

	<p><b>POLICY</b></p>	<p>Policy No. AD014</p>
<p><b>Child and Vulnerable Person Protection Policy</b></p>		
<p>Review Frequency: 3 years</p>		
<p>Original Approval Date, Revision, and Approval History:  <ul style="list-style-type: none"> <li>- <i>Developed by the YSC Governance Committee</i></li> <li>- <i>Youth Singers Calgary Board of Approval:</i></li> </ul> </p>		
<p>Date of Board Approval: January 29, 2024</p>		
<p><b>Related Procedures:</b> YSC Child and Vulnerable Person Protection Procedures and Practices, YSC Screening Procedures</p>		

## 1.0 Authority

1.1 This policy is under the authority of the Youth Singers of Calgary Board of Directors.

## 2.0 Application

2.1 This policy applies to all individuals involved with YSC (defined below) of Calgary, including employees, independent contractors, volunteers, and program participants.

## 3.0 Purpose

3.1 Protecting Children and Vulnerable Persons (defined below, where Vulnerable Persons includes Children) is vital to achieving the vision and mission of YSC. Further, Workers who are under the direction and authority of YSC and who are in Positions of Trust or Authority have a duty to protect Vulnerable Persons from harm (physical and emotional) and abuse, and from the risk of it.

3.2 YSC must assess risks to Vulnerable Persons, with consideration of the varying activities and conditions they may engage with, and take reasonable care to mitigate those risks. Usually, the more access a staff member or volunteer has to a Vulnerable Person, the higher the degree of risk management is required.

## 4.0 Definitions

**Child(ren):** any person less than 18 years of age, or of the minority age as otherwise

stated in the Age of Majority Act, RSA 2000, c A-6, as amended, who is under the direction and authority of YSC.

**Management:** all Workers who have supervisory responsibilities.

**Mistreatment:** includes any form of violence, abuse, threats, harassment, bullying, exploitation, or other conduct which may adversely affect another person's personal integrity or security, including any physical, sexual, emotional, or psychological harm.

**Participant:** refers to any individual who is taking part in a YSC program or programming.

**Position of Trust or Authority:** a situation in which a Worker has a significant degree of authority or decision-making power over a Vulnerable Person and unsupervised access to a Vulnerable Person, or where there is a close, personal bond between the Worker and the individual (e.g. a mentor).

**Staff:** all persons who perform tasks or services for YSC for wages, benefits or the expectation of compensation of any kind for the performance of such tasks or services.

**Volunteer:** all persons who perform tasks or services for YSC without wages, benefits or expectations of compensation (beyond reimbursement of expenses) of any kind.

**YSC:** the Youth Singers of Calgary, a society created under the *Societies Act*, RSA 2000, c. S-14.

**Vulnerable Person:** a person who, because of their age, a disability (mental or physical disability or mental illness) or other circumstance, whether temporary or permanent, is in a position of dependence on others or is otherwise at greater risk than the general population of being harmed by a person in a Position of Trust or Authority and who is under the direction and authority of YSC. For clarity, every Child is a Vulnerable Person.

**Worker:** refers to any Staff or Volunteer providing any form of service at, for, or on behalf of YSC.

## 5.0 Policy Statement

**5.1** YSC is committed to providing a safe, nurturing, positive and respectful experience to all Participants. YSC is particularly dedicated to ensuring the safety of Vulnerable Persons, given their special vulnerabilities.

**5.2** YSC does not tolerate any form of Mistreatment toward any Vulnerable Person, and will inform all Vulnerable Persons and Workers who may be in a Position of Trust or Authority about the right of Vulnerable Persons to live without fear of Mistreatment.

**5.3** YSC will support any Vulnerable Person who discloses Mistreatment, and will take disciplinary action against any Worker or Participant who engages in the Mistreatment of a Vulnerable Person.

## **6.0 Expectations**

**6.1** All Workers and Participants have an important role and responsibility in protecting and preventing Vulnerable Persons from Mistreatment. During the course of their relationship with YSC, all Workers and Participants must comply with the following expectations at all times, whether engaged in YSC work/activities or not, whether on or off the YSC premises, and whether in Canada or abroad:

**6.1.1** No Worker or Participant shall engage in any form of Mistreatment toward any Vulnerable Person.

**6.1.2** All Workers and Participants who suspect or become aware of any Mistreatment of a Vulnerable Person must report the matter promptly to the CEO or a predetermined delegate of YSC.

