



YMCA of
Oakville

YMCA Child Protection Policies and Procedures

Reviewed February 2014

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YMCA CHILD PROTECTION POLICY AND PROCEDURES

1 GENERAL POLICY STATEMENT

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

Throughout these policies and procedures, reference is made to “children and young people”. This term is used to mean “those under the age of 16 years of age”. The YMCA also recognizes that some adults are also vulnerable to abuse, and therefore the procedures may be applied accordingly (with appropriate adaptations) to allegations of abuse and the protection of vulnerable adults.

The YMCA is committed to ensuring that it:

- provides a safe environment for children and young people;
- identifies children and young people who are suffering, or likely to suffer, significant harm; and
- takes appropriate action to see that such children and young people are kept safe at the YMCA.

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

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

The YMCA will refer concerns that a child or young person might be at risk of significant harm to Halton Children’s Aid Society at (905)333-4441.

There will be a senior member of the YMCA management team with special responsibility for child protection issues. The YMCA of Oakville’s representative is Lisa Rankin, Vice-President, Child Care and Community Initiatives. Lisa Rankin can be reached at 905-845-5597 ext. 302 or by cell at 905-208-0516.

Signed



Kyle Barber
President & CEO

Signed



Jarvis Sheridan
Board Chair

1.1 Terminology

The YMCA recognizes the following definitions:

A **child** or **young person** is someone under the age of 16 years of age.

A **vulnerable adult** is a person aged 16 years or older who may be unable to take care of him or herself or unable to protect him or herself against significant harm or exploitation

A **child in need of protection** is as defined by the Child, Family and Community Service Act:

- (a) the child has suffered physical harm, inflicted by the person having charge of the child or caused by or resulting from that person's,
 - (i) failure to adequately care for, provide for, supervise or protect the child, or
 - (ii) pattern of neglect in caring for, providing for, supervising or protecting the child;
- (b) there is a risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person's,
 - (i) failure to adequately care for, provide for, supervise or protect the child, or the child;
 - (ii) pattern of neglect in caring for, providing for, supervising or protecting
- (c) the child has been sexually molested or sexually exploited, including by child pornography, by the person having charge of the child or by another person where the person having charge of the child knows or should know of the possibility of sexual molestation or sexual exploitation and fails to protect the child;
- (d) there is a risk that the child is likely to be sexually molested or sexually exploited as described in clause (c)
- (e) the child requires medical treatment to cure, prevent or alleviate physical harm or suffering and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment;
- (f) the child has suffered emotional harm, demonstrated by serious,
 - (i) anxiety,
 - (ii) depression,
 - (iii) withdrawal,
 - (iv) self-destructive or aggressive behaviour, or
 - (v) delayed development,

and there are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child;

- (f.1) the child has suffered emotional harm of the kind described in subclause (f) (i), (ii), (iii), (iv) or (v) and the child's parent or the person having charge of the child does not provide, or

refuses or is unavailable or unable to consent to, services or treatment to remedy or alleviate the harm;

- (g) there is a risk that the child is likely to suffer emotional harm of the kind described in subclause (f) (i), (ii), (iii), (iv) or (v) resulting from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child;
- (g.1) there is a risk that the child is likely to suffer emotional harm of the kind described in subclause (f) (i), (ii), (iii), (iv) or (v) and that the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to prevent the harm;
- (h) the child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, treatment to remedy or alleviate the condition;
- (i) the child has been abandoned, the child's parent has died or is unavailable to exercise his or her custodial rights over the child and has not made adequate provision for the child's care and custody, or the child is in a residential placement and the parent refuses or is unable or unwilling to resume the child's care and custody;
- (j) the child is less than twelve years old and has killed or seriously injured another person or caused serious damage to another person's property, services or treatment are necessary to prevent a recurrence and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, those services or treatment;
- (k) the child is less than twelve years old and has on more than one occasion injured another person or caused loss or damage to another person's property, with the encouragement of the person having charge of the child or because of that person's failure or inability to supervise the child adequately; or
- (l) the child's parent is unable to care for the child and the child is brought before the court with the parent's consent and, where the child is twelve years of age or older, with the child's consent, to be dealt with under this Part. R.S.O. 1990, c. C.11, s. 37 (2); 1999, c. 2, s. 9.

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

There are many different forms of abuse and a child may be subjected to more than one form:

Physical abuse may consist of just one incident or it may happen repeatedly. It may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child or young person including deliberately causing ill health to a child or young person.

Emotional abuse involves harming 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. For example, emotional abuse may include verbal threats, social isolation, intimidation, exploitation, or routinely making unreasonable demands. It also includes terrorizing a child, or exposing them to family violence. Some level of emotional abuse is present in all forms of abuse.

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child or young person is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. This may also include involving children and young people in prostitution or pornography.

Neglect is the persistent failure to meet a child's or young person's basic needs for his or her physical, psychological or emotional development and well being such as failing to provide adequate food, shelter and clothing, or being responsive to a child's or young person's basic emotional needs.

2 ROLES AND RESPONSIBILITIES FOR CHILD PROTECTION

While the primary responsibility for the protection of children from abuse rests with the Children's Aid Society, all YMCA staff and volunteers who come into contact with children and young people have a duty to help protect them from abuse or risk of abuse.

2.1 Management's Responsibility:

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

- implementing all procedures relating to child protection;
- establishing a reporting protocol that complies with provincial child protection legislation;
- ensuring that all staff and volunteers are oriented to child protection policies and procedure;
- establishing guidelines that ensure programs are developmentally appropriate and well planned in advance; and
- ensuring that all staff and volunteers have read, understand and signed the "Child Protection Policy and Procedures Sign Off" form or master policy sign off form (see Appendix A).

