

# Sanctuary



**THE SAFE CHURCH POLICY  
OF  
GRACE PRESBYTERIAN CHURCH  
ORLEANS, ON**

# Inside Front Cover

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*Sanctuary Policy (revised 2014) approved by the Session of Grace Presbyterian Church 12 June, 2014.*

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## Introduction

### **GRACE VISION STATEMENT: (Artistic Rendering Of Our House)**

**Vision Statement:** *Grace Church will be an authentic Christian community transformed by Jesus Christ to be transforming in the world.*

### **GRACE MISSION STATEMENT: (Blueprint of Our House)**

**Mission Statement:** *Our mission is to be a sanctuary where people can position themselves before Jesus Christ for new life, growth, healing and service in fulfillment of both the Great Commandment and the Great Commission.*

### **GRACE CHURCH CORE VALUES: (Structural Details of Our House)**

#### **The Core Value of the Gospel:** (John 14:6-7)

(Grace Church is a community of followers of Jesus Christ)

1. We believe that Jesus Christ is the only way through which people may obtain eternal life and forgiveness of sins.
2. We believe that Jesus Christ is important to people and that the Gospel of Jesus Christ is the message of life for all who respond in faith.
3. We believe that Grace Church is to be a community where new life in Christ is found and fostered.
4. We believe that a Christian community by definition needs to reach out to the larger community locally and globally with the Good News of Jesus Christ.

#### **The Core Value of Faith:** (Hebrews 11:1-2)

(Grace Church is a community of Faith.)

1. Grace Church seeks to be a community of real people with a real faith in a real Saviour engaged with the real world.
2. We believe that faith in Jesus Christ is a prerequisite for life and growth.
3. We believe that faith is life lived in an ongoing, dynamic relationship with God through Jesus Christ, not just intellectual assent to dogma.
4. We believe that the evidence of faith is seen in growth in individual lives of truth, compassion, integrity, joy, and peace.

#### **The Core Value of Community:** (John 15:1-5)

(Grace Church is a Christian community. We are created for community and grow best as individuals within community.)

1. We believe People are important to Jesus Christ and His Church.
2. We believe Healthy Community begins with individuals who position themselves for transformation by Jesus Christ with others.
3. We believe that positioning for transformation is best facilitated by involvement in

- small groups.
4. We believe that people growing in community are healthier, stronger, and more storm resistant.

**The Core Value of Sanctuary:** ( II Corinthians 5:17-21)

(Grace Church is committed to being a safe community.)

1. We will not let you do something hurtful to yourself.
2. We will not let you do something hurtful to others.
3. We will not let others do something hurtful to you.
4. When you are hurting we will take you to Jesus.

**Core Value of Growth:** (Romans 12:1-2)

(Grace Church is not a perfect Community. None of us are perfect but we are committed to journeying together to Jesus Christ and to transformation by Him.)

The Four Journeys:

1. The Journey Upward to deeper relationship of intimacy with God through Jesus Christ.
2. The Journey Outward to healthy relationships.
3. The Journey Inward to personal well-being, inner healing and wholeness.
4. The Journey Forward in ministry partnership using our gifts and talents for God's glory.

**The Core Value of Ministry:** ( I Corinthians 12:4-7)

(Grace Church is a Community of Servants.)

1. We believe all individual believers have gifts and talents given by the Holy Spirit for ministry.
2. We believe that gifts and talents, though exercised by individuals, are intended for use in the community for the glorify God.
3. We believe that ministries are determined by giftedness, confirmed by the Community, and exercised dependant on God's grace and the empowerment of the Holy Spirit.
4. We believe that all ministry is done in submission to Jesus Christ as the Lord of the Church and as such requires the humility of a servant.

**The Core Value of Mission:** (Matthew 28:18-20, John 13:34-35)

(Grace Church is a Missional Community, one that is a mission outpost for our community and our world.)

1. Grace Church believes that the Great Commission and the Great Commandment of Jesus Christ send us out to a needy world.
2. The Great Commission requires us to go and make disciples of all the nations, both those living around us and around the world.
3. The Great Commandment requires that our lives be consistent with our message as we seek to love and care for people in such a way that they may come to see Jesus Christ in our actions.
4. Grace Church is committed to supporting and sending out missionaries.

**The Core Value of Worship:** (John 4:23-24)

(Grace Church is a Worshipping Community.)

1. As a community and as individuals our main purpose is to glorify God and enjoy

Him forever. Worship is one of the means to that end.

2. Worship is the offering of ourselves afresh to God and positioning ourselves to hear/receive from Him.
3. Worship is not about personal styles, preferences, or tastes but about our engaging of the Living God and seeking His glory.
4. Worship is a sanctuary where our sight gets restored, our hearing renewed, our minds transformed, and our hearts healed.

**Grace Statement on Leadership Standards:**

- Grace Church believes that because God is a God of grace, we too should be a community of grace. We accept people wherever they are in their faith or doubts and in whatever condition of lifestyle they come to us. All are welcome for we are all sinners. God calls us to faith as we are, but He does not leave us as He found us.
- We expect that any leader would be able to give evidence of an active and growing faith in Jesus Christ as Lord and Saviour. A lifestyle concurrent with that confession is mandatory. For example, faithfulness within a legal Christian marriage and chastity in singleness are expressions of a life lived in accordance with Scripture.
- When serious difficulties are evident at home they need our energies. As our home life ought to be a prime illustration of our commitment to Christ, home life and not church leadership needs to be given priority.
- We expect that any leader serving Grace Church will have subscribed to the Sanctuary Policy and as such submitted to a background check to ensure the safety of all people within the Grace community and beyond.

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# Chapter 1

## *The Purpose of the Sanctuary Policy*

**Introduction:** The Sanctuary Policy is not about what happens in the *sanctuary* of the church but it is about the commitment of Grace Presbyterian Church to the Core Value of *being a Sanctuary* or safe place for all who enter our facilities and/or who are involved in various aspects of ministry. The following statements express the purpose of this policy.

1. Our Core Values express that we believe people are important to Jesus Christ and his Church. That means that people of all ages, ability, gender, faith, cultural and economic backgrounds are important to Jesus and welcome at Grace. This policy seeks to create a safe place for all to grow in their understanding of themselves and the Living God.
2. We believe that healthy community begins with people who position themselves for transformation by Jesus Christ with others. We know that human relationships can be catalysts for transformation but they can also be the source of deep wounding. As such this policy seeks to ensure a safe place in which people can grow spiritually and emotionally by providing safeguards to secure the individual's physical, spiritual, emotional, social, and sexual safety while keeping them free from harm. It is of the utmost importance to us that Grace Church be known as a safe place within the larger community – a place free from neglect or abuse of any description; a place where physical, emotional, spiritual, or sexual misconduct or abuse will not be tolerated.
3. Our commitment to safety means that we will address actions, speech, or attitudes that are harmful to either the individual themselves or the people around them, including the community. We believe people are best positioned to encounter Jesus Christ when they are in a safe environment.
4. We are committed to safety for all who participate in any aspect of the ministry of the church. This safety includes policies for security within the building, fire safety, lockdown procedures, supervision and procedures for all in-church programs as well as all off-site and overnight ministries for adults or youth, emergency procedures, and reporting on visitation and counseling incidents.
5. We believe that all believers have gifts and talents given for ministry by the Holy Spirit to glorify God and also recognize that the exercise of ministry is a trust from God to be exercised responsibly. Those who are called to leadership occupy a place of privilege where they have input in people's lives as trusted teachers, role models, mentors, and friends and as such should have evidence of Christ-likeness in their character and private lives. Those involved in leadership at any level must be willing and prepared to seek the assistance and direction of those over them in authority and of the Session as well as Christian professionals when they are confronted with situations requiring expertise beyond their own.
6. We believe that people growing in their walk with Christ in community are healthier, stronger, and more storm resistant. It is the responsibility then, for all of the community, not just the leadership to create and maintain a climate that supports spiritual, emotional, physical growth and well-being.
7. We are committed to the protection from abuse and neglect of the vulnerable including children, youth, and those with disabilities. We believe all people as made in the image of God are worthy of respect and protection, and that we as a church are responsible for developing policies to effectively reduce the risk of abuse taking place. It is therefore required that all people be adequately screened and trained

before they engage in ministry at Grace Church. As such procedures for record keeping and maintaining accurate personnel files will be put in place, while at the same time safeguarding the confidentiality of the records.

8. This policy commits us as a congregation to safeguard that those who serve in the church such as pastors, staff, and volunteers exercise a level of responsibility in their speech, conduct, and attitudes that is reflective of Jesus Christ and ensures safety for all. The congregation is responsible morally, spiritually, and legally to ensure safety for all those who serve and are served in our church. This Sanctuary Policy is a partial response to that commitment.

## **Chapter 2**

### ***Screening Procedures for Ministry Positions***

Volunteer Canada has developed The Screening Handbook to assist volunteer organizations in the development of a program to reduce the risk of abuse within their organizations. They have established a 10-step process for screening volunteers: (<http://volunteer.ca/content/2012-screening-handbook>)

The 10-steps, divided into three sections, are as follows:

***A. Before you select volunteers determine:***

1. the volunteer ministry description
2. the risk
3. the recruitment process

***B. The selection process requires:***

4. application form
5. interviews
6. reference checks
7. police records check

***C. Managing the volunteer involves:***

8. orientation and training
9. supervision and evaluation
10. participant follow-up

**Before You Select Your Volunteers or Staff members:**

(Adapted from The Screening Handbook)

**Step 1: Ministry Position Descriptions [LWC 3.4]**

**Purpose:** The Ministry Position Description provides potential volunteers (Applicants), employees or staff with clear expectations of what is required of a specific ministry position. It is a tool used both by the Applicant and Interview Team to determine who is suitable for this ministry.

A Ministry Position Description is similar to a job description (see generic samples in Appendix # 3). Approved Ministry Position Descriptions will be contained in the Personnel Manual which will be developed and maintained by the Personnel Support Group (Personnel Support Ministry Supporting Plan 6 Sep 2012). The Ministry Position Description sets out the expectations, goals, responsibilities and limitations for this position. Whether a Sunday School Teacher, a ministry leader, small group leader or games coordinator; they all require a Ministry Position Description. The Description will clearly state the position, the responsibilities, the skills, experience or training required. It will also state the mandatory activities such as signing a Code of Conduct and Covenant and following Sanctuary Policy guidelines. It will outline orientation and training, ongoing support and evaluations. It will also state the ministry category (Appendix # 4) and risk assessment level (Appendix # 5).

This Ministry Position Description is a tool used by the Ministry Team as well as the Applicant in deciding who is a suitable person for this ministry position. In this way, it will screen out potentially unsuitable candidates and eliminate time spent on training people who opt out when they realize the position was not what they expected. This will ensure that people who engage in ministry are in positions in which they are gifted and in which they have a passion to serve. This process is not a restriction on membership in the Church but a tool to help those who engage in ministry to fulfill their calling to be followers of Christ. The screening process is an ongoing one from the time a person expresses an interest in ministry until that person leaves the ministry or Church community.

Procedures: To develop Ministry Position Descriptions for all staff, employees, interns and volunteers.

- All Ministry Teams will draft a Ministry Position Description for each position under their care using the standard format (Appendix # 3).
- The Ministry Leaders will submit the draft description to the Volunteer Ministries Committee (VMC).
- The VMC will review and seek clarification of this draft description.
- In consultation with the Ministry Leader, the VMC will complete a risk assessment (Appendix # 5).
- The VMC will also provide a Ministry Category for each position (Appendix # 4).
- All new Ministry Position Descriptions will be reviewed by the VMC. All new Ministry Position Descriptions will be added to the Personnel Manual.

## **Step 2. Determine the Risk [LWC 3.5]**

Purpose: To identify possible areas of risk in each ministry position and develop ways to reduce the probability of risks associated with each ministry position.

A VMC member along with the Ministry Leader will complete an assessment on each Ministry Position Description. The United Way/Centraide Windsor-Essex County has developed a simple risk identification chart to determine whether the position is low, moderate or high risk (Appendix # 5). Risk assessment will be determined according to the following factors: the participants, the setting, the nature of the activity, the level of supervision, degree of trust and access to confidential information. This team will also assess ways to modify the activity, eliminate the activity, or maintain the activity in a way that either transfers the risk or controls the risk through policies and guidelines. Having determined the level of risk for each ministry position, a ministry category will be assigned to the position. High-risk positions will always be assigned a M4 category. Other categories will be assigned according to the needs of the position. Part of this risk assessment process is to determine if adequate insurance coverage is available for activities, facilities and staff as well as volunteers.

Procedures: To develop a Risk Management process for new and existing ministry positions.