**6.1.3** Where the CEO and/or the predetermined delegate determine that it is appropriate, the CEO, and/or the predetermined delegate will support a Worker or Participant who suspects or becomes aware of any Mistreatment against a Vulnerable Person in reporting it to Calgary Children's Services or the Police, pursuant to the *Child, Youth and Family Enhancement Act*, RSA 2000, c C-12.

**6.1.4** Where the CEO and/or the predetermined delegate determine that it is not appropriate to report to the authorities described in clause 6.1.3, the CEO and/or predetermined delegate will not prohibit the reporter from contacting those authorities, with recognition that there is a duty to report under the pursuant to the Child, Youth and Family Enhancement Act, RSA 2000, c C-12.

**6.1.5** YSC will cooperate fully with the local Police and/or the Calgary Children's Services in the course of any ensuing investigation.

**6.2** Failure to comply with these expectations may lead to discipline up to and including immediate termination of one's relationship with YSC, without advance notice or compensation, in accordance with the Consequences section of this Policy

## **7.0 During Investigation**

**7.1** Calgary Children's Services, the Police, or another similar authority may investigate an allegation of Mistreatment, with which YSC will comply. During such an investigation, YSC may suspend its relationship with any Worker or Participant whose conduct is alleged to be

Mistreatment, with or without pay (if the individual is ordinarily compensated by YSC).

**7.2** To the extent possible, YSC will respect the dignity and confidentiality of all Workers and Participants involved in an investigation.

**7.3** If Calgary Children's Services, the Police, or another similar authority determines that Mistreatment of a Vulnerable Person by a Worker or Participant took place, YSC will take disciplinary action up to and including immediate termination of one's relationship with YSC, without advance notice or compensation.

**7.4** In the cases where Calgary Children's Services, the Police, or another similar authority is not involved, the CEO may, at its discretion, decide if YSC will take disciplinary action up to and including immediate termination of one's relationship with YSC, without advance notice or compensation.

## **8.0 Screening**

**8.1** YSC will conduct appropriate screening on all prospective Workers.

## **9.0 Roles and Responsibilities**

**9.1** All Workers share responsibility for maintaining a safe environment in which each Vulnerable Person may be free from Mistreatment.

**9.2** It is the CEO's responsibility to implement, and to monitor the implementation of, this Policy and its related procedures, with respect to this Policy's purpose and the applicable vulnerable persons protection legislation.

**9.3** Management is responsible for ensuring all Workers who may be in a Position of Trust or Authority are aware of and comply with this Policy.

**9.4** Workers who may be in a Position of Trust or Authority are responsible to attend training, abide by this Policy and related procedures, and ask questions if they do not understand either.

**9.5** The YSC Board of Directors is responsible to review this Policy every three years, to ensure YSC takes reasonable care to protect Vulnerable Persons in accordance with this Policy's purpose and the applicable child protection legislation.

## **10.0 Communication**

**10.1** This Policy and its related procedures will be communicated to all Youth Singer Workers and Participants.

## **11.0 Training**

**11.1** Education is a fundamental component of policy compliance. All Workers who may be in a Position of Trust or Authority shall receive training regarding this policy and related procedures at the commencement of their relationship with YSC, and after, as it may be required.

**11.2** Workers who may be in a Position of Trust or Authority shall:

- a. Read this Policy and the YSC of Calgary Child and Vulnerable Person Protection Procedures and Practices (the “Procedures”) and ask any questions to ensure understanding of each, and sign this Policy, as well as the Sign-Off document appended to the Procedures to confirm understanding of each.
- b. Attend annual training for awareness of Child and Vulnerable Person issues, including on how to listen to a Child’s disclosure of Mistreatment.

## **12.0 Monitoring and Evaluating**

**12.1** YSC shall monitor the requirements set out in this Policy to ensure that Participants and Workers adhere to this Policy and its related Procedures.

**12.2** Every three years this Policy will be reviewed and evaluated to see if it continues to meet the needs of YSC’ Workers and Participants.