2.2 Staff's Responsibility:

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

- following guidelines that ensure programs are developmentally appropriate and well planned in advance; and
- creating a safe and caring environment for children and young people that will challenge their development in spirit, mind and body.
- reporting that a child is in need of protection to Children's Aid Society (CAS);

step one

YMCA staff will notify their immediate supervisor to let them know that a report is being made. YMCA staff will not provide specific information about the allegation or disclosure other than the program, child's name and age

step two

YMCA staff will call Halton Region Children's Aid Society to report suspicion/or disclosure of child abuse (see appendix I for guidelines)

step three

YMCA supervisor will notify departmental senior leadership team member, and Lisa Rankin, vice-president, child care and community initiatives to report that a call has been made

2.3 Volunteers Responsibility:

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

- following all YMCA child protection policy and procedures
- reporting that a child is in need of protection to Children's Aid Society (CAS);

step one

YMCA volunteer will notify their immediate supervisor to let them know that a report is being made. YMCA volunteer will not provide specific information about the allegation or disclosure other than the program, child's name and age

step two

YMCA volunteer will call Halton Region Children's Aid Society to report suspicion/or disclosure of child abuse (see appendix I for guidelines)

step three

YMCA supervisor will notify departmental senior leadership team member, and Lisa Rankin, vice-president, child care and community initiatives to report that a call has been made

Please note - In the event the supervisor is unavailable, staff will notify the YMCA of Oakville's representative immediately (Lisa Rankin, Vice-President, Child Care and Community Initiatives) by calling 905-845-5597 ext. 302 or cell 905-208-0516.

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

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

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

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

3.1 Good Practice:

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

3.2 Practice to be Avoided:

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

- 3.2.1** Spending excessive (i.e., unwarranted) amounts of time alone with children and young people away from others.
- 3.2.2** Relating to children and young people from programs in non-program activities, such as babysitting or weekend visits.
- 3.2.3** Having "favourites" - this could lead to resentment and jealousy by other children and young people and could be misinterpreted by others.
- 3.2.4** Where possible, doing things of a personal nature for children and young people that they can do for themselves.

3.3 Practice Never to be Sanctioned:

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

- 3.3.1** Engaging in rough or physical contact except as permitted within the rules of the game or competition.
- 3.3.2** Forming intimate emotional, physical or sexual relationships with children and young people.

- 3.3.3** Allowing or engaging in touching a child or young person in a sexually suggestive manner.
- 3.3.4** Allowing children and young people to swear or use sexualized language unchallenged.
- 3.3.5** Making sexually suggestive comments to a child or young person, even in fun.
- 3.3.6** Reducing a child or young person to tears as a form of control.
- 3.3.7** Allowing allegations made by a child or young person to go unchallenged, unrecorded or not acted upon.
- 3.3.8** Inviting or allowing children and young people to stay with you at your home.
- 3.3.9** Asking children and young people to keep any type of secret from other children and young people, staff or from their parents.
- 3.3.10** Transporting a child or young person in your personal vehicle, or allowing another individual to transport a child or young person in their personal vehicle. In emergency situations transportation should be made by ambulance or taxi. Parents should be advised in all cases.

3.4. Prohibited Practices

In addition to the behaviours identified above, a prohibited practice is any behaviour that puts children at risk or inhibits their growth, self-esteem and healthy development. The following practices are unacceptable and are grounds for disciplinary action, up to and including dismissal;

- Any form of abuse including corporal punishment, physical, sexual, or emotional abuse
- Any form of restraint
- Depriving a child of food, shelter, personal liberty (ie. confinement, not allowing a child to use the washroom when needed), or participation in activities
- Leaving children unattended or unsupervised
- Demeaning and/or demoralizing behaviour such as; humiliation, threats, intimidation, swearing, yelling, sarcasm, discussion of a child or their family during all scheduled program time
- Smoking on YMCA program sites while performing YMCA duties and/or within the sight of participants and families
- The use of illegal drugs and/or alcohol while performing YMCA duties
- Discussing personal and private activities while supervising children
- Locking exits in rooms or outdoor play spaces, or allowing exits to be locked for the purpose of confining a child

All allegations or concerns in relation to the code of conduct or prohibited practice will be taken seriously and responded to in line with the association's disciplinary/harassment procedure and may result in serious disciplinary action up to and including termination.

4 PROCEDURE FOR THE RECRUITMENT AND SELECTION OF STAFF AND VOLUNTEERS

The YMCA will take all reasonable steps to ensure suitable people work or volunteer with children and young people.

This recruitment and selection procedure has two functions. It;

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

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

- recruitment guidelines are adhered to;
- staff/volunteer operating guidelines when caring for children and young people/vulnerable adults are adhered to; and
- training of new staff/volunteers on Child Protection Policy operating guidelines takes place.

4.1 Procedures for Staff and Volunteers

For all staff/volunteer positions the following procedures will apply (**refer to Guidelines and Practices Manual for detailed recruitment procedures**):

- 4.1.1** All job postings used to recruit and select staff/volunteers to positions will include a statement that a valid, up to date Security Clearance Request with Vulnerable Sector Screening is a requirement for the position. (board and policy volunteers can be exempted from obtaining a Vulnerable Sector Screening)
- 4.1.2** All staff/volunteers will be requested to complete an application/and or resume. (see Appendix C) The purpose of this is to obtain from the applicant relevant details for the position including any previous youth work involvement.
- 4.1.3** Prior to appointment, a valid, up to date Security Clearance Request with Vulnerable Sector Screening will be requested for all volunteers/staff. Only in exceptional circumstances when an urgent placement is required – a waiver with police issued receipt with approval from the HR Manager may be used. **Under no circumstances will a waiver be approved for volunteer placements.**
- 4.1.4** For every position a minimum of two reference checks will be completed before an offer is made (see Appendix D). At least two references will be at arms length from the association. Where possible, at least one of the references will be from an employer or volunteer organization where the position required working with children and/or young people. References from relatives will not be accepted.
- 4.1.5** Formal interviews, either in person or by telephone, will be required for all positions with questions designed to determine suitability for working with children and young people or vulnerable adults.