- The VMC will meet with the Ministry Leader/Team to assess the risks and look at ways to modify, maintain or eliminate an activity (Appendix # 5).
- All meetings will be documented as to outcomes and changes with timelines and responsibility for implementing those changes and a date for a follow-up meeting with the VMC clearly stated.

### **Step 3: Recruitment Process [LWC 3.8]**

Purpose: To establish a process by which we engage persons who are gifted and passionate in serving the church.

Recruitment methods in most church settings are a desperate plea from the pulpit or bulletin, rather than taking care to screen all applicants, opening the church to possible liability suits. The most effective means of recruitment is to have available a Ministry Position Description and a clearly defined process of training and identifying the giftedness of people. Membership and spiritual gifts courses and small group ministry are excellent ways to identify and target potential leaders.

#### Procedures:

- Identify people who have gifts by encouraging them to engage in the membership course and a spiritual gifts course.
- Session determines leadership priority needs in consultation with Ministry Leaders.
- Educate the church as to the volunteer recruitment and screening process and Sanctuary policies.
- Create new methods of recruitment with mentoring, coaching programs and identifying potential volunteers.

#### **Selection Process:**

### **Step 4: SANCTUARY Ministry Application Form**

Purpose: The Application Form is a tool used to gather information about a prospective volunteer or Staff member. This information is used to determine the suitability of the person in light of the ministry position they are applying to fill. It will help determine the spiritual maturity of the person and in what ministry category they fit.

Volunteers, interns, employees and staff must complete the SANCTUARY Ministry Application Form (Appendix # 6A). They will also receive a covering letter stating the process that will be required (Appendix # 6B). This process is for the protection of all persons, staff, employees, interns and volunteers, as well as the ministry at Grace Church. It is critical that this process is followed, as the church is legally liable if it is less than prudent in screening its volunteers, staff, employees and interns. Once the Application Form is complete, it can take up to six weeks to finish this process. Not all that apply will be eligible for a ministry position. The suitability of a volunteer is assessed by predetermined standards (ministry descriptions) for the ministry position. Until completed, the volunteer is asked to be patient during the research period. By having all staff, employees, volunteers and interns complete this Application Form and filing all records confidentially; the church reduces the risk for all abuse and incurring liability.

Procedures: To collect, review and place in confidential files:

- After receiving a Ministry Position Description an Applicant will receive a covering letter (Appendix # 6B) along with an Application Form.
- After completing the form, the applicant will submit it to the Coordinator of Volunteer Ministries or Ministry Team Leader.
- The Application Form is reviewed by the Coordinator of Volunteer Ministries to ensure that the form is completed as required.

- The Coordinator of Volunteer Ministries determines the suitability of the Applicant based in part on the information in the Application Form.
- An Interview Team is formed and a suitable time is established for an interview.

### **Step 5: Interviews**

Purpose: To gain insight into the heart of the potential volunteer and motivation for involvement in ministry.

It is the responsibility of the Coordinator of Volunteer Ministries and Interview Team or Ministry Leader to conduct an interview with all applicants for a ministry position. Having more than one interviewer helps determine if the person is a suitable candidate for a position. One can act as an observer and take notes, while the other asks predetermined questions (Appendix # 7).

This interview can be an informal meeting, in which there is an opportunity to get to know the applicant's background, gifts, training, availability and their understanding of the position. It will also allow the applicant to gain insight into the position and ministry expectations and values.

Interviews should be conducted on church premises in a setting that allows for confidential concerns to be raised without fear of being overheard by others.

Interviews allow the opportunity to follow up on issues raised on the Application Form. The Interview Team will determine if this applicant is a suitable candidate for the position as soon as possible after the interview. If there are grave concerns or ministry requirements are not met then the process stops and the applicant is notified. If there are some concerns raised, these should be noted and they can be worked into the questions asked of the references.

Procedures: To organize and conduct an interview:

- Reserve a room for an interview.
- Review the Application Form and Ministry Position Description of interest to the Applicant.
- Use the questions for interview as a guide (Appendix # 7) and document all answers.
- Remind the potential volunteer that an interview is one step in the screening process and doesn't ensure approval to serve in a ministry position.
- Discuss Ministry Covenant, (Appendix # 10A or B).
- Read and discuss Code of Conduct (Appendix # 11).
- Allow an opportunity for applicant to ask any questions.
- File all reports confidentially.

### **Step 6: Reference Checks**

Purpose: To gain insight into the potential volunteer from persons who are familiar with them. The information that is gathered by these reference checks helps determine the suitability of the person for a specific ministry position.

Reference checks are critical in this process. This is an important step that cannot be overlooked. The Courts will deem the church negligent if all references are not checked.

Two references are required, no relatives, one inside the church and one outside is preferred for those who have a moderate to low risk assessment. For those in a high-risk ministry position then three references will be required. They can be any of the following:

- Former minister or Ministry Team member
- Small group leader
- Teacher (youth leaders)
- A community volunteer member they have served with
- Employer
- A friend

Applicant must sign the Application Form to give consent so that references can be checked.

It is to be noted that information gathered from references will not be released to the applicant. References will be asked specific questions and this will be recorded and placed in applicant's confidential file (Appendix # 8). References will be asked if the applicant is a suitable candidate for specific ministry for which they have applied.

All references are checked. If you receive one questionable reference, please check on others. It is best to have open-ended questions that allow the person to speak freely and give an opinion. The interviewer should be listening for their tone, attitude, hesitancy, enthusiasm or any underlying concerns.

It is preferable to have one person complete all the reference checks for consistency and conformity of asking similar questions of all references given.

Procedures: To call all references and request specific background information relevant to ministry position.

- Contact references and state reason for the call.
- References are asked predetermined questions (Appendix # 8).
- Listen for non-verbal clues, hesitancy, tone or underlying concerns.
- Document all information and place in file.
- Determine suitability after all the references are checked.

### **Step 7: Police Records Check (PRC) [LWC 3.10]**

Purpose: To collect information on a potential volunteer in high-risk ministry positions from the Police Services records.

All Staff, employees, interns and volunteers in high-risk ministry positions will be asked to submit to a police records check. This PRC is for the protection of the church and the protection of the applicant. This police check is but one step in the process. It does not determine suitability of a person for a specific ministry position.

There are limitations to this PRC. It is only reliable up to the day of the check. The person may have also received a pardon or doesn't tell you they are using an alias name. It cannot reveal if they have had convictions as a young offender. The volunteer will be required to submit the response from the Police Services to the Office Administrator/PRC Coordinator who will either retain the original or make a copy for the church records as the volunteer desires. A new PRC will be required at least every five years.

Police records checks are free of charge for volunteers when submitted with a letter from Grace Church stating the person is applying for a ministry position in a high risk area that needs a PRC (Appendix # 9C). There is a small fee for staff and paid employees. The cost of these checks will be covered by Grace Church. This check usually takes 6 to 8 weeks as the police need to check with other districts in which the applicant may have lived. Each police detachment has its own procedures for such screening checks.

Those applying for high risk ministry positions will be required to complete the Ottawa Police Department form “Police Records Check For Service With The Vulnerable Sector” (Appendix # 9A available on-line:

[http://www.ottawapolice.ca/en/serving\\_ottawa/support\\_units/pdf/police\\_records\\_check.pdf](http://www.ottawapolice.ca/en/serving_ottawa/support_units/pdf/police_records_check.pdf) ).

Applicants for ministry positions must be informed of what they are consenting to with the PRC. They must agree to a full disclosure on the police form. A full disclosure is consent for disclosure of the following: pardoned sex offences, criminal record (adult), probation, prohibition and other judicial orders which are in effect, records of conviction under “Child and Family Services Act,” occurrences, criminal record (young person), records of “not criminally responsible on account of mental disorder,” pending charges under federal statutes and pending charges under the “Child and Family Services Act.” .

The Office Administrator/PRC Coordinator will forward the PRC form (Appendix 9A), a letter outlining the process (Appendix 9B) and a covering letter to the Ottawa Police Department (Appendix 9C) to potential volunteers who must complete the form and personally take it to the Ottawa police Department along with two pieces of identification, one of which needs to include a photo as detailed on the PRC form. The results of the PRC will be returned to the applicant by mail. In case of a probable match, applicants may be required to be fingerprinted to confirm their identity. This is by appointment only and the fee is waived for volunteers – the Office Administrator/PRC Coordinator will provide a letter to the Ottawa Police Department (Appendix 9D). The applicant is responsible for bringing the report to The Office Administrator/PRC Coordinator. The Office Administrator/PRC Coordinator will record the date of the PRC and the location of the police services, as well as the outcome of the search. Once this confidential information is recorded on the Initial Clearance Checklist (Appendix # 12) the PRC Report or a photocopy, at the discretion of the applicant, will be securely filed.

Any individual who will not submit to this procedure will not be involved in children’s or youth ministry or any high-risk ministry position. This information will be kept confidential and can only be accessible to the Coordinator of Volunteer Ministries or appropriate Ministry Staff. If the PRC raises some concerns, then the Session will be notified. It will be the responsibility of the Session to determine the suitability of this person to be involved in ministry opportunities.

Procedures: To carry out a Police Criminal Records Check

- The Office Administrator/PRC Coordinator will forward the “Police Records Check For Service With The Vulnerable Sector” form, the procedure letter and covering letter to the Ottawa police Department (Appendices #9A, 9B & 9C) to potential volunteers.
- The completed form along with 2 pieces of ID (one being a picture ID) along with a covering letter (Appendix #9C) are taken by the applicant to the Ottawa Police



Services.

- The PRC usually takes 6 to 8 weeks and when completed the results are mailed to the applicant.
- In case of a probable match, applicants may be required to be fingerprinted to confirm their identity. The applicant must make an appointment, obtain a covering letter (Appendix #9D) from the Office Administrator/PRC Coordinator and get finger-printed.
- The applicant brings the results of the PRC to the Office Administrator/PRC Coordinator.
- The Office Administrator/PRC Coordinator records the results and securely files the PRC Report or a copy.
- The Office Administrator/PRC Coordinator forwards the results to the VMC which records the results on the individual's Initial Clearance Checklist (Appendix # 12)

Special Notes from Lakeshore Presbyterian Church who developed this policy:

When we checked for a legal assessment of our Policy, it was their opinion that all volunteers have a PRC, not just those in high or moderate risk positions. Should your church feel this procedure places undue stress on the time and resources of the church, then be aware of the potential risk and liability you place on your ministry, Presbytery and potentially the National Church.

Will there be resistance to having background checks and will we lose potential volunteers? These are questions that are often asked. The church's response to these questions should be that this is our standard procedure that we have undertaken to protect all including themselves, the children, vulnerable persons and the church. The majority of potential ministry volunteers will be understanding and cooperative. Those who refuse to go through the screening process will not be able to participate in volunteer ministries. Grandfathering the process (allowing existing volunteers to continue in ministry without participating in screening) will not be protection in a lawsuit. [see also LWC 1.3 p8]

Decision-Making Criteria in the Approval Process

- All Application Forms are reviewed by the Coordinator of Volunteer Ministries or Ministry Leader.
- Must meet the attendance guidelines for involvement in ministry.
- An interview with the Applicant (a second interview maybe necessary to follow up on any concerns or issues raised in the first interview).
- All references have been called and resulted in recommendations.
- Police records check approved and cleared.
- Anyone convicted of a sexual offense involving a minor would be disqualified from ministry with children, youth, vulnerable persons or service in high-risk Ministry Positions.
- Other criminal convictions would require the Session to assess the conviction to determine their involvement in ministry.
- All applicants must be approved by Ministry Leader of the specific ministry to which they have applied.
- Volunteer placement in appropriate Ministry Position, if a position is available.
- Mandatory training to be provided to new Volunteer to include child safety and abuse-prevention procedures.
- All forms will be kept for a 10 year period with 5 year review of volunteer (a

review is to assure that additional training issues have been addressed, as well as any new information about the person has been noted, e.g. new ministry responsibilities).

### Managing the Volunteer

Purpose: To provide the necessary orientation to a ministry position and ongoing training to support new volunteers.

### **Step 8: Orientation and Training** [LWC 3.9 & 3.11]

When we recruit a new volunteer for ministry the screening process does not end. It is now time for training and orientation. The work of assessing a person's gifts and abilities begins. A "cookie cutter" approach to equipping each volunteer will not meet the needs of that person as each one is at a different phase in their spiritual maturity and the type of ongoing support this individual needs.

A specific time should be set to evaluate the match between the Ministry Position Description and the volunteer filling this role. This can be an informal meeting to discuss strengths and weaknesses or if the Ministry is meeting the expectations of the Volunteer. It could also be a simple questionnaire to be filled out by the Volunteer. This process allows for feedback as well as an opportunity for both parties to make a decision to continue on with this Volunteer in this Ministry Position.

