclosing with the parent or guardian could jeopardize the child or contaminate the investigation. Therefore, **do not** talk with the parent or guardian unless you have been directed to do so by a child protection worker.

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

Remember: A CAS or Valoris official will guide staff through this process if considered appropriate by CAS or Valoris to speak with the parent or guardian. *Do not inform the parent or guardian on your own, without first consulting with CAS or Valoris.*



4. Making the Call:

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

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

When placing a call to CAS or Valoris:

Provide your full name, your position, our Association name 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 caseworker or manager you spoke with at the child protection agency (CAS, Valoris).

If any further suspicion of abuse or new information with respect to a child occurs, then you must make another report to the child protection agency, regardless of any previous reports.

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

Additional reporting for staff delivering programs to children

If a child care program is located in a school, child care staff shall inform the principal that a call has been made to CAS or Valoris. In addition, suspected or witnessed abuse at a child care centre is a **Serious Occurrence** reportable within 24 hours to the Ministry. YMCA child care staff shall refer to *YMCA Child and Family Development Procedures* for more information about Serious Occurrence reporting.

(Other provincial reporting requirements may apply. Staff shall speak with their manager or refer to additional reporting requirements established by the YMCA to meet any other government or funding requirements that apply to staff delivering programs to children.)

5. Documentation Guidelines

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

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

- d) Do not make a rough copy and then re-write a final version. Your original document is required. If you make a mistake, don't use whiteout. Simply cross it out with a single line.



- e) Make sure documentation is complete. Sign and date the report. Place the report in a sealed envelope marked CONFIDENTIAL. Write the child's name on the front, and sign and date the envelope.
- f) Give the sealed envelope to your manager who will ensure the envelope is promptly delivered to the People and Culture Department for safeguarding (secure storage) and retention indefinitely.
- g) The manager shall immediately notify the **Child and Youth Protection Lead** responsible for child protection who will inform appropriate management team members in keeping with the YMCA's escalation protocol.

***Documentation with respect to suspected child abuse is not to be released to anyone unless there is a warrant, subpoena or court order to submit records or attend court. Any request to release of records is to be forwarded to **Morgan Bello, VP, People & Culture and Corporate Services, Child and Youth Protection Lead** who will determine appropriate action in consultation with legal counsel as needed.*

6. If a staff, student placement or volunteer is suspected of abuse

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

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

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

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

The manager will notify their senior manager or VP that a call has been placed to a child protection agency. The manager will notify the Child and Youth 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.



APPENDIX D. CHILD ABUSE REPORTING FORM

CONFIDENTIAL

Children's Aid Society of Ottawa

613-747-7800

Valoris of Prescott - Russell

613-673-5148 or 1 800-675-6168

Date Form completed: _____

Name of YMCA Facility/Department: _____

YMCA Program Name/Course: _____

Child's Name: _____ Male Female

Child's Age: _____ Date of Birth: _____

(month/day/year)

Child's Address: _____

(street)

(city/province)

(postal code)

Child's Phone Number: _____

Name of Parent(s)/Guardian: _____

Relationship to Child: _____

Address: _____

(street)

(city/province)

(postal code)

Phone Numbers: _____

(home)

(work)

(home)

(work)



Reason for this Report:

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

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

If child's explanation was sought or offered, give details including what was said and when:

If other staff were consulted, give details, including what was said or when:



Area(s) on child's body showing indicators of abuse [or insert body chart]:

Report made to:

- Children's Aid Society of Ottawa
- Valoris of Prescott - Russell
- Ministry of Education (for licensed child care only)
- Incident Report completed and submitted to Manager

Date of call: _____

Time of call: _____ am/pm

CAS or Valoris location contacted: _____

Name of: Child protection social worker at CAS or Valoris _____

Licensing officer at Ministry of Education _____

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



Follow up required: Other comments or observations?

YMCA Internal Reporting – Notification of report being made, not sharing information contained in the report.

Contacted	Name	Date	Time
<input type="checkbox"/>	Supervisor	_____	_____
<input type="checkbox"/>	VP	_____	_____
<input type="checkbox"/>	CEO	_____	_____

.....

