



# **SAFE CHURCH POLICY MANUAL**

*November 2019*

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# **SECTION #1: INTRODUCTION**

## ***I. PURPOSE and OVERVIEW***

Immanuel CRC, (ICRC) in offering programs for children, youth and vulnerable adults, has a duty to act with ordinary and reasonable care toward those who participate in those programs.

This policy strives to ensure that ICRC offers an environment conducive to the spiritual growth of all, and which nurtures the dignity and safety of our children, youth and vulnerable adults, as well as staff and volunteers in the context of our church community.

In drafting this policy, every effort has been made to account for all circumstances that could arise in any given program or ministry. If a circumstance is not covered by this policy, volunteers and staff are encouraged to use their best judgement in the spirit of the purpose of the policy.

Abuse thrives in silence and secrecy; in creating this policy and training our staff and volunteers, we bring this topic into the light, and strive to educate the people of ICRC on the expectations and requirements of all.

The purpose of this policy is to:

- Reflect the high value that Jesus places on all of us. As his church we reflect him by honoring and protecting children, youth and vulnerable adults
- Assist in creating a safe and healthy environment for all, throughout ICRC
- Protect children, youth and vulnerable adults from potential abuse
- Protect staff and volunteers from potential false allegations of abuse
- Create opportunities to talk about abuse and increase awareness
- To respond effectively with justice and compassion to situations of abuse
- To reduce risk and satisfy requests or requirements from insurance company or legal counsel

In consideration of and thanks for those who willingly volunteer their time to serve in these ministries, all efforts have been made to use the guideposts of practicality, so as not to hinder those in ministry.

It is hoped that the policies herein will further the reality of the church as a “sanctuary” and a place of ministry. ***Abuse of anyone must be condemned and eradicated from the church’s organization.***

## ***II. DEFINITIONS OF TERMS USED WITHIN THIS DOCUMENT***

- 1) “Children, youth or minors” are individuals under the age of 18 years (as per law in Ontario).

- 2) “Vulnerable adults” are individuals over the age of 17 years who may not be able to protect themselves due to age, physical disabilities or intellectual disabilities.
- 3) “Vulnerable people” include adults with physical or intellectual disabilities and can also include children, youth or minors (under age 18).
- 4) “Volunteers” are non-paid individuals who serve in a program and/or who have direct contact with minors/adults in their care or supervision.
- 5) “Staff” are individuals paid by the church who serve in a program and/or who have direct contact with minors/adults in their care or supervision.
- 6) “Child, Youth and Family Services Act”, or “CYFSA”, is the legislated law of Ontario that speaks to Child Protection. (Section 125, in particular.)
- 7) “Peel Children’s Aid Society”, or “Children’s Aid Society”, or “CAS”, is the government organization responsible for child protection services within Ontario.
- 8) “Member” is presumed to mean a baptized and/or professing member unless noted otherwise.

### **III. STATEMENT OF POLICY**

The Church is committed to:

- 1) Providing a safe environment for children, youth, vulnerable adults in the care of the Church and protect them from harm (physical, sexual, emotional and neglect).
- 2) Protecting volunteers and employees in child, youth, vulnerable adult and adult programs of the Church from false allegations.
- 3) A zero tolerance for abuse or neglect: any abuse of children, youth, vulnerable adults or adults involved in church programs of Church volunteers or employees will not be tolerated.

The Church will maintain a Safe Church Team that will provide leadership regarding the implementation of this policy.

### **IV. SAFE CHURCH TEAM**

#### **A. MANDATE**

The Safe Church Team is appointed by Executive Council as a standing committee to oversee the implementation of this policy.

The mandate of the team is to ensure the SAFE CHURCH policy is set, maintained, and enforced.

## **B. RESPONSIBILITIES**

The responsibilities of the team are:

1. To participate in an annual policy review and recommend any necessary changes. (see below)
2. To process all abuse allegations in accordance with the guidelines set out in the policy.
3. To support volunteers and staff involved in the allegations when a report has been made to legal authorities.
4. To be aware of resources and agencies who may be of assistance to victims.
5. To conduct / participate in annual training seminars for volunteers and staff.
6. To verify that Hall Monitors are being used where required by this policy.
7. To report to Executive Council any matters which may concern the church as a whole or in part or that may affect decisions of other bodies within the church.

## **V. *ANNUAL REVIEW - AUDIT***

Compliance with policy and guidelines is key to preventing the occurrence of abuse of the vulnerable persons in our care. We recognize the serious nature of the implementation of this policy and believe it to be critical in providing a safe and effective environment for our children, vulnerable persons, volunteers and staff.

As such, we require an annual review by an independent internal committee (including at least one Safe Church team member) to review and survey the various programs and ministries and report back to Executive Council to ensure compliance with this policy and related procedures.

The internal auditor should thoroughly review the Guidelines and attention must be given to examining the following:

- Have all relevant ministry areas trained its workers regarding these policies?
- Are workers following the required policies and guidelines?
- What obstacles exist in complying with the policies?
- What is the level of cooperation?
- Do sufficient materials exist for training and information?
- Are the policies printed and available?

The report will be reviewed by Executive Council, who will propose an action plan if needed to achieve maximum compliance within a reasonable time frame.

## **SECTION #2: PREVENTION OF ABUSE**

### ***I. DEFINITIONS OF ABUSE***

All forms of abuse are serious matters and can potentially leave scars that last a lifetime. The degree of damage that results from abuse depends on several factors including the intensity, duration and frequency of the abuse, as well as the nature of the relationship of the perpetrator to the victim. If the abuser is a known and trusted authority figure in the victim's life, the degree of impact increases dramatically.

**Abuse** is primarily categorized as physical, sexual, emotional, or involving neglect. All abuse involves the misuse of power. Misuse of power takes place when people take advantage of the authority or power they have over **vulnerable people**.

1. **Physical abuse** includes any non-accidental action that causes or could cause physical harm to another such as hitting, shaking, or the unreasonable use of force to restrain.
2. **Sexual abuse** includes exploitation of a person for the sexual gratification of another. Sexual abuse may or may not involve physical contact. Sexual abuse also includes any role-inappropriate sexual encounter, including inappropriate exposure to sexual activity or material, even if considered consensual at the time, with the knowledge that children and vulnerable adults may be incapable of understanding sexual acts or resisting coercion such as threats or offers of gifts.
3. **Emotional maltreatment** includes behaviours that harm a vulnerable person's development or sense of self-worth such as humiliation, rejection or withholding love or support. Witnessing or exposure to domestic violence is considered a form of emotional maltreatment.
4. **Neglect** includes the failure of a parent/guardian or caregiver to provide a vulnerable person's basic needs such as for food, education, healthcare or supervision
5. **Improper discipline** includes any physical, verbal or emotional abuse or neglect. Corporal punishment is absolutely prohibited.
6. **Harassment** is any unwanted physical or verbal conduct (in person or through social media) that offends or humiliates. Harassment is a type of discrimination. It can take many forms, such as:
  - a. threats, intimidation, or verbal abuse;
  - b. unwelcome remarks or jokes about subjects including race, religion, disability, sexual orientation, gender identity or age;
  - c. displaying sexist, racist, or other offensive pictures of posters
  - d. sexually suggestive remarks, gestures or solicitation
  - e. unnecessary physical contact, such as touching, patting, stroking, pinching or punching;
  - f. physical assault, including sexual assault
  - g. Harassment is discussed further in our Violence and Harassment Policy. Please see that policy for more information. (**APPENDIX M**)

## **II. SCREENING OF STAFF AND VOLUNTEERS**

To protect everyone who participates in some aspect of ICRC's ministry and to be protected from liability, ICRC must take reasonable action in screening the following: ministry staff, employees, council members, and volunteers.

In order for prospective ministry personnel to be "security cleared" individuals will submit and complete the following:

1. We will adhere to (at minimum) the "Six Month" rule, which will require volunteers who desire to work with children/students to have been attendees of Immanuel for a period of six months. Some positions will require a full year of attendance.
  - a. Volunteers transferring from another church, who are members in good standing and have been involved in children and youth ministry, may not have to adhere to the 6 month rule, provided item 2 (below) is followed.
2. New volunteers are required to complete a Volunteer Application Form (appendix C) including two references and a consent to check references.
  - a. Current ICRC volunteers applying for a new role are not required to complete an application form.
3. New volunteers will be interviewed (by phone or in person) by the Ministry Director prior to beginning in their volunteer role.
4. Volunteers must read and understand this policy.
5. Volunteers must participate in at least one training / awareness program annually to be administered by the Safe Church Team. Training may occur on different levels and in various settings. Volunteers must sign a code of ethics and statement of agreement. (APPENDIX C) (Youth Volunteers – APPENDIX O)
6. **Police Records Check** – Each paid staff and volunteer (18 years of age and older according to Peel Regional Police) must submit a Canadian Police Information Centre Check and/ or a Vulnerable Sector Search (VSV) according to the following guidelines: VSV is required for INITIAL record check of any volunteer if:
  - a. They were born before 1986.
  - b. There has been a gap in service (volunteering or working) at Immanuel of longer than five years.VSV is not required if:
  - c. Volunteer was born in 1986 or later.
  - d. There has been a gap in service, but a VSV was completed within the past five years. (must provide original VSV clearance or VSV letter.)
  - e. A VSV has been completed previously, with no gap in service

In the any of the above three situations, the volunteer may use a CPIC (Canadian Police Information Centre Check) or EPIC (Enhanced Police Information Check) for their initial *check (c) or re-check (d & e)*

VSV must be done at the local police station – process managed by the Communications and Administrative Assistant. Different jurisdictions require different processes – C&AA is the point of contact for this. Volunteer is reimbursed for the fee and completed VSV is kept on file at the church.