#### Procedures:

During orientation and training the following topics will be highlighted:

- Fire safety and emergency procedures.
- Ministry requirements, reporting procedures, schedule of meetings, training (Appendix #13).
- Tour of working areas.
- Information on spot checks (for everyone's protection) and support.
- Mission Statements, objectives of the ministry.
- Review Manual that outlines policies and procedures for this area of ministry.
- Review Code of Conduct, Covenants, Confidentiality Statement.
- Communication systems within the teams and leadership.
- See the video "Reducing the Risk".

### **Step 9: Supervision and Evaluation** [LWC 3.12]

Purpose: To provide ongoing support, training and encouragement so volunteers can achieve lifelong goals and dreams. This also determines suitability of a volunteer to continue in a ministry position for another year.

It would be best for those new in ministry to have a mentor or coach or supervisor who would meet with the volunteer two or three times a year to support and provide feedback. Those in high-risk ministry positions will need more time for feedback and evaluation.

In order to ensure that people are encouraged to grow in their ministry, supervision can provide needed resources and suggestions for workshop opportunities.

Volunteers and staff need to feel valued and appreciated and know that they are contributing to the growth of God's kingdom on earth.

Self-evaluation Forms (Appendix # 14) and yearly reviews with Ministry Leader are part of this process. It also strengthens the ministry, as new ways are developed to address training requirements and resources for this particular ministry. Remember to evaluate ministry in terms of the Ministry Position Description.

Procedures: To develop a process for encouraging and developing potential leaders to serve in ministry positions

- Self-evaluation Forms (Appendix # 14).
- Provide ongoing support through regularly scheduled meetings, informal contacts, written encouragement and social time with others to share similar experiences.

### **Step 10: Participant follow-up**

Purpose: To evaluate volunteers from the perspective of the participants of the program or their family members.

According to the Screening Handbook, it is important to make participants aware of random spot checks (which are recorded) as well as contact with program participants and their families and this is part of the ongoing process. This type of follow-up is necessary due to the nature of the level of risk involved. Medium to high-risk ministries require more in-depth monitoring.

Checking with the participants and their families ensures protection for all. Any concerns can be addressed quickly and efficiently. It is the responsibility of the Ministry Leader to conduct these informal inquiries or spot checks.

Part of this follow-up can help determine if this volunteer is willing to continue in this particular ministry or be encouraged to fulfill another role.

Procedures:

- Ongoing feedback through spot checks [document these on Training Form (Appendix # 13)].
- Develop a method of collecting information from participants through surveys or conversations.
- Document all information and place in personnel file of volunteer.

Special Note:

Extensive information on all aspects of volunteering is available from Volunteer Canada on their web site: [www.volunteer.ca](http://www.volunteer.ca). They can be contacted by phone at 613-231-4371 or 1-800-670-0401 or by email [info@volunteer.ca](mailto:info@volunteer.ca).

### **Screening Process – For all Volunteers**

1. Receive copy of Ministry Position Description. Complete written Application Form.
2. Obtain a Police Records check if required. The cost (if any) of these checks to be covered by Grace Church. A PRC will be done for high-risk ministry positions.
3. All references are called with the knowledge that the applicant will not have access to this information.
4. Read a copy of the Sanctuary Policy which is available electronically on the Grace Church website (<http://www.graceorleans.ca>) or in hard copy from the library.
5. Complete an interview with Coordinator of Volunteer Ministries, Ministry Leader and/or Interview Team member. A second interview may be necessary to follow up on issues raised in the first interview.
6. Sign a copy of the Grace Church Ministry Covenant.
7. Sign a copy of the Code of Conduct.
8. Participate in Sanctuary training.
9. Volunteer placement in appropriate ministry position upon availability of an opening in applicant's area of interest.

### **Screening Process – For Staff, Employees, Interns**

1. Receive a copy of Ministry Position Description. Complete written Application Form.
2. Obtain a Police Records check. The costs of record checks if any will be covered by Grace Church.
3. All three references are called with the knowledge that the applicant will not have access to this information.
4. Receive a copy of the Sanctuary Policy, understand and be able to explain and implement this screening Policy as appropriate.
5. Sign a copy of the Grace Church Ministry Covenant.
6. Complete an interview with the Minister.
7. Sign a copy of the Code of Conduct.
8. Participate in Sanctuary training.

## **Chapter 3**

### ***Abuse Prevention Strategies***

To ensure a safe and trusting environment for all individuals; including children, youth, vulnerable persons and those interacting with them, we are committed to the following:

- We will screen all staff, volunteers, employees and interns. Part of this screening will include completing a written Application Form to apply for a ministry position that has a Ministry Position Description.
- All references will be checked. A Police Records Check will be done for all staff, employees and interns. Those volunteers in high-risk ministries will also be required to have Police Records Checks. If a check of an individual reveals any kind of criminal record the matter will be brought to the Session whose responsibility will be to approve or disapprove of that individual's involvement in ministry.
- All ministry positions will be given a risk assessment category by the Volunteer Ministries Committee in consultation with the Ministry Leader. This will determine which ministry category will be assigned to each position. The Volunteer Ministries Committee will look at ways to lower the risk of each position. The four ministry categories are M1 to M4 (Appendix # 4).
- Any individual applying for a ministry position that has a high-risk assessment will be required to provide three references. For those in positions with a moderate to low risk assessment, the requirement will be to give two references.
- All persons serving in ministry must sign our Code of Conduct and Ministry Covenant, thus agreeing to abide by the church policies and values.
- All Ministry Leaders are required to read the Sanctuary Policy which is available electronically on the church website (<http://www.graceorleans.ca>) or in hard copy from the library.
- All applicants who serve in ministry positions will be required to complete an Application Form as well as have an interview with Coordinator of Volunteer Ministries or Ministry Leader.
- Our policies are for the protection of all persons. Accurate record keeping is a vital part of our prevention policy.
- Regular monitoring and reviewing of the policy by Session, Ministry Leaders and the Coordinator of Volunteer Ministries will ensure that our policies and procedures are enforced.
- Child security guidelines, emergency procedures, fire safety procedures, nursery guidelines, classroom staffing and supervision guidelines, visitation and counseling procedures, general and suspected abuse incident reports, field trip waiver forms

and registration forms have been established as part of this strategy.

- We will train all staff; volunteers, employees and interns in understanding, recognizing and reporting suspected abuse, as well as emergency procedures.
- We have established a guideline for individuals who are new to our congregation and wish to engage in ministry. If a volunteer is part of our congregation for 6 months and is known by one of our people who can speak to their character and spiritual life then they can engage in the screening process. This 6-month period also applies to an individual who becomes actively associated with a small group and who then has a small group leader who can attest to their giftedness for specific ministry opportunities. For a person who is new and has not connected with a small group or is not known by our people then the waiting period prior to engagement in ministry will be 9 months.

### **Guidelines for Safe Contact with Children and Youth**

1. Don't show favoritism in dealing with children or youth. Show a similar level of affection and kindness to all children in your care.
2. Touch children on the back of the head and shoulders. Never touch children on their private parts. An accepted guideline is: do not touch a child in any area that would normally be covered by a bathing suit. This will prevent any misinterpretation of your motives. Wrestling or tickling can put you at risk for inappropriate touch. Placing your arm on a shoulder and giving a gentle squeeze from the side can show comfort for a child who is sad. This will allow the child to freely move away when they want to.
3. When first aid is given care must be taken. If possible a member of the same sex should provide the care, otherwise have another person present. Do not remove clothing of a child. Contact parent immediately or if situation warrants a 911 call.
4. To speak to a child or youth in privacy – move to a quiet place in view of others.
5. Follow the “two- person rule” when dealing with children. This reduces the risk of false accusations of abuse. The strict “two-person rule” states that no adult should ever be alone with children which in certain circumstances such as the Nursery is necessary. The modified “two-person rule” states that no adult should ever be alone with a single child which in many cases is acceptable.
6. Do not engage or allow the telling of sexual jokes or behave in a way that promotes sexual exploitation of others. Do not allow sexually explicit materials in your programs.
7. Provide proper supervision. Ensure that safe, healthy and fair activities are provided for all. This will ensure that no individual is injured because of a volunteer's action or inaction. If a ministry leader is sued for negligence, the Church can be sued as well.
8. Know the special needs of the children that can include: dietary, allergies; others have medical needs or behavioural needs. Be in contact with the parents to determine

specific codes of conduct and proper procedures to follow with their child.

9. Provide clearly stated consequences for inappropriate behaviour. Be fair, consistent and reasonable to match the age or ability of the child or youth. Be alert to stop inappropriate behaviour early. Use of physical discipline or force could lead to charges of assault or abuse and dismissal from Ministry Leadership.

### **Appropriate Display of Affection**

A human touch can convey a multitude of positive messages; well done, way to go, keeping going, comfort and love. As Ministry Leaders we need to be aware of and sensitive to differences in interpretation to touch: sexually, culturally, family history, individual personalities and special needs. Physical contact with infants, children, youth and seniors should be age and developmentally appropriate. The following are guidelines to display God's love and care:

### **Appropriate Touch**

Love and care can be expressed in the following ways:

- Holding or rocking an infant who is crying.
- Affirming a person or child with a pat on the hand, shoulder or back.
- Bending down to the child's eye or person's wheelchair level and speaking kindly and listening to them share their concerns or joys.
- Putting your arm around the shoulder of a person who needs comfort.
- Taking a child's hand and leading them to an activity.
- Shaking a person's hand in greeting or to say, "We missed you/ Great job/ Way to go."
- Holding a child by the hand or shoulder to keep their attention as you redirect the child's behaviour.
- Asking permission to hold hands while you pray for them.
- Anointing a person with oil on the head.
- Holding hands in a circle prayer or song.
- Holding the hand of a dying member, providing comfort with a wet cloth.

### **Inappropriate Touch**

Things to avoid:

- Kissing a child, (youth or adult) coaxing a child to hug and kiss you.
- Extending cuddling and tickling.
- Carrying older children (piggy back rides).
- Having others sit on your lap.
- Touching anyone in any area covered by a bathing suit (except changing infant's diaper).
- Inappropriate handholding.
- Seductive acts of affection.

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## **Chapter 4**

### ***Security Policies and Procedures***

#### **1. CHILDREN'S MINISTRY GENERAL POLICIES**

##### **A. Allergies**

1. Greeters in the nursery and JK-SK will check for allergies as children arrive and provide a nametag indicating such allergy as necessary.
2. Post a sign at the door to inform parents of the snack for the day should there be one.
3. For snacks...Please avoid peanut butter, chocolate and nuts of any kind. Popcorn can be dangerous for young ones and is very messy. Sometimes the lesson plan will suggest peanut butter. This can be substituted with honey, cheez whiz, etc.

##### **B. Attendance**

1. Leaders are required to complete an attendance sheet (Appendix # 15B or C) each week. This attendance is to include all children, leaders, helpers, visitors and guests or observers in the room. Ministry Leaders are to submit these attendance sheets to the Coordinator of Volunteer Ministries at the end of December and the end of June. These records will be kept on file for 5 years. All children in regular attendance are required to have a parent complete a registration form (Appendix # 15A).

##### **C. Injury**

1. Should an infant, child or youth be injured while in our care but not in need of medical attention, the leader is to complete a General Incident Report (Appendix # 17A) and an "It Happened This Way" form (Appendix # 17B). These forms are available on the Classroom Clipboards, the Nursery or from the Director of Children's Ministries or the Youth & Young Adults Pastor. Leaders will submit a copy of the incident report to the Director of Children's Ministries or the Youth & Young Adults Pastor.
2. First Aid Kits are available in the Kitchen and in the Youth & Young Adults Pastor's Office and an Ice Pack is available in the freezer in the kitchen.

##### **D. Fire [LWC 3.7b]**

1. A fire escape map is located in each room. Primary escape route is marked in red and the alternate route is blue. All leaders should be aware of these routes.
2. In case of fire, if neither of these routes is accessible, exit by the windows.
3. Always be aware of the total number of children present and do a head count as children exit. Take the Attendance Record with you as you leave. Close the door to the room after the last child is out.
4. Parents will be notified that they are not to come to the classrooms for their children. The northwest corner of the parking lot (by the basketball net) is the

designated meeting place. Repeat the head count and do an Attendance Check again in the parking lot.

#### E. Lockdowns

Detailed Lockdown Procedures are found at Appendix #19. All Leaders should be familiar with these procedures.