- 4.1.6** Potential employees and volunteers will be offered positions conditional upon the production of a satisfactory Security Clearance Request with Vulnerable Sector Screening and acceptance of the employment obligations e.g., agreement to the child protection policies and procedures of the YMCA.
- 4.1.7** On or prior to start/placement date, new staff/volunteers will be made aware of policies on protecting children and young people, on staff/volunteer conduct and, all legal requirements in reporting suspected abuse. They will also be required to sign off on the child protection policy.
- 4.1.8** Until a new staff member has reviewed the items described in 4.1.7 and a satisfactory security clearance request with vulnerable sector search is received, the new staff will not have unsupervised access to children, young people or vulnerable adults.

4.2 Procedures for Special Event (one day event) Volunteers

For all special event volunteer positions that require contact with children and vulnerable persons the following procedures will apply:

- 4.2.1** Special event (one day event) volunteers are exempt from providing a Security Clearance Request with Vulnerable Sector Screening.
- 4.2.2** All special event volunteers will be issued a general safety guidelines sheet which confirms that as a special event volunteer he/she will be **supervised at all times so as not to be in a position where he/she is alone with children and/or vulnerable adults.**
- 4.2.3** All Special event volunteers will be required complete a volunteer application form (Appendix C) and sign off on the YMCA special event tracking sheet and volunteer information sheet.

5 EDUCATION AND TRAINING FOR KEEPING CHILDREN AND YOUNG PEOPLE SAFE

All staff/volunteers will receive comprehensive training adequate to familiarize them with child protection issues and responsibilities and the YMCA procedures and policies. A YMCA child Protection Policy and Procedures form sign off will be completed and a copy forwarded to the Human Resources dept. A confirmation of training from (Appendix B) will be completed, checked and signed by immediate supervisor and documented on employee file with the original sign off form. Confirmation of training will be recorded and tracked on the HRIS system.

All staff/volunteers will also be required to sign off annually that they have reviewed the Child Protection Policy and are familiar with all procedures.

5.1 Education and Training:

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

- 5.1.1** All staff and volunteers will be introduced to the YMCA's child protection policy on or prior to start/placement date.
- 5.1.1** All staff and volunteers who have direct contact with children, teens and vulnerable adults shall receive comprehensive training within the first 6 months of employment.
- 5.1.2** Staff members and volunteers with special responsibilities for keeping children and young people safe have relevant training and regular opportunities to update their skills and knowledge.
- 5.1.3** Training is provided to those responsible for dealing with complaints and disciplinary procedures in relation to child abuse and inappropriate behaviour towards children and young people.
- 5.1.4** All members of staff and volunteers are provided with opportunities to learn about how to recognize and respond to concerns about child abuse.
- 5.1.5** Where required children and young people are provided with advice and support on keeping themselves safe.
- 5.1.6** Opportunities exist for learning from practical case experience to be incorporated into organizational training and development programs.

6 RESPONDING TO DISCLOSURE OR SUSPICION OF CHILD ABUSE

The YMCA is mandated by provincial law to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation. Therefore, if a staff/volunteer suspects abuse or there are grounds to suspect child abuse or a child/vulnerable person discloses abuse the staff/volunteer must report directly to the Children's Aid Society
In all cases there will be prompt and immediate action.

6.1 General Procedure:

- 6.1.1** Staff and volunteers of the YMCA will take allegations of abuse seriously.
- 6.1.2** The YMCA will ensure staff and volunteers are familiar with the procedure for handling a disclosure of abuse or neglect by a child. (Refer to Appendix E for the procedure)
- 6.1.3** Staff/volunteers will follow the prescribed procedure for handling a disclosure.
- 6.1.4** The first priority will be to ensure that no child is exposed to unnecessary risk by taking any precautionary measures as advised by the Children's Aid Society (Refer to Appendix G for child protection telephone numbers)
- 6.1.5** In the event the reported incident(s) involve staff or a volunteer, the procedure for handling an allegation against a YMCA staff or volunteer will be followed.

(Refer to Appendix F procedure for handling an allegation against an employee or volunteer).

- 6.1.6** A report will be filed in accordance with relevant provincial child protection reporting requirements and the Association will cooperate to the extent of the law with any legal authority involved. (Refer to Appendix H YMCA child abuse reporting form).
- 6.1.7** All information related to disclosure or an allegation of abuse will be handled confidentially.

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

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

7.1 Incident Reporting:

- 7.1.1** If a staff or volunteer suspects or receives an allegation or complaint of abuse about another YMCA staff or volunteer, he/she will follow the procedure for reporting an allegation or suspicion of abuse to the Halton Region Children's Aid Society. (Refer to 6.1.5 and Appendix F for the procedure)
- 7.1.2** The staff or volunteer will notify their supervisor of the allegation, complaint or claim. (In the event the supervisor is unavailable, staff will notify the YMCA of Oakville's representative immediately Lisa Rankin, Vice-President, Child Care and Community Initiatives.
- 7.1.3** The supervisor will then contact the YMCA of Oakville's representative (Lisa Rankin) to notify that an allegation, complaint or claim has been made. The YMCA of Oakville's representative will consult with HR Manager

7.2 Information Management:

- 7.2.1** Staff and volunteers will follow the documentation and information handling procedures required under relevant child protection legislation. (see Appendix J- YMCA child abuse documentation procedure)
- 7.2.2** All records related to the allegation or complaint will be kept indefinitely.