EPIC backcheck can be done on line; the church will be invoiced.

7. **Training:** We will train all those involved in ministry to understand how to carry out the procedures contained within this manual to prevent any type of abuse and harassment.

**This training will include:**

Presentation / overview of the policy

- b. Detailed training for specific area of ministry each new season and/or for each new volunteer
- c. Refresher reminders – 3x per season minimum

8. **Final Approval from Church Leadership:** Ministry staff, employees, council members and volunteers must complete the security clearance process **prior** to being placed in a position of trust.

9. Anyone with a history of allegations or convictions of child abuse/neglect shall be prohibited from leadership and any involvement in ministries in which this person could pose a risk.

10. Any applicant may withdraw their application at any time without prejudice.

11. The church reserves the right to deny any applicant for any reason.

### **III. SAFE CHURCH DISCIPLINE POLICY**

#### **A. INTRODUCTION**

At times, children and youth engage in behaviors that adults find unacceptable and contrary to their wishes. These behaviors occur in church-sponsored programs as well as in the family home. When these behaviors occur in church-sponsored programs, however, it is often a church volunteer/staff person who must intervene, especially when the child/youth is under her or his supervision.

An adult can interrupt or stop an unacceptable behavior by teaching the child/youth which behaviors are acceptable and which behaviors are not. By example and over time, the adult teaches the child/youth how to behave in an appropriate, socially acceptable manner.

An adult can also interrupt or stop an unacceptable behavior by intervening with a mild form of discipline to the child/youth. The discipline is intended to “catch the child’s attention” and thus act as a deterrent and a reminder that a certain behavior is unacceptable. Discipline can turn into abuse when pain, injury, or humiliation results from the discipline, or it is used excessively in a short span of time.



Some examples of excessive or abusive discipline are listed below:

*Abusive Physical Discipline (corporal punishment)*

- Slapping, kicking, punching, hitting, choking, pushing, shoving, hair pulling, twisting, pinching.
- Discipline that leaves a bruise, mark, wound or cut.
- Discipline administered with any device or object (such as a paddle, spoon, stick, book).
- Discipline followed by a request/threat to the child/youth not to tell anyone what happened, not to report the discipline, or not to show anyone a mark or bruise.

*Abusive Verbal Discipline*

- Shouting or yelling, threatening, hurling insults or obscenities.
- Discipline that is intended to humiliate a child/youth.
- Discipline by refusing to speak to a child.
- Discipline that involves bribery, coercion or threats.
- Discipline followed by a request/threat to the child not to tell anyone what happened, not to report the discipline.

## **B. SAFE CHURCH DISCIPLINE PROCEDURES**

Any corporal punishment (slapping, hitting, pushing) is not permitted.

Abusive verbal discipline (yelling, hurling insults, threatening) is not permitted.

Parent(s) are to be informed and involved every time a child/youth misbehaves beyond minor correction, or if a pattern of misbehavior continues or escalates. Concerns about a child/youth's behavior or the appropriate response to a child/youth's behavior should be reported to the ministry coordinator or Ministry Director.

The Ministry Director should keep a written record of any phone calls made to parent(s) and any incidents where discipline was required.

An aide or a parent should be involved weekly in classrooms / programs where misbehavior is an ongoing problem.

Expectations of children's/youth's behavior must reflect their age and level of comprehension. Similarly, discipline must reflect their age and level of comprehension.

Children are to be reminded of the kind of behavior that is acceptable for the setting. Older children and youth may benefit from having these expectations in written form and reviewed orally in a group setting.

Whenever possible, leaders should try to avoid having to discipline a child/youth by choosing instead one or more of the following options:

- Distract the child/youth with another activity;

- Help the child/youth focus on another more acceptable behavior;
- Isolate the child/youth from others if another volunteer/staff is available to assist
- When nothing seems to be working, staff/volunteers should request assistance
- For young children, consult with parent(s) on possible solutions to behavioral problems.

### **C. SAFE CHURCH Photography and Videotaping Policy**

1. As a general rule, no child will be photographed, videotaped, or recorded by ICRC Ministry personnel without written consent from a parent or guardian.
2. Consent must be given through use of the approved release form for that program which is signed by a parent or guardian. (Nursery, Sunday School, GEMS, Cadets, BeTween, Youth)
3. Unless it is a designated part of their volunteer role, no volunteer should photograph, videotape or record a child or youth.
4. Ministry personnel will not post photographs or videos of children or youth online except with permission, and only on an approved page of ICRC; they cannot be posted on a personal account.
5. Family members should not be tagged in photos or videos posted on ICRC pages.

### **D. SAFE CHURCH COMMUNICATION AND SOCIAL MEDIA POLICY**

#### **Online interaction Policy**

Social media is a major part of our culture and a means by which we interact with children who are a part of our ministry. As ministry personnel interact online with children who are a part of our ministry, we want to ensure the safety of all parties involved. **Online communication and text messaging with children grade 5 and younger is not permitted.**

It is recommended that online communication with students take place through ICRC or Brampton Youth Facebook pages.

The following means of online communication are recommended for ministry personnel:

- Leader will post comments directly to the wall of the BRAMPTON YOUTH Facebook and Instagram pages and the wall of students' personal pages
- Facebook messaging and emails with individual students will include another leader in the message stream
- Leaders are not permitted to use services with disappearing private posts to connect with students

While text messaging remains a popular means of communication, it is not a recommended means of communication between leaders and students as a way to build relationships. Leaders should not initiate text-messaging conversations with students and should move text-messaging conversations to Facebook or email, and include another leader in the thread, whenever possible.

We ask that all of our ministry personnel abide by the following guidelines:

- When communicating with youth through Facebook, Twitter, email, text messaging, it is important that ministry personnel save all correspondence in the event that any of the content is called into question.
- Online interaction will be such that is appropriate to the ministry setting in which the worker or volunteer serves.
- In the event that children or youth attempt to converse or exchange information of an inappropriate nature, the worker or volunteer will screen shot the conversation and contact the Youth Leader or Ministry Director immediately.
- Ministry personnel will not post comments, content, or photographs that are not conducive to the integrity of the ministry, or that may be considered a contradiction of beliefs and core values of ICRC.
- Ministry personnel will not post photographs or videos of children or youth online except with permission, and only on an approved page of ICRC; they cannot be posted on a personal account.
- Ministry personnel will not use ICRC logo or other graphics that may cause confusion as to whether or not a site is an “official” site of ICRC.

## **SECTION #3: SAFE CHURCH POLICIES FOR SPECIFIC MINISTRIES**

### ***I. NURSERY PROGRAM***

- 1) **Volunteer Requirements:**
  - a. *Attendants* – Persons wishing to serve in the Nursery as an “Attendant” must be age 19 or older, must have been attending Immanuel CRC for at least 6 months
  - b. *Helpers* – Persons wishing to serve in the Nursery as a “Helper” must be age 10 or older, and must have been part of Immanuel CRC for at least 6 months. Persons, ages 10 - 17, may volunteer for service in the infant nursery as a helper, provided that an *Attendant* (age 18+) is present.
- 2) **Screening of Volunteers:** *Please see “Section 2.II – Screening of Staff and Volunteers” (pg 6 & 7), above.*
- 3) **Supervision Requirements:** One *Attendant* **must** be in the Nursery with no more than four infants/ toddlers before an additional *attendant* or *helper* is required. At least two volunteers must be present in each Nursery room, and at least one of the volunteers **must** be an *Attendant*.
- 4) **Record Keeping:** First and last names of all children in the nursery, and all volunteers and guests, must be tracked each week. *Attendants* must verify that the sign in sheet reflects the actual children, helpers and guests in the room. This information will be needed in the event of a fire alarm or other emergency.
- 5) Immediate family members may serve in the Nursery at the same time, provided that a third non-related person is also present, or that the Hall Monitor role is in place.
- 6) **Bathroom Policy:** For children aged 5 and under, including infants requiring diaper changes, only parents are to take their child to the bathroom and/or change their diaper. (see Appendix F)
- 7) *Only attendants* may take children from the Nursery only for good reason, such as in case of illness. Any significant medical problem should be reported immediately to the child’s parent(s) by the Hall Monitor.
- 8) A person who is not scheduled to serve in the Nursery for that particular service may not spend time in the Nursery room(s) during or after the service unless approved by one of the Nursery Coordinators. Exception to this rule would be for a parent or guardian as needed by a child.
  - a. Parents/Guardians who stay in the nursery will be clearly identified as a guest. They will not be placed in a position of trust with any child who is not their own.
- 9) **Discipline Policy:** The *Discipline Policy* applies to the Nursery ministry (see pg 7-9, above).

- 10) Parents/ Guardians **must** drop off and pick up their child from the Nursery room. Children must be signed in and out.
- 11) **Hall Monitor** – an assigned usher will act as the hall monitor; or a member of the Safe Church Team.
- 12) **Fire Alarm:** In the event of a fire alarm, the Attendants and helpers, assisted by the Hall Monitors, will ensure the children exit the room as quickly as possible. Babies will need to be carried; toddlers may be able to walk on their own with guidance. Children must not be left unattended either in the room or outside during evacuation. Hall Monitors will return to the building for more children if needed. They are to remain calm when exiting and take children to the closest, safe evacuation location.

Attendant or youth helper is to ensure that the attendance sheet is in their possession. Lead Attendant must do an attendance check. Parents may collect their child once the attendance check has been done.