*A Children's Ministry Supervisor and/or Host Elder is to be on duty at all services.*

### **2. SANCTUARY WASHROOM POLICIES AND PROCEDURES**

1. Parents of toilet trained children in the Nursery are encouraged to take their child to the washroom before class.
2. JK-SK children who need to go the washroom should be accompanied by a leader who escorts the child to the bathroom, checks the bathroom for safety and then waits in the hall for the child to finish. Prop the main bathroom door open.
3. Older children may go to the washroom unaccompanied.
4. No adult or teen helper is ever to be in a closed washroom cubicle with a child.

### **3. SECURITY POLICIES AND PROCEDURES**

#### A. Children's Ministry

1. Parents must check-in all children each week; nursery aged children in the Nursery and older children in the Narthex before the Worship Service. All children/parents are greeted at the door by a volunteer/Host Elder who records their attendance. All registered children will be checked in on class attendance sheets kept in the Sunday School Communication File. Details for visiting children will be recorded on the attendance sheet. Registration forms will be provided as required.
2. Teachers will pick up these attendance records as they go to Sunday School and place them in the Sunday School Communication File at the end of class.
3. Visiting children are recorded on the visitor's page for their class. Children in the JK-SK class will be given a name tag with a security number, if required. The adult bringing a child to JK-SK is given a security number that matches the number on the class list and the child's nametag.
4. The adult keeps this number during the service time and returns it to the classroom leader when picking up the child. The classroom leader ensures that the security number matches that of the child before releasing the child to the parent or caregiver. Children are released only to an adult with a standard security number.
5. If the tag is missing and the leader does not know the adult who brought the child, the leader should have the adult wait until all other children have been released and call the Director of Children's Ministry or Host Elder. Use your own good judgment, however, if you are uncertain about the child's safety, always use caution and wait for assistance.

6. Children are not dismissed from JK-SK until a parent or other designated person arrives for them. Older children may meet their parents at a pre-arranged place.
7. Adults are asked not to enter the classroom to pick up children. It becomes too confusing and other children can slip away.
8. It is helpful to have children engaged in table activities or sitting for a story when being dismissed. Children can be called one at a time as their parent/caregiver arrives.
9. If possible, one leader should be standing at the doorway as children are dismissed.

#### **4. NURSERY POLICY**

##### **A. Use of Nursery**

1. Anyone wishing to use the nursery outside of regular church services must request it through the church office. There must be at least one adult over age 18 present for: 1) safety of the children, 2) cleaning, 3) reporting breakage and 4) following of these policies.

##### **B. Care of the Nursery**

1. The nursery is **not** to be locked due to the emergency exit location.
2. Children aged 4 and over are not permitted in the Nursery unless properly supervised and use of the Nursery has been approved (see Nursery Policy above). Children over 4 years of age are not permitted on riding or sitting toys or to be in cribs or on change tables.
3. The Nursery Coordinator is responsible for rotating and cleaning toys. Toys will be cleaned monthly or more frequently if required. Each week any toys that need cleaning will be placed in the “To Be Cleaned” bin.
4. If necessary, the nursery play mats must be cleaned with the Swiffer.
5. Nursery receiving blankets used in the crib (playpen) must be placed in the “To Be Cleaned” bin after each use. Parents are encouraged to bring their own blankets.
6. The counters are to be wiped down with disinfectant wipes at the end of use and the change tables after each child has been diapered.
7. No shoes or bare feet are to be worn by workers or walking children in the childcare area of the nursery. Slippers or socks may be worn.
8. Used diapers are to be placed in the covered diaper pail.
9. No crayons or markers are to be used by the children.
10. Upon leaving the room, ensure that lights are turned off, emergency exit is closed, the nursery room heater is turned off and the sound system is turned off.

### C. Care of Nursery Children – non-church activities

The care of children during non-church activities is the responsibility of the adult in charge.

### D. Care of Nursery Children – church activities

1. There shall be a minimum of two workers and at least 1 worker per 3 infants and 1 worker per 4 toddlers. If more children register, then the worker in charge shall call upon parents as needed, on a rotating basis to provide these care ratios.
2. The worker in charge shall keep an attendance list (Appendix # 15B) for each service, for an accurate count in the event of fire or incident.
3. Name tags for visiting children or as required are to be filled in completely by parents, including allergies and medical problems (which is confidential information). Children are assigned a security number, when numbers warrant, and a corresponding tag is given to the parent and must be returned when the child is picked up.
4. Parents who are not working in the nursery are only to enter the childcare area with the permission of the Nursery Supervisor. This is to ensure that a child doesn't slip out an open door without being noticed or is upset by the presence of a parent when theirs has gone to service.
5. Children are not to be accepted into care with the following symptoms:
  - diarrhea
  - vomiting
  - fever
  - rash
  - open sores
  - runny nose (discharge that is not clear)
  - infection - any type such as skin or eye or other that is contagious
  - symptomatic childhood disease such as scarlet fever, measles, mumps, chicken pox, whooping cough or other

**If a parent gives a history of any of these symptoms in the previous 24 hours the child cannot be accepted as well. These guidelines are outlined in the Nursery Handbook given to parents who use the nursery.**

6. If a child is bleeding for any reason, the worker should protect other children from the blood. The worker should put on protective gloves to attend the child and clean up all blood on surfaces as soon as possible with a 10 % bleach solution. The parent may be contacted if necessary. An incident report will be written up for the supervisor (Appendix # 17A) and an "It Happened This Way" sheet (Appendix # 17B) will be completed by the worker to give to the parent.
7. **Workers must always wash hands after diaper changes or after wiping a nose or tending a child in the bathroom.**
8. If the fire alarm sounds, nursery workers should evaluate their immediate area for smoke, heat or flames. Prepare the children with weather appropriate clothing and blankets if time permits and take the children and the Attendance List and evacuate the

nursery. Children will then be taken to the north west corner of the parking lot (by the basketball net) to meet their parents. Parents are not to come to the nursery to retrieve their children but to meet them in the parking lot. (This information is found in the Nursery Handbook and will be announced from the pulpit.)

9. If a child's behaviour is unacceptable it is our policy to:
  - Tell the child what is expected.
  - Keep them from harming themselves and others.
  - Remove them from the situation to calm them down.
  - Restrain them by holding if necessary (no other physical force is acceptable).
  - A final step would be to send for the parent at worker's discretion.

#### E. Procedures for Nursery Ministry Positions

Nursery ministry workers play an important and vital role in providing a ministry to children and their parents. Your role is key in providing a safe and secure environment for children while allowing the parents to fully participate in the church service. The following procedures are outlined for your benefit and to provide consistent care for the children:

1. Arrival Time for Nursery Ministry Worker
  - Please arrive 15 minutes before the service begins.
  - Please remove street shoes or boots. You may bring socks or slippers to wear.
2. Arrival of Children
  - Parents may only proceed past the sign-in area with the permission of the Nursery Supervisor – this is for reasons of safety and security.
  - Have parents complete the registration form, if not previously done, and affix adhesive name tag with a security tag number to their child's back if required – necessary for new children or those unknown to nursery workers.
  - Label diaper bag and articles (e.g. bottle, juice cup).
  - If required, ensure that the parent has a security tag number before leaving.
  - Please read all children's tags to familiarize yourself with any special needs or concerns.
  - It is the job of the nursery supervisor to record children's names on the attendance sheet. (Appendix # 15B)
3. Diapering
  - Change diapers as needed and dispose of in covered diaper pail.
  - Wash hands after changing diapers.
4. Snacks
  - Due to allergies, no snacks will be provided in the nursery.
  - It is the responsibility of the parents to provide a safe snack for their child if one is required.
5. Clean-Up of Nursery
  - Five minutes before the service ends, have children help pick up toys and return to appropriate storage bin.
  - Place soiled toys and blankets in "To Be Cleaned" bin.

## 6. Child Pick –Up Procedure

- For children with security tags, the adult must present security tag to receive child.
- Match adult security tag number with child’s number.

## 7. Closing Procedures

- Wipe counters with disinfectant wipes.
- Clean play mats with Swiffer if required.
- Ensure emergency exit door is properly closed.
- Turn off Nursery Room Heater and Sound System.
- Turn off lights.

## 8. Health Policies

- To minimize the risk of infections and diseases, we ask you to abide by the following guidelines:
- A child who has had one of the following conditions within the previous 24 hours or has been observed by the nursery worker to have one of these conditions should not enter the nursery:
  - Rash
  - Cough
  - Fever
  - Vomiting
  - Nasal discharge (other than clear)
- If the parent has responsibilities during the service, they are to notify the department leader (e.g. music, children’s ministry) for instructions regarding care for the ill child.

## 9. Sickness or Changed Plans

- If you are unable to serve in the nursery as scheduled, please find a substitute or switch with someone who is on the nursery list. In case of sudden illness, please call nursery supervisor.

## **5. DAY TRIPS AND OVERNIGHT POLICIES**

Special outings, day trips, service projects and weekend camps are all part of helping children and youth grow physically, emotionally, spiritually and to offer a chance to learn social and leadership skills that short church activities cannot offer. The following guidelines need to be taken with these activities.

### A. Day Trips and Special Events

1. Activities conducted off church property should be pre-approved by the Director of Children’s Ministries or the Youth & Young Adults Pastor.
2. Parents will be notified no later than the beginning of each month for outings that month.
3. Proper written consent and medical release forms are required for each child/youth participating in field trips and special events (Appendix # 16B)
4. \*All day trips or outings should be supervised by a minimum of two screened, unrelated leaders.

5. When transportation of children/youth is needed for an activity, all drivers must have a valid driver's license and current automobile insurance and must be screened volunteers. The number of persons per car must never exceed the number of seat belts.

### B. Overnight Events

Church sponsored overnight activities may be permitted within the following guidelines:

1. All overnight activities must be pre-approved by the Director of Children's Ministries or the Youth & Young Adults Pastor.
2. Parents are notified no later than the beginning of each month for overnight trips that month.
3. Children and youth are required to follow pre-established codes of conduct.
4. Proper written consent and medical release forms are required for each child/youth participating in overnight events (Appendix # 16B).
5. \*All overnight activities should have a minimum ratio of one leader for every 4 to 5 children/youth. (minimum of two leaders at all times. When only two leaders are required, they must be unrelated).
6. Each leader should have an assigned group of children for whom they will be responsible during the overnight event.
7. All supervising adults must be screened volunteers.
8. When transportation of children/youth is needed for an activity, all drivers must have a valid driver's license and current automobile insurance and must be screened volunteers. The number of persons per car must never exceed the number of seat belts.

#### \*Special Notes:

The activity and age of the children affect the ratio. The church should set the ratio so there are an adequate number of adults. If there are not enough screened adults, the activity is cancelled. Most educators recommend these ratios: Preschool: 1 adult per 10 children, Elementary and High School: 1 adult to 12 children for in church settings. Special overnight trips require one adult supervising 4-5 children/youth per room or tent. Day trips with teens 1 adult to 8 teens.

A child and/or a youth are never to be alone with only one adult present.

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## **Chapter 5**

### ***Training and Implementation Procedures***

Training sessions are an integral part of any abuse prevention program. It provides opportunities for volunteers to receive information and have questions addressed on how to handle particular situations. Training sessions also provide Ministry Leaders the opportunity to make observations about an individual and assess their specific needs for ongoing support or training opportunities.

#### **Resources For Ministry Leader Training**

Some training and resources can be found in your local or neighbouring communities through a variety of organizations who have done work on abuse prevention programs. The Canadian Red Cross, Scouts Canada and Volunteer Canada are a few of the agencies you might contact. Other organizations such as police services and United Way centers may also have resources that can be adapted for use with churches. Social workers or counselors who work with children, youth may also be able to lead workshops on abuse prevention strategies or deal with the signs and symptoms of child abuse.

The video “What Church Leaders Should Know About Sexual Abuse and the Church” provides a good introduction to the issues of prevention and reducing the risk of abuse in the Church. This video is available as part of a “Reducing the Risk Resource Kit” available through <http://www.reducingtherisk.com/>. The VMC has obtained the “Reducing the Risk” resource.

Another resource is using this policy as an educational tool. Different case studies and role-playing of a situation is also another excellent method of informing and training Ministry Leaders.

The Policy of the Presbyterian Church in Canada for Dealing with Sexual Abuse and Harassment has an excellent bibliography, which has listed videos and resources as well. This can be ordered through Church office at 1-800-619-7301.

#### **Implementation:**

The first step in implementing this policy is to start at the top level of leadership. The Session must endorse such a policy. The Session must understand the importance of providing a safe place for all that serve in ministry and those who are entrusted to the church’s care. The church has a spiritual, moral and legal obligation to provide a safe environment for all.

Education is required at all levels of ministry to under gird the importance for these new policies. There needs to be a strategic plan of sharing information with the congregation. It is important to periodically inform the congregation of the key issues and why a decision was made to establish a prevention plan. This will nurture an emotional commitment within the church to maintain a safe environment for all.

