



wmb
CHURCH

Keeping Safe Policy and Operational Procedures

Statement of Policy

POLICY NUMBER: EN.06
POLICY TYPE: ENDS POLICY
POLICY TITLE: KEEPING SAFE (ABUSE PREVENTION)
DATE OF ADOPTION: DECEMBER 16, 2017

The Leadership Board of WMB embraces its responsibility to guard the “duty of care” expected of the Church when serving and/or working with children, youth and vulnerable adults, and to do so without prejudice.

1. The Board requires a mandatory screening process and regular training for all workers serving in any position involving work with children, youth or vulnerable adults. Additionally, operational procedures are to be created, implemented and annually reviewed by church staff to reduce the risk of any potential abuse (as stated in the Keeping Safe Operational Policy).
2. The Board explicitly states that abuse of any kind is not permitted by WMB Church. This means that the Board will not tolerate physical, sexual, emotional or verbal abuse or misconduct from, or toward, any children, youth, staff, volunteers or anyone in any context directly, or indirectly, related to the activity and programs of the church.
 - a. The Board recognizes physical and sexual abuse as including, but not limited to: striking, hitting, kicking, biting, indecent or wanton gesturing, lewd remarks, indecent exposure, unwanted physical contact or inappropriate touching, all of which are strictly prohibited.
 - b. The Board recognizes emotional or verbal abuse as including, but not limited to: yelling, insulting, threatening, mocking, or making abusive statements of any kind in regard to a person’s race, gender, religion, nationality/ethnicity/language, sex, age, family status, sexual orientation, or disability all of which are strictly prohibited.
 - c. The Board recognizes abuse of power, position and authority as including, but not limited to: exploitation, manipulation, control, coercion, harassment, inequitable treatment, and misuse of confidential and/or private information for personal gain, all of which are strictly prohibited.
3. The Board requires that all volunteers and staff at WMB Church report any cases of questionable conduct or alleged mistreatment toward children, youth and other vulnerable adults by any staff/volunteer, other children or youth, parents, siblings or visitors to the appropriate authorities, as outlined in the full Keeping Safe Operational Policy.
4. The Board expects that the senior staff at WMB Church will respond quickly to any and all allegations of abuse at WMB Church, by:
 - a. Ensuring that the appropriate authorities are notified by the one who has witnessed or has a reasonable suspicion of alleged mistreatment/abuse.

- b. Ensuring that any investigation is facilitated by full cooperation of staff and volunteers.
- c. Informing the Leadership Board Chair (or designate in the absence or unavailability of the Chair) of any incidents requiring notification of appropriate authorities.
- d. Protecting the integrity of any investigation by authorities by ensuring that there is no conversation or interaction, directly or indirectly, with the alleged offender regarding any allegations.

MONITORING COMPLIANCE OF THE POLICY

1. WMB shall conduct internally, or arrange a third-party to conduct, an audit of the church's compliance with the Keeping Safe Operational Policy of the church. Such auditor (either an individual or committee at the discretion of the Board) will be appointed by the Board.
 - a. The auditor shall review and survey the various programs, ministries and "departments" and to report back to the Board members to ensure compliance with the church's own stated written Keeping Safe Operational Policy and to verify that the actual operations are in compliance with those policies and procedures.
 - b. Said auditor is to be knowledgeable about abuse prevention but should be removed from the day-to-day operations of children, youth and vulnerable adult ministries in order to assure objectivity.
 - c. Such audit will take place at a minimum, bi-annually.
 - d. The audit report will outline the areas of full compliance, partial compliance and non-compliance, along with a recommended "to-do" list in order to achieve maximum compliance.
 - e. The audit will include, but not necessarily be limited to, a review of:
 - i. the physical premises of all locations of church ministry
 - ii. operational procedures (e.g. "two adult" rule)
 - iii. training of all new and existing workers (e.g. awareness of the prevention plan and duty to report abuse), and
 - iv. screening procedures
 - f. The board will review and ratify the internal auditor's report and propose an action plan to achieve maximum compliance within a reasonable time frame.

Accountability for this policy will be part of the LP Evaluation each year and will be in alignment with the LP Employment Agreement as well as the Accountability Document crafted by the Leadership Board with input from the Lead Pastor.

Definitions

Abuse - any sexual, physical or emotional abuse of a child, youth or other vulnerable adult.

Child Neglect - includes the failure of a parent or guardian to provide a child's basic needs such as for food, education, health care or supervision.

Elder Abuse - the mistreatment of an elderly person by someone he/she should be able to rely on: a spouse, a child, another family member, a friend, a paid caregiver, or in the context of the church, a spiritual caregiver.

Emotional Abuse - is a pattern of hurting an individual's feelings to the point of damaging their self-respect. It includes verbal attacks on the person, insults, humiliation or rejection.

Financial Abuse - is a pattern that involves taking advantage of vulnerable people (usually the elderly) and unfairly benefiting from their monetary resources.

Harassment - is a form of discrimination. It involves any unwanted physical or verbal behaviour that offends or humiliates an individual. Generally, harassment is a behaviour that persists over time. Serious one-time incidents can also sometimes be considered harassment.

Helper - is an unscreened volunteer under the age of 16 who is supervised, by an adult screened volunteer, at all times while working with children.

Physical Abuse - any physical force or action which results in or may potentially result in a non-accidental injury to an individual and which exceeds that which could be considered the result of reasonable discipline and natural activity.

Sexual Abuse - any sexual touching, invitation to sexual touching or other sexual acts relating to an individual committed by another individual. In determining whether the touching or the act is a sexual touching or sexual act, one should ask whether a reasonable observer, looking at the touching or the act in its context, would conclude that it is. This definition would exclude normal affectionate behaviour towards children and exclude normal health or hygiene care.

Sexual activity between children may constitute 'sexual abuse' if the difference in age or power between the children is so significant that the older or more powerful child is clearly taking advantage of the younger or less powerful child.

Sexual Harassment - the use of gender, status, and/or power differences to intimidate or control a victim, or to require sexual involvement. May be expressed as flirting and sexual suggestiveness.

Vulnerable Person - a person who, because of their age, a disability or other circumstances, whether temporary or permanent, a) are in a position of dependence on others; or b) are otherwise at a greater risk than the general population of being harmed by persons in a position of authority or trust relative to them.

Verbal Abuse - These include, but are not limited to, such forms of abuse as: yelling, insulting, threatening, mocking, or making abusive statements of any kind in regard to a person's race, gender, religion, nationality/ethnicity/language, sex, age, family status, sexual orientation, or disability.

Screening

Procedures to screen employees and/or volunteers:

1. All workers (including all employees, pastors, directors, board members and volunteers) serving in any position involving work with children, youth and/or vulnerable adults must complete each of the following:
 - Complete and sign an employee/volunteer application form specific to the ministry area (e.g., Kids Ministry Application). Note these application forms MUST include:
 - At least two (2) references
 - Consent/release to contact the listed references
 - Agreement to adhere to the specific ministry's Keeping Safe operational procedures
 - Applicant's signature
 - Submit an original Police Vulnerable Sector Check, completed in the past 60 days, for all workers 18 and over. Re-checks to be done every 5 years or less.
 - Attend an interview with the ministry director/pastor or designate.
2. The ministry director and/or pastor must complete each of the following:
 - Contact the applicant's references (minimum 2 references) to ensure that applicant meets the criteria to serve in the ministry area.
 - Create a written record of the questions asked of each reference and the responses given.
 - Provide the applicant with instructions for attaining a Police Vulnerable Sector Check (Appendix E).
 - Ensure that the applicant, if new to the church, undergoes a minimum 6-month waiting period prior to being able to work with children, youth and/or vulnerable adults. *Exceptions to this waiting period may only occur if approved by at least two members of the WMB SLT, who will ensure that additional reference checks have been completed (requested through your supervisor).*
 - Provide the appropriate training prior to the employee or volunteer being able to work with children, youth and/or vulnerable adults.
3. Any volunteer aged 16 or older must be screened.
4. Documentation:
 - The following documentation must be completed and submitted to the Operations, Director:
 - Screening Checklist (Appendix G)
 - Completed and signed application form
 - Valid Police Vulnerable Sector Check
 - Interview notes
 - Reference questions and responses
 - The above documentation must be kept indefinitely in a secure location either physically or electronically.

Training

Initial training for all new workers

- Training, in-person or via video conference, MUST occur for any worker who has not previously served with the specific area of ministry.
- This training is to be carried out by the director of the ministry area. This can be done on a group and/or individual basis. The training must include:
 - The Board statement of policy
 - Definitions of the various types of abuse
 - The operational procedures for the ministry area (e.g., Keeping Our Kids Safe)
 - Which include the premises and responding protocols
- The worker MUST receive training BEFORE being allowed to serve in the ministry area
- Once training is completed the director will notify the appropriate administrator and ensure that the training has been entered into the church database.

Annual refresher training

- Online or In-person training
- Workers must review the operational procedures (which include the premises and responding protocols).
- Workers who do not participate in at least one refresher training session should not be allowed to continue in their ministry role.
- Once the refresher training is completed the director will notify the appropriate administrator and ensure that the training has been entered into the church database.

Operational Procedures

The following operational procedures are provided as a summary of WMB Church's specific guidelines for preventing abuse and harassment:

1. Kids Ministry - Keeping Kids Safe - page 9
2. Youth Ministry - Keeping Youth Safe - page 17
3. Seniors Ministry - Keeping Seniors Safe - page 25
4. Barnabas North Waterloo - Keeping Kids & Youth Safe - page 29
5. From Jesus with Love - Keeping Kids Safe - page 41
6. Barnabas Victoria Hills - Keeping Kids Safe - page 47
7. Appendices - page 53

Note, these operational procedures include how WMB Church's premises prevent and discourage abuse incidents and our protocols for responding to suspected or alleged abuse.

Responding to Allegations or Complaints

The Lead Pastor or their delegate will assume responsibility to ensure that all allegations or complaints of abuse are responded to in this manner:

1. Complete for the appropriate Suspected Abuse form (Appendix B or C).
2. Satisfy statutory legal obligations by reporting all cases of suspected abuse to police authorities and/or child protective agencies.
3. Consult a lawyer for advice.
4. Without admitting legal liability, express WMB Church's concern to the complainant and their families and assure them of our commitment in assisting the investigation.
5. Assure confidentiality for the benefit of both the alleged victim and the alleged perpetrator.
6. Immediately suspend the alleged perpetrator from children's or youth ministry duties without presuming guilt, pending the outcome of police investigation.
7. Avoid public statements to individuals, the media or from the pulpit, without obtaining legal counsel.
8. Contact our insurance agent or broker to report the incident to satisfy the statutory conditions of our liability policy and to avoid jeopardizing our legal defense and coverage response.



wmb
CHURCH

Kids Ministry

Keeping Kids Safe

Safety and security are primary concerns for the children and families who attend WMB Church. At the same time, we are also concerned for the adults and teens ministering to these children. We need to work towards providing a safe environment for effective ministry. In light of this goal, the following operational procedures have been developed for the protection of children and staff.

Program Room Staffing and Supervision

God's Word directs us to conduct ourselves in a Godly manner; being an example of obedience, respect and honesty to those who are in our care. Our desire is to provide a safe, loving environment where the child feels comfortable, and learning can take place.