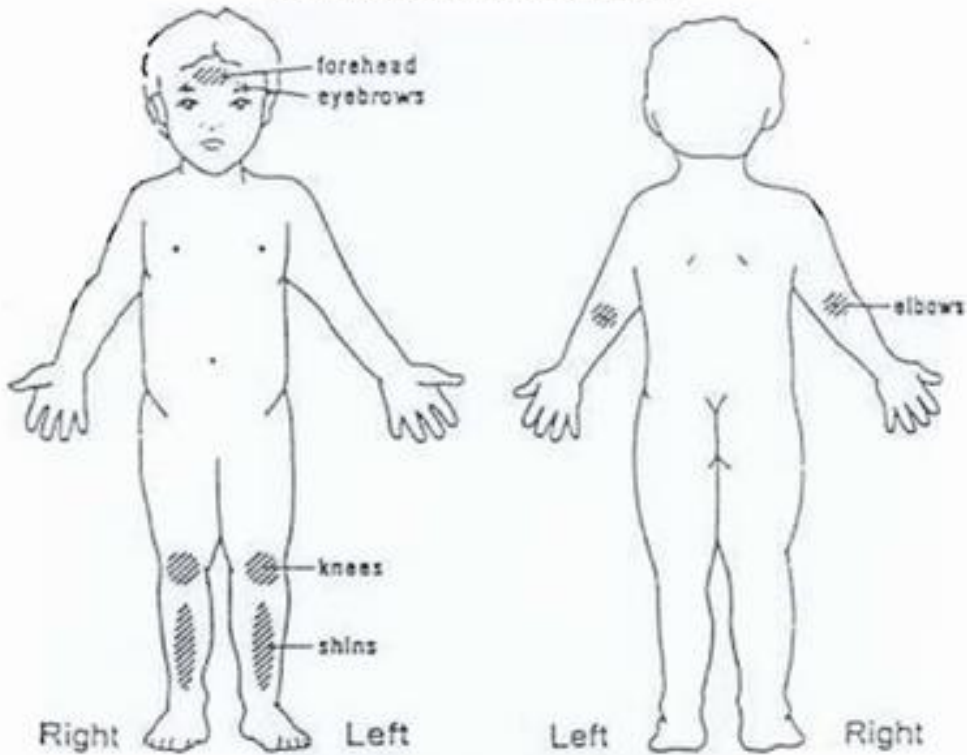
Name of Staff making report: _____

Position: _____

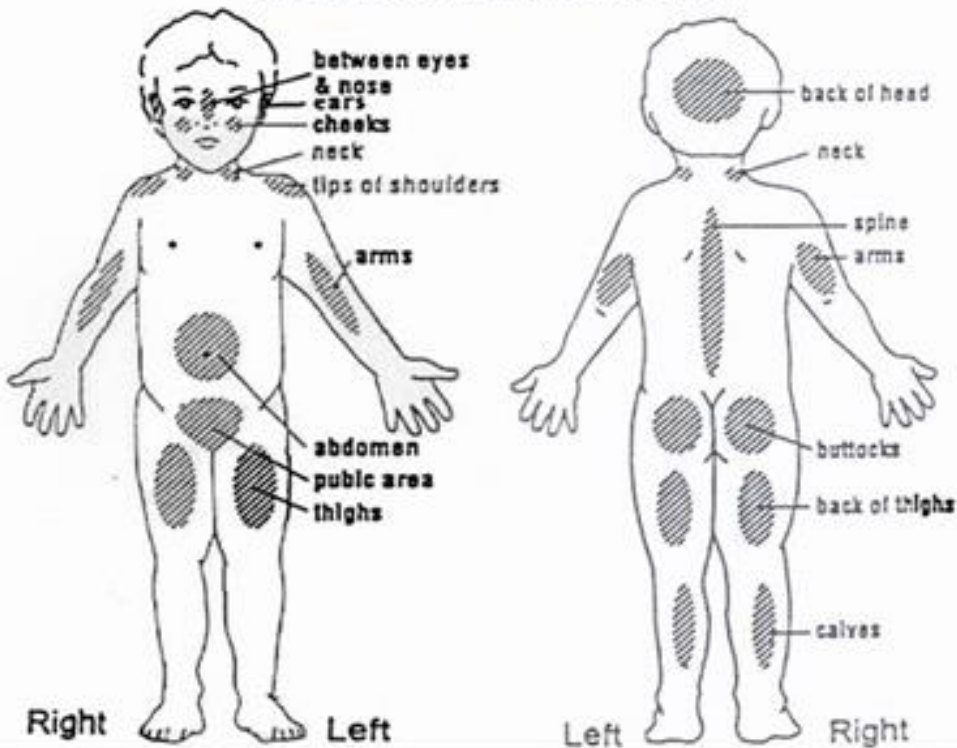
Staff Signature: _____ Date: _____

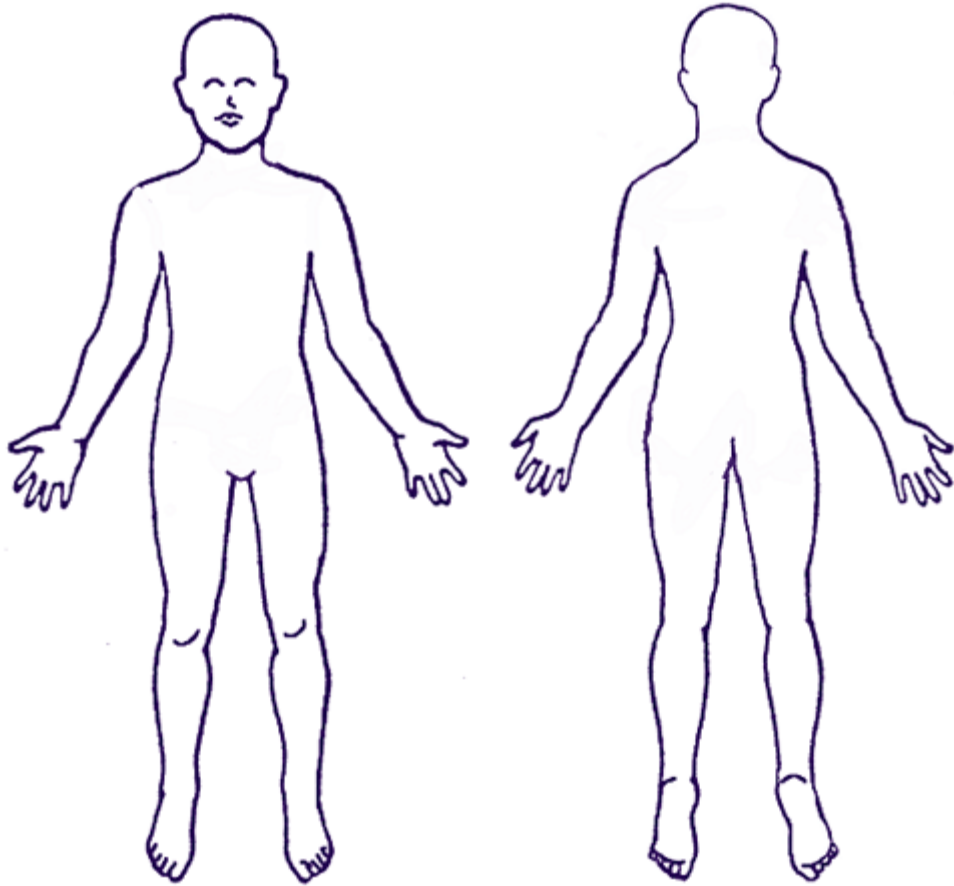


COMMON SITES FOR BRUISES



QUESTIONABLE SITES FOR BRUISES





NOTES:



CONFIDENTIAL

DATE (DD/MM/YYYY)

FIRST NAME

LAST NAME

PROGRAM LOCATION



APPENDIX E. RESPONDING TO AN ALLEGATION OR COMPLAINT OF ABUSE AGAINST THE YMCA STAFF OR VOLUNTEER

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

Reporting an Allegation or Complaint of Abuse against a Staff or Volunteer

If a staff or volunteer or student suspects, or receives an allegation or complaint of abuse against another YMCA staff, volunteer or student, they must follow the procedures for reporting an allegation or suspicion of child abuse to a child protection agency (see Appendix B).

Once the call has been made, the staff or volunteer or student shall immediately notify their supervisor that a call has been made to a child protection authority involving an allegation or suspicion of child abuse against a YMCA staff or volunteer.

The supervisor will immediately notify the CEO who will escalate in keeping with the YMCA's escalation protocol. Senior management will ensure any additional child safety concerns, People & Culture, insurance and other mandatory reporting requirements are addressed, and that the appropriate follow up steps are implemented once child protection authorities have completed their investigation, in keeping with established YMCA procedures.