## **II. SUNDAY SCHOOL**

- 1) **Volunteer Requirements:**
  - a. **Teachers** – Persons wishing to serve in the Sunday School as a “Teacher” must be age 18 or older, must have been attending Immanuel CRC for at least 6 months.
  - b. **Helpers** – Persons wishing to serve in the Sunday School as a “Helper” must be age 10 or older, and must have been attending Immanuel CRC for at least 6 months.
- 2) **Screening of Volunteers:** *Please see “Section 2.II – Screening of Staff and Volunteers” (pg 6 & 7), above.*
- 3) **Supervision Requirements:** Best practice is for two volunteers to be present in each Sunday School room, of which one **must** be a *Teacher*. The Hall Monitor position must be in place.
- 4) **Record Keeping:** First and last names of all children in each Sunday School class, and all volunteers and guests, must be tracked each week. *Teachers* must verify that the sign in sheet reflects the actual children, helpers and guests in the room. This information will be needed in the event of a fire alarm or other emergency.
- 5) Immediate family members may serve in a Sunday School class at the same time, provided that a Hall Monitor is in place.
- 6) **Bathroom Policy:** Parents / guardians will be encouraged to take their child to bathroom prior to the start of class.
  - a. For children **aged 5 and under**, only parents are to take their child to the bathroom. (see Appendix F)
  - b. Children aged 6 -12 will be permitted to go use the family washroom next to the Sunday School rooms. The teacher may watch the child from the classroom door,

and ensure the child returns in a timely manner. If needed, the Hall Monitor may assist in accompanying a child to the family washroom and waiting outside the door.

- 7) Children should not leave the classroom except for illness, to use the bathroom, or another compelling reason. Children must never be without supervision and should not leave the classroom before the service is over (unless previously arranged with child's parents/guardians) and not without full supervision.
- 8) If a child needs significant medical attention, the parent(s)/ guardians should be notified immediately by the Hall Monitor.
- 9) Whenever Sunday School is in session, best practice is to have the classroom door open. If this is not possible due to noise level or distraction, the window of the classroom door must remain unobstructed.
- 10) A person who is not scheduled to serve in the Sunday School for that particular service may not spend time in the classroom(s) during or after the service unless approved by the Teacher. Exception to this rule would be for a parent or guardian as needed by a child.
- 11) **Discipline Policy:** The *Discipline Policy* applies to the Sunday School ministry (see pg 7-9, above).
- 12) Parents/ Guardians **must** drop off and pick up their child from the Sunday School classroom, and child(ren) up to age 6 must be signed in and out.
- 13) **Hall Monitor** – an assigned usher or member of the Safe Church Team will act as the hall monitor.
- 14) **Circle of Grace** - this curriculum will be taught each season in place of regular Sunday School lessons (2 – 4 lessons). It helps teach children about God's love for them, and the sacredness of their relationships with others. The Circle of Grace program helps teach:
  - Respect for self and others
  - Skills for good decision making
  - To recognize uncomfortable situations and talk with a trusted adultAlso included is information for parents to continue the learning at home.
- 15) **Fire Alarm:** In the event of a fire alarm, the Sunday School teacher is to ensure children are lined up in single file and that the attendance sheet is in their possession. They are to remain calm when exiting and take children to the closest, safe evacuation location.
  - a. Lead teacher must do an attendance check. Parents may collect their child once the attendance check has been done.

### III. GEMS AND CADETS

- 1) **Volunteer Requirements:**
  - a. Leaders – Persons wishing to serve in GEMS or Cadets as a “Counselor” must be age 18 or older, must have been attending Immanuel CRC for at least one year.
  - b. Helpers – Persons wishing to serve in the GEMS or Cadets as a “Helper” must be age 12 or older and must have been attending Immanuel CRC for at least 6 months.
- 2) **Screening of Volunteers:** *Please see “Section 2.II – Screening of Staff and Volunteers” (pg 6 & 7), above.*
- 3) Youth participants must be registered for the GEMS and Cadet programs. Contact information of parents or guardians must be available to the leaders.
- 4) Leaders must collect the contact information of any guests or visitors.
- 5) There must be a minimum of two, non-related security cleared adults (18+) present for any GEMS or Cadet activities. If only one adult volunteer is available, activities must be cancelled for that week.
- 6) Leaders are responsible for supervising the GEMS and Cadets from the time they are dropped off until they are picked up. Children should not be permitted to run through the building or go outside without adult supervision.
- 7) **Record Keeping:** First and last names of all children in attendance at the GEMS and Cadet programs, and all volunteers and guests, must be tracked each week. Counselors must verify that the sign in sheet reflects the actual children, helpers and guests in the room. This information will be needed in the event of a fire alarm. This information will be kept on file by the Ministry Director.
- 8) Immediate family members may serve in a GEMS or Cadets room at the same time, provided that a hall monitor is in place.
- 9) **Bathroom Policy:**

Children will be permitted to use the bathroom with a buddy of the same age and gender. The counselor must be attentive to the length of time the child(ren) are away, and check on the child who is gone longer than is considered reasonable.
- 10) Children should not leave the classroom except for illness, to use the bathroom, or another compelling reason. Children must never be without supervision and should not leave the classroom before the program is over (unless previously arranged with child’s parent or guardian) and not without full supervision. If a child leaves the classroom or gathering area, the adult volunteer must be attentive to the length of time the child is away, and check on the child who is gone longer than is considered reasonable.
- 11) If a child needs significant medical attention, the parent(s)/ guardian should be notified immediately.

12) Whenever small group meetings of GEMS/ Cadets are in session, the classroom door must remain open. If this is not possible due to noise level or distraction, the window of the classroom door must remain unobstructed. Best practice is to have two screened adults in the room; if this is not possible, the Hall Monitor position must be in place.

13) **Discipline Policy:** The *Discipline Policy* applies to the GEMS and Cadet ministries (see pg 7-9, above).

14) GEMS and Cadet Counselors should identify abusive behavior among minors in their program and have a policy of zero tolerance to these behaviors.

15) While the appropriate display of affection between leaders and the children is often part of conveying support and encouragement to one another, such displays can be misinterpreted. Leaders and helpers should obtain consent prior to initiating any type of display of affection. Also, displays of affection should be limited to such actions as a brief hug, an arm around the shoulder, an open-hand pat on the back, a handclasp or a light touch to the forearm. Each leader, Cadet and GEM has the right to refuse any of these displays and will be respected.

16) **Hall Monitor** – the coordinator and /or counselor(s) will act as the hall monitor.

17) **Field Trips and Special Events**

- Church affiliated activities conducted away from the church property must be pre-approved by the supervising Ministry Director.
- Parents must be notified at least one week prior to the outing, and , depending on the nature of the outing, provided with:
  - the details of the outing
  - consent forms
  - medical release forms
- One copy of these forms is to accompany the supervisor(s) on the outing.
- All relevant guidelines outlined in this policy are to be followed.

18) **Driving Vulnerable Persons**

The adult volunteer / leader must verify that all drivers have:

- a valid “G” driver’s license
- current automobile insurance
- enough working seatbelts for each passenger
- booster seating if required

19) **Overnight events**

- All overnight activities must be pre-approved by the Ministry Director.
- Parents must be notified at least two weeks prior to the outing, and provided with:
  - the details of the outing
  - consent forms
  - medical release forms
- Supervision as outlined above is required for overnight events.
- All relevant guidelines outlined in this policy are to be followed.



- Sleeping areas will be off limits to members of the opposite sex.
  - Contact between male and female students will not be permitted after the designated bedtime.
- 20) **Fire Alarm:** In the event of a fire alarm, each GEMS and Cadet Counselor is to ensure children are lined up in single file. They are to bring the attendance records with them, remain calm when exiting and take children to the closest, safe evacuation location.
- a. Head Counselor must do an attendance check.

#### **IV. YOUTH MINISTRY**

**1) Volunteer Requirements:**

- a. *Leaders* – Persons wishing to serve as youth leaders must be age 18 or older, must have been attending Immanuel CRC for at least one year.

**2) Screening of Volunteers:** *Please see “Section 2.II – Screening of Staff and Volunteers” (pg 6 & 7), above.*

**3)** Youth participants must be registered for the Youth Ministry program. Contact information of parents or guardians must be available to the leaders.

**4)** Leaders must collect the contact information of any guests or visitors.

**5)** There must be a minimum of two, non-related security cleared adults (18+) present for any Youth Ministry activity. If only one adult volunteer is available, activities must be cancelled for that week.

**6)** Leaders are responsible for supervising the Youth from the time they are dropped off until they are picked up. Youth should not be permitted to run through the building or go outside without adult supervision.

**7) Record Keeping:** First and last names of all children in attendance at the Youth program, and all volunteers and guests, must be tracked each week. Leaders must verify that the sign in sheet reflects the actual youth, guests and leaders. This information will be needed in the event of a fire alarm. This information will be kept on file by the Ministry Director.

**8)** Immediate family members may serve in a Youth small group room at the same time, provided that a hall monitor is in place.

**9) Bathroom Policy:**

Youth may only use the bathroom one at a time. The counselor must be attentive to the length of time the youth is away, and check on the youth who is gone longer than is considered reasonable.

**10)** Youth should not leave the main room except for illness, to use the bathroom, or another compelling reason. Youth must never be without supervision and should not leave the classroom before the program is over (unless previously arranged with child’s

parent or guardian) and not without full supervision. If a youth leaves the classroom or gathering area, the adult volunteer must be attentive to the length of time the child is away, and check on the child who is gone longer than is considered reasonable.