Two Volunteers

- A minimum of two unrelated volunteers should be present in any room/area with children except in the event of an emergency. This standard may require that grade levels be combined.
- When children are being signed into the nursery, it is acceptable to have one volunteer in the front of the nursery, and one in the back, as the top of the back door will be open, and parents will be coming in and out.
- Where two volunteers are not present for a period of time (e.g., washroom break), the Open Doors policy is mandatory.
- Volunteers between the ages of 12 and 17 must be assigned to work alongside a volunteer aged 18+. NOTE: A Kids Ministry volunteer MUST be at least 12 years of age.

Family Serving Together

- In the event that immediate family members want to serve together in the same classroom/area, the presence of one other volunteer who is not related to the family is required.

Open Doors

- When it is necessary that only one adult volunteer be in the room with children (e.g., volunteer leaves room to take children to the washroom), the door of that room will remain open.
- Our building has rooms either with a window in the door or a barn style door so that the upper half of the door can remain open. Also, windows in the classrooms allow ministry supervisors to look in occasionally without interrupting the activities of the group. The windows must remain clear at all times.

Volunteer to Child Ratios

- Adequate staffing is necessary to provide effective care and teaching. The recommended ratios are:
 - Infants (birth to 18 months): **1:3**
 - Toddlers (18 to 36 months): **1:5**
 - Preschool (3 to 5 years, to SK): **1:7**
 - Grade 1 to 4: **1:10**
 - Grade 5: **1:15**

- Please take caution that you are only accepting the number of kids you (and the other volunteers) are able to handle. These ratios may be too high if you have children in your care that require much of your attention (inconsolable, misbehaving, etc.).

Child Security

When a parent/guardian brings their child(ren) to a program, we are responsible for the safety and security of that child until they are once more in the care of the parent or guardian or released with the permission of a parent or guardian. Children should attend the program designed for their age, grade or developmental level.

Volunteer Identification

- All Kids Ministry volunteers must wear a WMB Kids Ministry lanyard and nametag which identifies them to parents and newcomers.
- Volunteers must be checked-in and accounted for in the attendance records for the program they are serving in.

Occasional Observers/Guest Speaker

- Occasional observers (including parents and/or guest speakers) who join a group will have their attendance recorded and kept on file with the classroom attendance for that day. Visitors will be clearly identified and if they have not been screened and approved, they will not be placed in a position of trust with children who are not their own. (An occasional observer/guest speaker is someone who participates irregularly - no more than once every 3-4 months)

Registration and Attendance

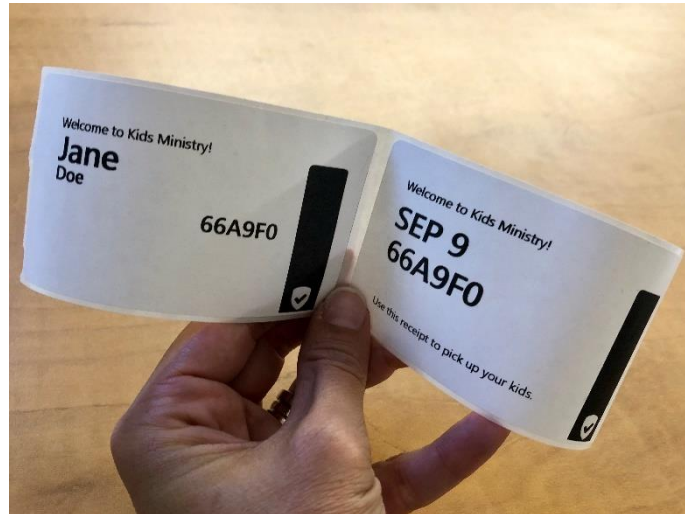
- All children participating in Kids Ministry programs must have a completed Kids Ministry Registration/Consent form on file. The parent/guardian will be required complete this form prior to the child being accepted into the Kids Ministry program. The Kids Ministry, Director will ensure that these forms are completed at least once per ministry year (Sep to Aug). Any special needs and allergies of the child will be noted and placed into the check-in system.
- Attendance is to be collected weekly and kept on file indefinitely.
- A record will be kept of Kids Ministry leaders on duty in each group or program. This record will be maintained with the record of attendance.

Receiving and Releasing of Children

A **check-in** and **check-out** process is provided for all Kids Ministry programs. This process includes the Welcome Team volunteers signing children in with the electronic Check In system. When a child is signed in, the child will receive a name tag, and the parent will receive a security tag. The child may only be released when the parent returns with the security tag, which has the same code as the child's name tag.

- Parent/Guardian arrives
- Find/call the child they are picking up
- Match the codes
- Stick the two code labels back-to-back

- If the guardian is not picking up any other kids, rip and throw out labels
 - Return back-to-back security label to guardian if picking up other kids



- If there is a problem with a child during the service a message is relayed to the Tech Team and the child's security code will be displayed across the projection screen.

Grades 4 & 5

- Children in grades 4 and 5 may be released from a program without a parent or guardian present, if consent has been given, and the child has retained their security label. Before releasing the child from the program area, volunteers will ask whether the child knows where to find his or her parent/guardian. If the child seems uncertain, volunteers will keep them in the program area.

Consents

- All children participating in Kids Ministry programs must have a completed Kids Ministry Registration/Consent form on file. The parent/guardian will be required to complete this form and indicate their consent or non-consent in each of the following areas prior to the child being accepted into the Kids Ministry program.
 - Medical Consent
 - Picture Consent
 - Data Consent
 - Release of Child Consent
- All requests of parents/guardians related to each of the consents will be respected and followed.

Washroom Guidelines

Nursery

- If at all possible, it is strongly encouraged that diaper changing be done by the child's parent.
- Where a parent is unavailable, diaper changing is to be done only by volunteers who are scheduled and must be conducted within view of other volunteers.
- Diaper changing procedures are clearly posted in the nursery diaper changing area. (see Appendix A)

Preschool, JK, SK

- We strongly recommend that parents take their children to the washroom prior to the start of their program. This recommendation should be communicated to parents at the beginning of each new ministry year and throughout the year to newcomers.
- A child will always find a buddy of the same sex to go to the washroom. A volunteer will accompany them but wait outside. Never be alone with a child in an unsupervised washroom and never go into the cubicle with a child and shut the door.
- If preschool children need assistance in the washroom, an adult may enter the washroom cubicle to assist under the following guidelines:
 - A second volunteer should be within visual contact.
 - The outside washroom door must be propped open, and the volunteer must stand in the open cubicle doorway.

Grade 1 to 5

- A child should not be sent to the washroom alone but should be accompanied by a peer buddy of the same sex and approximate age. If someone more than two years older accompanies the child to the washroom then the next two bulleted points apply.
- If an older volunteer (at least 2 years older than the child), escorts the child to the washroom then the washroom door is to be propped open to make sure that everything is in order. The volunteer should remain outside the washroom door and wait for the child before escorting him or her back to their program. The volunteer should call the child's name if he or she is taking longer than seems necessary.
- Never be alone with a child in an unsupervised washroom and never go into the cubicle with a child and shut the door.

Health and Safety Guidelines

Allergies and Special Needs

- Children having severe allergies and or special needs will have the information noted on their Registration/Consent form. This information is entered into the check in system so that allergies and special needs appear on the child's name tag.
- The cleaning and sanitation of toys and table surfaces will be done on a regular basis.
- Food will not be served without advance notice given to families.

Illness

- A child who is ill and could therefore expose others to illness is not to be received into any of the Kids Ministry program areas. Factors and symptoms to consider are:
 - Fever, unusual fatigue, unusual irritability, coughing, sneezing, runny nose and eyes, vomiting, diarrhea, inflamed mouth and throat
 - A known communicable disease
- In the case of vomit, a cleaning solution called Biosorb is available for use (stored in the custodial area at each site). Wear gloves and follow the instructions on the Biosorb bottle. If a child vomits an Incident Report (Appendix B) must be completed.

Medication

- Volunteers are not to give or apply any medications. Parents are to be contacted and should administer all medications.
- Medication is not to be left in a program area. If a child brings medication, the medication is to be kept in the possession of the Kids Ministry, Director or their designate.
- In cases where Epi-pens and puffers are needed for allergies or asthma, written instructions are to be provided by the parent/guardian to the Kids Ministry, Director and passed on to the appropriate volunteer(s). **If a volunteer administers an Epi-pen to a child, 911 must be called immediately and an Incident Report form (Appendix B) must be completed.**

Injury

- First Aid Kits are located on each level of the building. One is outside of room 102 in the Lower Auditorium and the other is under the church mailboxes on the main level.
- A parent/guardian will be contacted ASAP when an injury, accident, or medical emergency occurs. (Medical consent allows us to call 911 prior to paging a parent when necessary.)
- An Incident Report (Appendix B) must be completed for any and all accidents (Located in the KidMin Family Room, room 106). Injuries are to be reported to the Kids Ministry, Director ASAP.
- Only volunteers who are First Aid Certified will administer emergency first aid.

Dealing With Cuts or Injuries Involving Blood

- When a child is injured, the individual is to be separated from others. The area where the injury occurred or where any blood may have dropped on the floor or toys is also to be isolated
- Volunteers need to ensure that no other children have contact with any of the blood from the cut or injury
- Non-latex gloves are to be used when bandaging the injury, avoiding contact with mouth, ears, and eyes
- Extreme care will be taken in cleaning up all blood and bloody bandages and the safe and secure removal of waste and disposal of gloves to a secure waste removal container

- Hands are to be washed carefully with sterilizing soap available in the first aid kit
- An Incident Report (Appendix B) must be completed and the Kids Ministry, Director notified ASAP.

Fire Emergencies

- In the event of a fire, children are to be escorted out of the building through the nearest exit and taken to the designated gathering point for your location.
- Parents are not to pick up their children in the church building or on their way to the designated gathering point.
- Emergency evacuation procedures are posted in a visible place in each room stating actions to take including: a planned route of escape from the room; designated gathering point for your location; and other specifics (turn off lights, close doors and windows, etc.)

Proper Display of Affection

Appropriate Touch

Physical touch is an important element in the communication of love and care. Volunteers need to be aware of, and sensitive to, differences in sexual development, cultural differences, family backgrounds, individual personalities and special needs. Physical contact with children should be age and developmentally appropriate. The following guidelines are recommended as pure, genuine and positive displays of God's love.

- Speak to the child at eye level, listening with your eyes and ears.
- Hold the child's hand when speaking, listening or walking to an activity.
- Put your arm around the shoulder of a child when comforting is needed.
- Pat a child on a hand, shoulder or back to affirm him or her.
- Gently hold the child's shoulder or hand to keep his or her attention while you redirect the child's behaviour.
- Hold a preschool child who is crying.
- All touch should be done in view of others.

Inappropriate Touch

To respect the personal space of children and to provide peace of mind of parents, we want to be on the lookout for improper touching or situations that could be or appear to be improper. If a volunteer observes a child or another volunteer inappropriately touching a child, the incident must be reported immediately to the Kids Ministry Director and an Incident Report (Appendix B) must be completed. The following types of touch must be avoided:

- Kissing or coaxing a child to kiss you.
- Extended hugging and tickling.
- Touching a child in any area that would be covered by a bathing suit except when assisting a child with toileting as outlined previously.
- Carrying older children (grade 1 and up) or having them sit on your lap. Always keep your hands visible.
- Being alone with a child.
- Avoid prolonged physical contact
- "Wrestling" with children or rough play.
- All forms of corporal punishment/discipline.