Most churches have to undergo many organizational changes to initiate and sustain a risk

reduction policy. There are new policies to consider and changes in the ways ministry needs to be done. Change is difficult and there will be resistance to such changes. Statements such as, “we have never done that in the past,” or “nothing has happened before,” “why put more stress on our Ministry Leaders?” may be heard.

The vision, of why this policy is needed, will alleviate most of the distress involved in making these changes. As this is a Policy that covers all areas of ministries not just children and youth, there may be resistance to implementing such a Policy as the job seems mammoth.

It will be important that one-person head up the implementation process with a team of elders and lay people to work alongside of this person. As well, realistic timelines and resources will be needed to put into place all that needs to happen. Should you be named in a lawsuit before all policies are in place, a judge may look favourably on your attempts and timelines for completing all steps.

This process may lead into areas that initially may have been overlooked. However, as you look at risk management and risk reduction, you may explore such areas such as liability insurance for ministers, ministry leaders and volunteers. The whole area of safety could lead you to explore what to do in case of fire or disaster. The issue of copyright laws on resource material and music may be required to be address with leadership. This process can take years but the outcome is of great benefit to the health and growth of the church.

Each Ministry Team will be responsible for the implementation of the Sanctuary policies and procedures.

#### **Each Ministry Team Needs:**

- To ensure that the Core Values and Mission Statement, Covenants and Code of Conduct are provided to all volunteers, interns, employees and staff.
- To develop a set of orientation guidelines to establish consistency so all areas of risk have been explored and explained to volunteers and Staff.
- A flow chart outlining the Ministry Teams and areas of responsibilities.
- To establish a line of communication that shows the procedure to follow in case of suspected abuse or a complaint against a fellow worker.
- To be familiar with all safety and emergency procedures.
- To ensure that everyone participates in mandatory annual training events on the Sanctuary Policy and procedures to be coordinated by the Coordinator of Volunteer Ministries or Ministry Leaders (until volunteers have taken the mandatory training they will not be able to participate in Ministry - this is a legal requirement).
- To be accountable for Ministry by establishing when and how often written reports and attendance sheets are completed, as well as maintaining confidentiality.
- To understand and submit to the oversight of the Ministry Team and Session of Grace Church in accordance to the Biblical principles and practices. If discipline is needed due to a person not fulfilling their commitment as a Christian and their behaviour and actions are at risk of destroying the name and integrity of Christ and His Church, then the process of restoration is found in Matt 18:15-20.

**Each Volunteer Needs:**

- On file in the Sanctuary Policy File Cabinet in the attic a Personal Profile or Application Form completed (appendix 6A)
- Ministry Position Description (for specific ministry)
- Interview Questions (appendix 7)
- Reference Check report (appendix 8)
- If necessary have in file Volunteer Police Records Check (appendix 9A)
- Signed copy of Covenant of the particular ministry they are involved in (appendix 10A)
- A signed Code of Conduct to serve and abide by the policies (appendix 11)
- Initial Clearance Record (appendix 12)
- Training Record sheet (appendix 13)
- Self-Evaluation Form (appendix 14)

**Monitoring of the Policy**

It will be the responsibility of the Ministry Leaders and Elders to review this Policy every year. The Coordinator of Volunteer Ministries will also review the procedures and facilitate yearly (or as needed) training events for Staff, employees and Ministry Leaders. Ministry Leaders or Elders can routinely check to ensure that policies are being followed. Should concerns arise, these can be discussed with the person in charge of the program. If problems exist in the policies, then revisions can be made and brought before the Session. Changes and revisions must not compromise the integrity of the policy.

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## Chapter 6 *Understanding Child Abuse*

Listed below are definitions and indications of emotional, physical and sexual abuse or neglect. Signs of abuse may include, but are not limited to these factors. Please remember that the presence of any one sign or symptom is not conclusive proof that a child or youth has been abused. In most cases of abuse, the child or youth will exhibit a number of behavioural and physical symptoms.

### What is Child Abuse?

Child abuse can be described as any non-accidental injury, any physical or emotional maltreatment, or the refusal to provide or consent to medical treatment of a child or teenager under the age of 16. All abuse involves the misuse of power by the caregiver, parent or those in positions of authority. Most abuse falls into four broad categories: emotional, physical, sexual and neglect.

### EMOTIONAL ABUSE

Includes all activities that result in the failure to provide a nurturing environment for the child. It occurs when the caregiver continually treats the child in such a damaging way that the child's concept of self is seriously impaired. Emotionally abusive behaviour by the caregiver can include constant yelling, criticizing, belittling, rejecting, ignoring or isolating the child, or terrorizing the child and providing no love, support or guidance. Emotional abuse can be the most difficult to identify and prove.

#### Behavioural Symptoms

- severe depression or anxiety
- extreme attention-seeking
- extreme withdrawal or self-destructive or aggressive activities
- overly compliant; too well mannered
- too neat, too clean
- displays extreme inhibition to play

#### Physical Signs or Symptoms

- bed-wetting that is non-medical in origin
- frequent complaints - headaches, nausea, abdominal pains, illness
- child fails to thrive and physically develop relative to their peers

### PHYSICAL ABUSE

Is described as any non-accidental injury to a child, which may include beatings, shaking, poisoning or burns. It is often caused by an action or failure to take action by the child's caregiver. It is more than reasonable discipline. Injuries may include unexplained bruises, welts, cuts, broken bones, burns or internal injuries. Physical abuse can be a one-time isolated incident or it can happen over a prolonged period of time.

#### Behavioural Signs

- a child's recall of how injuries occurred is evasive or inconsistent
- lack of trust in authority figures
- if touched unexpectedly may flee or cringe or appear frightened

- small children may display a vacant stare and lack of interest in what is going on
- can be either extremely aggressive or extremely withdrawn
- inappropriate and indiscriminately seeks affection from others
- can be extremely compliant and/or eager to please

#### Physical Symptoms

- injuries that are not consistent with explanation
- presence of several injuries that are in various stages of healing
- presence of various injuries over a period of time
- injuries and bruises on infants and pre-school children on a regular basis

### SEXUAL ABUSE

Is any interaction between a child and an older person where the child is being used for a sexual purpose. The Criminal Code identifies a number of types of sexual abuse including: sexual interference, pornography, invitation to sexual touching, sexual exploitation, parent or guardian procuring sexual activity from a child, caregiver permitting sexual activity, exhibitionism, sexual assault and incest.

#### Behavioural Symptoms

- age-inappropriate sexual play with toys, self or others displaying explicit sexual acts
- age-inappropriate, sexually explicit drawings and/or description
- unusual sexual knowledge for age
- prostitution
- seductive behaviours

#### Physical Symptoms

- unusual or excessive itching in genital or anal areas
- torn, stained or bloody underwear or pregnancy
- injuries to the genital or anal areas e.g. bruising, swelling or infection
- venereal disease

### NEGLECT

Is a chronic failure, either passive or aggressive, to provide the necessities of life. This includes chronic dirtiness, lack of food, withholding of affection or a general disinterest in the child's well-being.

#### Behavioural Symptoms

- lack of interest in activities
- withdrawn
- constant seeking of food and attention

#### Physical Symptoms

- chronic dirtiness or chronic tiredness
- noticeably underweight
- wearing inappropriate clothing for season

### Pastoral Response to a Report of Abuse

A disclosure of an incident of alleged abuse by a child or youth or vulnerable person or

adult is an emotionally charged experience. When an individual discloses that they are a victim of an alleged abuse, it is important that we:

- Assure him/her that he/she will be listened to and provided with support throughout the process.
- Do not prejudge the situation. Take the allegations seriously.
- Have an open and clear mind.
- Keep emotions in check. When disbelief or horror is shown this impacts the person and may result in withdrawal or an inability to share their experience with you.
- “Listen more, talk less” is a good rule of thumb. **Do not interview the person abused as this could jeopardize any legal proceedings if not done properly.**
- Remind the individual that he/she is in no way at fault for this abuse.
- Affirm that it is always appropriate to tell someone that he/she has been abused.
- In no way promise the person that you will not tell anyone. Some secrets cannot be kept secret. Assure the person that this information is to be restricted to those who need to be advised.
- Remind them that our first priority is to protect them.
- Do not defend the alleged perpetrator with statements or comments like “I can’t believe they did that.”
- Ask them if it would be OK to pray for him/her.
- Reassure them that ongoing pastoral care will be provided for them and their family.
- Pastoral support should also be given to those who report the abuse. Reassurance should be given that they have done the right thing in reporting this incident. In providing pastoral care the guilt and fear of reprisal and the uncertainties of the unknown could also be addressed.
- Should outside referrals to professional workers/counselors be necessary in providing further support then be aware of the following: “any organization that is considering hiring or using a regulated health professional [parish nurses], or referring clients to such a professional should, at a minimum, confirm that the individual is a member in good standing of his or her professional college.” This is in accordance to Regulated Health Professions Acts SO 1991 Chapter 18.

### **Response to the Media**

The Senior Pastor or their designate (Presbytery Clerk or Moderator) will be the spokesperson for the church. This person will speak to the media and the congregation regarding the matter in a discreet, informed, truthful and diplomatic way.

**The following statement will be used until all of the facts are uncovered and the case is reviewed:**

*All allegations of abuse or harassment are taken seriously. The protection of children, youth and vulnerable persons is a priority of Grace Church and the Presbyterian Church in Canada. In accordance with civil law an allegation of abuse has been reported to (insert the appropriate Child Protection Agency and/or criminal investigation unit).*

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## Chapter 7 *Understanding Sexual Misconduct*

### **DEFINITIONS OF SEXUAL ABUSE**

#### **What is Sexual Abuse?**

*The POLICY OF THE PRESBYTERIAN CHURCH IN CANADA FOR DEALING WITH SEXUAL ABUSE AND SEXUAL HARASSMENT 2010 (page 9) defines sexual abuse as follows:*

*Sexual abuse* includes, but is not limited to, any unwanted sexual contact.

*Sexual contact* includes, but is not limited to, sexual intercourse, genital contact, petting, fondling, sexually suggestive language or the display of pornography.

Sexual abuse includes, but is not limited to, *sexual assault* and other sexual offences involving children as defined in the Criminal Code of Canada. (Appendix 2, p. 55 of this PCC Policy.)

Sexual abuse includes, but is not limited to, sexual harassment. *Sexual harassment* is defined as:

- a course of vexatious comment or conduct that is known or ought reasonably to have been known to be unwelcome, including repeated sexual remarks or physical contact that is degrading;
- a sexual advance or solicitation made by a person who is in a position to grant or deny a benefit to another;
- the threat of or an actual reprisal by a person in authority against a person who has rejected a sexual advance from that person in authority.

Sexual abuse is often accompanied by violence. Violence impairs or destroys mutual consent, which is needed to ensure that sexual activity is voluntary. Sexual abuse therefore includes *spousal violence*.

#### **PCC Reason and Commitment**

The following action statements describe both the reasons for this policy and The Presbyterian Church in Canada's active commitment to it as found in the Leading With Care Policy (page 6):

- We will **prevent** abuse of children/youth/vulnerable adults. Prevention includes having good processes in place in order to prevent opportunities for abuse, neglect and harm from arising.
- We will **protect** the vulnerable in our midst. The Presbyterian Church in Canada affirms that the protection of all children, youth and vulnerable adults is a spiritual, ethical and legal imperative.
- We will **report** incidents of abuse, neglect and harm. Such incidents, wherever and whenever they are encountered, will be reported immediately to the minister, the

police, and the appropriate agencies in accordance with civil law requirements and the policies of The Presbyterian Church in Canada.

- We will **train and support** our teachers and leaders. Many congregations already have in place a process for recruiting, training, supervising and supporting teachers and congregational leaders. One of the reasons for this policy is to provide ways for congregations to begin, continue and/or improve on this process so that teachers and leaders are well trained and equipped for their ministry tasks.