YMCA of
Oakville

YMCA Child Protection Policies and Procedures

Appendices

Reviewed February 2014

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**APPENDIX A
YMCA CHILD PROTECTION POLICY AND PROCEDURES SIGN OFF**

As a staff member/volunteer of the YMCA of Oakville:

- I have read the YMCA Child Protection Policy and Procedures
- I understand my legal duty to report under the Child and Family Services Act of Ontario
- I understand my responsibility and the actions required by me

Name: _____
(Please print)

Department: _____

Position: _____

Signature: _____

Date: _____
(Day/Month/Year)

Note: This original form is to be completed and retained in the employee's/volunteer file; a copy will be forwarded to the Human Resources Department.

APPENDIX B - YMCA CHILD PROTECTION POLICY AND PROCEDURES CONFIRMATION OF TRAINING

Employee: _____ Date: _____

Procedure: YMCA Child Protection Policy Supervisor/Manager: _____

The following questions are not intended to cover the full scope of training and instruction for the subject procedure. It is simply intended as a spot check to measure that the training and instruction has been clearly communicated by the supervisor and understood by the employee. This is a non-punitive assessment of the YMCA child protection policy and procedures training however; a wrong response to any question shall result in a review of this questionnaire with the employee.

This form must be kept indefinitely on employee/volunteer file.

Question	True or False
The child protection policy is in place to ensure the safety of children under the age of 16, or in some cases adults who may be deemed "vulnerable"	
There are 4 types of abuse including physical abuse, sexual abuse, emotional abuse and neglect. However, some form of emotional abuse is present in all types	
When reporting a suspicion of child abuse to the Children's Aid Society it is okay to have your supervisor call on your behalf if you are uncomfortable, or alternatively, have them sit with you while you make the call.	
If a YMCA staff /volunteer has observed or suspects that another YMCA staff/volunteer has abused a child they have a legal responsibility to report to the Children's Aid Society	
It is okay to leave a child unattended or unsupervised as long as all exits are blocked or locked.	
When completing the documentation following an allegation or report of abuse, it is important to submit to the human resource department for safe centralized record keeping	
Volunteers and placement students are okay to be left alone in positions where they are supervising children	

The aforementioned employee agrees that he/she has been fully trained in the subject procedure and has demonstrated knowledge of this procedure by successfully completing this questionnaire. **(Y) (N)**
 The employee DID NOT answer all questions correctly. A review is required. **(Y) (N)**

 Employee Signature

 Manager/Supervisor Signature

Note: This form is to be completed, signed and retained in the employee's file

APPENDIX C VOLUNTEER APPLICATION FORM

Personal Information

First Name: _____ Last name: _____

Address: _____

City: _____

Province: _____ Postal Code: _____ Home Number: () Cell Number: ()

Email: _____ Date of Birth: ____/____/____ Month/ Day /Year

Please check how you learned about volunteering at the YMCA of Oakville. Are you a member of a YMCA?
yes no

YMCA Member YMCA Staff Website Other: _____

Please check which description(s) fits your current status: Employed: Full-time Part-time Retired
Student: Full-time Part-time Stay-at-home parent
Other: _____

To assist with directing your application to the corresponding department, please review the below categories carefully and check your top 2 programs that are of interest to you:

Advisory: Volunteers who provide leadership in advising the YMCA regarding important issues and overall direction; people meeting a goal, providing advice or feedback, usually in a group setting.
 Membership Advisory Volunteer Advisory Parent Advisory

Program: Volunteers working in program delivery or working to support program delivery.
 Group Fitness -Y Fitness cert or equivalent required Preschool Administrative
 Wellness Coach/Individual Training Youth Facility Maintenance & Housekeeping
 Customer Service Summer Camps Marketing & Communications
 Aquatics-Bronze Cross required Licensed Child Care- min 16 yrs
Other: _____

Philanthropy: Volunteers who raise funds on behalf of the YMCA through individual campaigning/storytelling and members of various campaign cabinets and committees.
 Share my YMCA Story YMCA Strong Kids Annual Campaign Secure Sponsorships

Policy: Members of the Board of Directors and or Board Committees.
 Board Member Member of a Board Committee

Special Events: Volunteers who plan, promote and run events, including fundraising events, that fall outside normal program activities.
 Peace Week Healthy Kids Day Family Day YMCA Strong Kids Promotional Fairs/booths Other Events

Current or Past Volunteer Experience/Training, Certification and or Education (related or other):

Please share some of your personal reasons for becoming a YMCA volunteer and what you hope to gain from the experience:

Please list two references: (non-relative)

Name: _____

Position _____

Phone Number: () _____ - _____ Email: _____

Relationship: _____

Name: _____

Position: _____

Phone Number: () _____ - _____ Email: _____

Relationship _____

Consent to collection and disclosure:

I understand that the YMCA will be collecting, creating, using and disclosing my personal information for the purpose of establishing and managing a volunteer relationship.

I consent to the YMCA doing so, and I also consent to the collection and use of my personal information in order to ensure the safety of YMCA participants, for statistical purposes, and to inform me about YMCA programs or services.

I consent to the release of my name and address to the YMCA's Financial Development Department to further the YMCA's philanthropic activities. I also consent to the use of any photographs which may be taken to be used by the YMCA in any local or national print or promotional production material.

As a condition of volunteering for the YMCA, I am aware that I am responsible for obtaining a current security clearance request with vulnerable sector screening. This must be dated within 12 months of the start of a volunteer placement. I also understand that I will be supervised at all times so as not to be in a position where I am alone with children or vulnerable adults.

Applicant Signature

Date

Parent/Legal Guardian Signature
(Required for applicants under 18 years of age)

Date

APPENDIX D REFERENCE CHECKING FORM

Reference questions are designed and selected based on the position and candidate requirements.