Suspected Abuse

Any person who has reasonable grounds to believe that a child is in need of protection is **legally required** to immediately report the matter to a children's aid society (CAS). In Waterloo Region the CAS is Family & Children's Services of the Waterloo Region.

Reporting must be done orally by telephone or in person.

- For the protection of our children and youth, all allegations and/or suspicions of abuse against children and youth will be taken seriously.
- Upon hearing of potential abuse or allegations of abuse to a child or youth, the ministry personnel should complete a Suspected Abuse Report form (Appendix C) documenting all pertinent information. The victim should not be asked leading questions nor should the accused or any other parties be contacted at the point of completing the Suspected Abuse Report form. All forms must be kept permanently unless otherwise directed by legal counsel.
- Any allegations of abuse to a child or youth must be reported to the proper authorities. The reporting is encouraged to be done in conjunction with a WMB Church staff member.
- Additional information on the signs of child abuse and how to report can be found in Appendix J.



wmb
CHURCH

Youth Ministry

Keeping Youth Safe

For people to believe the message of God's love, they must trust the messenger. God has placed youth ministers in a strategic position to change the lives of entire families. Their mission begins with trust. If parent(s)/guardian(s) and students know the youth leader care so much for them that its top priority is to protect their safety, they will be open to the message it brings. Effective planning includes significant attention for safety.

Youth Leader Expectations

Modeling and Mentoring

When we become involved in ministry our lives become models. No one person can 'pastor' a large group of youth. When modeling and mentoring are shared responsibilities, it multiplies and enhances the spiritual care given to the students. Therefore, as a youth leader, you are committing to maintain a consistent spiritual life including prayer, Bible reading, attendance at youth events, planning meetings and worship services.

As role models, youth leaders need to refrain from activities that are illegal or could be considered morally and Biblically questionable. The issue of integrity is critical in both modeling and mentoring. Youth leaders engaging in unacceptable activities will be asked to step away from their position as a youth leader.

Additionally, youth leaders are to consider carefully any public posting to their social media accounts, ensuring that all posts meet the above modeling and mentoring guidelines.

One-to-one Meetings:

Youth Ministry Staff (paid employee)

Meetings with youth one-to-one are regular occurrences and may not be planned in advance. One-to-one meetings require the following:

- Consent of the parent/guardian of the youth.
- Adherence to the Open-Door Policy (below)
- Transportation may be provided to a youth provided consent is granted by a parent/guardian. If meetings are regular occurrences consent must be written.

Youth Leaders (volunteer)

It is acceptable for a youth leader to have a one-to-one meeting with a youth of the same gender. However, it is preferred that the meeting includes two youth leaders and that at least one of these youth leaders be the same gender as the youth. One-to-one meetings require the following:

- To be held in a public place with the consent of the Pastor, Discipleship and/or Pastor, Youth Ministry.
- Consent of the parent/guardian of the youth.
- Youth leader and youth are of the same gender.
- Youth leader must report the outcome of the meeting to the Pastor, Youth Ministry within 24 hours of the meeting.
- Separate transportation of the youth leader and youth to and from the meeting, except where written consent is given from the parent/guardian of the youth.
- In the case of a virtual/online meeting (e.g., using Zoom), the leader must first speak with a parent to ensure the parent is physically

present in the same location as the youth AND is able to access the meeting if needed.

Never Alone

Except in an emergency a volunteer youth leader should never be alone with a youth. There must always be another youth leader and/or youth present.

Small Groups

- It is understood that youth leaders facilitating a Youth Ministry Small Group are often doing so alone. As such, parents dropping off their son/daughter should be asked wait until at least 2 youth are present and when picking up their son/daughter should be asked to wait until the last parent arrives. Where small groups meet virtually/online (e.g., using Zoom) a waiting room is to be used. The leader is to wait until at least 2 youth are in the waiting area before admitting youth to the call.

Youth Programming (Jr. – Sunday Mornings / Sr. – Friday Evenings)

- There must be at least two youth leaders at regular weekly youth programs. Youth leaders should arrive early enough and leave late enough to ensure that youth leaders at never left alone with youth.
- In the rare case that a youth leader is the only leader to arrive at a weekly youth program, a parent or another reasonable adult should be asked to stay for the program.

Open Door Policy

Meetings with a smaller number of youth or one-to-one must never be behind closed doors. Doors must be kept partially open, or the meeting will be held in a room with a window in the door, giving clear sightlines to the parties engaged in the meeting. Please be sure that blinds on the windows are open.

Physical Contact

We want to have a 'hands on' approach to ministry, with knowledge of the difference between appropriate and inappropriate touch. A good rule of thumb is to use your common sense and ask yourself whether or not you would be comfortable doing this in the presence of other adults.

- One arm hugs or shoulder-to-shoulder hugging are acceptable.
- Refrain from touching thighs, knees or other inappropriate spots.
- Refrain from chest-to-chest hugging of the opposite gender, extended hugging, over exuberant affection, lap sitting and kissing.
- Even acceptable physical contact should be limited. If contact is deemed to be excessive, the youth leader will be asked, in writing, to refrain from making physical contact with youth. If a youth leader observes a youth or another youth leader behaving inappropriately or inappropriately touching a youth the incident must be reported immediately to the Youth Ministry Director and an Incident Report (Appendix B) must be completed.
- Youth leaders who continue what is deemed to be excessive contact will be asked to leave their role as a youth leader.

Dating

At no time will anyone working with youth pursue a dating relationship with one of those youth. If a youth leader is interested in pursuing a dating relationship with a youth member, that youth leader will be asked to leave the role as a youth leader in order to remove the risk of compromising a position of trust and authority that leadership brings.

Social Media and Networking

Texts, email, social media (e.g., Facebook, Instagram), and other forms of electronic communication have become common today, especially among students. Electronic communication can be a vital part of youth ministry work, but its improper use can produce serious consequences.

WMB Church desires to promote safety and to create a healthy environment for electronic communication between its youth leaders and students who participate in youth ministry activities. As a result, youth leaders must adhere to the following guidelines:

- Youth leaders may not transmit any content that is illicit, unsavory, abusive, pornographic, discriminatory, harassing, or disrespectful when communicating with each other or with minors involved in ministry activities.
- Except in an emergency, youth leaders may not publicly transmit any personal information pertaining to a minor without parent or guardian consent. This applies to group texting, group e-mail, or any other public method of electronic communication. Personal information includes, but is not limited to, the minor's name, phone number, e-mail address, and photograph. NOTE: When sending a broadcast email to multiple youth, emails should be sent bcc (blind carbon copy), so as not to share personal emails addresses publicly.
- Personal emails and/or private messages between a youth leader and youth under the age of 16 may only occur with parent or guardian consent. Additionally, these messages should be copied (during or after the conversation) to the youth's parent and/or another youth leader, if possible. In instances where it is not possible to copy these messages (e.g., Facebook Messenger, SMS Text, Instagram, etc.) records of the conversation(s) must be kept on the device for at least 6 months.
- Youth leaders who become aware of possible child abuse through electronic media must immediately notify the Pastor, Youth Ministry and follow the process for reporting suspected abuse.
- For legal and safety reasons, youth leaders driving on ministry business are not to make or receive calls unless they use a hands-free device.
- When transporting minors while driving on ministry business youth leaders must not use a cell phone in any manner, including hands-free usage. It is suggested that the youth leader assign their phone to one of the youths in order to communicate with other vehicles on the trip as necessary.

Registration and Attendance

All youth participating in any Youth Ministry programs on a regular basis must have a completed Youth Ministry Registration/Consent form on file. A parent/guardian will be required to complete this form and indicate their consent or non-consent in each of the following areas:

- Medical Consent
- Picture Consent
- Data Consent
- Social Networking Consent

The Pastor, Youth Ministry will ensure that these forms are completed at least once per ministry year (Sep to Aug). Any special needs and allergies of the youth will be noted and the Pastor, Youth Ministry will inform the appropriate youth leaders of these special needs and/or allergies.

Small Groups

- Youth leaders facilitating a Youth Ministry Small Group are to record attendance for each meeting of the Small Group noting the names of all present (including leaders and guests), date, location, start time and end time.
- The attendance record is to be submitted within 48 hours to the Pastor, Youth Ministry and kept on file indefinitely.

Youth Programming (Jr. - Sunday Mornings / Sr. - Friday Evenings)

- Attendance of both youth leaders and youth is to be recorded weekly and kept on file indefinitely.

Trips and Off-Site Activities

- Parent/guardian completed registration/consent forms must be completed. (See the Trips and Off-Site Activities sections below.)

Dealing with Injuries

Events causing injury can be frightening and chaotic. The following procedures will provide clear action steps in a time of stress.

- First Aid Kits are located on each level of the church building. One is outside of room 102 in the Lower Auditorium and the other is under the church mailboxes on the main level.
- A parent/guardian will be contacted ASAP when an injury, accident, or medical emergency occurs.
- An Incident Report (see Appendix B) must be completed for any and all accidents (Located with the First Aid Kits, in hanging file in the nursery and outside room 102). Injuries are to be reported to the Pastor, Youth Ministry ASAP.
- Only volunteers who are First Aid Certified will administer emergency first aid.
- If the injury is severe and time is of the essence, immediately call an ambulance. Do not provide transportation.

Trips and Off-Site Activities

Event Planning

- All trips and off-site activities must be approved by the Generational Ministries, Pastor so the church is aware the event is happening.
- Parent(s)/guardian(s) must be given written information regarding the exact location and nature of the event, emergency phone numbers and a list of adult staff attending the event.
- Written parental/guardian consent must be received, **including a valid signature**, for any event requiring motor vehicle transportation or for an event involving the possibility of the risk of injury over and above common youth group activities.

Supervision

- For in-house events, the minimum youth leader-to-youth ratio should be 1:15.
- In all youth activities there must be at least two (2) youth leaders, preferably one male and one female.
- On overnight trips or off-site events, a minimum of two (2) youth leaders will accompany a group of students. A ratio of 1:10 youth leader-to-youth will be maintained beyond the two-leader minimum requirement.
- Overnight events with mixed genders must be accompanied by both male and female leaders.

Transportation

- All drivers for trips and off-site events should be mature, experienced operators with a recommended minimum age of 25 years (but in no event less than 21 years of age) and five (5) years of actual driving experience. All drivers must have a valid driver's license and current automobile insurance in accordance with the Ministry of Transportation of Ontario. All drivers are required to submit a completed and signed Safe Driving Statement (see Appendix H) and be approved by the Generational Ministries Pastor.
- Vehicles should be well-maintained, preferably no older than ten (10) years and should not have any unrepaired accident damage, cracked windshields or missing safety equipment.
- The number of occupants in the vehicle must not exceed the number of seat belts and seat belts must be worn.
- Youth may drive themselves with parent/guardian consent but may not take other youth as passengers unless they are the youth's own family members.
- When planning local special events, it is preferred that a parent/guardian drop off and pick up their youth at the event location.
- When planning larger off-site trips, it is preferred that transportation be provided by commercial transportation provider.
- Drivers are not to drive if there is only one youth passenger in their vehicle. If it is necessary to transport a single youth, a second approved adult must be in the vehicle as well. An exception to this rule may only happen when the parent/guardian has given specific written consent (see Appendix I) for the named driver to drive alone with their son or daughter.