### **Pastoral Response to a Report of Abuse**

A disclosure of an incident of alleged abuse by a child or youth or vulnerable person or adult is an emotionally charged experience. When an individual discloses that they are a victim of an alleged abuse, it is important that we:

- Assure him/her that he/she will be listened to and provided with support throughout the process.
- Do not prejudge the situation. Take the allegations seriously.
- Have an open and clear mind.
- Keep emotions in check. When disbelief or horror is shown this impacts the person and may result in withdrawal or an inability to share their experience with you.
- “Listen more, talk less” is a good rule of thumb. **Do not interview the person abused as this could jeopardize any legal proceedings if not done properly.**
- Remind the individual that he/she is in no way at fault for this abuse.
- Affirm that it is always appropriate to tell someone that he/she has been abused.
- In no way promise the person that you will not tell anyone. Some secrets cannot be kept secret. Assure the person that this information is to be restricted to those who need to be advised.
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is reviewed:

*All allegations of abuse or harassment are taken seriously. The protection of children, youth and vulnerable persons is a priority of Grace Church and the Presbyterian Church in Canada. In accordance with civil law an allegation of abuse has been reported to (insert the appropriate Child Protection Agency and/or criminal investigation unit).*

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## **Chapter 8**

### ***Obligations and Procedures for Reporting Suspected Abuse***

The Reporting Policy outlined below identifies the "why", "when", and "how" of reporting abusive, unhealthy, or inappropriate behaviour according to Ontario law for children. The obligations and procedures set out in this policy should be the responsibility of every person within the Church. These guidelines are also followed for abuse of youth, vulnerable persons (the elderly, disabled, those in crisis) and all individuals.

**Our Legal Obligation:** Every person who believes on reasonable grounds that a child *is* or *may be in need* of protection must report promptly the belief and the information upon which it is based to the local Children's Aid Society.

**Our Moral Obligation:** Leaders must be trained to identify inappropriate behaviour towards babies/children/youth and vulnerable persons. If a person sees such inappropriate behaviour, the person shall confront and discuss such behaviour immediately with the person in question, making sure to also alert the person in charge of the respective area of ministry as to the incident. Inappropriate behaviour will not be tolerated. The appointed leaders shall ensure appropriate action is taken in accordance with the Sanctuary Policy.

**Our Spiritual Obligation:** God has given to everyone the responsibility to care for others and, therefore, the personal responsibility to develop and maintain a safe church environment for all: babies/children/youth, vulnerable persons and those who minister to them. Reporting is a demonstration of this care and concern.

### **When Should a Report be Made?**

#### **Legal Definitions of Child Abuse**

Definition of *a child in need of protection* (Child and Family Services Act [CFSA] RSO 1990 Chapter C11 Section 37.2)

*A child may be found in need of protection in the following instances:*

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:*
  - a) *failure to adequately care for, provide for, supervise or protect the child, or*
  - b) *pattern of neglect in caring for, providing for, supervising or protecting the child.*
2. *There is 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:*
  - a) *failure to adequately care for, provide for, supervise or protect the child or*
  - b) *pattern of neglect in caring for, providing for, supervising or protecting the child.*
3. *The child has been sexually molested 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 molestation or sexual exploitation and fails to protect the child.*
4. *There is a risk that the child is likely to be sexually molested or sexually exploited as described in clause [3].*
5. *The child requires medical treatment to cure, prevent or alleviate physical harm or*

*suffering and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to the treatment.*

6. *The child has suffered emotional harm, demonstrated by serious:*

- a) *anxiety*
- b) *depression*
- c) *withdrawal*
- d) *self-destructive or aggressive behaviour, or*
- e) *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 [as above] and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to remedy or alleviate the harm.*

8. *There is a risk that the child is likely to suffer emotional harm of the kind described in sub-clause [6]) 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. *The child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, treatment to remedy or alleviate the condition.*

### **Duty To Report Abuse**

Ref: CFSA RSO 1990 Chapter C11 Section 72)

Despite the provisions of any other Act, if a person, including a person who performs professional or official duties with respect to children (defined as a child up to and including the age of 16), 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 the local Children's Aid Society.

There are two duties to report imposed by the Child and Family Services Act:

1. The duty to report situations where a person believes that a child is or may be in need of protection, and
2. The duty to report situations where a person suspects that a child may have suffered abuse.

Note 1: The duty exists to report suspected child abuse whether it is a parent, a teacher, a leader or any other individual in a care-giving role that allegedly perpetrates the abuse. This is most easily defined in the following manner: a caregiver is the person responsible for seeking emergency medical care.

Note 2: The duty to report lies directly with the individual that suspects that child abuse has occurred or to whom a child discloses alleged abuse.

## **Penalty for Failing to Report Child Abuse**

A person who has a duty to report child abuse or that a child is in need of protection, and fails to make such a report is guilty of an offence and on conviction is liable to a fine of not more than \$1,000 and/or imprisonment for up to one year. It is required that the person with the suspicion either make the report or assist in the process for it is legally binding on the person who suspects the abuse, not on that person's Ministry Leader.

## **Protection of Person Reporting Child Abuse**

The CFSA protects the person making the report from any action being taken against him or her when he or she had reasonable grounds to believe that the child in question has suffered abuse. The person making the report is not protected if they acted maliciously or without reasonable grounds for the belief or suspicion.

## **Reporting a Suspected Child Abuse Situation**

\* These are the guidelines in reporting all abuses of youth, adults, elder and vulnerable persons.

When a child, teenager, adult is upset or distressed about a situation they are most likely to turn to a trusted adult for support and advice. This is particularly true when a child or teenager has been abused. Often, even when a child or teenager decides to confide in a trusted adult, they are hesitant and shy about discussing what has happened. Feelings of guilt or shame are common. The adult should help the child (or others) to feel safe and understand that it is ok to talk about what happened.

The most important thing an adult can do when a person discloses abuse is to be supportive and listen carefully to everything that is said. Be cautious about the questions that you ask (especially with children). Accept the person's story: do not dispute it. Investigating the incident and determining the alleged abuse (child) is the responsibility of the Children's Aid Society and/or police. Affirm the person for having the courage to talk to you.

It is important not to make promises that you cannot keep as promising to stop the abuse, punish or remove the offender. Also, do not promise not to report the incident to the authorities. If you have inadvertently promised to keep what the child or person says confidential, tell the child or teenager you must tell someone who can help you and the child.

Although it is difficult, be calm, supportive and hopeful.

## **Guidelines to follow:**

1. When a child/youth comes to you with information about abuse, immediately record the following information on the Child Abuse Incident Report (Appendix # 1A): what the child said, date and time of the incident, description of injury, behavioural changes, mood, direct quotes from the person and the identity of the alleged abuser. Please remember not to interview the child or youth but report only the comments they share with you. It is not the job of those reporting the abuse to determine if the abuse has occurred. An in-depth investigation is the responsibility of the professionals who

are familiar with these situations. The officials will determine whether the suspected report should be investigated further.

2. All incidents of suspected child abuse must be reported to the appropriate leader of the ministry program.

3. The Director of Youth and Children's Ministries or the ministry leader shall then in turn, report to the Minister. The Minister will direct the person making the report to the appropriate Children's Aid Society.

4. The Pastor or Director of Youth and Children's Ministries will send this confidential Child Abuse Incident Report to the Children's Aid Society with a copy kept on file. This information is confidential. The teacher, leader and child or youth must not disclose this information to anyone, other than the police, Children's Aid Society or Pastor or Director of Youth and Children's Ministries.

5. It will be the responsibility of the Coordinator of Volunteer Ministries or Ministry Leader to complete the Child Abuse Incident Report after the allegation has been fully investigated. They will note conclusions and actions taken (Appendix # 1B). It will be placed in the confidential personnel file. All records shall be kept for 5 years.

### **Suspicious Behaviour**

When a teacher or leader suspects abuse but the child has not directly disclosed the abuse, then the person should contact the Director of Youth and Children's ministries or Pastor to discuss the concern. They will determine whether the Children's Aid Society will be contacted for advice. "Recent legislation (March 2000) states that both professionals and members of the general public have a duty to report if there are reasonable grounds to suspect a child is in need of protection. Reasonable grounds are what an average person, exercising normal judgment, would suspect. As a threshold for a reasonable suspicion is lower than the threshold for a reasonable belief, there is a corresponding greater obligation on the part of all persons to be diligent and observant of children and to report to authorities as appropriate". (Child and Family Services Act RSO 1990 Chapter C.11 – section 72)

### **Staff Allegation**

Should the allegation involve a member of staff, but not one who is under the discipline of Presbytery (ordained staff or lay missionaries), the Session must be informed immediately. The Session may request the standing committee of Presbytery to conduct a non-criminal investigation or to provide help and advice. If an allegation is made of any kind of abuse, the Pastor or appropriate Ministry Leader will take the appropriate steps to ensure that the alleged abuser shall not be allowed access to any children and youth or vulnerable persons until the investigation is finished. These steps will ensure that our children and youth and all persons are safe in our care. This person will be treated with dignity and offered pastoral support. This person may be relieved temporarily of their duties if Session deems it appropriate until the investigation is complete. Session will in consultation with the Personnel Committee arrange to either maintain or suspend their income until the allegations are cleared or proven. Full co-operation will be given to police and the Children's Aid Society with the guidance of a lawyer retained by Grace Church.

### **Reporting a Fellow Ministry Worker**

If any inappropriate conduct or relationship is witnessed between adult volunteers or with a



child, youth or vulnerable person, this must be confronted immediately and investigated. Some incidents like snowballs (ice cubes) down opposite sexes tops or off colored jokes can be handled with an initial comment as to the inappropriateness of the activity or statement. Others such as inappropriate touching, criminal acts of stealing must be reported to the immediate Supervisor or Ministry Team leader for investigation and follow up. Others, like physical abuse, if witnessed between a Youth (16 and older) and a Ministry Worker then the police must be called. It is then the responsibility of the Youth to lay charges against this Worker. Appropriate documentation of all incidents will be kept in their personnel file.

### **Ordained Members and Lay Missionaries**

Should the allegations involve an ordained member or lay missionary, the Clerk of Presbytery must be contacted immediately. The Session will also be contacted immediately through the Clerk who will call the Session members together. The Presbytery will assist with the Children's Aid Society reporting or criminal investigation. See the "Policy of The Presbyterian Church in Canada for Dealing with Sexual Abuse and/or Harassment" pp. 12-49. A lawyer should be retained on behalf of the church while answering any investigative questions from the civil authorities. Proper documentation of these interviews should be kept. It may also be advisable for the accused to have a lawyer present during the investigation.

### **Procedure Following a Report Being Filed with the Children's Aid Society (CAS)**

Social workers are required to assess:

- The child's state of health
- The child's need for protection and safety
- The child's view of the abuse
- If there were any previous incidents of abuse, neglect or harm
- The parent's ability to care for and protect the child

The social worker will interview the child, family and people who generally have contact with this family. The social worker has a legal right to request records and information and they can seek a court order to access records.

### **Procedures to follow when contacted by CAS or Police Services**

1. Any request from a social worker or police officer should normally be made in person and they should show you a photo ID or badge. They will want to speak with the Ministry Leader and or the person filing the suspected abuse report.
2. On the occasion when it is an urgent matter and those investigating are unable to come to the Church to interview the person, the investigator may telephone you from their office:
  - The CAS worker, Police Officer should identify him/herself.
  - You are not to give information at this time. They will explain the process to follow and what information they are seeking.

- The CAS or Police Officer will give you their name and their work contact phone number. No cell phone numbers should be given.
- It is your responsibility to verify that this is indeed the CAS or Police Officer's work phone number.
- You may want to check with the supervisor of CAS or police department to make sure this is a legitimate request.
- After legitimizing the request, call the number given. Verify you are speaking to the right person. Make sure you can talk uninterrupted and in privacy. This is a very confidential phone call.
- You then will provide the necessary information that is requested.
- Ask what is to happen next. This is critical as a court order may be warranted and a restraining order put in place that the Church should be aware of. Notify leadership that need to be aware of any court orders. Details do not need to be given. Ask when the Church can expect a final report on the case and if further information will be required.
- Document this information, date, time, whom was called, phone numbers and critical information that was received from the CAS or Police Officer. Place in a confidential file.

### **Pastoral Response to a Report of Abuse**

A disclosure of an incident of alleged abuse by a child or youth or vulnerable person or adult is an emotionally charged experience. When an individual discloses that they are a victim of an alleged abuse, it is important that we:

- Assure him/her that he/she will be listened to and provided with support throughout the process.
- Do not prejudge the situation. Take the allegations seriously.
- Have an open and clear mind.
- Keep emotions in check. When disbelief or horror is shown this impacts the person and may result in withdrawal or an inability to share their experience with you.
- "Listen more, talk less" is a good rule of thumb.
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- Affirm that it is always appropriate to tell someone that he/she has been abused.
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The Senior Pastor or their designate (Presbytery Clerk or Moderator) will be the spokesperson for the church. This person will speak to the media and the congregation regarding the matter in a discreet, informed, truthful and diplomatic way.