Sample checking process

Candidate/Contact Information _____

Candidate Name: _____

Date of Reference: _____

Position Title: _____

Reference name Contact: _____

Position Title: _____

Company: _____ Phone Number: _____

Confirm the role of the referee (e.g. manger, supervisor).

How long they have known this candidate?

Sample Questions

- What was the title of their position?
- What were his/her key responsibilities?
- How long was he/she in that role?

Additional questions will pertain to job responsibilities, role and job criteria and will be determined by the person responsible for hiring

Examples could include;

1. This role requires the individual to work with children, can you tell me a little bit about (name) ability to interact with children? Can you give me some examples of how (name) has positively interacted with children?
2. Can you describe (name) ability to handle challenging behaviours? Can you give specific examples of a time when (name) demonstrated this ability?
3. Can you describe (name) ability to manage confidential information?
4. Can you provide an example of a time when (name) had to manage a situation of a very serious nature? How effectively was it handled?

Note: This form is to be completed, signed and retained in the employee's/volunteer file

APPENDIX E

PROCEDURE FOR HANDLING DISCLOSURE BY A CHILD

DO'S & DON'TS WHEN THERE IS A DISCLOSURE

If you suspect that a child may have been abused or is at risk for abuse, it is not up to you to try to prove your suspicions. Trying to do this may contaminate or ruin the investigation and may put the child at further risk. If you suspect a child is being or has been abused or if a child discloses abuse, you must report this information to a child protection agency. The investigation will be done by people who are experts.

If a child discloses abuse, remember to:

Control Your Emotions

- Try to be calm and relaxed.
- Do not look shocked, disgusted or say mean things about who you think may have abused the child.
- If you feel that you cannot control your feelings, call your supervisor or a trusted friend to talk.

Offer Comfort

Support children by letting them know that:

- they were very brave to tell
- you are glad they are telling you about this
- you are sorry that this has happened to them
- they are not alone – this happens to other children too
- you will do everything you can to help
- you are there to support them
- you want them to tell you the truth – it won't make you mad, shocked or embarrassed

Do not say things like:

- "How can you say those things about ...?"
- "Liar."
- "You must be mistaken."
- "How could you let him/her do those things to you?"
- "Why didn't you tell me this before?"

Children may "take back" what they have said (this is called recanting). These children continue to need your support.

Be Aware Of The Child's Age & Skills

- Accept the words a child uses (including “slang” words) to describe what happened. Some children do not know the right words for body parts or sexual behaviours. Do not correct or change the words the child uses – **it is extremely important for the investigation that the child's words are used when telling what happened.**
- Do not use words that may frighten the child, for example rape, incest, child abuse, wife assault or jail.

Ask Questions That Let The Person Tell What Happened In His/Her Own Words

- “Can you tell me more about that?”
- “What happened next?”
- “How did you get that bruise?”

Do not:

- ask questions that suggest what happened or who did it, for example “Did you get that bruise because Mommy hit you with a brush?”
- question what the child tells you, for example, by asking “Are you sure it was Uncle Ted?”
- interrupt or add your own words when the child/adult stops talking.
- ask children “why” something may have happened – many children may think you are blaming them for what happened.
- try to change the mind of a child who has recanted or changed his/her story
- keep on asking questions because you want to try to prove or disprove abuse

Respect The Person Who Discloses

- If a child/adult is telling, listen.
- If a child/adult is quiet, do not try to make him/her talk.
- Do not force a child to undress if you suspect s/he may have injuries.
- Do not show off a child's injuries to others.

Tell The Child What Will Happen Next

- Do not make promises you cannot keep, for example, do not agree to keep what the child said a “secret.” It is important to explain to the child that some secrets must be shared in order to get help, or to keep people from being hurt. Tell the child the information will be shared only with people “whose job it is to help kids.”
- Answer the child's questions as simply and honestly as possible. Do not make up answers. For example, if a child asks, “Will Daddy have to go to jail now?” you can only say, “I don't know. Other people decide that.”
- Do not tell the child to keep any of your discussions with him/her secret.

APPENDIX F

PROCEDURE FOR HANDLING AN ALLEGATION AGAINST AN EMPLOYEE OR VOLUNTEER

Allegations of Staff/Volunteer Misconduct

You have a professional responsibility and are legally required to report any suspicions of child abuse to the Children's Aid Society immediately. This also applies if you observe/witness or suspect a YMCA staff or volunteer of child abuse.

- All staff/volunteers should follow the guidelines outlined in this policy
- It is the staff member who has the suspicion that must make the call to Children's Aid Society, Children's Aid Society will inform the staff/volunteers of what actions should be taken (if any)
- The staff/volunteers should inform the departmental senior leadership member that a call has been made, and should share details of their concern and recommendations that were provided by Children's Aid Society. Details of this allegation must remain strictly confidential.
- The departmental senior leadership member must inform the Manager, Human Resources immediately
- The Manager, Human Resources will work with the departmental senior leadership member and ensure that appropriate protocol is followed

During the investigation, the suspected person;

- Will not be left alone with the children until the investigation has been completed
- Could be suspended with pay during the course of the investigation

Once the Children's Aid Society has completed their investigation the appropriate member of the Senior Leadership Team in consultation with the Manager, Human Resources will follow up accordingly.

If you witness poor child guidance or inappropriate behaviour ***rather*** than abuse such as; harsh voice tone, inappropriate humour or songs etc. you must;

- Discuss the allegation with your immediate supervisor
- Prepare a detailed, factual documentation including; the date, time, witnesses and the allegation
- The Supervisor will decide the appropriate course of action which may include involving the departmental senior leadership member or human resources.