## **13.0 Further Consequences**

**13.1** Staff who may be in a Position of Trust or Authority and who do not apply and follow this policy will be trained, coached, and if the CEO of YSC deems it necessary, disciplined appropriately including up to termination as described in this Policy.

**13.2** Volunteers who may be in a Position of Trust or Authority and who do not apply and follow this policy will be trained, coached, and if the CEO of YSC deems it necessary, relieved of their volunteer duties.

## **14.0 Board Approval**

Approved by	Signature	Date
E. Abbott		1/29/2024

	<b>PROCEDURES &amp; PRACTICES</b>	Reference to Policy No. AD014
<b>Child and Vulnerable Person Protection Procedures and Practices</b>		
Review Frequency: <b>Every three years</b>		
Original Approval Date, Revision, and Approval History: - <i>Developed by the CEO, Volunteer Manager, and YSC Governance Committee : 2023–2024</i> - <i>Youth Singers CEO Approval: June 12, 2024</i>		
Date of Board Approval:		
<b>Related Procedures:</b> YSC Child and Vulnerable Person Protection Policy, YSC Screening Procedures		

## 1.0 Authority

1.1 These procedures and practices (“**Procedures**”) are under the authority of the Youth Singers of Calgary Chief Executive Officer.

## 2.0 Application

2.1 These Procedures apply to all individuals involved with YSC (defined below as Participants) of Calgary, including employees, independent contractors, volunteers, and program participants.

## 3.0 Purpose

3.1 The Purpose is the same as outlined in the YSC Child and Vulnerable Persons Policy.

## 4.0 Definitions

*All capitalized terms not defined below are as defined in the Child and Vulnerable Person Protection Policy*

**Child(ren):** any person less than 18 years of age, or of the minority age as otherwise stated in the Age of Majority Act, RSA 2000, c A-6, as amended, who is under the direction and authority of YSC.

**Management:** all Workers who have supervisory responsibilities.

**Mistreatment:** includes any form of violence, abuse, threats, harassment, bullying, exploitation, or other conduct which may adversely affect another person's personal integrity or security, including any physical, sexual, emotional, or psychological harm.

**Participant:** refers to any individual who is taking part in a YSC program or programming.

**Vulnerable Person:** a person who, because of their age, a disability (mental or physical disability or mental illness) or other circumstance, whether temporary or permanent, is in a position of dependence on others or is otherwise at greater risk than the general population of being harmed by a person in a Position of Trust or Authority and who is under the direction and authority of YSC. For clarity, every Child is a Vulnerable Person.

**Worker:** refers to any Staff or Volunteer providing any form of service at, for, or on behalf of YSC.

## **5.0 Procedure for Disclosure, Observation, or Suspicion of Vulnerable Person Mistreatment**

**5.1** If the Mistreatment is criminal and in progress, call 911.

**5.2** If the Mistreatment is criminal, contact the Calgary Police Service (the "**Police**") at 403-266-1234.

### **5.3 Disclosure by a Vulnerable Person**

**5.3.1** If a Vulnerable Person discloses or complains of Mistreatment to you, the duty to report is triggered: You (the Worker) must complete Appendix C, copies of which are in the Staff Room and with the Volunteer Manager

**5.3.2 During the disclosure**, You (the Worker) shall:

- a. Believe the Vulnerable Person, and take the allegation or complaint seriously and in a professional manner;
- b. Listen openly and calmly to the Vulnerable Person;
- c. Reassure the Vulnerable Person, without promising an outcome;
- d. Understand that a Vulnerable Person cannot consent to Mistreatment;
- e. Adhere to the Child and Vulnerable Person Protection Policy and these Procedures, including completing Appendix C during, or shortly after the disclosure.