**11)** If a youth needs significant medical attention, the parent(s)/ guardian should be notified immediately.

**12)** Whenever small group meetings of Youth Ministry are in session, the classroom door must remain open. If this is not possible due to noise level or distraction, the window of the classroom door must remain unobstructed. Best practice is to have two screened adults in the room; if this is not possible, the Hall Monitor position must be in place.

**13) Discipline Policy:** The *Discipline Policy* applies to Youth Ministry (see pg 7-9, above).

**14)** Youth Leaders should identify abusive behavior among minors in their program and have a policy of zero tolerance to these behaviors.

**15)** While the appropriate display of affection between leaders and youth is often part of conveying support and encouragement to one another, such displays can be misinterpreted. Leaders and helpers should obtain consent prior to initiating any type of display of affection. Also, displays of affection should be limited to such actions as a brief hug, an arm around the shoulder, an open-hand pat on the back, a handclasp or a light touch to the forearm. Each leader and youth has the right to refuse any of these displays and will be respected.

**16) Hall Monitor** – the coordinator and /or leader(s) will act as the hall monitor.

### **17) Field Trips and Special Events**

- Church affiliated activities conducted away from the church property must be pre-approved by the supervising Ministry Director.
- Parents must be notified at least one week prior to the outing, and , depending on the nature of the outing, provided with:
  - the details of the outing
  - consent forms
  - medical release forms
- One copy of these forms is to accompany the supervisor(s) on the outing.
- All relevant guidelines outlined in this policy are to be followed.

### **18) Driving Vulnerable Persons**

The adult volunteer / leader must verify that all drivers have:

- a valid “G” driver’s license
- current automobile insurance
- enough working seatbelts for each passenger
- booster seating if required

### **19) Overnight events**

- All overnight activities must be pre-approved by the Ministry Director.
- Parents must be notified at least two weeks prior to the outing, and provided with:

- the details of the outing
- consent forms
- medical release forms
- Supervision as outlined above is required for overnight events.
- All relevant guidelines outlined in this policy are to be followed.
- Sleeping areas will be off limits to members of the opposite sex.
- Contact between male and female students will not be permitted after the designated bedtime.

**20) Fire Alarm:** In the event of a fire alarm, each Youth Leader is to ensure the youth are lined up in single file. They are to bring the attendance records with them, remain calm when exiting and take children to the closest, safe evacuation location.

- a. The Coordinator of Youth must do an attendance check.

## **V. BETWEEN**

### 1) **Volunteer Requirements:**

- a. Leaders – Persons wishing to serve in BeTWEEN as a “Leader” must be age 18 or older, must have been attending Immanuel CRC for at least 1 year.

### 2) **Screening of Volunteers:** *Please see “Section 2.II – Screening of Staff and Volunteers” (pg 6 & 7), above.*

3) Immediate family members may serve together in BeTWEEN provided the Hall Monitor position is in place.

4) If a youth needs significant medical attention, the parent(s) guardian should be notified immediately.

5) **Record Keeping:** First and last names of all children in attendance at the BeTWEEN program, and all volunteers and guests, must be tracked each week. The Leader must verify that the sheet reflects the actual children, helpers and leaders in the room. This information will be needed in the event of a fire alarm. This information will be kept on file by the Ministry Director.

6) Whenever BeTWEEN is meeting, the door should remain open. If this is not possible due to noise level or distraction, the window of the classroom door must remain unobstructed.

7) Children should not leave the classroom except for illness, to use the bathroom, or another compelling reason. Children must never be without supervision and should not leave the classroom before the service is over (unless previously arranged with child’s parents) and not without full supervision. If a child leaves the classroom, the adult volunteer must be attentive to the length of time the child is away, and check on the child who is gone longer than is considered reasonable

- 8) **Discipline Policy:** The *Discipline Policy* applies to the BeTween ministry (see pg 7-8, above).
- 9) Leaders should identify abusive behavior among minors in their program and have a policy of zero tolerance to these behaviors.
- 10) **Hall Monitor** – an assigned usher or member of the Safe Church Team will act as the hall monitor.
- 11) While the appropriate display of affection between leaders and youth is often part of conveying support and encouragement to one another, such displays can be misinterpreted. Leaders should obtain consent prior to initiating any type of display of affection. Displays of affection should be limited to such actions as a brief hug, an arm around the shoulder, an open-hand pat on the back, a handclasp or a light touch to the forearm. Each leader or youth has the right to refuse any of these displays and will be respected.
- 12) **Fire Alarm:** In the event of a fire alarm, the BeTween Leader is to ensure children are lined up in single file and that the attendance sheet is in their possession. They are to remain calm when exiting and take children to the closest, safe evacuation location.
  - a. Leader must do an attendance check. Parents may collect their child once the attendance check has been done.

## **VI. MEETING WITH STUDENTS – OUTSIDE OF REGULAR PROGRAMMING**

If a staff member or volunteer needs to meet with a child or youth outside of regular programming, written or verbal consent from the parent or guardian must be obtained prior to the meeting. Another member of the Ministry staff must be informed of all such meetings in advance.

Leaders of children in Grade 5 or younger will not meet with individual students. A small group, or at least two students, must be present.

Best practice is that meetings with students in Grades 6-12 include at least three people (two leaders with an individual student or two students with one leader.)

Leaders of students in grades 6 -12 will abide by the following guidelines when meeting with individual students:

- Leaders will inform another ministry staff member of the meeting time, location, and people involved in advance
- Leaders involved must be security cleared
- Meetings must take place in a public space and be clearly visible to other adults.
- Parents must be notified, and give consent, prior to each outing.

- It is recommended that students meet leaders at the meeting location; if this is not possible, leaders may drive with parent/guardian consent and following the Transportation policy (**APPENDIX E**)

## **VII. FRIENDSHIP**

- 1) **Volunteer Requirements:**
  - a. *Leaders* – Persons wishing to serve in Friendship as a “Teacher” must be age 18 or older, and must have been attending Immanuel CRC for at least 6 months.
  - b. *Helpers* – Persons wishing to serve in Friendship as a “Helper” must be age 14 or older and must have been attending Immanuel CRC for at least 6 months.
- 2) **Screening of Volunteers:** *Please see “Section 2.II – Screening of Staff and Volunteers” (pg 6 & 7), above.*
- 3) **Supervision Requirements:** At least two adults (age18+) **must** be at each Friendship event.
- 4) Immediate family members may serve together in Friendship, provided a third non-related leader is also present.
- 5) If a vulnerable adult needs significant medical attention, the Legal Guardian/ caregiver should be notified immediately.
- 6) **Record Keeping:** First and last names of all vulnerable persons in attendance at the Friendship program, and all volunteers and guests, must be tracked each week. This information will be kept on file by the Ministry Director.
- 7) **Bathroom Policy:** For Friendship members who require assistance in using the bathroom, a leader of the same gender must assist the member with the bathroom stall door ajar. If a member only requires accompaniment, the leader should wait outside the bathroom.
- 8) Whenever Friendship is meeting, the doors should allow for an unobstructed view of the room.
- 9) **Discipline Policy:** The *Discipline Policy* applies to the Friendship ministry (see pg 7-8, above).
- 10) Friendship Leaders should identify abusive behavior among participants in their program and have a policy of zero tolerance to these behaviors.

- 11) While the appropriate display of affection between each other is often part of conveying support and encouragement to one another, such displays can be misinterpreted. For that reason, displays of affection should be limited to such actions as a brief hug, an arm around the shoulder, an open-hand pat on the back, a handclasp or a light touch to the forearm. Each leader/ helper or Friendship member has the right to refuse any of these displays and will be respected.
- 12) Leaders may have private conversation with a Friendship member within a public setting.
- 13) Regardless of the relative ages, it is never appropriate for a leader/helper and a Friendship member to date each other.
- 14) Friendship Ministry activities planned away from the church facility, out of town, or overnight require that a consent/ medical release form be filled out for each member participating in the activity. All relevant guidelines outlined in this policy are to be followed.
- 15) **Hall Monitor** – the coordinator(s) will act as the hall monitor if small groups are meeting.
- 16) **Fire Alarm**: In the event of a fire alarm, the Friendship Leader is to ensure attendees are lined up in single file and that the attendance sheet is in their possession. They are to remain calm when exiting and take attendees to the closest, safe evacuation location.
  - i. Leader must do an attendance check.

## VIII. **PASTORAL CARE / DEACONAL VISITING**

- 1) **Volunteer Requirements:** Persons wishing to serve as Pastoral Care Elders, Executive Elders or Deacons must be age 19 or older, must be a professing member of Immanuel CRC, and must have been attending ICRC for at least one year.
- 2) **Screening of Volunteers:** *Please see "Section 2.II – Screening of Staff and Volunteers" (pg 6 & 7), above.*
- 3) The elders, deacons, and pastors should exercise good judgment when visiting alone with parishioners. If possible, use public places such as coffee shops and restaurants for meeting places. Conversation topics should center on the pastoral care concern.
- 4) Pastors and council members should be aware of the risks when counseling a parishioner on sexual or other deeply personal matters. Professional counseling services should be used / recommended when appropriate. (See **APPENDIX N**)
- 5) Parishioners who need frequent pastoral visits should be asked with whom they would feel most comfortable visiting.
- 6) Be cautious with physical touch. Always ask for consent, recognizing that while the appropriate display of affection is often part of conveying support and encouragement to one another, such displays can be misinterpreted. Therefore, if you have consent, limit displays of affection to such actions as a brief hug, an arm around the shoulders, an open-hand pat on the back, a handclasp or handshake, or a light touch to the forearm. Restrict these displays to a public area. A pastoral care worker's or parishioner's right to refuse such a display of affection will be respected.
- 7) **Record Keeping** - Elders, deacons, and pastors need to keep records of all visits and report to their respective coordinating bodies the basic details of the visit. Parishioners must be informed that this will take place. Basic details of the visit are to be recorded in the PC meeting minutes, and include:
  - a. Name of person visited (names of all present)
  - b. Date and duration of visit; location of visit

Any personal information shared during a visit may be recorded for future use of the visitor (elder, deacon, pastor), but should not be shared, unless with permission. These records must be kept with the utmost confidentiality.
- 8) If the parishioner visited acts inappropriately, the visitor should try to state this to the person, must report it to the chair of the Pastoral Elders on their return, and must make a record of the inappropriate behavior. These records must be kept with the utmost confidentiality.
- 9) Appointments at the church should be made while other people are within the building and must take place in a space that is plainly visible.