Retreats and Overnight Events

- It is expected that youth attending overnight events/retreats will not leave the event while it is going on. Exceptions must be in writing and signed by the youth's parent/guardian.
- Guys and girls are not allowed in each other's rooms or tents unless otherwise organized and sanctioned during youth group overnight events. In rare cases (i.e., a mission trip) where the only available meeting place is the sleeping quarters, the leader of the trip may make a limited exception for the purposes of Bible study, relevant discussion, etc.
- Guys and girls are not permitted to sleep in a mixed group.

Discipline of Inappropriate Behaviour

It is impossible to spell out an exhaustive list of misbehaviours and the expected discipline. However, behaviour that includes violation of stated rules (alcohol, drug, tobacco use and other forms of unacceptable behaviour) will be dealt with by the Pastor, Youth Ministry or designate as follows:

- An Incident Report (Appendix B) must be completed.
- Parent(s)/guardian(s) will be notified of the inappropriate behaviour and are expected to pick their youth up as soon as possible at the inconvenience of the parent(s)/guardian(s).
- The discipline process must be private (not in front of other youth). Discipline is a private discussion, with another youth leader and a peer youth present both as witness and support for the discipline process.
- All forms of corporal punishment are strictly forbidden.
- All forms of discipline that are derogatory, abusive or humiliating are strictly forbidden. This includes verbal attack or threat, sarcasm, embarrassment, emotional or mental manipulation, or any other such misuse of the discipline process.

Crisis Intervention

Suspected Abuse

Any person who has reasonable grounds to believe that a child/youth is in need of protection is **legally required** to immediately report the matter to a children's aid society (CAS). In Waterloo Region the CAS is Family & Children's Services of the Waterloo Region. Reporting must be done orally by telephone or in person.

- For the protection of our children and youth, all allegations and/or suspicions of abuse against children and youth will be taken seriously.
- Upon hearing of potential abuse or allegations of abuse to a child or youth, the staff or volunteer should complete a Suspected Abuse Report form (Appendix C) documenting all pertinent information. The victim should not be asked leading questions nor should the accused or any other parties be contacted at the point of completing the Suspected Abuse Report form. All forms must be kept permanently unless otherwise directed by legal counsel.
- Any allegations of abuse to a child or youth must be reported to the proper authorities. The reporting is encouraged to be done in conjunction with a WMB Church staff member.
- Additional information on the signs of child abuse and how to report can be found in Appendix J.

Threat of Suicide

Occasionally, we encounter a person who threatens suicide. All suicide statements are to be taken seriously and responded to accordingly. Keep in mind that most suicide threats are a cry for help and for someone to listen. The individual will usually tip you off by making statements like: Sometimes I just want to end it all. Life just isn't worth living anymore. If a person commits suicide, do they go to hell? Most people don't want to kill themselves; they just want to end the pain that they are feeling. Familiarize yourself with any community suicide intervention assistance that is available.

The following guidelines will give you helpful strategies when dealing with someone in crisis:

- Hear them out, listen, encourage and pray.
 - Don't minimize their pain.
 - Don't ask leading questions; rather reflect their feelings back to them.
 - Don't make promises that you can't keep.
- Determine the seriousness of the individual's suicidal thoughts. The more detailed the plan, the more serious the threat, the greater the likelihood that the individual will act upon his/her plan. Be aware of specific dates, times, methods and any advanced preparation already completed.
- Remind them that God hasn't turned His back on them (Romans 8:38-39).
- Assure them that you are concerned, and you would like to put them in touch with someone who can help. Let them know that you are required to inform their parent/guardian.
- Keep them safe, **inform the parent(s)/guardian(s), the Pastor, Youth Ministry** and seek professional help immediately.



wmb
CHURCH

Seniors Ministry

**Keeping
Seniors Safe**

For the purposes of this document, elderly adults are identified as those 55 years and older, with understanding that as the adult gets older, vulnerability tends to increase, and therefore, so does our responsibility to exercise due diligence to reasonable care. We need to work towards providing a safe environment for effective ministry. In light of this goal, the following operational procedures have been developed for the protection of vulnerable adults and the staff and volunteers working in Seniors Ministry.

Elder Abuse

Elder abuse is the mistreatment of an elderly person by someone he/she should be able to rely on...a spouse, a child, another family member, a friend, a paid caregiver, or in the context of the church, a spiritual caregiver. Elder abuse may be:

- Physical violence, such as pushing, shaking, hitting, sexually molesting, rough-handling, deliberate over-medication or under-medication, or improper use of restraints
- Psychological harm, by threatening, bullying, name-calling, humiliating, or treating an older person like a child
- Financial, by withholding money, forcing the sale of property or possessions, theft, coercing changes in wills, or the misuse of power of attorney responsibilities
- Neglect, by not being provided with adequate food, drink or medical attention, or being left in unsafe or isolated conditions

Older adults who are limited in their ability to fully understand what is going on around them are particularly vulnerable both to abuse and to being exploited by strangers. Not only is it easier for someone to take advantage of them, but they are often less capable of telling someone about it. Vulnerability increases if they live alone or are socially isolated. It is important for everyone to be especially vigilant for the signs of abuse or exploitation of those suffering from dementia, confusion or depression.

Signs of Abuse

Signs of abuse are often subtle. Frequently there is a cluster of signs or symptoms, few of which will point to obvious “abuse”. Seeing signs of abuse does not necessarily mean that the older person is being abused. Many signs can also indicate other conditions; physical or mental illness, sensory deprivation, limited functional ability, poverty or grief, to name a few. However, abuse must always be considered as a possibility.

Response to Suspected Abuse

Abuse by volunteer/staff member

When an allegation surfaces against a volunteer/staff member, he/she will be asked to temporarily step aside from his/her duties, pending the outcome of an investigation into the allegation.

Observed by a volunteer/staff member

Elder abuse gets worse the longer it continues. It becomes more frequent and more severe in its consequences. Early recognition and action are important. Once a volunteer/staff member suspects that there may be potential abuse or allegations of abuse to a senior, the ministry personnel must complete a Suspected Elder Abuse Report form (Appendix D) documenting all pertinent information and inform the chair of The Wellness Team and the oversight pastor/staff. All forms must be kept permanently unless otherwise directed by legal counsel.

Any criminal activity – physical, sexual, financial fraud, etc. – needs to be reported immediately to the proper authorities. Report this abuse first to The Wellness Team Chair and oversight pastor/staff who will then contact the police Elder Abuse Team.

If the suspected abuse is not criminal in nature it may be helpful to understand the context in which the abuse takes place. Rushing too quickly toward action may cause more harm than good.

Intervention (Determining a course of action)

Is this an emergency?

- An emergency is any situation in which the elderly person's safety, health or well-being are in imminent or serious danger. Serious danger may result from physical assault, the threat of imminent assault, the presence of life-threatening medical problems or living in an unsafe environment.
- Call 911 for police and/or ambulance

Capacity

- Does the older person have the cognitive capacity to understand his/her choices and the ensuing consequences of those choices?
- If an individual appears confused, has poor short-term memory, is depressed or shows other signs of dementia, there is reason to question his/her understanding of what is going on around him/her. The defining criterion is whether or not the individual understands the consequences of his/her decisions.
 - This is not the same as the ability to make a 'good' decision. People have the right to make decisions which seem irrational to you; but if he/she understands and accepts the consequences of that decision, he/she is competent under the law.
 - If the individual does not understand and is not able to make/communicate decisions, your intervention will emphasize taking protective actions. It is important to involve the individual to the extent that he/she is able, and to involve other trusted friends and family members, so that you do not take actions unilaterally which do not consider the individual's wishes.

- If you feel an individual has limited understanding and is experiencing serious harm due to abuse and there are no Power of Attorney or other family members willing and able to make decisions or if the Power of Attorney or a family member is the abuser, you should contact the Guardianship Investigations Unit of the Office of Public Guardian and Trustee, OPGT (1-800-366-0335).
 - Be specific as to why you believe the individual's capacity is in question.
 - Be specific about the nature of the suspected risk (what it is, why you consider it serious, how removal of the care giver will prevent it).
 - Be specific about what has been done to try to rectify the situation.
 - Provide any information which may help an investigator gain access to the victim or gain the victim's trust.

Prevention (Educating Informed Choices)

Is the older person ready to act?

- An informed choice by a mentally competent individual to stay in an abusive situation must be respected. Informed choice means the individual understands the situation, the options available and the consequences of pursuing those options, and the ability to choose freely.
- Help the individual prepare an action plan for being aware of and mitigating further elder abuse. Help them develop a safety plan providing time and space to consult with wise, trusted persons to get a second opinion.
- If the individual resists all efforts of intervention, leave him/her with the following:
 - Express your concern for his/her well-being
 - Provide a phone number that can be called for help
 - Talk about elder abuse: that it is a problem affecting thousands, that it gets worse the longer it continues and that there is help.
 - Encourage the victim to think about what he/she will do the next time it happens.
 - Suggest access to other appropriate community resources and supports (Barnabas financial planning, LHIN for care-giving support, Alzheimer's support team, etc.).
 - Try and arrange a follow-up visit (with yourself or refer to another agency). If refused, try a telephone contact a few weeks later.



wmb
CHURCH

Barnabas North Waterloo

Keeping Kids & Youth Safe

Safety and security are primary concerns for the children and families connected to WMB Church through Barnabas Missions. At the same time, we are also concerned for the adults and teens ministering to these children. We need to work towards providing a safe environment for effective ministry. In light of this goal, the following operational procedures have been developed for the protection of children, youth and staff.

Most Barnabas Missions programs are held on-site at WMB Church. Some programs are held off-site. The following guidelines apply to both locations. Where a difference occurs due to an off-site location, a note is made.

Program Room Staffing and Supervision

God's Word directs us to conduct ourselves in a Godly manner; being an example of obedience, respect and honesty to those who are in our care. Our desire is to provide a safe, loving environment where the child/youth feel comfortable and the program can take place, regardless of the setting.

Two Staff/volunteers

- A minimum of two unrelated staff/volunteers should be present in any room/area with children except in the event of an emergency.
- Where two staff/volunteers are not present for a period of time (e.g., washroom break), the open-door policy is mandatory.
- Volunteers between the ages of 12 and 17 must be assigned to work alongside a staff/volunteer aged 18+, who will supervise them. Supervision means that the supervising adult will oversee the role of the younger volunteer and check in with them regularly, in such a way that the supervisor is aware of and managing all activities and engagement between the younger volunteer and the children in the program. NOTE: A Barnabas Missions volunteer MUST be at least 12 years of age.

Family Serving Together

- In the event that immediate family members want to serve together in the same classroom/area, the presence of one other staff/volunteer who is not related to the family is recommended.