Any complaint or allegation of abuse made against the YMCA is taken seriously and shall be dealt with by management.

Information Management

All information related to an allegation or disclosure of abuse will be treated confidentially to the extent possible. Supervisors shall ensure that all records including investigation related to an allegation or complaint of abuse against a YMCA staff, student or volunteer shall be promptly delivered to the People & Culture Department for safeguarding (secure storage) and retention indefinitely.



APPENDIX F. COMMITTEE MEMBERS/CRISIS TEAM

Committee Crisis Team

Child Protection Lead			
Morgan Bello	VP of People & Culture and Corporate Services	613-237-1320 ext. 5135 Cell: 613.864.6568	morgan.bello@ymcaywca.ca
Additional Members			
Laurie Mezger	People and Culture Specialist	613-237-1320 ext. 5070	laurie.mezger@ymcaottawa.ca



APPENDIX G-1 LEVELS OF POLICE RECORDS CHECK BY FUNCTION

People and Culture rigorously reviewed all job descriptions and classified them into 8 main “functions”. Our discussion with Ottawa Police concluded that there are some “functions” within the Y that require Level 3 – Enhanced Police Information Check while others require only Level 2 – Canadian Criminal Record Check. Following is a final list of the eight functions and the jobs:

Functions that require Level 3 – Enhanced Police Information Check

- Camping
- Health, Fitness and Aquatics
- Child Care
- Housing
- Facilities, Maintenance and Cleaning
- Membership Sales and Services
- Employment Services with contact with children and youth

Functions that require Level 2 – Canadian Criminal Record Check

- Administration and Corporate Services (excluding the President and CEO)
- Employment Services without contact with children and youth



APPENDIX G-2 LEVELS OF POLICE RECORDS CHECK BY JOB TITLE

Jobs that require Level 3 – Enhanced Police Information Check

1. Camping:

This includes coaches, instructors, and kitchen staff, among others. They have direct interaction and authority over campers.

No.	Job Title	Level
1	CYF School Year Camp Counsellor	Level 3
2	CYF Summer Camp Director	Level 3
3	Summer Camp Assistant Director	Level 3
4	CYF Summer Camp Head Counsellor	Level 3
5	CYF Summer Camp Inclusion Counsellor	Level 3
6	CYF Summer Camp Counsellor	Level 3
7	CYF Summer Camp Junior Counsellor	Level 3
8	Camp Director - Outdoor Camp & Outdoor Education	Level 3
9	Camp Coordinator - Camping	Level 3
10	Camp Student Maintenance and Cleaning Staff	Level 3
11	Otonabee Summer Camp Counselling Coordinator	Level 3
12	Otonabee Summer Camp Program Coordinator	Level 3
13	Otonabee Summer Camp Waterfront Coordinator	Level 3
14	Otonabee Summer Camp Section Head	Level 3
15	Otonabee Summer Camp Program Staff	Level 3
16	Otonabee Summer Camp Senior Program Staff	Level 3
17	Otonabee Summer Camp Counsellor	Level 3
18	Bonnenfant Outdoor Ed Sr. Program Instructor	Level 3
19	Bonnenfant Outdoor Ed Program Instructor	Level 3
20	Bonnenfant Outdoor Ed Kitchen Coord	Level 3
21	Coordinator – Sponsorship and Camp Administration	Level 3
22	Supervisor - Superintendent	Level 3
23	CYF Summer Camp Inclusion Supervisor - Seasonal	Level 3
24	Supervisor - Camp Admin and Legend Support Services	Level 3
25	Camp Office Assistant	Level 3
26	Otonabee Summer Camp Kitchen Coord	Level 3
27	Otonabee Camp Maintenance	Level 3
28	Otonabee Camp ET Maintenance	Level 3