10) Should you have concerns about the living situation of an elderly parishioner, please see **APPENDIX J** for information on elder abuse, and speak with a member of the Safe Church team.

## ***IX. NEW PROGRAMS***

Any new church program that is developed for minors, youth or vulnerable adults will be subject to this SAFE CHURCH policy.



## **SECTION 4: REPORTING AND RESPONDING TO ABUSE**

### ***I. REPORTING PROCEDURES OVERVIEW***

Signs and symptoms of abuse and reports of abuse by a minor need to be taken seriously.

When required, an investigation of said symptoms and reports must only be conducted by local police and/or the Children's Aid Society (CAS) -- people trained to investigate abuse complaints.

When signs and symptoms of abuse, or reports of abuse, arise from a minor or vulnerable adult served in a church program, volunteers/staff in that program may be the ones to notice the signs or symptoms, or to whom the child reports complaints of abuse. A volunteer/staff person should not conduct an investigation of the matter. Instead, volunteers and staff should follow the established reporting procedure.

As per Section 125 of the *Child, Youth and Family Services Act* of Ontario, **an individual is legally required to report child abuse.**

### ***II. RESPONDING TO SIGNS, SYMPTOMS, AND REPORTS OF ABUSE***

Volunteers/staff who work in child, youth, and vulnerable adult programs may become aware of suspected abuse in a number of ways. A volunteer/staff person may actually witness an abusive incident or have an alleged incident reported to him/her by the victim or by another person. Some children, youth or vulnerable adults will not report an abusive incident because of their fear of the abuser or because they believe they deserved the abuse. Others are threatened by the abuser not to tell anyone of their experience. However, volunteers/staff may observe signs and symptoms that may lead them to suspect abuse. (See Appendix B)

The reporting procedures outlined below will assist volunteers/staff to respond to reported incidents of abuse or to respond to observable signs and symptoms of abuse.

### ***III. REPORTING PROCEDURES***

- 1) Each person who has reasonable ground to suspect that a child (under age 17) is or may be in need of protection shall report the belief and the information upon which it is based to the Peel Children's Aid Society and / or Peel Regional Police in compliance with the *Child, Youth and Family Services Act*.

The link below will bring you to a page to search for your local Children's Aid Society.  
<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/CASLocations.aspx>

- 2) On January 1, 2018, Ontario raised the age of protection from 16 to 18. A professional, or member of the public, who is concerned that a 16-or 17-year-old is or may be in need of protection may, but is not required to, make a report to a society and the society is required to assess the reported information. [CYFSA, s. 125(4)]
- 3) If the alleged abuse is at the hands of a church volunteer or helper then, in conjunction with the report to the Police / CAS, the person shall also inform the Safe Church Team of the occurrence.
- 4) While it may be wise for the person to consult with the Safe Church team before reporting to the CAS and/or Police, the volunteer or staff member **must** still make the report themselves.
- 5) A person who has a "feeling" but is quite hesitant that a minor or vulnerable adult is or has suffered abuse should discuss the feeling and the information on which it is based with a member of the Safe Church team, a representative of CAS, and/or consult other sources for information. If discussing with a member of the Safe Church team, names cannot be given to protect confidentiality.
- 6) After a report has been made to the Police / CAS, no investigation or inquiry shall be conducted until the CAS or police investigation has been completed, unless otherwise authorized by the appropriate civil authorities. All information shall be kept confidential except to the proper reporting bodies / authorities.

#### **IV. IF STAFF/VOLUNTEERS ARE ALLEGED TO HAVE ABUSED A PERSON**

- 1) If there is an allegation that any volunteer personnel has abused or threatened to abuse a person, or if staff or members of the Safe Church team receive information about any volunteer personnel that might indicate that a person may be at risk, such volunteer personnel shall immediately be suspended from ALL duties or responsibilities by Executive Council pending the outcome of the investigation and subject to any disciplinary action as per church policy.
- 2) If there is an allegation that a staff person has abused or threatened to abuse another person, such employee shall be suspended by Executive Council from any duties or responsibilities – in all ministries – with pay, pending the outcome of such investigation, until otherwise notified by the Executive Council of the church.
- 3) Any notice of suspension shall be given in such a way that no investigation by the CAS or Police will be put in jeopardy and shall be done in consultation with the civil authorities. The suspension from duties and responsibilities is not and shall not be seen or accepted

as the “guilt” of the individual, but only as an indication of the priority given to the need to protect our children and vulnerable adults.

- 4) Any personnel, volunteer or employee, found to have abused a person (in other words, has confessed to, or been found guilty of abuse) or placed a person at risk of abuse shall, apart from any other discipline process, be prohibited from leadership and any involvement in ministries in which this person could pose a risk.
- 5) CRC Safe Church Ministry offers the Advisory Panel Process, to be used when there is an allegation of abuse against a church leader. ICRC’s Safe Church Team will explain this process to the claimant and to Executive Council, should the need arise.

## **APPENDIX A: DUTY TO REPORT ABUSE OF A MINOR**

### **I. INTRODUCTION**

The following is taken from the *Child, Youth and Family Services Act* (referred to as CYFSA within this document), Section 125. It outlines our church's legal responsibility to report suspected abuse of a minor (persons under the age of 16) to the police or to the Peel Children's Aid Society.

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/CASLocations.aspx>

### **II. RESPONSIBILITY TO REPORT A CHILD IN NEED OF PROTECTION (CYFSA s.125)**

*If a person has reasonable grounds to suspect that a child is or may be in need of protection, the person must promptly report the suspicion and the information upon which it is based to a children's aid society. The situations that must be reported are listed in detail below.*

### **III. DUTY TO REPORT A CHILD IN NEED OF PROTECTION**

**125** (1) Despite the provisions of any other Act, if a person, including a person who performs professional or official duties with respect to children, has reasonable grounds to suspect one of the following, the person shall immediately report the suspicion and the information on which it is based to a society:

1. The child has suffered physical harm inflicted by the person having charge of the child or caused by or resulting from that person's,
  - i. failure to adequately care for, provide for, supervise or protect the child, or
  - ii. pattern of neglect in caring for, providing for, supervising or protecting the child.
2. There is a risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person's,
  - i. failure to adequately care for, provide for, supervise or protect the child, or
  - ii. pattern of neglect in caring for, providing for, supervising or protecting the child.
3. The child has been sexually abused or sexually exploited by the person having charge of the child or by another person where the person having charge of the child knows or should know of the possibility of sexual abuse or sexual exploitation and fails to protect the child.
4. There is a risk that the child is likely to be sexually abused or sexually exploited as described in paragraph 3.
5. The child requires treatment to cure, prevent or alleviate physical harm or suffering and the child's parent or the person having charge of the child does not provide the

treatment or access to the treatment, or, where the child is incapable of consenting to the treatment under the *Health Care Consent Act, 1996*, refuses or is unavailable or unable to consent to, the treatment on the child's behalf.

6. The child has suffered emotional harm, demonstrated by serious,
  - I. anxiety,
  - II. depression,
  - III. withdrawal,
  - IV. self-destructive or aggressive behaviour, or
  - V. delayed development,

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

7. The child has suffered emotional harm of the kind described in subparagraph 6 i, ii, iii, iv or v and the child's parent or the person having charge of the child does not provide services or treatment or access to services or treatment, or, where the child is incapable of consenting to treatment under the *Health Care Consent Act, 1996*, refuses or is unavailable or unable to consent to, treatment to remedy or alleviate the harm.
8. There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraph 6 i, ii, iii, iv or v resulting from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.
9. There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraph 6 i, ii, iii, iv or v and the child's parent or the person having charge of the child does not provide services or treatment or access to services or treatment, or, where the child is incapable of consenting to treatment under the *Health Care Consent Act, 1996*, refuses or is unavailable or unable to consent to, treatment to prevent the harm.
10. The child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or the person having charge of the child does not provide the treatment or access to the treatment, or where the child is incapable of consenting to the treatment under the *Health Care Consent Act, 1996*, refuses or is unavailable or unable to consent to, treatment to remedy or alleviate the condition.
11. The child's parent has died or is unavailable to exercise custodial rights over the child and has not made adequate provision for the child's care and custody, or the child is in a residential placement and the parent refuses or is unable or unwilling to resume the child's care and custody.
12. The child is younger than 12 and has killed or seriously injured another person or caused serious damage to another person's property, services or treatment are necessary to prevent a recurrence and the child's parent or the person having charge of the child does not provide services or treatment or access to services or treatment, or, where the

child is incapable of consenting to treatment under the *Health Care Consent Act, 1996*, refuses or is unavailable or unable to consent to treatment.