Open Doors

- The door to the room in which a program for children/youth is happening is to remain open at all times. In cases where an open door impedes the use of a hallway (off-site at 446 Kingscourt drive), the door may be closed but must remain unlocked. Any curtains on windows into the program room will remain open at all times.
- When it is necessary that only one adult staff/volunteer be in the room with children (e.g., staff/volunteer leaves room to take children to the washroom), the door of that room will remain open.

Staff/Volunteer to Child/Youth Ratios

- Adequate staffing is necessary to provide effective care and teaching. The recommended ratios are a minimum of (volunteer: child/youth):
 - Infants (birth to 18 months): **1:3**
 - Toddlers (18 to 36 months): **1:5**
 - Preschool to SK: **1:7**
 - Grade 1 to 4: **1:10**
 - Grade 5, 6: **1:15**
 - Grades 7-12: **1:15**
- Please take caution that you are only accepting the number of kids you (and the other staff/volunteers) are able to handle. These ratios may be too high if you have children/youth in your care that require much of your attention (inconsolable, misbehaving, special needs etc.).

Program Administration

Staff/Volunteer Identification

- All staff/volunteers will wear a WMB Church nametag which identifies them as a safe person.

Occasional Observers

- Occasional observers (whether a parent of a child or potential future volunteer) who join a group as visitors will have their attendance recorded and kept on file with the classroom attendance for that day. Visitors will be clearly identified and if they have not been screened and approved, they will not be placed in a position of trust and will not be permitted to help or carry out any duties with children who are not their own.

Registration and Attendance

- All children and youth participating in Barnabas Missions programs must have a completed Barnabas Registration/Consent form on file. The parent/guardian will be required to complete this form prior to the child/youth being accepted into the program. The Barnabas Director/Pastor will ensure that these forms are completed at least once per ministry year (Sep to Aug). Any special needs and allergies of the child/youth will be noted.
- The Barnabas Missions Director/Pastor will inform volunteers of identified concerns
- Attendance is to be collected weekly and kept on file indefinitely.
- A record will be kept of Barnabas Missions volunteers on duty in each group or program. This record will be maintained with the record of attendance.
- All registration forms and attendance sheets will be kept in the specific program's administrative binder and will be available each time the program runs

Consents

- All children/youth participating in Barnabas Missions programs must have a completed Registration/Consent form on file. The parent/guardian will

- be required to complete this form and indicate their consent or non-consent in each of the following areas prior to the child/youth being accepted into the program.
- Medical Consent
 - Picture Consent
 - Data Consent
 - Release of Child Consent (child only)
 - Social media consent (youth only)
 - Transportation Consent
- All requests of parents/guardians related to each of the consents will be respected and followed.

Washroom Guidelines

Infants, Toddlers

- If at all possible, it is strongly encouraged that diaper changing be done by the child's parent.
- Where a parent is unavailable, diaper changing is to be done only by staff/volunteers who are scheduled and must be conducted within view of other staff/volunteers.
- Diaper changing procedures are posted in the WMB Church nursery washroom

Preschool, JK, SK

- We recommend that two staff/volunteers escort a group of children to the washroom.
- Never be alone with a child in an unsupervised washroom and never go into the cubicle with a child and shut the door.
- If preschool children need assistance in the washroom, an attempt will be made to get the parent/guardian. If the parent/guardian is not available, a volunteer may enter the washroom cubicle to assist under the following guidelines:
 - A second staff/volunteer should be within visual contact.
 - The outside washroom door must be propped open, and the staff/volunteer must stand in the open cubicle doorway.

Grade 1 to 6

- A child should not be sent to the washroom alone but should be accompanied by a peer buddy of the same sex and approximate age. If someone more than two years older accompanies the child to the washroom then the next two bulleted points apply.
- If an older staff/volunteer (at least 2 years older than the child), escorts the child to the washroom then the washroom door is to be propped open to make sure that everything is in order. The staff/volunteer should remain outside the washroom door and wait for the child before escorting him or her back to their program. The staff/volunteer should call the child's name if he or she is taking longer than seems necessary.
- Never be alone with a child in an unsupervised washroom and never go into the cubicle with a child and shut the door.

Health and Safety Guidelines

Allergies and Special Needs

- Children/youth having severe allergies and/or special needs will have the information noted on their Registration/Consent form.
- The cleaning and sanitation of toys and table surfaces will be done on a regular basis, either by WMB staff/volunteers, or through the facility organization.

Illness

- A child/youth who is ill and could therefore expose others to illness is not to be received into any of the program areas. Factors and symptoms to consider as a flag to find out more are:
 - Fever, unusual fatigue, unusual irritability, coughing, excessive sneezing, obvious runny nose and eyes, vomiting, diarrhea, inflamed mouth and throat
 - A known communicable disease

Medication

- Staff/volunteers are not to give or apply any medications. Parents are to be contacted and should administer all medications.
- Medication is not to be left in a program area. If a child/youth brings medication, the medication is to be kept in the possession of the Barnabas Missions Director/Pastor, or their designate.
- In cases where Epi-pens and puffers are needed for allergies or asthma, written instructions are to be provided by the parent/guardian to the Barnabas Director/Pastor and passed on to the appropriate staff/volunteer(s). **If a staff/volunteer administers an Epi-pen to a child, 911 must be called immediately and an Incident Report form (Appendix B) must be completed.**

Injury

- A first aid kit should always be available to staff/volunteers at every location, whether on-site at WMB Church, or elsewhere.
- At WMB, First Aid Kits are located on each level of the church building. One is outside of room 102 in the Lower Auditorium as well as in the kitchen and the other is at the Information Desk in the foyer on the main level.
- A parent/guardian will be contacted ASAP when an injury (involving blood, a bump to the head, or complaints of pain), accident, or medical emergency occurs.
- An Incident Report (Appendix B) must be completed for any and all accidents (Supplied by the Barnabas Director/Pastor). Injuries are to be reported to the Barnabas Missions Director/Pastor ASAP.
- Blank Incident Reports will be included in the program's administrative binder
- Only staff/volunteers who are First Aid Certified will administer emergency first aid which moves beyond dealing with basic cuts and bruises. In the case where such a certified person is not present, the overseeing staff/volunteer will handle the situation as best they can while they call the child/youth's parent for assistance, using the recorded

emergency contact information given at registration. Depending on the circumstances, this may include calling 911 for emergency assistance.

- If the injury is severe and time is of the essence, immediately call an ambulance. Do not provide transportation

Dealing With Basic Cuts or Injuries Involving Blood

- When a child/youth is injured, the individual is to be separated from others. The area where the injury occurred or where any blood may have dropped on the floor or toys is also to be isolated
- Staff/volunteers need to ensure that no other children/youth have contact with any of the blood from the cut or injury
- Non-latex gloves are to be used when bandaging the injury, avoiding contact with mouth, ears, and eyes
- Extreme care will be taken in cleaning up all blood and bloody bandages and the safe and secure removal of waste and disposal of gloves to a secure waste removal container (e.g., a tied garbage bag, which is then removed from the site)
- Hands are to be washed carefully with sterilizing soap available in the first aid kit
- An Incident Report (Appendix B) must be completed, and the Barnabas Missions Director/Pastor notified ASAP.

Fire Emergencies

- In the event of a fire, children/youth are to be escorted out of the building where the program is taking place through the nearest exit,
- The team leader will take the administrative binder/attendance list with them ensuring all participants and program volunteers are accounted for
- Emergency evacuation procedures will be posted in a visible place in each program room stating the planned route of escape to the nearest exit
- Off-site at 446 Kingscourt Drive (Shamrock Co-op), exit through the back door to the outside courtyard
- If in a timely manner, the “all clear” is given, the leaders and participants may re-enter the building and continue the program.
- If it is unsafe to re-enter the building and the program is at:
 - WMB Church:
 - If the volunteer driver is not present, the program leader will call the volunteer driver and ask them to come to the church to drive the participant’s home. For children and youth 16 years old or younger, a parent or guardian must be contacted before the child/youth is left at their home
 - Shamrock Co-op
 - The children/youth will be escorted home and contact made with a parent or guardian

Proper Display of Affection

Appropriate Touch

Physical touch is an important element in the communication of love and care. Staff/volunteers need to be aware of, and sensitive to, differences in sexual development, cultural differences, family backgrounds, individual personalities and special needs. Physical contact with children should be age and developmentally appropriate. The following guidelines are recommended as pure, genuine and positive displays of God's love.

For Children

- Speak to the child at eye level, listening with your eyes and ears.
- Hold the child's hand when speaking, listening or walking to an activity.
- Put your arm around the shoulder of a child when comforting is needed.
- Pat a child on the head, hand, shoulder or back to affirm him or her.
- Gently hold the child's shoulder or hand to keep his or her attention while you redirect the child's behaviour.
- Hold a preschool child who is crying.
- All touch should be done in view of others.

For Youth

- One arm hugs or shoulder-to-shoulder hugging are acceptable.
- High fives, pats on the back or shoulder are acceptable

Inappropriate Touch

To respect the personal space of children and to provide peace of mind to parents, we want to be on the lookout for improper touching or situations that could be or appear to be improper. If a staff/volunteer observes a child or another staff/volunteer inappropriately touching a child, the incident must be reported immediately to the Barnabas Missions Director/Pastor and an Incident Report (Appendix B) must be completed. The following types of touch must be avoided:

For children

- Kissing or coaxing a child to kiss you.
- Extended hugging and tickling.
- Touching a child in any area that would be covered by a bathing suit except when assisting a child with toileting as outlined previously.
- Carrying older children (grade 1 and up) or having them sit on your lap. Always keep your hands visible.
- Being alone with a child.
- Prolonged physical contact.
- "Wrestling" with children or rough play
- All forms of corporal punishment/discipline.

For Youth

- Refrain from touching thighs, knees or other inappropriate spots.
- Refrain from chest-to-chest hugging of the opposite gender, extended hugging, over exuberant affection, lap sitting and kissing.
- Even acceptable physical contact should be limited. If contact is deemed to be excessive, staff/volunteer will be asked, in writing, to refrain from

- making physical contact with youth. If staff/volunteer observes a youth or another staff/volunteer behaving inappropriately or inappropriately touching a youth the incident must be reported immediately to the Barnabas Missions Director/Pastor and an Incident Report (Appendix B) must be completed.
- Anyone who continues what is deemed to be excessive contact will be asked to leave their role.

Discipline of Inappropriate Behaviour by Children/Youth

It is impossible to spell out an exhaustive list of misbehaviours and the expected discipline. However, behaviour that includes violation of stated rules (alcohol, drug, tobacco use, misuse of church property/volunteer driver's car, bullying and other forms of unacceptable behaviour) will be dealt with by the Barnabas Pastor/Director or designate as follows:

- An Incident Report (Appendix B) must be completed.
- Inappropriate behaviour will be dealt with at the time by the program leader
- All forms of corporal punishment are strictly forbidden.
- All forms of discipline that are derogatory, abusive or humiliating are strictly forbidden. This includes verbal attack or threat, sarcasm, embarrassment, emotional or mental manipulation, or any other such misuse of the discipline process.
- Any inappropriate behaviour will be reported to the Barnabas Missions Director/Pastor within 24 hours
- If the behaviour requires follow up, the Barnabas Missions Director/Pastor will talk with the child/youth when the program next runs
- If necessary, the child/youth's parents will be notified of the incident
- If the behaviour continues, or is severe enough, the child/youth may be asked to not return to the program for a stated number of weeks at which point the child/youth will be welcomed back
- The discipline process must be private (not in front of other children/youth). Discipline is a private discussion, with another staff/volunteer and a peer youth present both as witness and support for the discipline process.