**The following statement will be used until all of the facts are uncovered and the case is reviewed:**

*All allegations of abuse or harassment are taken seriously. The protection of children, youth and vulnerable persons is a priority of Grace Church and the Presbyterian Church in Canada. In accordance with civil law an allegation of abuse has been reported to (insert the appropriate Child Protection Agency and/or criminal investigation unit).*

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## **REFERENCES**

Leading with Care - A Policy for Ensuring a Climate of Safety for Children, Youth and Vulnerable Adults in The Presbyterian Church in Canada (2005)

Available at <http://presbyterian.ca/policies/>

Policy of The Presbyterian Church in Canada for dealing with sexual abuse and sexual harassment (2010)

Available at <http://presbyterian.ca/policies/>

Regulated Health Professions Acts SO 1991 Chapter 18

Child and Family Services Act RSO 1990 Chapter C.11

<http://www.reducingtherisk.com/>

2012 Edition -The Screening Handbook prepared by Volunteer Canada available on-line at

<http://volunteer.ca/content/2012-screening-handbook>

Ottawa Police Department form “Police Records Check For Service With The Vulnerable Sector available on-line:

[http://www.ottawapolice.ca/en/serving\\_ottawa/support\\_units/pdf/police\\_records\\_check.pdf](http://www.ottawapolice.ca/en/serving_ottawa/support_units/pdf/police_records_check.pdf)

The Safe Haven Policy of Lakeshore Presbyterian Church

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**CHILD ABUSE INCIDENT REPORT**

***Grace Presbyterian Church***

**CONFIDENTIAL (When completed)**

Report Date: \_\_\_\_\_ Time of Report: \_\_\_\_\_

Name of Child/Youth: \_\_\_\_\_ Age/Grade: \_\_\_\_\_

First and last

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Family (household) Name: \_\_\_\_\_

If different from above

Address: \_\_\_\_\_

If different from above \_\_\_\_\_

Phone Number: \_\_\_\_\_

If different from above

Dates & Times of Incident: (if known)

Alleged Perpetrator's Name and Relationship to Child/Youth

Description of Injury, Incident and/or Behavioural Changes:

\*Any Direct Quotes From Child/Youth:

(\*Please remember not to interview the child/youth but report only what comments they share with you)

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

(Person Making Report)

Date of this report faxed to Children's Aid: \_\_\_\_\_

Signature of person faxing report: \_\_\_\_\_

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**FOLLOW-UP CHILD ABUSE INCIDENT REPORT**

***Grace Presbyterian Church***

Note: This report will be necessary if a report is filed with Police or Children's Aid Society

**CONFIDENTIAL (when completed)**

Name of Child/Youth: \_\_\_\_\_ Age/Grade: \_\_\_\_\_

First and last

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Family (household) Name: \_\_\_\_\_

If different from above

Address: \_\_\_\_\_

If different from above \_\_\_\_\_

Phone Number: \_\_\_\_\_

If different from above

Name of the Person Who Filed the Report:

\_\_\_\_\_

Name of the Person Receiving the Report:

\_\_\_\_\_

Conclusions:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Follow-up taken (pastoral care, etc. include dates and times)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Coordinator of Volunteer Ministries/ Ministry Leader

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**SEXUAL MISCONDUCT INCIDENT REPORT**

***Grace Presbyterian Church***

**CONFIDENTIAL (when completed)**

Report Date: \_\_\_\_\_ Time of Report: \_\_\_\_\_

Name of Individual: \_\_\_\_\_ Group: \_\_\_\_\_

First and last

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Family (household) Name: \_\_\_\_\_

If different from above

Address: \_\_\_\_\_

If different from above \_\_\_\_\_

Phone Number: \_\_\_\_\_

If different from above

Dates & Times of Incident: (if known)

Alleged Perpetrator's Name and Relationship to Individual:

Description of Injury, Incident and/or Behavioural Changes:

\*Any Direct Quotes From Individual:

(\*Please remember not to interview the individual but report only what comments they share with you)

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

(Person Making Report)

Date of this report: \_\_\_\_\_

Signature of person reporting: \_\_\_\_\_

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**FOLLOW-UP SEXUAL MISCONDUCT INCIDENT REPORT**

***Grace Presbyterian Church***

Note: This report will be necessary if a report is filed concerning sexual misconduct.

**CONFIDENTIAL (when completed)**

Name of Individual: \_\_\_\_\_ Group: \_\_\_\_\_

First and last

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Family (household) Name: \_\_\_\_\_

If different from above\_

Address: \_\_\_\_\_

If different from above \_\_\_\_\_

Phone Number: \_\_\_\_\_

If different from above

Name of the Person Who Filed the Report:

\_\_\_\_\_

Name of the Person Receiving the Report:

\_\_\_\_\_

Conclusions:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Follow-up taken (pastoral care, etc. include dates and times)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Coordinator of Volunteer Ministries/ Ministry Leader

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# SANCTUARY POLICY

## SAMPLE MINISTRY DESCRIPTIONS





## Grace Presbyterian Church

### Ministry Description – Children's Sunday School Teacher

Grace Church has undertaken to implement The Presbyterian Church in Canada's policy on "Leading with Care". This ministry description is an outline of the responsibilities of volunteers undertaking ministry that may involve children within Grace Church. It also identifies the responsibilities of Grace Church to train and support the volunteer in this Ministry in a manner consistent with the goals of this policy.

**Title of the Ministry Position:** Children's Sunday School Teacher

**Responsible to:** Director of Children's Ministries

**Responsible for:** Children from JK to grade 6

**Main Goal:** Grace Church is a Christian community committed to glorifying God by following Jesus Christ and making disciples for Him. Children's Sunday School Teachers move toward this goal by nurturing the children of the congregation through Christian education.

**General Summary:** The Children's Sunday School Teacher will oversee and facilitate the teaching of the curriculum in such a way that lives are changed and growth is seen in the children. This will include preparation of classroom activities and ensuring all necessary supplies are available for classroom time. The teacher will be responsible for record keeping, care of the children and encouraging children in their walk with Christ.

#### **Roles, Responsibilities and Tasks:**

- prepare for and teach lessons as scheduled
- advise Director of Children's Ministries of his/her absence and find a suitable replacement
- maintain accurate records of attendance
- ensure safety and security in accordance with Grace Sanctuary Policy
- participate in events and activities that develop leadership skills
- attend teachers' meetings and parent information meetings as scheduled
- pray for the children and their families
- communicate and develop a relationship with the parents of the children

#### **Gifts, Skills, Experience, Qualities:**

- express and give evidence of a growing personal Christian faith
- gift of teaching, time management and organizational skills
- compassion for children and experience working with them
- patience and sensitivity to the needs of children
- creativity in sharing stories and personal experiences
- effective communication skills

**Screening Procedure:** In accordance with the *Grace Sanctuary Policy*, screening of all adults involved in ministry with children includes completing a teacher application form, an interview, reference checks if required and a Police Records Check. The applicant must also sign a Covenant of Care and the Code of Conduct for Volunteers.

#### **Orientation and Training:**

- mandatory orientation program

- fire, safety and emergency procedures
- periodic teacher's meetings

**Support, Supervision, and Evaluation:** As a support to all adults engaged in children's Sunday School, Grace Presbyterian Church will provide regular check-in at meetings, regular oversight by the Director of Children's Ministries, self-evaluation opportunities at training events and regular prayer support.

**Schedule and commitment:** Teaching one or two Sundays per month September through June as scheduled.

*Revised May 2013*



# Grace Presbyterian Church

## Ministry Description – Pastoral Care Team

Grace Church has undertaken to implement The Presbyterian Church in Canada's policy on "Leading with Care". This ministry description is an outline of the responsibilities of volunteers undertaking ministry that may involve vulnerable adults within Grace Church. It also identifies the responsibilities of Grace Church to train and support the volunteer in this Ministry in a manner consistent with the goals of this policy.

**Title of the Ministry Position:** Pastoral Care Team Member

**Responsible to:** Pastoral Care Coordinator

**Responsible for:** Members/Adherents requiring pastoral care

**Main Goal:** Grace Church is a Christian community committed to glorifying God by following Jesus Christ and making disciples for Him. The Pastoral Care Team moves toward this goal by walking faithfully with the members and adherents of our congregation, offering comfort, hope, encouragement and practical help as required.

### General summary:

Pastoral Care Team Members will visit, on an as required basis, church family members with pastoral needs such as the elderly and/or shut-ins, illness, death, new moms, families separated by job deployments offering conversation, Bible reading and prayer as requested, and bring news from the church. When Pastoral Care Team Members recognize that practical help is required, the appropriate contact person will be advised. Pastoral Care Team Members will keep a record log of visits, and treat conversation with confidential care.

### Roles, Responsibilities and Tasks:

- maintain a vital spiritual life
- plan a visiting schedule that fits with the needs
- maintain confidentiality, unless a person is in danger
- participate in events and activities that develop pastoral care skills
- maintain accurate records of visits
- advise the Pastoral Care Coordinator of an expected absence
- ensure that the safety issues presented in orientation are followed

### Gifts, Skills, Experience and Qualities:

- gift of time management and organizational skills
- compassion for church family members
- patience and sensitivity to those in need of pastoral care
- good listening skills
- willing to share stories and personal experiences

### Screening Procedure:

In accordance with the *Leading with Care* policy of The Presbyterian Church in Canada, screening of all adults involved in ministry with vulnerable adults includes completing a teacher/leader application form, and, in the case of prospective leaders, an interview by two people, a reference check, and a Police Records Check. The applicant must also agree, upon acceptance for this position, to sign a Covenant of Care.

### Orientation and Training:

- mandatory fall orientation program
- awareness of fire, safety and emergency procedures
- Ottawa Pastoral Care Training Course (highly recommended)
- Pastoral Care Meetings (as determined by the Pastoral Care Coordinator)

**Support, Supervision and Evaluation:**

As a support to all adults engaged in vulnerable adult ministry, Grace Presbyterian Church will provide regular check-ins at meetings, regular oversight by the Pastoral Care Coordinator, self-evaluation opportunities at training events and regular prayer support.

**Schedule and commitment:**

Pastoral Care Team Members will visit (usually in teams of two) church family members on an as required basis.

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App #3 -p6





**SPIRITUAL MATURITY ASSESSMENT**

***Grace Presbyterian Church***

**Ministry Category**

It is the belief and understanding of the Presbyterian Church In Canada (PCC) that every believer is called and given gifts by God to serve Him in the church and the world. It is in response to this truth that we seek to help individuals find an appropriate ministry in which to serve God with the gifts He has provided them.

Most churches have an informal assessment process in which decisions are made as to the spiritual maturity of an individual before placing them in ministry positions.

There is evidence of a more formalized process used in the church as well. The most recognizable one in most churches is the call to the role of elder. Our Book of Forms states clearly defined requirements for our elders. This Spiritual Maturity Assessment tool is a further development of this process for all those called to serve Him. This tool will help to define the spiritual maturity level required for each ministry position and match up the appropriate person to the position. This will be used as part of our Ministry Position Descriptions and would be described in those as “**Ministry Category.**”

The following four descriptions would be used in this process:

**G1:** A newcomer or seeker with a minimum spiritual understanding may serve in this position. It will be necessary that they have shown evidence of a willingness to seriously investigate the claims of Christ. A definition of their gifts and passion for ministry will not be defined. They will be expected to be team players. Membership is not required.

**G2:** A new believer with minimal spiritual maturity. This person demonstrates a growing commitment as well as a teachable and team spirit. Membership is not required but encouraged.

**G3:** A stable and growing believer who has evidenced significant life change. This person demonstrates a strong commitment to ministry as well as gifts and temperament appropriate to the specific ministry in which they desire to engage. This person is known as being teachable, reliable, supportive and available. This person needs to be committed to pursuing membership.

**G4:** A mature believer involved in leading others. This person has a strong track record of commitment to ministry, is teachable, there is evidence of being a team player and is reliable in fulfilling commitments. Membership is required as well as defined gifts, passion and skills.

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App #4 -p2



**RISK MANAGEMENT PROCESS**  
***Grace Presbyterian Church***

**Process:**

1. To identify possible courses of action to reduce the probability of risk-related outcomes associated with each ministry and volunteer ministry position.
2. To develop, implement and review selected courses of action to reduce the probability of risk-related outcomes associated with each ministry and volunteer ministry position.

**Procedures:**

Complete the following attached forms for each ministry and volunteer ministry position:

- Ministry Risk Assessment
- Risk Identification Chart
- Volunteer Ministry Risk Assessment Chart

**Ministry Risk Assessment**

An exercise to look at the overall risks in a particular ministry.

1. Determine what all the potential risks are in this ministry. What could go wrong due to any of the following: location, scope of the activity, age of those participating, skill and knowledge required and level of supervision?

---

---

2. Determine how likely these potential risks will occur? 1 = does not occur, 2 = occurs in some situations and 3 = occurs in most or all situations.