13. The child is younger than 12 and has on more than one occasion injured another person or caused loss or damage to another person's property, with the encouragement of the person having charge of the child or because of that person's failure or inability to supervise the child adequately.

#### **IV. ONGOING DUTY TO REPORT**

(2) A person who has additional reasonable grounds to suspect one of the matters set out in subsection (1) shall make a further report under subsection (1) even if he or she has made previous reports with respect to the same child.

#### **V. PERSON MUST REPORT DIRECTLY**

(3) A person who has a duty to report a matter under subsection (1) or (2) shall make the report directly to the society and shall not rely on any other person to report on his or her behalf.

#### **VI. DUTY TO REPORT AS IT RELATES TO OLDER CHILDREN**

(4) Subsections (1) and (2) do not apply in respect of a child who is 16 or 17, but a person may make a report under subsection (1) or (2) in respect of a child who is 16 or 17 if either a circumstance or condition described in paragraphs 1 to 11 of subsection (1) or a prescribed circumstance or condition exists.

## **APPENDIX B: SIGNS AND SYMPTOMS OF ABUSE**

What constitutes reasonable grounds to report a suspicion of abuse? Reasonable grounds are what an average person, given his or her training, background and experience, exercising normal and honest judgement, would assume to be an action that needs attention. No action would be taken against a person making a report unless it is made maliciously or without reasonable grounds for the belief.

The following characteristics may be indicators of abuse, although they are not necessarily proof. One sign alone does not constitute abuse and may simply be indicative of other issues. You need to seek discernment and wisdom as you watch for patterns or a combination of these warning signs.

Physical signs may include:

- Lacerations and bruises
- Recurring nightmares
- Irritation, pain, regular discomfort, or injury to the genital area
- Difficulty sitting
- Torn or bloody underclothing
- Venereal or sexually transmitted infection

Behavioural signs may include:

- Anxiety when approaching a child-care area
- Nervous, hostile or rejecting behavior toward one or more adults
- Sexual self-consciousness
- Acting out of sexual behaviors or other expressions of sexual knowledge beyond that appropriate for the child's age
- Withdrawal from church, school, or sports activities
- Withdrawal from friends and family

Having been placed in positions of trust, it is our responsibility, before God and before the governing authorities, to be aware and prepared to create safe places for our children, students and vulnerable persons.



**APPENDIX C:**  
**CODE OF ETHICS and STATEMENT OF AGREEMENT FOR VOLUNTEERS,**  
**STAFF AND LEADERS**

Believing that God is calling me to serve:

1. My priority in teaching/supervising/leading, church programs and visiting will be to seek the welfare of the participants physically, socially, educationally and spiritually.
2. I will try to understand and respect the participants' cultural background.
3. I will not do anything that will damage a person's trust. I will try to protect people from all forms of abuse.
4. If I suspect that participants may be hurt by the abusive actions or attitudes of another person, I will report that suspicion to a responsible person so that it can be investigated properly.
5. I have participated in Safe Church training or have received equivalent information on abuse awareness for my role and my responsibility to report alleged abusive situations.
6. I have read and understand ICRC's Safe Church Policy and Procedure Manual.
7. I will refrain from physical discipline in all situations.
8. If a child/student/vulnerable adult is distressed, I will try to offer comfort and help. I will encourage the child/student/vulnerable adult to find the appropriate help for their needs.
9. I will pray for each program member/participant and let them know that I care about them.

Name (please print): \_\_\_\_\_

Program(s) & Position(s): \_\_\_\_\_

\_\_\_\_\_

Date (MM/DD/YYYY): \_\_\_\_\_

Signature: \_\_\_\_\_



## APPENDIX D



## Volunteer Application Form

Thank you for your interest in volunteering! We look forward to working with you!

### Contact Information

Full Name	
Street Address	
City, Province, Postal Code	
Home Phone / Cell Phone	
E-mail Address	
<b>Volunteer Position</b>	

How did you hear about the volunteer opportunity?

---

When would you be able to begin volunteering? \_\_\_\_\_

### References

Full Name:	Full Name:
Phone:	Phone:
Length of time known:	Length of time known:
Relationship:	Relationship:

### Agreement and Signature

By submitting this application:

- I affirm that the facts set forth in it are true and complete.
- I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in my immediate dismissal.
- I understand that my references will be contacted.
- I understand that I may need and am willing to complete a Vulnerable Sector Check prior to assuming volunteer duties.
- I am prepared to participate in the required orientation / training for my volunteer position.
- I agree to appear in promotional photos and videos made by Immanuel CRC. Y / N

Signature	
Date	
Please tell us your birthday! 😊	

If you are under 17 – you will be required to volunteer alongside your parent or another supervising adult.

## **APPENDIX E TRANSPORTATION PROCEDURE**

This procedure applies to adults who may transport non-related children or youth in the course of Church-sponsored programs.

1. At least two of the following procedures must be in place:
  - A. Two adults are present and seated in the front of the vehicle when transporting children or youth.
  - B. At least two youth are present with the driver when transporting children.
  - C. Children and/or youth are seated in the back seats of vehicles.

Written permission must be given for an adult to drive only one child for a church sponsored or related event.

2. Adults must have a valid driver's license and proof of insurance before transporting children or youth; drivers who routinely transport children and youth will have their drivers' record reviewed by the Safe Church Team prior to the beginning of each church year.

3. Drivers need to abide by state and provincial requirements for car seat use, seatbelt use and air bag safety.

- A. Except for school busses, children and youth must wear seatbelts whenever the vehicle is in motion. Drivers of private vehicles may not transport more children and youth than seatbelts installed in the vehicle.
  - B. Car seats must be available for younger children who require them by law.
  - C. Children and youth under 12 years of age may not sit in the front seat where there is a passenger-side airbag installed.

4. Adults or minors who transport related children and youth to church-sponsored events do so without the implied approval of the Church and at their own initiative and risk. By taking such a voluntary initiative, they hold the church harmless from all liability.

5. Parents or guardians who permit minors to transport non-related minors to church related events do so at their own risk and without the implied approval of the Church. They agree to hold the church harmless from any and all liability

## APPENDIX F WASHROOM POLICY

# Immanuel CRC

## Washroom Policy – Nursery, iMoMs and Sunday School children up to and including age 5

As part of our Safe Church policy, following is our washroom policy for infants and children up to and including age 5.

**In order to comply with the expectations of our insurance provider, this policy must be followed for all programs associated with Immanuel CRC, even when family members are caring for your children in the nursery or Sunday School.**

- 1. Only parents or guardians are permitted to change their child's diaper.**
- 2. Only parents or guardians are permitted to bring their child to the washroom.**

Implementation (Nursery and Sunday School):

1. Parents and guardians are encouraged to take their children to the washroom / change diapers prior to the start of Sunday School and before they leave their child in the nursery.
2. All children in this age group (0-5 inclusive) are assigned a number when they are dropped off in the nursery or signed in for Sunday School. Parents are to take note of this number.
3. Should washroom assistance or a diaper change be required during the service, the Nursery attendant or Sunday School teacher will advise one of the following people: Hall Monitor, Usher, Nursery or Sunday School helper.
4. If this occurs before the start of the sermon, or after the sermon is finished, the Hall Monitor or Usher will advise the computer team so that the number can be flashed on the screen to alert the parent or guardian.
5. If this occurs during the sermon, the Hall Monitor or Usher will need to find the parent or guardian in the sanctuary, as the number cannot be displayed on screen while the sermon power point is running.

Implementation (iMoMs)

1. Moms and guardians are encouraged to take their children to the washroom / change diapers prior to the start of the program.
2. In the event of required washroom assistance or diaper change, one of the childcare helpers will find the mom or guardian.

## **APPENDIX G HEALTH AND SAFETY**

1. Any child with a known communicable disease should not be received into children or youth programs.
2. Children with allergies will have their information noted on their registration form and brought to the attention of the Ministry Director and ministry leaders as needed.
3. First aid kits are available in the church office and in the cupboard below the mail slots.
4. Should a child require medical care, parents or guardians must be contacted or located immediately. First aid measures can be administered by an adult in charge, or by one of the emergency personnel associated with the church. Hall Monitors and Ushers can locate one of these members.
5. The injured child should be separated from the other children, and any blood on the floor, table or toys must be washed away and the area sanitized.
6. An occurrence report must be completed. (APPENDIX H)
7. Childcare areas must be cleaned and sanitized regularly.
  - a. Toys, tables, etc. must be cleaned and sanitized monthly.
  - b. Carpets must be steam cleaned every quarter.

**APPENDIX H – OCCURRENCE REPORT**



**Immanuel Christian Reformed Church**

**OCCURRENCE REPORT**

CHURCH    OTHER: \_\_\_\_\_

Name of affected person: \_\_\_\_\_ Age: \_\_\_\_\_

Date and Time of Occurrence: \_\_\_\_\_

Place of Occurrence: \_\_\_\_\_

Name of reporter (please print): \_\_\_\_\_

**Describe Occurrence:**

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**Describe nature of injury, if any:**

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**Witness(es) to occurrence:**

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**What action was taken?**

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Was Parent/Guardian Contacted? YES  NO  Time: \_\_\_\_\_ How? \_\_\_\_\_

Describe medical treatment/first aid:

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Check at least one church official listed who has been notified of occurrence:

**Building Manager** Date/Time notified: \_\_\_\_\_

**Ministry Director** Date/Time notified: \_\_\_\_\_

**Pastor** Date/Time notified: \_\_\_\_\_

---

Signature of Reporter & Date/Time

---

Signature of Parent/Guardian & Date/Time

---

Signature of Person in Charge & Date/Time

---

Signature of Church Official & Date/Time



## APPENDIX I

### Ministry Job Description: Usher / Hall Monitor

#### Goal of Position - Usher

The purpose of this position is to provide the ministry of hospitality to members as well as visitors coming to worship at our church. When we connect our hospitality with our story of being welcomed and embraced through the grace and love of Christ, it becomes more than just a technique. Hospitality embraces people with God's heart of love, creating a warm and welcoming space where people feel at home, where strangers become friends and family.