Suspected Abuse

Any person who has reasonable grounds to believe that a child or youth is in need of protection is **legally required** to immediately report the matter to a children's aid society (CAS). In Waterloo Region the CAS is Family & Children's Services of the Waterloo Region. Reporting must be done orally by telephone or in person.

- For the protection of our children and youth, all allegations and/or suspicions of abuse against children and youth will be taken seriously.
- Upon hearing of potential abuse or allegations of abuse to a child or youth, the ministry personnel should complete a Suspected Abuse Report form (Appendix C) documenting all pertinent information. The victim should not be asked leading questions nor should the accused or any other parties be contacted at the point of completing the Suspected

Abuse Report form. All forms must be kept permanently unless otherwise directed by legal counsel.

- Any allegations of abuse to a child or youth must be reported to the proper authorities. The reporting is encouraged to be done in conjunction with a WMB Church staff member.
- Additional information on the signs of child abuse and how to report can be found in Appendix J.

Staff/Volunteer Expectations

Modeling and Mentoring

As role models, those serving children/youth in Barnabas Missions need to refrain from activities that are illegal or could be considered morally and Biblically questionable. The issue of integrity is critical in both modeling and mentoring. Barnabas staff/volunteers engaging in unacceptable activities will be asked to step away from their position as a staff/volunteer.

Additionally, staff/volunteers are to consider carefully any public posting to their social media accounts, ensuring that all posts meet the above modeling and mentoring guidelines.

Never Alone

Except in an emergency staff/volunteers should never be alone with a child/youth. There must always be another staff/volunteer and/or child/youth present.

- There must be at least two staff/volunteers at any programs. Staff/volunteers should arrive early enough and leave late enough to ensure that staff/volunteers are never left alone with a child/youth.
- If only one staff/volunteer is present at a program, the program cannot run.

Off-site Activities

On site activities refers to activities that occur either at Shamrock Co-op, or WMB Church. Parents will be notified on the registration form, where the program will be held.

Off-site activities refer to occasions where a program is not meeting in their usual on-site location.

Examples may include a monthly volunteer opportunity, or a special field trip.

In order for a child or youth to attend an off-site activity, a separate permission form must be received from the parent or guardian that outlines what the activity is, where it is being held and the transportation being provided. It will also include the parent or guardian's signature giving permission for the child/youth to attend the activity.

Specific to Youth

One-to-one Meetings

It is acceptable for a Barnabas staff /volunteer to have a one-to-one meeting with a youth of the same gender. However, it is preferred that the meeting includes two staff/volunteers and that at least one of these staff/volunteers be the same gender as the youth. One-to-one meetings require the following:

- To be held in a public place with the consent of the Barnabas Director/Pastor.
- Consent of the parent/guardian of the youth.
- Staff/volunteers and youth are of the same gender.
- Volunteers must report the outcome of the meeting to the Barnabas Missions Director/Program within 24 hours of the meeting.

Dating

At no time will anyone working with youth pursue a dating relationship with one of those youth. If a staff/volunteer is interested in pursuing a dating relationship with a youth member, that staff/volunteer will be asked to leave the role staff/volunteer in order to remove the risk of compromising a position of trust and authority that leadership brings.

Social Media and Networking

Texts, email, social media (e.g., Facebook, Instagram), and other forms of electronic communication have become common today, especially among students. Electronic communication can be a vital part of youth ministry work, but its improper use can produce serious consequences.

WMB Church desires to promote safety and to create a healthy environment for electronic communication between its staff/volunteers and students who participate in youth ministry activities. As a result, staff/volunteers must adhere to the following guidelines:

- Staff/volunteers may not transmit any content that is illicit, unsavory, abusive, pornographic, discriminatory, harassing, or disrespectful when communicating with each other or with minors involved in ministry activities.
- Except in an emergency, staff/volunteers may not publicly transmit any personal information pertaining to a minor without parent or guardian consent. This applies to group texting, group e-mail, or any other public method of electronic communication. Personal information includes, but is not limited to, the minor's name, phone number, e-mail address, and photograph. NOTE: When sending a broadcast email to multiple youth, emails should be sent bcc (blind carbon copy), so as not to share personal emails addresses publicly.
- Personal emails and/or private messages between a staff/volunteer and youth under the age of 16 may only occur with parent or guardian consent. Additionally, these messages should be copied (during or after the conversation) to the youth's parent and/or another staff/volunteer, if possible. In instances where it is not possible to copy these messages (e.g., Facebook Messenger, SMS Text, Instagram, etc.) records of the conversation(s) must be kept on the device for at least 6 months.

- Staff/volunteers who become aware of possible child abuse through electronic media must immediately notify the Barnabas Missions Director/Pastor and follow the process for reporting suspected abuse.
- For legal and safety reasons, staff/volunteers driving on ministry business are not to make or receive calls unless they use a hands-free device.
- When transporting minors while driving on ministry business staff/volunteers must not use a cell phone in any manner, including hands-free usage. It is suggested that the staff/volunteer assign their phone to one of the youths in order to communicate with other vehicles on the trip as necessary.

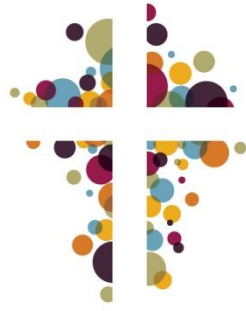
Crisis Intervention

Threat of Suicide

Occasionally, we encounter a person who threatens suicide. All suicide statements are to be taken seriously and responded to accordingly. Keep in mind that most suicide threats are a cry for help and for someone to listen. The individual will usually tip you off by making statements like: Sometimes I just want to end it all. Life just isn't worth living anymore. If a person commits suicide, do they go to hell? Most people don't want to kill themselves; they just want to end the pain that they are feeling. Familiarize yourself with any community suicide intervention assistance that is available.

The following guidelines will give you helpful strategies when dealing with someone in crisis:

- Hear them out, listen, encourage and pray.
 - Don't minimize their pain.
 - Don't ask leading questions; rather reflect their feelings back to them.
 - Don't make promises that you can't keep.
- Determine the seriousness of the individual's suicidal thoughts. The more detailed the plan, the more serious the threat, the greater the likelihood that the individual will act upon his/her plan. Be aware of specific dates, times, methods and any advanced preparation already completed.
- Remind them that God hasn't turned His back on them (Romans 8:38-39).
- Assure them that you are concerned, and you would like to put them in touch with someone who can help. Let them know that you are required to inform their parent/guardian.
- Keep them safe, **inform the parent(s)/guardian(s), the Barnabas Missions Director/Pastor** and seek professional help immediately.



wmb
CHURCH

From Jesus with Love

Keeping Kids Safe

Once a year, Barnabas Local Outreach hosts a Christmas Party for low-income families in the Kitchener-Waterloo area. The party consists of a party for the adults including food and live music, as well as a party for the kids in the Kids Program. Our maximum registration for the party is 200 families. We don't know how many children will be associated with those families or how many of those children will actually attend the party. However, we have seen up to 200 kids during the night come into the Kids Program.

We want to provide a safe and fun atmosphere for the children and ensure that parents feel confident leaving their children in our care.

From Jesus with Love is a very different event than Kids Ministry on a Sunday morning, or any other Barnabas Missions program in many ways.

1. There is a large number of children coming through on a continuous basis and leaving on a continuous basis
2. Ages range from 0 to 12 years old but are all checked into one single program. It is not possible to have a designated room for each age group as there are various activities offered in each room.
3. Children are free to wander from one area to another (except for children aged 0-2 yrs. and 3-4 yrs. who are required to stay in their specific rooms), Parents are only able to go into any particular room under the supervision of the volunteers to see where their child will be playing or to help identify their child at pick up time.

In order to manage a large number of children who are able to move freely from one space to another, Barnabas Local Outreach has implemented the following guidelines.

Program Age Guidelines

- The program is designed for children ages 0-12 years.
 - Older children may participate in the program if the parent and child agree to the child pick up policy, specifically that the child may not leave the program until picked up by the parent.
- Children 0-2 years must remain in the designated nursery/toddler room.
- Children 3-4 years old will remain in the designated pre-school room.
- For both nursery and pre-school room:
 - Older siblings are not allowed to supervise these little children in the main games area, nor are older siblings allowed in the nursery/toddler room or pre-school room. If this is a concern to parents, volunteers will invite parents to keep their child with them.

Program Location

- The locations of various aspects of the Kids Program may change from year to year, but they are always contained within the chapel, room 210, café, library and youth room
- Children aged 0-2 yrs. will stay in the designated nursery/toddler room
- Children aged 3-4 years old will stay in the designated pre-school room. If this room becomes too busy, then mature (size and behaviour) children will be allowed to enter the larger space
- All other children are able to move from room to room within the Kids Program area and under the supervision of the volunteers.

Space Security

- Only From Jesus with Love volunteers are allowed inside the Kids Program area
- One exception would be if volunteers are unable to identify a child they are looking for, they may escort the parent through the Kids Program areas so that the parent can identify their child
- Volunteers will be situated at all possible entry and exit points, ensuring that kids do not leave the program area, except through the child sign out point.
- Volunteers will be supervising all activities and strategically placed throughout the program area, ensuring that children are never left on their own.

Leaders/Volunteers/Helpers

- There will be 3 main leaders responsible for the organization of the Kids Program and oversight of volunteers. These leaders will be fully screened.
 - These 3 leaders will have white 'From Jesus with Love' leader t-shirts so they are identifiable
- All leaders/volunteers/helpers will have a FJWL name tag
- From the pool of helpers/volunteers that sign up on Sunday mornings, one will be selected for each program area to be fully screened and will be 'in charge' of that program area. These screened volunteers will be identified by a different coloured t-shirt (e.g., bright orange). These would be in addition to the 3 main Kids Program leaders
- In addition to supervising the children participating the program, Leaders and the screened volunteers will be actively supervising the helpers.
- Screened volunteers will be placed in positions where child vulnerability is high (e.g., positioned outside of the washrooms)

Ratios

- It is possible to have around 200 children throughout the night, but they are not all present at the same time. An estimate would be 150 kids at any given time.
- It is impossible to know the ages of the children who will attend.
- We have over 50 volunteers/helpers in the Kids Program, which creates an overall ratio of 1 volunteer: 3 kids
- In the nursery/toddler room, we will have a minimum of 6 volunteers/helpers allowing for 18 children aged 0-2 years

Child Check In

- A **sign-in** and **sign-out** process will be provided for children entering the Kids Program. This process includes volunteers signing children in with the electronic Check In system. When a child is signed in, the child will receive a name tag, and the parent will receive a security tag.
- Once children and the parent have their stickers, volunteers will escort the children into the chapel and hand them to other volunteers who will introduce the kids to the available activities
- Volunteers will take any children 0-2 yrs. old to the nursery/toddler room
- Volunteers will take children aged 3-4 years old to the pre-school room

Food and Allergies

- At child check in, there will be a sign indicating the foods that will be served in the Kids Program and volunteers will do their best to tell parents what the foods are
- If there is a food that the parent does not want the child to eat, the child will receive, in addition to their name tag, a red pin on name tag indicating the foods that are not to be eaten
- Food will be served by volunteers
- When volunteers see a red name tag, they will not give the food indicated on the tag

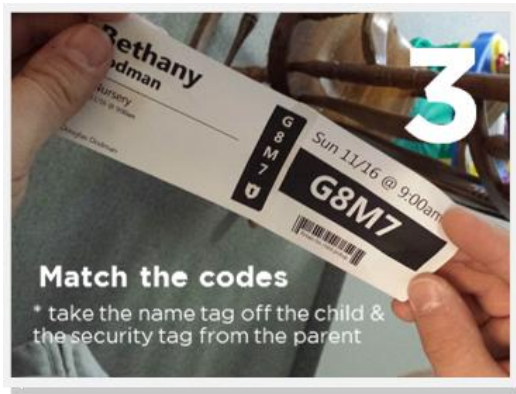
Washroom Guidelines

- Washrooms to be used are located behind the chapel
- Two volunteers will be stationed outside the washrooms to direct children to the washrooms
- These volunteers should keep mental count of how many kids are in the washroom at one time and/or if a child stays in too long
- If a preschool child needs assistance, one of these volunteers may enter the washroom under the following guidelines:
 - Never be alone with a child in an unsupervised washroom and never go into the cubicle with a child and shut the door.
 - A second staff/volunteer/helper should be within visual contact.