2. Health, Fitness and Aquatics

No.	Job Title	Level
29	Senior Coordinator, Aquatics (Central)	Level 3
30	Regional Manager, Central Region	Level 3
31	Regional Manager West Region	Level 3
32	Regional Manager East Region	Level 3
33	Coord - Fitness and Recreation	Level 3
34	Coord - Aquatics	Level 3
35	Coord - Children Youth and Family	Level 3
36	CYF Supervisor	Level 3
37	Taggart Supervisor - Women's Plus	Level 3
38	Aquatics Lifeguard	Level 3
39	Aquatics Instructor	Level 3
40	Aquatics Advanced Instructor	Level 3
41	Aquatics Team Leader	Level 3
42	Taggart Aquatics Masters Swim Coach	Level 3
43	Personal Trainer Single	Level 3
44	Personal Trainer Couple	Level 3
45	CYF Instructor	Level 3
46	Specialty Instructor Group Fitness	Level 3
47	ISC Instructor	Level 3
48	HFA Floor Monitor	Level 3
49	MOSSA Instructor	Level 3
50	Ed Centre Instructor - Certification	Level 3
51	Senior Coordinator - HFA Centre Operations	Level 3
52	Coord - CYF & Aquatics	Level 3
53	Senior Coordinator - Aquatics (East Region)	Level 3
54	Aquatics Group Fitness Instructor	Level 3
55	Ed Centre Instructor - Workshop	Level 3
56	Ed Centre Evaluator	Level 3



3. Child Care

No.	Job Title	Level
61	Playcare Caregiver	Level 3
62	Playcare Supervisor	Level 3
63	Sr. Coord - Child Care	Level 3
64	Child Care Full Time Teacher	Level 3
65	Child Care Full Time Assistant Teacher	Level 3
66	Child Care FT Kitchen Assistant	Level 3
67	Child Care Supply Teacher	Level 3

4. Housing

No.	Job Title	Level
69	Housing Team Supervisor - Housing Support Office	Level 3
70	Housing Full Time Overnight Security	Level 3
71	TRY Housing Support Worker	Level 3
72	Case Coordinator Housing Support Office	Level 3
73	Director of Housing Support Office	Level 3
74	FT Housing Support Worker	Level 3
75	Monthly Housing Support Worker	Level 3
76	PT Housing Support Worker	Level 3
77	PT SSH Support Worker	Level 3
78	Supervisor SSH Program	Level 3
79	TRY Team Supervisor	Level 3

5. Employment Services

No.	Job Title	Level
80	NYLD - Director	Level 3
81	NYLD - Youth Advisor	Level 3
82	Alternative Suspension - Program Supervisor	Level 3
83	Alternative Suspension - Youth Worker	Level 3
84	Your Job Story - Director	Level 3
85	Your Job Story - Youth Advisor	Level 3
86	Y Mind - Mental Health Facilitator	Level 3



6. Facilities, Maintenance and Cleaning

No.	Job Title	Level
85	Director - Facilities	Level 3
86	Facility Physical Plant Coordinator	Level 3
87	Cleaner - General, HFA, Housing, Employment, Child Care	Level 3
88	Maintenance - General, HFA, Housing, Employment, Child Care	Level 3
89	ET Maintenance - General, HFA, Housing, Employment, Child Care	Level 3

7. Membership Sales and Services

No.	Job Title	Level
57	Membership Sales Specialist	Level 3
58	Coord - Membership Sales and Service	Level 3
59	Membership Sales and Service Associate	Level 3
60	Supervisor - Membership Sales and Service	Level 3

Jobs that require Level 2 – Canadian Criminal Record Check

8. Administration and Corporate Services

No.	Job Title	Level
90	President and CEO	Level 3
91	VP HR, Housing, Employment, Enterprise, Newcomer Services	Level 2
92	VP Finance and Corporate Services	Level 2
93	VP Financial Development	Level 2
94	VP Health, Fitness, Aquatics, and Child Services	Level 2
95	VP Marketing Communications and Sales	Level 2
96	Strategic Transformation Officer	Level 2
97	Coordinator - System Administration and Development	Level 2
98	Controller	Level 2
99	Assistant Controller	Level 2
100	Sr Coordinator - Accounting	Level 2
101	Coordinator - Accounting	Level 2
102	IT Specialist	Level 2
103	Manager IT Services	Level 2
104	Financial Analyst	Level 2
105	Accounting Manager	Level 2
106	Manager - People and Culture	Level 2



107	People and Culture Specialist	Level 2
108	Payroll Specialist	Level 2
109	FD Database Administrator	Level 2
110	FD Manager - Annual Giving and Donor Stewardship	Level 2
111	FD Manager - Corporate Sponsorship and Events	Level 2
112	Executive Assistant to the CEO	Level 2
113	Graphic Artist	Level 2
114	Director - Marketing and Communications	Level 2
115	HEEN - Administrative Coordinator	Level 2
116	TTL Outreach Worker	Level 2
117	Director - Trades Talent Link	Level 2
118	LARC Director - Language Assessment and Referral Centre	Level 2
119	Director - Housing Services	Level 2
120	Accounting Manager	Level 2
121	Employment Consultant - Build ON Pre-Arrival Services	Level 2
122	Program Coordinator - Build ON Pre-Arrival Services	Level 2
123	Senior Facility Director	Level 2
124	Ed Centre Admin Assistant	Level 2
125	Lead Language Assessor	Level 2
126	Language Assessor	Level 2
127	Senior Sales & Service Associate	Level 2