**5.3.3.** During, or shortly after the Disclosure, You shall:

- a. If the Vulnerable Person sustained physical injuries, immediately seek medical

- assistance;
- b. Ensure the child is in a safe and supervised location;
  - c. Promptly notify the YSC CEO or its predetermined delegate if this has not yet been done, or notify the Chair of the YSC Board of Directors if the alleged is the YSC CEO;
    - i. The YSC CEO Delegates, and Board Chair, are listed in Appendix G attached at the end of these Procedures.
  - d. Complete Appendix C with the support of the YSC CEO or its Delegate, or the Board Chair in the case where the alleged is the YSC CEO
    - i. When speaking with authorities, answer questions calmly, accurately, and stick to facts. Use the child's words.
    - ii. Ensure demographic information in Appendix C is filled out before you call.
    - iii. Document and follow any instruction provided by the authorities, be it the Police or the Calgary and Area Child and Family Services (**Child Services**).
    - iv. Put the completed Appendix C and any notes in an **unsealed** envelope marked 'CONFIDENTIAL' along with the first and surnames of the Vulnerable Person, along with details outlined in the Appendix C document.
    - v. Give the unsealed envelope to the CEO, the CEO Delegate, or the Board Chair if the alleged is the CEO, who will later seal the envelope and store in a locked cabinet.
  - e. Treat all information disclosed or observed as confidential, except with respect to the YSC CEO and its predetermined delegate, the Police, and Calgary Children's Services.
    - i. Avoid immediate discussions with the parents or guardians of the Vulnerable Person, unless directed to do so by Child Services.

**5.3.4.** After reporting the disclosure and completing Appendix C, you (the Worker) shall:

- a. Document and follow any instruction provided by Child Services.

**5.3.5** If you require support after having to experience a disclosure and reporting, YSC will arrange for support..

## **5.4 Observation or Suspicion of Mistreatment of a Vulnerable Person**

**5.4.1.** If there are reasonable and probable grounds that there has been Mistreatment against a Child, the duty to report is triggered: You (the Worker) must complete Appendix C, copies of which are in the Staff Room, and with the Volunteer Manager;

**5.4.2.** In completing Appendix C, follow steps listed in the above section 5.3.3. Note that if the CEO (or its Delegate, or the Board Chair) discusses the incident and concludes

that authorities need not be called for lack of reasonable and probable grounds of Mistreatment, you, nevertheless, are still free to report the incident to the appropriate authority, and have a duty to if you consider there to be reasonable and probable grounds of Mistreatment against a Child.

## 6.0 Training Procedures

**6.1** Management will provide workers with **annual training** on policy and procedures, which will consist of:

**6.1.1.** Ensuring each worker reads and understands, and has the opportunity to clarify any misunderstanding with respect to, these Procedures and the Child and Vulnerable Person Protection Policy (the "**Policy**"), and has signed the appropriate sign-off sheets appended to each;

**6.1.2.** For each Worker who may be in a Position of Trust or Authority, at the commencement of their relationship with YSC, and after on an annual basis, training which includes awareness of Child and Vulnerable Person issues, and how to listen to a Vulnerable Person's disclosure of Mistreatment.

And may include:

**6.1.3.** Distribution of an easily understood **document** by Management to workers summarizing the policy and procedures;

**6.1.4.** Orientation relating to the Policy and these Procedures provided by Management that are additional to points 6.1.1 and 1.1.2. above.

## 7.0 Practices

### 7.1 Required Practices

**7.1.1** Workers will ensure that each Vulnerable Person is treated with respect, dignity and fairness.

**7.1.2.** Required practices include, but are not limited to, the following:

- a.** Ensuring adequate supervision
  - Ensuring there are two adults in every space, especially when alone with a Vulnerable Person.
  - In situations where privacy is preferred to respect the dignity of the Vulnerable Person, you must:
    - inform another adult that you will be meeting privately;
    - leave the door open or exit clear;
    - situate yourself in the room so that the Vulnerable Person / child has visual and unobstructed access to the exit; and
    - inform the Vulnerable Person that they are free to leave at any time.
- b.** Model respect for social / emotional boundaries by showing and sharing emotions. Eg: "I made a mistake."
- c.** Setting and enforcing permitted physical spaces / boundaries
- d.** Any critique must be constructive and relevant

**7.1.3.** If verbal redirection to address unexpected behaviour is insufficient

- a.** Remain calm and involved and other staff member
- b.** If the behaviour persists or is significant, ask the Vulnerable Person to leave the class and go directly to the Volunteer Manager or CEO
- c.** You may escort the Vulnerable Person out of the room if there is another adult supervisor.
- d.** If you need to meet with a singer or family about ongoing behaviours, inform and consult with colleagues, team members, or other Workers beforehand. Refer to the behaviour contract and YSC values as the basis for your discussions.
- e.** Document conversations.
- f.** Involve parents and guardians whenever possible and reasonable.
- g.** Engage CEO support as needed