- The outside washroom door must be propped open, and the staff/volunteer must stand in the open cubicle doorway.

Child Sign Out

- Once parents have completed their portion of the party, they will pick up their child at the child pick up station
- The child may only be released when the parent returns with the security tag, which has the same code as the child's name tag. The following pictures demonstrate our release policy.



- Once all children have been located and brought to the parent, and it has been verified that all child name tags match the parent's security code, the children are released to the parents care and the tags are thrown out.



wmb
CHURCH

Barnabas Victoria Hills

Keeping Kids Safe

Safety and security are primary concerns for the children and families connected to WMB Church through Barnabas Victoria Hills. At the same time, we are also concerned for the adults and teens ministering to these children. We need to work towards providing a safe environment for effective ministry. In light of this goal, the following operational procedures have been developed for the protection of children, youth and staff.

Barnabas Victoria Hills programs are held on-site at the Victoria Hills Community Centre. The following guidelines apply to that location.

Learn English Make Friends Children's Portion

Two Staff/volunteers

- A minimum of two unrelated staff/volunteers should be present in any room/area with children except in the event of an emergency.
- Where two staff/volunteers are not present for a period of time (e.g., washroom break), the open-door policy is mandatory.
- Helpers between the ages of 14 and 17 must be assigned to work alongside a staff/volunteer aged 18+. NOTE: A volunteer MUST be at least 12 years of age.
- If someone needs help, they may always request the Victoria Hills Community Centre staff worker to get the current LEMF supervisor, if you are in the Preschool Room. The Children's Club may open the door to the gym and send an older child while you are watching at the door, to get Mary Ellen or a current LEMF supervisor for assistance.
- Adequate staffing is necessary to provide effective care and teaching. The recommended ratios are:
 - Infants (birth to 18 months): 1:3
 - Toddlers (18 to 36 months): 1:5
 - Preschool to SK: 1:7
 - Grade 1 to 4: 1:10
 - Grade 5 and 6: 1:15
- All volunteers will wear a Learn English Make Friends volunteer name tag which identifies them to parents and program participants.
- Volunteers must be checked-in and accounted for in the attendance records
- All children must have a completed LEMF Registration/Consent form on file. The parent/guardian will be required to complete this form prior to the child being accepted into the program.
- Attendance is to be collected weekly and kept on file indefinitely.
- A record will be kept of LEMF volunteers on duty in each group or program. This record will be maintained with the record of attendance.
- In the Preschool Class there is a system of drop off and pick up where the child is given a numbered name tag that matches the parents' number on a wrist band.
- Children 10 years old and younger must be signed in and out by a parent or a sibling who is older than 16 years of age and the parent has given consent for this to happen.

Washroom Guidelines

Please only use the washrooms in the main foyer.

Preschool Class

- We recommend that two volunteers escort a group of children to the washroom whenever possible.
 - If just one child needs to go to the washroom, the volunteer should use the single washroom next to the Preschool Class and stay outside the door until the child is finished or get the parent if the child needs extra assistance.
- Never be alone with a child in an unsupervised washroom and never go into the cubicle/washroom with a child and shut the door.
- If preschool children need assistance in the washroom, an adult may enter the washroom cubicle to assist under the following guideline:
 - A second volunteer or their parent should be within visual contact.

Grades 1 to 6

- A child should not be sent to the washroom alone but should be accompanied by a peer buddy of the same sex and approximate age. If someone more than two years older accompanies the child to the washroom then the next three bulleted points apply.
 - If an older volunteer (at least 2 years older than the child), escorts the child to the washroom the volunteer should remain outside the washroom door and wait for the child before escorting him or her back to their program. The volunteer should call the child's name if he or she is taking longer than seems necessary.
 - If the children do not return in a reasonable time two volunteers (or one plus the supervisor) should go to investigate. Note: at the Centre, if the child exits out the back door of the washroom, they enter the Adult LEMF classroom, which is a good safety measure.
 - Never be alone with a child in an unsupervised washroom and never go into the cubicle with a child and shut the door.

Health and Safety Guidelines

Allergies and Special Needs

- Children having severe allergies and or special needs will have the information noted on their Registration/Consent form.

Illness

- A child who is ill and could therefore expose others to illness is not to be received into the program areas. Factors and symptoms to consider as a flag to find out more are:
 - Fever, unusual fatigue, unusual irritability, coughing, excessive sneezing, obvious runny nose and eyes, vomiting, diarrhea, inflamed mouth and throat
 - A known communicable disease

Medication

- Volunteers are not to give or apply any medications. Parents are to be contacted and should administer all medications.
- Medication is not to be left in a program area. If a child brings medication, the medication is to be kept in the possession of the Barnabas Victoria Hills Director (Mary Ellen) or the onsite parent.
- In cases where Epi-pens and puffers are needed for allergies or asthma, written instructions are to be provided by the parent/guardian to the Barnabas Victoria Hills Director (Mary Ellen) and passed on to the appropriate volunteer(s). **If a volunteer administers an Epi-pen to a child, 911 must be called immediately and an Incident Report form at the Community Centre must be completed.**

Injury

- The staff at the Community Centre are well trained and they are the people you go to for medical assistance. The Community Centre has a defibrillator, and the staff know how to use it.
- A parent/guardian will be contacted ASAP when an injury (involving blood, a bump to the head, or complaints of pain), accident, or medical emergency occurs.
- Only staff/volunteers who are First Aid Certified will administer emergency first aid which moves beyond dealing with basic cuts and bruises. In the case where such a certified person is not present, the overseeing staff/volunteer will handle the situation as best they can while they call the child's parent for assistance, using the recorded emergency contact information given at registration. Depending on the circumstances, this may include calling 911 for emergency assistance.
- An Incident Report must be completed for any and all accidents at the Community Centre office. Injuries are also to be reported to the Barnabas Victoria Hills Director (Mary Ellen) ASAP.

Dealing with Cuts or Injuries Involving Blood

- When a child is injured, the individual is to be separated from others. The area where the injury occurred or where any blood may have dropped on the floor or toys is also to be isolated
- Volunteers need to ensure that no other children have contact with any of the blood from the cut or injury
- Non-latex gloves are to be used when bandaging the injury, avoiding contact with mouth, ears, and eyes (the Community Centre staff will do this)
- Extreme care will be taken in cleaning up all blood and bloody bandages and the safe and secure removal of waste and disposal of gloves to a secure waste removal container (the Community Centre staff will help with this)
- Hands are to be washed carefully with sterilizing soap
- An Incident Report at the Community Centre must be completed and reported to the Barnabas Victoria Hills Director (Mary Ellen) and to Victoria Hills Community Centre Staff ASAP.

Fire Emergencies

- In the event of a fire, children are to be escorted out of the Community Centre where the program is taking place through the nearest exit (Children's Club through the kitchen, if that is impassable, then out through the main doors to the ball diamond.) (Preschool Class exit through the main front doors of the Centre and proceed to the ball diamond).
- The leaders will assist the children to go outside (do not let them run to their parents, tell them it is for their safety and they will meet their parents at the ball diamond).
- Bring the attendance book with you.
- Once they double check all the children are present the children stay together with you until they are signed out by their parents.

Proper Display of Affection

Appropriate Touch

Physical touch is an important element in the communication of love and care. Volunteers need to be aware of, and sensitive to, differences in sexual development, cultural differences, family backgrounds, individual personalities and special needs. Physical contact with children should be age and developmentally appropriate. The following guidelines are recommended as pure, genuine and positive displays of God's love.

- Speak to the child at eye level, listening with your eyes and ears.
- Hold the child's hand when speaking, listening or walking to an activity.
- Put your arm around the shoulder of a child when comforting is needed.
- Pat a child on a hand, shoulder or back to affirm him or her.
- Gently hold the child's shoulder, or hand to keep his or her attention while you redirect the child's behaviour.
- Hold a preschool child who is crying.
- All touch should be done in view of others.

Inappropriate Touch

To respect the personal space of children and to provide peace of mind of parents, we want to be on the lookout for improper touching or situations that could be or appear to be improper. If a volunteer observes a child or another volunteer inappropriately touching a child, the incident must be reported immediately to the Barnabas Victoria Hills Director and an Incident Report (Appendix B) must be completed. The following types of touch must be avoided:

- Kissing or coaxing a child to kiss you.
- Extended hugging and tickling.
- Touching a child in any area that would be covered by a bathing suit except when assisting a child with toileting as outlined previously.
- Carrying older children (grade 1 and up) or having them sit on your lap. Always keep your hands visible.
- Being alone with a child.
- Avoid prolonged physical contact.

- “Wrestling” with children or rough play.
- All forms of corporal punishment/discipline.

Suspected Abuse

Any person who has reasonable grounds to believe that a child is in need of protection is **legally required** to immediately report the matter to a children’s aid society (CAS). In Waterloo Region the CAS is Family & Children’s Services of the Waterloo Region. Reporting must be done orally by telephone or in person.

- For the protection of our children and youth, all allegations and/or suspicions of abuse against children and youth will be taken seriously.
- Upon hearing of potential abuse or allegations of abuse to a child or youth, a Suspected Abuse Report form documenting all pertinent information should be completed. The victim should not be asked leading questions nor should the accused or any other parties be contacted at the point of completing the Suspected Abuse Report form. All forms must be kept permanently unless otherwise directed by legal counsel.
- Any allegations of abuse to a child or youth must be reported to the proper authorities. The reporting is to be done in conjunction with the Director Barnabas Victoria Hills.
- Additional information on the signs of child abuse and how to report can be found in Appendix J.



wmb
C H U R C H

Keeping Safe

APPENDICES

Diaper Changing Procedure

Appendix A

These procedures shall be posted at all diaper changing stations in the most visible place.

If at all possible, it is strongly encouraged that diaper changing be done by the child's parent.