8. Employment Services

No.	Job Title	Level
128	Power of Trades Program Facilitator	Level 2
129	YEAC Job Developer	Level 2
130	YEAC Team Supervisor	Level 2
131	PAT - Home Renovation Instructor	Level 2
132	YEAC Employment Consultant	Level 2



APPENDIX H. COVID-19 OFFENCE DECLARATION AND WAIVER FORM

Instructions

This form is intended for use by the YMCA of the National Capital Region for employees and volunteers who cannot get the Police Record Check due to the COVID-19 restrictions, to meet the following requirements:

1. The YMCA of the National Capital Region must obtain an Offence Declaration and Waiver form from all employees/volunteers who cannot obtain a police records check (PRC/CPIC/Vulnerable PRC) due to the COVID-19 restrictions.
2. The Offence Declaration and Waiver Form must be obtained prior to hiring until the COVID-19 restrictions are lifted in order to comply with the YMCA's *Protecting Children and Youth Policy*.
3. The YMCA of the National Capital Region must obtain a Police Records Check for the Vulnerable Sector from the undersigned within twenty (20) days after the COVID-19 restrictions are lifted in order for them to continue in their position with the YMCA of the National Capital Region.
4. The undersigned and their immediate supervisor must sign the Offence Declaration and Waiver Form indicating their acknowledgement that the employee/volunteer will not be left alone with children at any time at the YMCA until the People and Culture Department receives their Police Record Check for the Vulnerable Sector.

This form must be completed and signed by the individual from whom an offence declaration is required, as well as their immediate supervisor.

This form will be retained by People and Culture indefinitely.



YMCA of the National Capital Region
Offence Declaration and Waiver Form

Declaration

I, _____, declare that, since _____:
First Name, Last Name Date of last offence declaration or date of birth (yyyy/mm/dd)

(Check all that apply.)

- I have **not** been convicted of an offence under section 151 (sexual interference) of the Criminal Code (Canada).
- I have **not** been convicted of an offence under section 163.1 (child pornography) of the Criminal Code (Canada).
- I have **not** been convicted of an offence under section 215 (duty of persons to provide necessaries) of the Criminal Code (Canada).
- I have **not** been convicted of an offence under section 229 (murder) of the Criminal Code (Canada).
- I have **not** been convicted of an offence under section 233 (infanticide) of the Criminal Code (Canada).
- I **have been** convicted of the following offences under the Criminal Code (Canada):

I declare that the above discloses all of my convictions under the *Criminal Code* (Canada).

In addition, **I am aware of my duty** to provide the YMCA of the National Capital Region with an offence declaration as soon as reasonably possible at any time that I am convicted of an offence under the *Criminal Code* (Canada).

I acknowledge that **I will not be left alone with children at any time** until I provide the YMCA of the National Capital Region with a Police Records Check for the Vulnerable Sector.

Signatures

First and Last Name **Employee** Signature Date (yyyy/mm/dd)

Supervisor:

I declare that the above employee/volunteer will not be left alone with children at any time at the YMCA until the YMCA of the National Capital region receives their Police Records Check for the Vulnerable Sector.

First and Last Name **Supervisor** Signature Date (yyyy/mm/dd)



APPENDIX I. FACILITY ACCESS AND PROGRAM CONTROLS FORM

The YMCA Child Protection Binder is readily available		
Location of Binder		
Binder Contents	Child Protection Policy dated 2018 Completed Facility Access sheet Information Sheets Child Abuse Reporting Kits Vulnerable Adult Reporting Kits	
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)
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
YMCA ID or Government Issued ID is required to gain access to the YMCA		
Departmental Expectation		
Access Details and Records are maintained in a permanent record		
Visitor Log Location		
Departmental Expectation		
Regular sweeps and tours are completed of the facility to monitor bathrooms, locker rooms and isolated areas		
Departmental Expectation		