## **8.2 Prohibited Practices**

**8.2.1.** No Worker in a Position of Trust or Authority shall engage in any form of Mistreatment toward any other Worker or Participant. Avoid behaviours such as:

- a.** Intimidating, demeaning, or threatening language and actions,
- b.** Engaging in romantic or sexual relationships,
- c.** Singling out or isolating a Vulnerable Person by
  - giving special attention,
  - sharing privileged information,
  - confiding in them
- d.** Allowing or engaging in inappropriate touching with any Vulnerable Person;

- e. Inviting or allowing a Vulnerable Person to stay with you at your home without prior consent of their parent or guardian;
- f. Asking any Vulnerable Person to keep any type of secret from any other Vulnerable Person, Worker, or the Vulnerable Person's parent or guardian.

## **Appendices**

***Appendix A – Child and Vulnerable Person Protection Policy Sign-off - Digital***

***Appendix B – Contact Information for Reporting Suspected Mistreatment and Neglect***

***Appendix C – Duty to Report Form***

***Appendix D – Information on Handling Disclosure by a Child***

***Appendix E - CEO Delegates***

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***Appendix A – Child and Vulnerable Person Protection Procedure Sign-off***

***This quiz must be completed annually. It includes the following declarations:***

As a Worker (Volunteer or Staff) at YSC:

I have read the YSC Child Protection Policy and Procedures

I understand my legal duty to report under the *Child, Youth and Family Enhancement Act* of Alberta; and

I understand my responsibility to reasonably and prudently protect the wellbeing of children and vulnerable persons participating in YSC.

I have viewed and understand **Worker-Training-YSC-Child-Protection-Presentation**

**[Staff Quiz and Acknowledgement](#)**

**Volunteer Quiz and Acknowledgement**

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***Appendix B – Contact Information for Reporting Suspected Mistreatment and Neglect***

- 911 if you or the person you are reporting is in immediate danger
- Calgary and Area Child and Family Services Authority Intervention Services Intake Line – 403 297 2995 (24h)
- Calgary Police Service 403-266-1234

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**Appendix C – Duty to Report Form**

**CONFIDENTIAL**

**Note: This form is 4 pages in total**

**All Mistreatment documentation must be legibly written (never typed), in ballpoint pen; do not use whiteout (cross-out instead).**

**Write facts only, do not write opinions, assumptions, or conjecture. Do not leave any blanks - write 'not applicable' if not applicable. Do not re-write this document.**

**Date Form completed:**

**Child's Name:**

Child's Age:

Date of Birth:

Child's Address (number, street)

Child's Address (city, postal code)

Child's Phone Number:

**Primary Parent/Guardian Name:**

Primary Parent/Guardian Phone Number:

Relationship to Child:

**Secondary Parent/Guardian Name:**

Secondary Parent/Guardian Phone Number:

Relationship to Child:

**Who does the child reside with? Describe living arrangements if known:**

Additional Address:

Additional Phone Numbers:

**Reason for this Report:**

- Observation or Suspicion of Mistreatment
- Child Disclosure

Date and time of the observation / suspicion / disclosure / allegation:

Describe the entire incident, situation, statement or behavioural and physical indications of Mistreatment:

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

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

Area(s) on child's body showing indicators of Mistreatment, and other physical and emotional conditions of the child:

**Report made to (check one, or both):**

- **Police** (403-266-1234)
- **Calgary and Area Child and Family Services Authority** (403-297-2995)

Date of call

Time of call

Name of Individual(s) spoken with:

Action the Police / Child Services said will occur, and/or specific instructions designated by the protection authority:

Follow up required: Other actions taken, comments or observations?

\*After signing and dating this document, (i) on the front of an envelope, write '**CONFIDENTIAL**' and the Vulnerable Persons' surname and name; (ii) place this document and any other notes into the envelope; (iv) give the **unsealed** envelope to the CEO, the CEO's delegate, or in the case where the YSC CEO is the alleged perpetrator of the Mistreatment, report and give the envelope to the Chair of the Board of Directors instead. **The CEO (or other, as appropriate) will then seal the envelope and place it in a locked cabinet.**\*

Name of Person making the report:

Signature

Date

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***Appendix D – Information on Handling Disclosure by a Child***

In the event that a child communicates a disclosure of Mistreatment, neglect or harm; or if a staff or volunteer suspects child Mistreatment, the procedures outlined below must be followed.