Where a parent is unavailable, diaper changing is to be done only by volunteers who are scheduled and must be conducted within view of other volunteers.

Supplies will be readily available at all times to ensure maximum ability to follow these procedures. If you notice that supplies are low, please notify the Kids Ministry, Director.

1. Wash your hands.
2. Put on gloves.
3. Place baby on a clean, disposable surface.
4. Remove soiled diaper and place in plastic bag.
5. Clean diaper area with wipes and place in plastic bag.
6. Follow parent's instructions regarding application of powder or lotion.
7. Put clean diaper on baby.
8. Remove disposable cover from change table and spray area with bleach solution.
9. Remove gloves, place in plastic bag and dispose of plastic bag.
10. Wash your hands.

Incident Report Form

Appendix B

The Incident Report should be completed as soon as possible after the incident occurs and should include a description of the situation.

Person(s) Involved: _____

Incident Date: _____ Incident Time: _____

Incident Location: _____ Event Title: _____

Volunteer(s)/Witness(es) Present: _____

Nature of incident (circle one):

Injury

Illness

Property
Damage

Inappropriate
Behaviour

Incident Description: What? Why? *(use back of form if necessary)*

Action taken: *(use back of form if necessary)*

In the case of an incident involving a minor, a parent/guardian must be contacted.

Name of parent contacted: _____ Date & Time contacted: _____

Parent response _____

Report completed by: _____ Signature: _____

Original: Incident Report Binder - Main Office

Copy: SLT Member w/ oversight

Suspected Abuse Report Form

Appendix C

Name of Child/Youth _____ Gender _____

Age of Child/Youth _____ Grade _____ Birth date _____

Address _____

Postal Code _____ Phone _____

Parent/Guardian Names _____ Siblings' Names _____

Name of Person Filing Report _____

Nature of suspected abuse (physical, sexual, emotional, neglect)

Indications of suspected abuse (facts, physical signs and course of events)

Was the child/youth informed that the incident must be reported? _____
Other comments:

Action taken (use reverse of page if necessary)

Report to Family & Children's Services of Waterloo Region. 519-576-0540

Date _____ Time _____ F&CS Worker _____
Person Reporting _____ Signature _____

All information received is to be kept STRICTLY CONFIDENTIAL.
Original: Suspected Abuse Binder - Main Office *Copy: SLT Member w/ oversight*

Suspected Elder Abuse Report Form

Appendix D

Name of Senior _____ Gender _____

Age of Senior _____ Birth date (if known) _____

Address _____

Postal Code _____ Phone _____

Most Responsible Person (POA, Family) Names

Name of Person Filing Report _____

Nature of suspected abuse (physical, sexual, emotional, neglect)

Indications of suspected abuse (facts, physical signs and course of events)

Other comments:

Action taken (use reverse of page if necessary)

Date _____ Time _____

Person Reporting _____ Signature _____

Notified/Received by _____ Date _____

All information received is to be kept STRICTLY CONFIDENTIAL.
Original: Suspected Abuse Binder - Main Office Copy: SLT Member w/ oversight

Police Check Instructions

Appendix E

The procedure for obtaining a Police Vulnerable Sector Check for residents of the Waterloo Region is as follows:

1. Apply either online or in person. A credit card is required for online submission.
2. Apply online at <https://www.wrps.on.ca>
 - a. Choose “Record Check” under “Services”
 - b. Make sure to choose the Police Vulnerable Sector Check
3. Apply in person at:
 - Police Reporting Centre - 150 Maple Grove Road Cambridge, Ontario N3H 5M1 (credit, debit, cash are accepted)
4. Kiosks for online applications (credit card only) are also available at:
 - Central Division - 134 Frederick St. Kitchener, Ontario N2G 4G3
 - South Division - 176 Hespeler Road, Cambridge, Ontario N1R 6V7
 - North Division - 45 Columbia Street East, Waterloo, Ontario N2J 4N7
5. You must produce two pieces of appropriate identification that confirms your name, date of birth and address within the Waterloo Region. One piece of identification presented must include a photo.
6. As of March 2018, the fee is \$40 for employment purposes, or \$20 for volunteers. If you need a letter from the church indicating your volunteer role, please contact the Director of Administration. (Note: for one fee, you may submit up to five applications at the same time if you need Police Vulnerable Sector Check for other organizations.)
7. Police Vulnerable Sector Checks are processed in approximately three weeks, assuming timely response from other police services and depending on the volume of requests. It could take longer if fingerprints are required.
8. The applicant will provide the WMB office with the original of the Police Vulnerable Sector Check within 60 days of obtaining a Police Check.

If you are not a resident of the Waterloo Region, you must obtain a Police Check from your local police service.

Screening Checklist

Appendix G

Name of Applicant _____

- Application completed and signed (attached)
 - Applicant has been connected to WMB Church for at least six (6) months. Date first connected: _____
 - Police check, including Vulnerable Sector Verification (original attached). Applicant requires original returned: yes; no
Date of check: _____ Date Check Reviewed: _____
Note: Check must have been completed within the past 60 days
 - Applicant is under 18 years of age, police check not required
 - References checked and reviewed (questions & responses attached)
 - Interview completed (attach any notes)
Date of interview: _____
 - Keeping Safe training completed
Date of training: _____ Type of training: _____
 - Applicant approved by _____**
*** Must be the Pastor/Director of the ministry area*
- Signature: _____ Date: _____

<p>Administrative Checklist <i>(office use only)</i></p> <ul style="list-style-type: none"><input type="checkbox"/> Verify all docs are included<input type="checkbox"/> Police Check scanned<input type="checkbox"/> Police Check saved to S Drive<input type="checkbox"/> Police Check saved to individual's database file<input type="checkbox"/> Police Check returned to applicant<input type="checkbox"/> Note completed application package on individual's database file<input type="checkbox"/> Note the Keeping Safe training date on individual's database file<input type="checkbox"/> File the complete package with entered stamp and initials
--

Safe Driving Statement

Appendix H

I agree to drive with extreme care and safety; this includes abiding by the rules of the road and avoiding all distractions while behind the wheel (including but not limited to loud music, eating, using a cell phone, texting, etc.) I also agree not use a cell phone in any manner, including hands-free usage, when driving youth and/or children under 16 years of age.

I declare that I hold an unrestricted driver’s Class G2 or better license, that I am licensed to drive in Ontario and have a minimum five (5) years of driving experience.

I declare that I have an exemplary driving record, with no at-fault accidents in the past five (5) years and not more than two (2) minor traffic violations in the past three (3) years.

I declare that my vehicle, or the vehicle I will use, is insured by a valid automobile liability insurance policy as required by Ontario law and carries a minimum of \$1 million of third-party automobile liability insurance.

I declare that the vehicle I will drive is mechanically fit with seat belts in working condition for all passengers: that air bags and other safety equipment are in working order; and that the appropriate car/booster seats are used when necessary.

I agree that I will be personally responsible for all traffic and parking violations that may occur while driving for a WMB Church sponsored event and that I will notify the authorities and WMB Church immediately of any accident.

Name of driver _____

Signature _____

Date _____

One-on-one Transportation Consent

Appendix I

To be filled out by the parent or guardian.

As part of WMB Church's Keeping Safe policy, it is expected that a driver is not alone in a vehicle with a minor. As such, in some cases a second approved volunteer would be placed in the vehicle.

However, in exceptional circumstances, a driver may need to transport a single minor. In such circumstances, WMB Church requires explicit permission from parents or guardians to allow their child to be driven alone by a WMB Church volunteer or staff member.

Name of child/youth: _____

Name of parent or guardian: _____

I grant permission for my child, named above, to be driven by _____ and to be alone with this same individual in the vehicle for the purposes and times outlined below.

Purposes - Activities this form covers:

only for the listed activities/events

only for the following one-time activity

Times - Period of time this form covers:

ministry year: September 20____ to August 20____

only on a specific date: _____

Signature _____

Date _____

The Subtle Signs of Child Abuse

(taken from: <http://www.oacas.org/childrens-aid-child-protection/what-is-abuse/>)

While a single sign listed below doesn't necessarily mean abuse or neglect is occurring, it can be an indication that something is wrong. If multiple signs are being exhibited, the child may be at risk of abuse or neglect. Please contact your [local Children's Aid Society](#) if you have concerns about a child or youth.

Subtle signs of physical abuse may include (but are not limited to):

- Child wears long sleeves/long pants even in warm weather
- Excessive crying
- Child seems anxious when other children cry
- Avoidance of physical contact with others
- Recurrent nightmares or disturbed sleep patterns
- Behaviour extremes—aggressiveness or withdrawal
- Poor self-concept
- Whispered speech
- Loss of appetite for no apparent reason, or excessive appetite
- Child is wary of adults
- Re-enactment of abuse using dolls, drawings or friends
- Clinging
- Delinquent behaviour
- Abrupt decline in school performance

Subtle signs of emotional abuse may include (but are not limited to):

- Sudden change in self-confidence
- Headaches or stomach aches with no medical cause
- Destructive behaviour
- Abnormal fears, increased nightmares
- Failure to gain weight (especially in infants)
- Desperately affectionate behaviour
- Speech disorders (stuttering, stammering)
- Habit disorders (biting, rocking, head-banging)
- Argumentative or consistent temper tantrums
- Bullying tactics
- Being easily frustrated
- Behaviour extremes—disobedient or overly compliant

Subtle signs of sexual abuse may include (but are not limited to):

- Frequent sore throats or urinary infections
- Constant sadness
- Re-enactment of abuse using dolls, drawings or friends
- Clinging

- Thumb-sucking
- Sudden fear of the dark
- Behaviour extremism—aggressiveness or withdrawal
- Recurrent nightmares or disturbed sleep patterns
- Loss of appetite for no apparent reason, or excessive appetite
- Bedwetting
- Avoidance of undressing or wearing extra layers of clothes
- Abrupt decline in school performance

Subtle signs of neglect may include (but are not limited to):

- Missing key articles of clothing
- Over- or under-dressed for weather conditions
- Height and weight significantly below age level
- Consistent school absenteeism
- Persistent hunger
- Trouble concentrating
- Low self-esteem
- Body odour
- Child assumes adult responsibilities
- Always being dirty and severely unkempt
- Sleepiness/always tired
- Child steals food/lunch money from others

Additional information on recognizing signs of abuse may be found at:

<https://caselgin.on.ca/recognizing-signs-abuse>

Your Duty to Report (taken from: <https://www.facswaterloo.org/report>)

- **Everyone** must report suspected child abuse or neglect
- Reports should be based on what you have seen or heard
- Make a report every time you have a concern, even if you have made reports before about the same child
- [Section 125 of the CYFSA](#) of the Child and Family Services Act states that the public, including professionals who work with children, must promptly report any suspicions that a child is or may be in need of protection to a children's aid society (CAS). The Act defines the phrase "child in need of protection" and explains what must be reported to a CAS. It includes physical, sexual and emotional abuse, neglect, and risk of harm.
- Professionals have a legal obligation under [Section 125 of the CYFSA](#) to report suspected child abuse or neglect
- More information about your Duty to Report is available from the [Ministry of Children and Youth Services](#).

Family & Children Services of Waterloo Region also explains the Duty to Report in a video found on their website: <https://www.facswaterloo.org/report>.