Please note – in our licensed child care operations, staff are required to follow the regulations outlined in the Day Nursery Act. Staff should consult with their Supervisor if they are unsure of how to proceed.

APPENDIX G
TELEPHONE NUMBERS FOR REPORTING SUSPECTED CASES OF CHILD ABUSE AND NEGLECT

Halton Region Children's Aid Society

Telephone:
(905) 333-4441

Halton Regional Police Services (Non-Emergency Line)

Telephone:
(905) 825-4747

YMCA of Oakville – Child Protection Representative

Lisa Rankin, Vice-President, Child Care and Community Initiatives
Office – (905) 845-5597 ext. 302
Cell – (905) 208-0516

YMCA of Oakville – Human Resources Representative

Alison Williams, Manager, Human Resources
Office – (905) 845-5597 ext. 409
Cell – (905) 510-5971

**APPENDIX H
YMCA CHILD ABUSE REPORTING FORM**

CONFIDENTIAL

Date Form completed: _____

Name of YMCA Facility/Division: _____

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/volunteers

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:

Report made to:

- Halton Children's Aid Society
- Ministry of Education – Program Advisor (for licensed child care only)
- Incident Report completed placed in sealed envelope and submitted to Manager, Human Resources

Date of call: _____

Time of call: _____ am/pm

Location contacted: _____

Name of: child protection social worker at [authority] _____

licensing officer at [authority] _____

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

Follow up required: Other comments or observations?

YMCA Internal Reporting Process (time and date internal YMCA staff were notified, please do not provide specific details of incident)

Contacted	Name	Date	Time
<input type="checkbox"/>	Supervisor	_____	_____
<input type="checkbox"/>	Management	_____	_____
<input type="checkbox"/>	Human Resources	_____	_____
<input type="checkbox"/>	CEO	_____	_____

Name of staff/volunteer making report: _____

Position: _____

Staff/volunteer signature: _____ Date: _____

To be completed by the individual who made the report when investigation has been completed.

Outcome/Conclusion of Investigation:

APPENDIX I

STEPS IN REPORTING SUSPICIONS OF CHILD ABUSE

Anyone who suspects that a child has been abused or is at risk of abuse has legal and moral responsibilities. Agencies and programs that provide services to children and their families also have roles and responsibilities with respect to child abuse and family violence. Below is a summary of steps to follow when reporting, as well as how a child protection agency may be involved.

THE PERSON WHO SUSPECTS CHILD ABUSE

- Anyone who suspects child abuse must immediately report the suspicions to a child protection agency. **The person who suspects the abuse must call him/herself – no one else can help you decide if a report should be made or make the report for you.**
 - If you have doubts or concerns about making a report of suspected abuse, consult with a worker from a child protection agency. Do not discuss your suspicions with anyone else until you have consulted with a child protection worker.
 - You can call a child protection agency any time of the day or night, every day, 7 days a week. After regular business hours, you will probably have to leave a message with your phone number. An after-hours protection worker should call you back soon after. **If you feel a child is in immediate danger, do not wait to be called back. Phone the police.**
 - Leaving a message with a child protection agency is not enough – **you must talk to an intake secretary or worker to make a report.**
 - If this is your first time calling a child protection agency, **tell the worker that you are unfamiliar with the process.**
 - **Make sure you write down the** name of the person you spoke to at the child protection agency and anything s/he told you to do.
- Although anonymous calls can be made, it is more difficult for authorities to follow-up on the case, gather information and protect the child. **It is in the best interest of the child that the reporter leaves his/her identifying information.**

- If you work with an agency or program, inform your immediate supervisor of your intention to call a child protection agency. Do not discuss your suspicions with anyone, including your supervisor, until you have consulted with a child protection worker. The supervisor should provide support. However, even if s/he does not want you to make the call, you must follow through on your legal responsibility and call a child protection agency.
- Document the indicators of abuse. **If you have more information after the first call was made, you must phone the child protection agency again.**
- Do not tell a parent or caregiver about your suspicions or the report until you have asked a child protection worker if it would be OK to tell. Telling could ruin the investigation or put the child in danger.

AN AGENCY/PROGRAM

- If a supervisor of an agency/program receives a call from someone who suspects child abuse, the supervisor is expected to provide support, including allowing the person time to document the incident.
- An agency/program should have a child abuse policy in place. Parents, caregivers and agency/program staff should know ahead of time how people in the agency/program will proceed if there is a suspicion of child abuse.

If you are not sure if you should be reporting suspicions of child abuse, call a child protection agency to discuss your concerns with a worker and ask for guidance.

Respect the confidentiality of everyone involved in a suspicion of child abuse. A child protection agency must also respect confidentiality and details of the case cannot be shared.

A CHILD PROTECTION AGENCY

- An intake worker records the information you give in your report and passes it to a child protection worker.
- A child protection worker will see if there is any record of the child, the family or the alleged abuser in the child protection system.
- The child protection agency will decide whether or not the child is in immediate danger.
- The child protection agency will decide whether or not to begin an investigation.
- In some cases, a child protection worker will contact the police to share information and a decision will be made whether or not police should investigate.
- If necessary, a child protection worker will arrange for the child to get medical attention.

BOOST Child Abuse Prevention & Intervention 890 Yonge Street, 11th Floor, Toronto ON M4W 3P4 (416)
515-1100 Fax (416) 515-1227 www.boostforkids.org 2

APPENDIX J

YMCA CHILD ABUSE DOCUMENTATION PROCEDURE

In cases where an allegation of abuse has occurred, staff/volunteer are required to complete the YMCA Child Abuse Reporting Form (Appendix H). Please adhere to the following guidelines.

