



PROCEDURES MANUAL

Procedures Related to Policy No. 113

Section:	Administration
Title	Child Protection

PROCEDURES:

1. Staff Recruitment and Screening Procedures

- All new employees and, where appropriate, volunteers, must obtain a criminal record check by the RCMP for records or information of criminal convictions for sexual abuse. Employees who are hired to work in licensed settings (e.g. licensed preschools and daycamps) must obtain criminal record checks through the Ministry of the Solicitor General's office prior to being engaged as personnel working directly with children. Potential staff and, where appropriate, volunteers, will be asked to sign a waiver agreeing to the screening prior to being hired.
- As per the federal Personal Information Protection Act (PIPA) and the Personal Information Protection and Electronic Documents Act (PIPEDA), the criminal record check will not be distributed to other agencies or organizations, even at the request of a staff/volunteer. The criminal record check will be treated as confidential.
- Whenever possible, a minimum of three reference checks for all prospective employees will be conducted, preferably with persons of character and previous employers. These references will be documented and filed with Human Resources prior to employment.

2. Staff Orientation and Training Procedures

- All new employees/volunteers will participate in an NVRC orientation process, which will include reviewing and receiving a written copy of the Child Protection Policy and Procedures (Policy 113). By their signature, employees/volunteers will acknowledge having received a written copy of the policy.
- NVRC supervisory staff will be responsible for ensuring their staff/volunteers who will be working directly with children and youth have copies of and are cognizant of relevant policies and materials, to include: a) Child Protection Policy and Procedures (Policy 113), b) Supervision of Children Policy and Procedures (Policy 110), c) NVRC Child Protection Code of Conduct, and d) relevant emergency procedures.

- Staff working with children in recreation programs that are longer than 1.5 hours in length, such as licensed preschool and daycamps, may receive training in appropriate behaviour management strategies.
- At least one staff person with first aid qualification will be scheduled at times when programs for children are offered. For programs with children ages 6-12 years, instructors/leaders are also required to have training in the principles of Healthy Child Development (High Five or equivalent) within six months of employment.
- Staff working with children will be trained to communicate information about important incidents or accidents involving a child in a program to the child's parent or guardian.

3. Staff Evaluation and Supervision

- Staff supervising child and youth programs will make periodic visits to programs to assure that employee performance, program standards and quality, and organizational policies are maintained.
- Supervisory staff will provide the program instructors, contractors or volunteers working directly with children and youth with an annual performance review.

4. Staff and Volunteer Relationships to Children

- Program staff and volunteers are discouraged from socializing outside of NVRC program activities with program participants under the age of 18 for whom they have a direct responsibility.
- NVRC staff and volunteers will not discipline children by use of physical, verbal or emotional punishment, or by failing to provide the necessities of care and well-being. A staff member or volunteer who is uncertain about how to appropriately manage a child's difficult behaviour should consult their immediate supervisor.
- Staff will take a child-centred approach to handling behaviour management of children. When a supervisor is involved in the behaviour management process, there will be a seamless transition from the instructor that ensures the child feels comfortable. Supervisory staff conducting behaviour management or incident follow-up conversations without a second staff person present will have these conversations in a quasi-public location.
- Staff and volunteers providing direct care for young children will be identified by a name tag, uniform or t-shirt.
- Program staff and volunteers should be alert to the physical and emotional state of all children in their programs and immediately report any signs of suspected child abuse (see #6 Reporting Procedures).
- A NVRC Child Protection Code of Conduct that identifies positive work practices and establishes boundaries concerning acceptable and unacceptable behaviours, relationships, attitudes and responsibilities expected of employees and volunteers will be adopted and provided to all employees and volunteers working directly with children. The code will be reviewed annually.

5. Responsibilities to Parents and Guardians

- Parents will be advised by the program instructor/leader if an incident or accident involving their child occurs during a program or if the leader has a concern about their child's program participation or general health. Exceptions are made in the case of suspected abuse where staff will follow the reporting procedures outlined in #6. At the commencement, during or at the end of a program, staff shall not release a child to anyone other than the parent or guardian having legal custody of the child or to those individuals as authorized by the parent or guardian as indicated in writing or on the Emergency Consent Form.

6. Reporting Procedures

- When a child discloses abuse or neglect or there is any suspicion of child abuse or neglect, the employee, contractor or volunteer who becomes aware of the situation is required by law to report their concern to a child welfare worker.
- The employee, contractor or volunteer is required to inform their direct supervisor of this action. The supervisor then must inform their programmer. The employee may request the supervisor's or programmer's support to make the report to child welfare. The reporting staff person's privacy will be maintained.
- It is the responsibility of the programmer to inform the Director of Recreation & Culture or designate immediately that such a report is made.
- The employee, contractor or volunteer and the supervisor and programmer will not disclose any information regarding the situation/incident or those involved to other employees, contractors, volunteers, Commissioners or any other person outside NVRC.
- The reporting employee must fill out an Incident Report Form and it must be placed in a sealed envelope and sent to the Manager of Support Services. The form will be filed in a confidential folder by the Executive Assistant.
- To contact a child welfare worker (from "BC Handbook for Action on Child Abuse and Neglect for Service Providers" January 2016):
 - The fastest, easiest way to contact a child welfare worker is to call 1-800-663-9122 any time of the day or night. The person who answers will make sure your concerns are directed to the right place.
 - If you think a child or youth is being abused or neglected, you have the legal duty to report your concern to a child welfare worker. Phone 1-800-663-9122 any time of the day or night. If the child or youth is in immediate danger, call 9-1-1.

7. Discipline and Dismissal of Staff or Volunteers

- If an employee/contractor/volunteer is suspected of child abuse or neglect by another employee/contractor/volunteer, it is their obligation to report that suspicion immediately to their supervisor.

- The NVRC will immediately remove any employee/contractor/volunteer who is suspected of child abuse from any further contact with children while the complaint and situation is investigated.
- The NVRC investigation, disciplinary and/or dismissal policy and procedures will be followed upon the report of suspected child abuse or neglect.
- If an employee/contractor/volunteer is suspected of child abuse or neglect, all information relevant to the matter will be held in confidence, other than the making of the report to one's immediate supervisor.

Approval Date:	January 6, 2009	Approved by:	Director of Recreation & Culture
Amended:	June 14, 2018	Approved by:	Director of Recreation & Culture