Even if you have experience, knowledge, or training regarding child Mistreatment, it is extremely challenging when a child comes forward to talk about Mistreatment, especially sexual abuse. These disclosures are to be handled in the utmost professional manner and the safety and security of the child is paramount and must not be taken lightly. Follow these guidelines:

1. Believe the Child
2. Listen Openly and Calmly
3. Reassure the Child
4. Document the Facts
5. If it arises, fulfill the Duty to Report
6. Seek Medical Attention
7. Avoid Discussions with Parents or Guardians

**1. Believe the Child**

Let the child know that you believe them. Let them know you will listen to them, stay with them, and that you are here for them to help the best you can.

**2. Listen Openly and Calmly**

As the child speaks, you may be overwhelmed with your own feelings of anger, pain or perhaps fear. At the time of disclosure, put your feelings aside, you will have an opportunity to debrief with your supervisor at a later time and assistance will be provided if required. Be emotionally available to the child, and listen. Provide your full attention to the child. Do not be judgmental, you are not the investigator. Do not make comments that might lead the child's responses. To ensure that others do not overhear the child's message, try find a place that will offer some privacy, but not totally secluded.

**3. Reassure the Child**

Explain that you are going to do your best to help. All that you can do is promise that you will do your best to get the right help for them. Avoid promising outcomes.

Try not to ask questions out of curiosity, or to assess risk. You are not required to determine the

immediacy or the danger to the child; Calgary Children's Services will determine this.

**What if the Child asks you not to tell anyone else?** Being an empathic listener does not mean that you can ignore your responsibilities. Children who tell you about Mistreatment sometimes ask that you keep the information a secret. The first thing to do is explore the reasons why the child wants you to keep the information a secret. You may reveal fears about other family members who may be at risk. You need to reassure the child that you understand why you are being asked not to tell. However, you must also let the child know about your responsibilities.

#### 4. Document the Facts

Record the Child's name, address, telephone number, date and place of your conversation. Write down the Child's words, do not try and interpret what the Child has reported in your own words. If the child has named an individual; record the identity of that individual as described by the Child. It is important to understand that children often recant or deny having been Mistreated, even after disclosing the Mistreatment. They do so because they feel guilty about causing trouble for the offender or because they have been threatened and are afraid of the consequences. Sometimes children recant to protect others in the family. Understand that you cannot control the events that will occur. Nevertheless, your recording of the information at the time of disclosure will be very important in the investigative process; it must be well done.

#### 5. Duty to Report If you suspect child Mistreatment

You are required to make the call immediately to Calgary Children's Services. You are not to designate anyone else to make the call on your behalf. You may inform the CEO or delegate of the intention to call Calgary Children's Services, should you need their support to ensure you have the privacy to and staff support coverage required to immediately make the call. You may name the child, but no details of the suspicion or disclosure should be discussed with other Workers. Follow the Duty to Report Form and Procedures in Appendix C.

#### 6. Seeking Medical Attention

If the child has sustained injuries, seek medical attention immediately. Do not inform the parent or guardian of the intention to seek medical attention until you have spoken with the Calgary and Area Child and Family Services and have been given clear direction to do so. If you think that the child is in immediate danger, **call the Police**. Immediately after calling Police and or EMS, contact Calgary and Area Child and Family Services to inform them of the incident.

#### 7. Avoid Discussions with Parents or Guardians

Informing a parent or guardian could jeopardize the child and or contaminate the investigation; therefore, do not disclose information to the parent or guardian unless you have been instructed to do so by Calgary and Area Child and Family Services.

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**Appendix E - CEO Delegates**

Delegate 1 - Carole Tsang, Volunteer Manager

Delegate 2 if Delegate 1 is unavailable - Brianna Rudolfsen, Production Manager

If the CEO is the alleged perpetrator or implicated in the alleged Mistreatment, report to Ernie Abbott, Chair of the Board of Directors.