Guidelines for Writing Documentation

All documentation must be:

- Legible and hand written by the person who suspected and reported the suspected abuse (never to be typed on a computer);
- Written with a ball point pen, not a marker or felt tip, which might smudge/leak;
- Factual, based on your observations. Do not document your personal thoughts about how it might have happened or include second or third party information;
- Submitted as the original document. Do not re-write your documentation;
- Free of white-out, if you make a mistake, simply cross it out and initial any errors/changes;
- Complete with the name(s) and phone number(s) of the individual(s) you spoke with at the Children's Aid Society (CAS) and/or Police Division;
- Complete with any directions you were given by a CAS and/or Police Division;
- Signed, dated, and placed in a sealed envelope;
- Write the child's name and CONFIDENTIAL on the front of the envelope, and sign your name to the back seal;
- Fill out internal incident form to include **only** the child's personal information (name, address, age, phone number, and date) Attach signed and sealed envelope to internal incident report
- Documentation should be submitted to the HR department for centralized safe-keeping

Documentation regarding a CAS record is never to be given to anyone including Police or a CAS unless a warrant or subpoena is provided.

APPENDIX K STAFF TO CHILD INTERACTIONS – STAFF RESPONSIBILITIES

YMCA Commitment to Children

The YMCA is committed to helping children grow to their fullest potential in a safe, caring and nurturing environment.

YMCA staff and volunteers have the responsibility to;

- Recognize and accept each child's individuality and developmental level
- Establish feelings of trust, honesty and security
- Enhance feelings of mutual respect, acceptance, and caring among children and adults
- Make children feel valued
- Encourage positive social interactions through small group experiences
- Provide children with the opportunity to select, plan and organize their own experiences as much as possible
- Ensure a safe, developmentally appropriate program that follows the interests of the child
- Encourage socially acceptable behaviours such as; cooperation, respect, and conflict resolution
- Recognize the need to set and re-define age appropriate expectations and boundaries

YMCA Core Values

Respect

We respect and value you as an individual. Your needs are unique and so are your gifts and abilities

Responsibility

We deliver our charitable mission with fiscal accountability.

Honesty

We will act with integrity at all times. We are a sincere, open and transparent member of the Oakville community.

Caring

We are compassionate towards the needs of others.

Health

We support individuals, families and communities in practicing healthy lifestyle choices.

Inclusiveness

We encourage and foster a sense of belonging for all members of the community.

Staff to Child Interactions – Staff Responsibilities

It is a critical component in quality YMCA programs that all staff & volunteers foster a physically and emotionally safe environment whereby children are treated as their top priority at all times. Our aim is to help children learn to take responsibility for their own behaviour and support them in making positive choices that align with our core values of; responsibility, respect, inclusiveness, caring, honesty and health.

The YMCA supports staff and volunteers by providing them with a Child Guidance Policy that must be adhered to in all situations. While the Policy is designed to support staff and volunteers in their work with children, there will be times when they will be called on to use their judgement and will be required to make educated, informed and professional choices to guide children's behaviour.

All YMCA staff and volunteers must adhere to the following policy expectations;

Policy Expectation	What Does this Mean?
Project a cheerful, professional attitude	<ul style="list-style-type: none"> ▪ Laugh with the children ▪ Enjoy being with the children ▪ Have a sense of humour, appreciate the funny side of things
Communicate clearly	<ul style="list-style-type: none"> ▪ Communicate using words, and phrases that the child will understand ▪ Make requests in clear, concise and simple terms ▪ Give the child your full attention, get down to the child's level, ensure eye contact ▪ Listen to the child and be responsive to his/her unique needs
Be a good role model	<ul style="list-style-type: none"> ▪ Always set a good example ▪ Role model the behaviours you would like to see in the children ▪ Use opportunities throughout the day to highlight positive behaviours that you want to see more of ▪ Demonstrate positive behaviour that aligns with the YMCA core values at all times
Plan for positive outcomes/ anticipate issues	<ul style="list-style-type: none"> ▪ Make sure all programs are developmentally appropriate and ensure that children experience success ▪ Be organized and plan materials and equipment ahead of time to avoid unnecessary waiting ▪ End an activity on a high note (when children are still engaged and having fun) so that they will be eager to return at another time ▪ Provide small group experiences

Treat every child as an individual	<ul style="list-style-type: none"> ▪ Understand that you will need to respond to each child differently because they are unique ▪ Spend time getting to know each child, and really listen to them
Offer choices	<ul style="list-style-type: none"> ▪ Choices should be realistic and support the child's personal safety and esteem ▪ Choices should be mutually accepted by the staff and the child ▪ The child should have more than one activity/experience offered as a choice ▪ Include the child in determining choices when possible
Be flexible	<ul style="list-style-type: none"> ▪ Always plan experiences based on the interests of the child ▪ Allow and encourage new play opportunities to be added at any given time ▪ Always have a back up plan and remember it is okay to change your plan in the middle
Use positive reinforcement to strengthen desired behaviour	<ul style="list-style-type: none"> ▪ Tell children when they have done something well and be specific about what they did well ▪ Use non-verbal opportunities to encourage (ie. a smile, nod, pat on the shoulder) ▪ Encourage children to share their successes
Identify and use natural consequences	<ul style="list-style-type: none"> ▪ Consequences should be logical, reasonable, immediate and consistent ▪ Help the child understand what will or could happen if they behave in a certain way (ie. "if you jump in the puddle your feet will be wet", "if you throw that rock, you could hit someone and really hurt them") ▪ Use redirection for negative behaviour. Re-direct a child to another equally appealing activity
Promote discussion	<ul style="list-style-type: none"> ▪ Let the children "own" their problems. If there is a dispute, give the children room to work it out on their own ▪ If necessary, intervene by facilitating a discussion. Help children learn to talk and listen to each other. Help label emotions if necessary ▪ Always listen to the child's explanation of how he/she feels, and accept his/her right to those feelings