The usher's role has three components:

- to provide order and direction to those coming for worship, and help to seat them
- to maintain order and assist in any emergency situation
- to perform Hall Monitor duties in accordance with the Safe Church policy

#### Usher Job Description

Ushers may be one of the first people a newcomer may meet. It is important to come with a positive attitude and provide a smile and warm welcome to all those who arrive for worship. Ushers should arrive roughly 15 minutes before the worship service and typically stay by the sanctuary doors until about 15 minutes after worship begins to greet latecomers and assist them with finding seats if needed. Additionally, ushers will do the following:

- Wear an Usher tag
- Hand out bulletins to those who don't have one (mainly visitors)
- Answer questions if needed
- Set up a small row of chairs (maybe 4-6) behind the back row on the far left side after the service begins for latecomers
- Be familiar with our building so as to direct guests appropriately
- Be familiar with location of emergency kits and the wheelchair
- Know who in our congregation has first aid or medical training; take note of their presence when you are on duty.
- Be informed of any special needs prior to a service ie: reserved seats for those involved in the service (eg: baptisms); special handouts etc.
- Ask people if they have a preference for where they would like to sit
- Try and avoid seating visitors where they have to climb over people
- Try and avoid drawing attention to latecomers by seating them in a nearby seat or when the congregation rises to sing.
- Be available to assist with any special needs that may arise or in case of

emergencies. (see below for details)

- Participate in the annual training session and sign off that the training was completed (for insurance purposes).

### **Hall Monitor**

Sometimes your role will include acting as the “Hall Monitor” during the service. This is a position implemented as a result of our Safe Church policy and carries with it the following duties/requirements:

- An up-to-date police check (VSV)
- Inform Nursery attendants and SS teachers, that you are today’s Hall Monitor - so they know who’s on.
- Every five – seven minutes, sweep the back hallways, washrooms and check the Nursery and each Sunday School room and BeTWEEN room (if running). Look through the doors if open, or windows and/or ask if any attendants or Sunday School teachers need anything, or if they have children who need their parents for some reason.
- Children who require their parents for a diaper change or washroom help will have a number assigned to them on their sign in sheet. This applies to children from ages newborn – 5. (All children in the nursery, and the two youngest Sunday School classes).
- Should washroom assistance or a diaper change be required during the service, the Nursery attendant or Sunday School teacher will advise one of the following people: Hall Monitor directly, or the Nursery or Sunday School helper so they can alert the Hall Monitor.
  - If this occurs before the start of the sermon, or after the sermon is finished, the Hall Monitor will advise the computer team so that the number can be flashed on the screen to alert the parent or guardian.
  - If this occurs during the sermon, the Hall Monitor will need to find the parent or guardian in the sanctuary, as the number cannot be displayed on screen while the sermon power point is running.

### **Fire Drill / Emergency**

Ushers will assist the emergency response team in maintaining calm and avoiding panic in the event of an emergency. Specific duties are required depending on the type of emergency, as outlined below:

1. **Severe weather** – if severe weather occurs while the building is occupied, ushers will assist in ensuring all occupants calmly take shelter in the Multi-purpose room (the gym)
  - a. Occupants should remain in the centre of the room; depending on the nature of the emergency, it is likely that all children will be brought into the gym as well, by the nursery and SS teachers and helpers. Ushers / Hall Monitor will assist if needed.
  - b. Occupants should avoid large overhead light fixtures
  - c. If evacuation is necessary, ushers will assist in maintaining a calm and orderly exit, helping occupants avoid hazards (falling debris, electrical wires, etc.)



2. **Fire emergency** – should you discover fire or smoke, alert the occupants, leave the area and close the door behind you.
  - a. Alarm all of the occupants of the building. Yell “FIRE”, pull the fire alarm.
  - b. **On duty ushers / hall monitor** will assist with safe evacuation of children in nursery and Sunday School. Children are to be brought to their designated emergency regroup area, not to their parents. Nursery children and attendants – GREEN area. Sunday School students and teachers – YELLOW area.

### **Length of commitment**

Ushers are invited to commit to a three year term which can be extended.

### **Training Provided**

Ushers will be provided with training every September as a new ministry season begins. This training will orient those who are new to this role and refresh memories of those who have done this before, as well as give the group the feeling of being united in this ministry – that they are part of a team. Training will include how to handle emergency situations, a refresher on the hall monitor duties, including procedures for fire drills as well as disturbances in worship.

### **Qualifications and/or special skills**

When you are the face of your church and congregation to those coming to worship, it is important to have a friendly and positive attitude. You must be willing to talk with people and help them when needed so that their experience is one where they meet God and see God in us. Anyone serving in this ministry is also required to provide a police background check to comply with our safe church policy. These will need to be submitted prior to serving.

### **Benefits to this position**

In your role as usher / hall monitor you will have opportunities to meet and connect with members of our congregation as well as those who are visiting. It is also great to know that through your gifts you are helping others get the most out of their worship experience.

## APPENDIX J

### Elder Abuse

Elder abuse is causing harm, or the serious risk of harm, to an elderly person who may not be able to prevent it. The majority of elder abuse happens within families, by people known and trusted by the elderly person. However, there are staggering rates of caregiver abuse in other settings as well, particularly long-term care facilities.

Forms of abuse include:

**Physical abuse:** use of physical force such as through hitting or inappropriate use of restraints

**Sexual abuse:** inappropriate or non-consensual sexual contact

**Psychological abuse:** intimidation or humiliation with words or actions, such as locking in a confined space or denying access to phone or family members

**Neglect:** failure to meet basic needs, such as regular meals and baths, regular position changes, and sanitary living conditions

**Financial abuse:** unauthorized or inappropriate use of the person's financial or physical property, such as selling property or giving possessions away without the person's knowledge, or forging a name on a deed or bank account

**Medical abuse:** failure to make medical appointments, interfering with the administration of medications, or over-medicating

The effects of abuse on the elderly may include loss of autonomy and dignity, anxiety, depression, withdrawal from family or social activities, injuries, and worsening medical problems.

Why involve the church? Congregations that minister to elderly persons may observe signs of elder abuse, or an elderly person may confide in a church member an incident of abuse. Scripture instructs us to care for the elderly in our own families and communities (eg: Matt. 15:4-6, I Tim. 5:1-8). In addition, the church is called to be salt and light; it has a key role to play in confronting culture in its attitudes toward the elderly, so that all people are treated with dignity and respect.

Provinces and states may have laws governing mandatory reporting of elder abuse. For more information:

In Canada contact the Public Health Agency of Canada

<https://www.canada.ca/en/public-health/services/health-promotion/aging-seniors/elder-abuse.html>



## Nursery Helper

### APPENDIX K – NURSERY HELPER

Thank you for your willingness to help in the Nursery. Your role is important – having an extra pair of hands in the room is greatly appreciated!

During the service, help the Nursery Attendant by doing whatever he/she asks, and remember the following:

- The children must stay in the nursery until they are picked up by their parents, no exceptions
- Always ask the attendant before picking up / holding any of the children
- If the child / children are playing well, it might be best not to interrupt them – ask the attendant!

Also, at some point during the morning, compare the children in the room with the ones that have been signed in. If kids are present that have not been signed in, please put a check mark next to their name. Also make sure that the attendant's name and your own name (and any other helper that is present) are noted on the sign in sheet.

Please help with the clean up at the end of the service, and before you leave, check with the attendant and ask if there is anything else you can do.

**In the event of an emergency** – if the fire drill sounds, and the sign in sheet is in the room, the helper should bring the sign in sheet outside as part of the evacuation. If the sign in sheet is not in the room, the Hall Monitor will bring it outside.

## **APPENDIX L - SUNDAY SCHOOL HELPER**

Thank you for your willingness to help with Sunday School! Your role is important – some of our classes are quite large, so having an extra pair of hands in the room is necessary and greatly appreciated! We also know that some kids will need extra help listening, or with the craft or lesson – and you can really make a difference by helping the teacher in every way possible!

It's a great idea to check in with the Sunday School teacher or Ministry Director before the service, to see if you can help with anything.

During the class, help the teacher by doing whatever he/she asks, and helping the kids with whatever they are working on.

Helpers often hand out papers, distribute snacks and drinks, help with the craft or helping kids share...

Also, at some point during the class, compare the children in the room with the ones that have been signed in. If kids are present that have not been signed in, please put a check mark next to their name. Also make sure that the teacher's name and your own name (and any other helper that is present) are noted on the sign in sheet.

They also take on the job of cleaning up the classroom and getting all the cups and jugs back to the kitchen.

**In the event of an emergency** – if the fire drill sounds, and the sign in sheet is in the room, the helper should bring the sign in sheet outside as part of the evacuation. If the sign in sheet is not in the room, the Hall Monitor will bring it outside.