<p>Provide time alone</p>	<ul style="list-style-type: none"> ▪ If a child demonstrates the need for personal time to “cool off”, allow the opportunity to do so (ensure you can still see and hear the child) ▪ Respect the child’s right to return to the activity when he/she determines he/she is ready (this helps the child self-regulate behaviour and demonstrates respect) ▪ A “time out” should never be used to direct children’s behaviours. It is a prohibited practice to exclude children from participation in activities. Always provide an alternate activity (ie. boondoggle, drawing, cards etc.) for the child
<p>Recognize your own emotions</p>	<ul style="list-style-type: none"> ▪ Recognize when you are feeling angry or frustrated and remove yourself from the situation
<p>Recognize your role as a team member</p>	<ul style="list-style-type: none"> ▪ Be consistent in your expectations of the children. Have the same expectations as your team and follow through ▪ Seek out the support of your team when dealing with disruptive behaviour if needed ▪ Foster a collaborative working relationship through ongoing meetings and daily planning

APPENDIX L - CHILD SUPERVISION

Supervision (all programs)

It is the responsibility of all YMCA staff to ensure that all children in YMCA programs are supervised at all times. To ensure appropriate supervision of children follow these guidelines;

- All children must be supervised at all times
- YMCA volunteers and students are never to be left alone with children under any circumstances
- Staff must be constantly aware of what is happening in their surroundings
- If it is necessary for a child to be separated from the small group, make arrangements with another staff to accompany the child
- Staff should always be within the range to easily communicate with children without the need to raise their voice
- Staff must know how many children they have in their care. Regular head counts should be conducted.
- Staff must carry an attendance sheet at all times. For summer day camp programs, attendance forms must include a description of child and what the child is wearing
- Staff who are assisting in the program will be informed of the current number of children in their care before the original staff member leaves the group

Supervision (licensed child care)

In addition to the policy expectations listed above, licensed child care must adhere to the guidelines;

- Children must be checked in and out on the weekly attendance form as soon as they arrive and depart from the program. Staff are required to record time in and time out of the program
- Staff will verbally communicate the number of children in their care regularly throughout the day. Special attention will be given to ensuring this is completed during all transitional times
- Staff will position themselves to ensure maximum supervision, and will scan the play area frequently
- During outdoor play, staff should move around frequently and avoid “huddling” together to engage in conversation. If children are playing on outdoor structures (junior locations only), a staff must be positioned at each piece of equipment being used by the children
- Children in our school age programs must remain in our care until the bell rings. If children are dismissed early due to special circumstances, the teacher on yard duty must be informed that the children are now in their care
- All staff will review the YMCA Child Guidance and Supervision Policy 2 times/annually and upon return from maternity leave or long-term leave of absence. The policy will be signed, initialed and kept on file

Washroom Supervision (all programs)

When children use the washroom, staff are required to position themselves in close proximity without impeding on the privacy of the child. This means;

- Children are not allowed to go to the washroom alone, and cannot use the “buddy system” (the only exception for this is LIT, CIT and YMCA Sport Leadership – over 13 years in our summer day camp program)
- Whenever possible staff are required to check the washroom prior to use. This involves the staff person entering the washroom to ensure it is safe, secure and no unusual behaviour is occurring
- If staff take children of the same gender to the washroom they are required to position themselves in the washroom
- If staff take children of the opposite gender to the washroom they are required to position themselves directly outside the washroom doors.
- Whenever possible, staff should work together to ensure that staff of the same gender accompany children to the washroom
- In **all** cases, staff of the same gender must accompany children in the change rooms during swimming transitions

Community Outings

When staff are on community outings or school walks it is important that they position themselves in order to appropriately supervise the children at all times.

- If there are two staff – one should position themselves in front of the group, while the other should remain at the back of the group
- If there are three staff - the third staff should position themselves in the middle of the group
- If there is only one staff – the staff should position themselves at the back of the group
- The same washroom and change room supervision policy is in place during trips (stated above)
- Staff must know how many children they have in their care, must carry an attendance sheet at all times (w/description of child and what the child is wearing), and must complete head counts regularly
- Adventure Tour Jr. and Adventure Tour Sr. camps must adhere to “trip policies” * located in the summer day camp manual

Staff and Group Sizes (licensed child care)

This section under the Day Nurseries Act ensures daily accountability for the operation of a program and also allows for management flexibility in determining which person in the organization bears the responsibility.

The YMCA will designate a supervisor who is responsible for the management of the program and overseeing daily operations. For example, the Centre Supervisor will be designated responsible for the Child Care Centre.

Should the designated person responsible for overseeing the day to day operations and management of the program(s) leave the premises, another individual must be appointed in his/her place. This procedure ensures that there is always someone in authority.

The Supervisor will ensure that the children enrolled in each program are placed in groups according to age, as set out in the Day Nurseries Act section 7.3.72 schedule 3. A Supervisor may approve the placement of children in one age group with children in different age group if;

- The ratio of employees to children and the group size required for the younger age group are used for the mixed age groups if more than 20 percent of the children are from the younger age group; and;
- Younger or older children are placed in not more than one group for each category as set out in schedule 3

Staff/child ratios are observed to be in accordance with Schedule 3 or, if more than 20 percent of a group is from a younger age category, the ratios for the younger age category are applied.

The following staff to child ratios are to maintained **at all times** within licensed child care;

Toddler – 1:5
Preschool – 1:8
Kindergarten/ELP – 1:10
School Age – 1:15

The following staff to child ratios are recommended with summer day camp;

Children (4-5 years) – 1:8
Children (6-10) – 1:10
Children (11-14) – 1:12
Leadership Participants – 1:15