### **Sunday School Set Up**

*These tasks can be done before the service, or during the service before the kids are dismissed for Sunday School.*

Classroom set up:

- a. Bring the crayon caddies and bins into the appropriate rooms.
- b. Get about 40 cups for the classes from the kitchen (small size!) and put some into each class. Use a black bin from the kitchen to carry these, and leave it in one of the classrooms to use for clean up after the service. (check the sign in sheets for clues as to how many should go in each class)
- c. Get four (or five if it's a BeTween week – 1<sup>st</sup> and 3<sup>rd</sup> Sundays of the month) water jugs from the kitchen and fill with water from the water refill station, place one in each class.
- d. Get snacks from the office or the library, place some in each class. (6 – 10, depending on the possible size of the class – see the sign in sheets. You may need to re-check once the classes begin and re-distribute the snacks...)



## Immanuel CRC Violence and Harassment in the Workplace Policy

### APPENDIX M

Immanuel CRC is committed to building and preserving a safe, productive and healthy working environment for its employees and volunteers based on mutual respect. In pursuit of this goal, Immanuel CRC does not condone and will not tolerate acts of violence or harassment against or by an Immanuel CRC staff member or volunteer. Together we strive to create an environment in our church that protects each person's dignity and ensures his/her safety so that all may grow and mature as the Creator intended.

Immanuel CRC staff members and volunteers are personally responsible for enforcing this policy and should make every effort to prevent discrimination, violence or harassing behaviour and to intervene if they observe a problem or if a problem is reported to them.

Individuals who make a complaint about another person and who act in good faith, will be protected from reprisals of any kind. It is understood that the person(s) receiving the complaint must keep the information confidential and agree that no identifying information will be shared about the person making the complaint unless disclosure is necessary for investigation.

Immanuel CRC is prepared to take appropriate disciplinary action against any staff member or volunteer found to have been behaving in a violent or harassing manner. If it is determined that an Immanuel CRC staff member or volunteer has been involved in violence or harassment of another staff or volunteer, immediate disciplinary action will be taken.

#### Definitions:

Violence is the exercise of or the attempt to exercise, physical force that causes physical injury to another individual. Violence is also a statement or behaviour that is reasonable for an individual to interpret as a threat to exercise physical force against their person.

Harassment is any unwanted physical or verbal conduct (in person or through social media) that offends or humiliates. Harassment is a type of discrimination; it can take many forms, such as:

- o threats, intimidation, or verbal abuse;

- o unwelcome remarks or jokes about subjects including race, religion, disability, sexual orientation, gender identity or age;
- o displaying sexist, racist, or other offensive pictures or posters; o sexually suggestive remarks, gestures or solicitation;
- o unnecessary physical contact, such as touching, patting, stroking, pinching or punching; o physical assault, including sexual assault.

Violence and harassment can consist of a single incident or several incidents over a period of time.

Violence or harassment will be considered to have taken place if a reasonable person ought to have known that the behaviour was unwelcome

If you have been a victim of violence or harassment:

Report it! – there are several steps you can follow

- Make it clear to the violator that his/her actions are not welcome
- Document your case. Keep a written record of the incidents, including times, places and witnesses;
- Contact Human Resources or your Safe Church team regarding such behaviour in the workplace<sup>1</sup>;
- If you are harassed by a worker<sup>2</sup>, contact Human Resources or your Safe Church Team;
- If you are not satisfied and feel your complaint did not receive appropriate action, and the harassment is based on one of the eleven grounds of discrimination<sup>3</sup> prohibited under the Canadian Human Rights Act, you may file a complaint with the Human Rights Commission.

Contact Info

Human Resources – [humanresources@immanuelcrc.ca](mailto:humanresources@immanuelcrc.ca)

Safe Church Team – [SafeChurch@immanuelcrc.ca](mailto:SafeChurch@immanuelcrc.ca)

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<sup>1</sup> Workplace – is not only limited to where the charity works. It could also include vehicle while in transit, a home-office for those who work at home.

<sup>2</sup> Worker – A person who performs work or supplies services for monetary compensation. This also encompasses directors, volunteers and independent contractors.

<sup>3</sup> The prohibited grounds of discrimination are race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics and disability

## **APPENDIX N – Professional Counseling Referrals**

The links below provide a few options for people to search through. All are Christian counselors, but the person with whom you are sharing this information should be reminded of the following:

- We currently do not have specific names of counselors to provide for referrals, so they will need to review the information and reach out to those who appeal to them
- Price, experience, location and training information are all provided for each counselor
- Many offer a free assessment
- Depending on where the person lives, they can expand their search on the “Psychology Today” website beyond Brampton
- If they are not looking for a Christian counselor, searching on the Psychology Today website is still a good option

<https://www.psychologytoday.com/ca/therapists/christian/on/brampton>

<https://www.tyndale.ca/family-life>

<https://shalemnetwork.org/>



**APPENDIX O:**  
**CODE OF ETHICS and STATEMENT OF AGREEMENT FOR YOUTH VOLUNTEERS**

Believing that God is calling me to serve:

- 1) My priority in helping with programs at church will be to make a positive difference to the children in the program and to the leaders I am helping.
- 2) I will respect myself, other people, other people's property, and the church property
- 3) I will be an encourager, not one who ridicules, makes fun of, or criticizes.
- 4) I will deal peacefully with anger and disagreements.
- 5) I will participate and contribute in a positive way in all group activities and obey the instructions of the leaders.
- 6) If a child/student is distressed, I will try to offer comfort and help. I will encourage the child/student to find the appropriate help for their needs.
- 7) I will pray for each program member and let them know that I care about them.

Name (please print): \_\_\_\_\_

Program(s) & Position(s): \_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_



**What is the Advisory Panel Process?**

One of the mandates of the classis safe church team (SCT) is to provide an Advisory Panel Process when allegations of abuse are brought by an adult against a church leader.

The process is to be followed when:

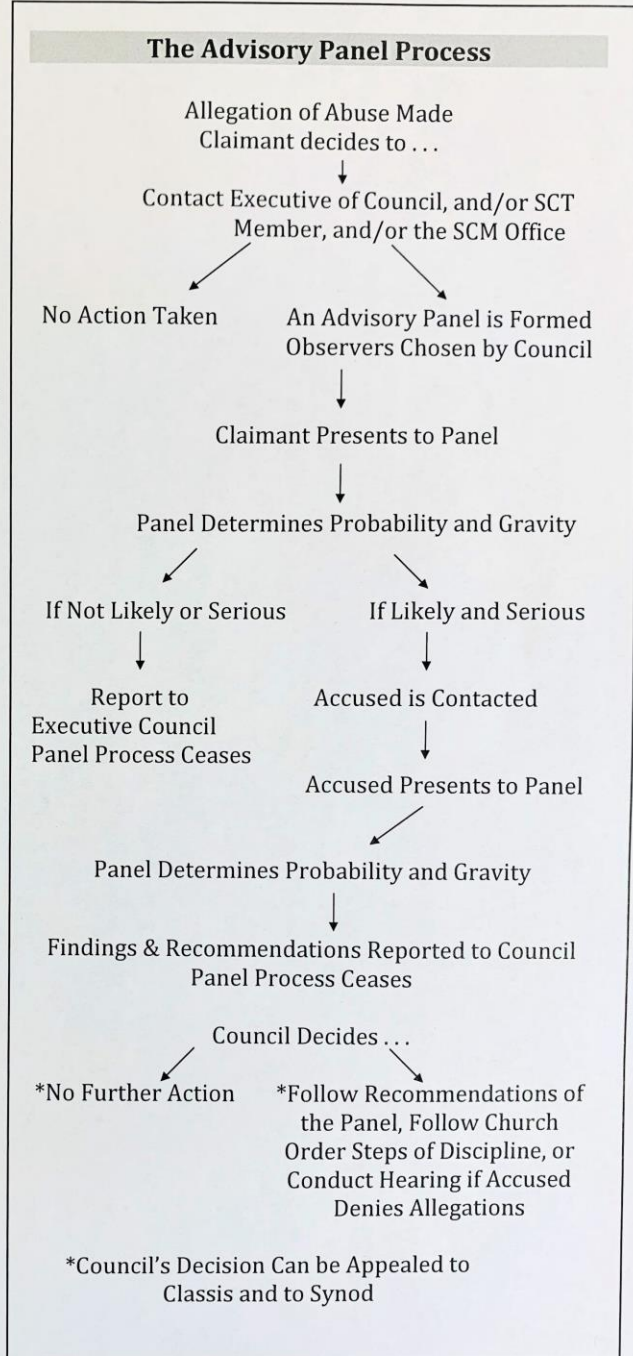
- a) the claimant is a legal adult (there is no statute of limitations, so alleged abuse may have taken place when claimant was a child or adolescent)
- b) the alleged abuse is physical or sexual in nature, and involves a CRC church leader

The process is to be ecclesiastical in nature and does not prevent the claimant from taking criminal or civil action if deemed necessary.

The claimant may request a safe church advocate or may bring an advocate of his or her own choosing into the process. The advocate is to be present at the panel hearing and when the report is presented to council. The advocate and the claimant are allowed to attend any subsequent ecclesiastical meetings where the allegations are discussed.

Members of the panel must be safe church team members that have been specially trained in the Advisory Panel Process. They may not be members of the congregation of either the accused or the claimant, nor may they have any ongoing affiliation with the accused or the claimant. Panel members will be asked to sign a confidentiality agreement. The Advisory Panel Process guidelines must be followed closely to maintain the integrity of the process. They are designed with important safeguards for all parties.

For more information and complete guidelines, please contact Safe Church Ministry or find them on the website: [www.crcna.org/safechurch](http://www.crcna.org/safechurch) Safe Church Ministry is available to provide consultation to all parties during an Advisory Panel Process.



Safe Church Ministry – Bonnie Nicholas, director – 616-224-0735 – [bnicholas@crcna.org](mailto:bnicholas@crcna.org)