---

---

3. What would be the consequences should these risks occur?

---

---

4. If you were to eliminate this activity, could you still fulfill your vision for ministry?

Yes  No

5. How could you modify the activity to eliminate or reduce the risk?

---

---

6. Is there a way that the risk can be transferred? (e.g. insurance, outside contracts like busing instead of using cars for trips)

---

---

7. Can we continue with the activity and assume the risk? Are there changes that needed to be considered?

---

---

8. How will reducing the risk affect the activity or program?

---

---

Levels of Risk

(This matter is adapted from Volunteer Canada: 2012 Edition -The Screening Handbook p 41)

Some activities, ministries, tasks or assignments have a higher risk. Think of a line that represents a continuum of risk. At one end of the line are situations, activities and tasks that have minimal risk. At the other end are those with considerable risk.

There are 4 factors that contribute to whether an activity, position, task or ministry is high, moderate or low risk. They are:

- 3. The participant.
- 4. The setting.
- 5. The nature of the activity or ministry.
- 6. The level of supervision.

### **Risk Identification Chart**

(\*Windsor-Essex County United Way Centraide Process)

Indicate the level of occurrence of each risk factor listed below using the following scale:

1 = does not occur

2 = occurs in some situations

3 = occurs in all or most situations

<b>Risk Category</b>	<b>Risk Factor</b>	<b>Level of Occurrence</b>		
		<b>1</b>	<b>2</b>	<b>3</b>
Degree of Supervision	1. Volunteers have unsupervised contact with persons served.			
	2. Volunteers do not receive feedback on their performance.			
	3. The activities of volunteers are not observed or monitored.			
Degree of Isolation	4. Volunteers are alone with persons served.			
	5. Activities involving the volunteer position are off site.			
Access to Property	6. Volunteers have access to personal property or money of persons served.			
	7. Volunteers have access to confidential information.			
	8. Volunteers handle funds of the organization or persons served.			
	9. Volunteers have access to property of the organization.			
Degree of Physical Contact	10. The volunteer position involves demonstrating a skill to persons served.			
	11. The volunteer position involves touching persons served.			
	12. The volunteer position provides a personal service (e.g. grooming, bathing) to persons served.			
Vulnerability of Persons Served	13. The age level of persons served impacts on their ability to protect themselves.			
	14. Persons served have language or literacy barriers.			
	15. Persons served are immobile.			
	16. Persons served have challenges that contribute to their vulnerability (e.g. physical, psychological, situational).			
Degree of Physical Demands	17. The volunteer position requires extreme physical exertion, strength or endurance.			
	18. Specialized physical ability (ies) or skill(s) is/are required of the volunteer position (e.g. transfer persons served from wheelchairs).			
	19. The volunteer position subjects volunteers to extremes in temperature.			
	20. The volunteer position predisposes volunteers to stress or burnout.			
Degree of Trust	21. The volunteer position develops close, personal relationships with persons served.			
	22. The volunteer position involves transportation of persons served.			
	23. The volunteer position involves one or more of the following: one to one supervision of persons served (e.g. overnight or out-of-town activities), befriending or spending a lot of time with persons served, counseling, advising or offering guidance to persons served.			
	24. The volunteer position contributes to making career or other important decisions of persons served.			
	<b>TOTAL COLUMNS THIS PAGE</b>			

Risk Category	Risk Factor	Level of Occurrence		
		1	2	3
Degree of Inherent Risk	25. The volunteer position heightens potential for the volunteer to be in contact with bodily fluids or disease.			
	26. The volunteer position requires operation or handling of potentially dangerous equipment.			
	27. The volunteer position involves handling toxic substances or results in exposure to poor air quality, noise, etc.			
Skill and Knowledge Required	28. The volunteer position requires specific knowledge.			
	29. The volunteer position requires specific skills (e.g. computer operation, teaching).			
	30. The volunteer position requires specific qualifications (certifications, degrees, etc.)			
	31. The volunteer position requires related experience.			
	<b>TOTAL COLUMNS THIS PAGE</b>			
	<b>BRING FORWARD TOTALS PREVIOUS PAGE</b>			
	<b>ADD TOTALS BOTH PAGES</b>			

Place scores below under Risk Management.

**\*Risk Management**

Each ministry position needs a Risk Assessment completed. This can be done with the Ministry Leader, Coordinator of Volunteer Ministries and a team of members trained in Risk Assessment. Each position will have a low, moderate or high-risk level. This will be indicated on the Ministry Position Description.

To determine the Level of Risk associated with a volunteer position, complete the following steps:

Step 1: Determine the cumulative level of occurrence of risk factors as follows:

Add the Grand Total of:

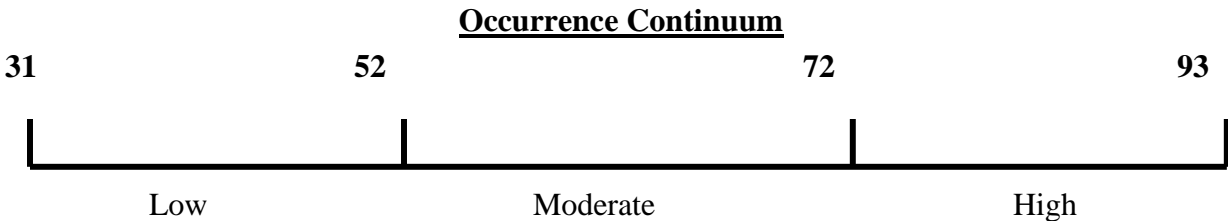
Column 1 \_\_\_\_\_

Column 2 \_\_\_\_\_

Column 3 \_\_\_\_\_

Total = \_\_\_\_\_ cumulative level of occurrence: this becomes your level of risk (#1 on volunteer Ministry Risk Assessment chart)

Step 2: Identify the volunteer position on the Occurrence Continuum to determine the level of risk (low, moderate or high) associated with the position



### Risk Continuum

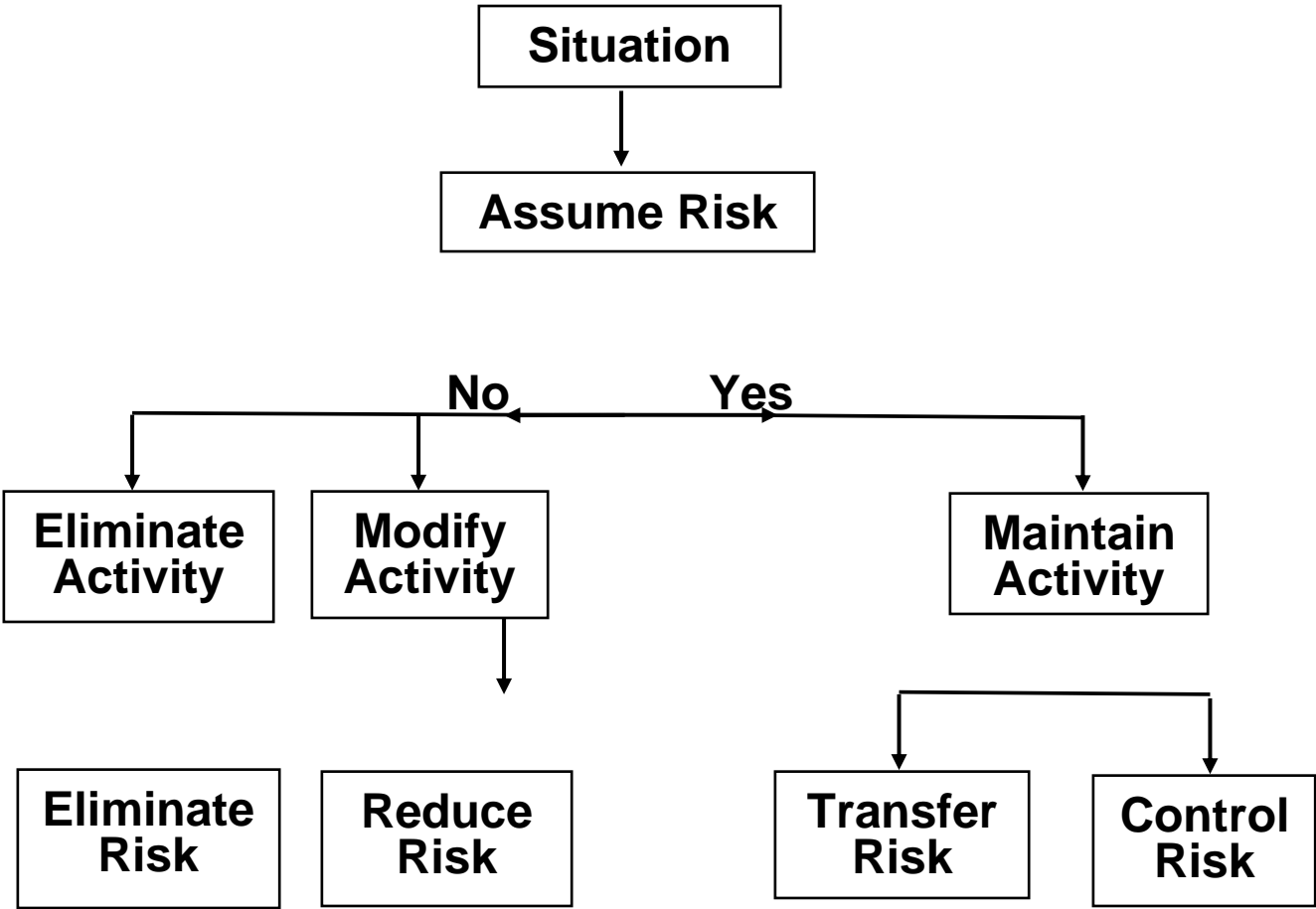
Step 3: Identify the areas of moderate to high activities. Record these on the following Volunteer Risk Assessment chart. Determine if any of these areas can be eliminated, reduced or transferred (see chart on risk management process). The goal is to reduce the risk in as many ways as you can without destroying the integrity of the program. Having completed all this work, reassign a Risk Assessment level for the Ministry Position Description.

#### \*Volunteer Ministry Risk Assessment Chart

Volunteer Ministry Position Title:		
Situation:		
Selected Course(s) of Action:		
<input type="checkbox"/> Transfer Risk	<input type="checkbox"/> Reduce Risk	
<input type="checkbox"/> Control Risk	<input type="checkbox"/> Eliminate Risk	
Description: provide specific information on what is to be accomplished		
Risk Assessment Level #1: _____ Final Level: _____		
ACTION	TIMELINES	RESPONSIBILITY
Develop	.	
Implement		
Review		

**\*Risk Management Process**

The Process Chart provides an overview of the Risk Management Process as follows:







Name:

**SANCTUARY MINISTRY APPLICATION**  
Grace Presbyterian Church

**PLEASE PRINT**

**Please note: completion of this form does not guarantee acceptance in a ministry position.**

**Personal Information**

Full Name: \_\_\_\_\_  
Last First Initial

Address: \_\_\_\_\_  
\_\_\_\_\_ Postal Code: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Occupation and/ or Employer: \_\_\_\_\_

Hobbies/ Interests/ Skills: \_\_\_\_\_  
\_\_\_\_\_

First Aid Qualifications: \_\_\_\_\_

List activities or volunteer service in which you are/ have been involved outside of Grace Church:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please list any special courses or training sessions you have completed that would assist you in your ministry role at Grace Church:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What do you feel you have to offer this ministry?

---

---

**Additional Information**

- Do you have any barriers that would affect your ability to carry out this ministry?  
 no  
 yes/ please explain: \_\_\_\_\_

---

**Answering “yes” to any of the following questions will require a confidential discussion with the Coordinator of Volunteer Ministries and Senior Pastor for explanation of circumstances. However, this does not automatically disqualify the applicant.**

- Have you ever been convicted of an offense for which no pardon has been granted?  
 no                       yes
  
- Is there anything in your lifestyle that would be contrary to scripture or that would compromise the values and principles of Grace Church?  
 no                       yes

Comments:

---

---

**SANCTUARY MINISTRY APPLICATION**

Grace Presbyterian Church

**Spiritual History**

How long have you been attending Grace Church? \_\_\_\_\_

Are you a member of Grace Church?  yes  noHave you taken the "Membership" Class?  yes  noHave you taken the "Spiritual Gifts" course?  yes  no

If yes, list your spiritual gifts:

\_\_\_\_\_

Briefly outline your spiritual journey in the space provided:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

List churches you have attended in the last 7 years and in what areas of ministry you were involved.

Church	Position	Date started	Ended	Reason

List any volunteer roles you hold/have held here at Grace and any other volunteer experiences related to your intended role:

Ministry	Date started	Ended	Reason

**SANCTUARY MINISTRY APPLICATION**  
Grace Presbyterian Church

**Area of Interest**

**Children's Ministry**

- Nursery (birth–3 years)
- Preschool/ School age (4-11 years)

**Cheers**

- (Seniors)

**Pastoral Care**

- 

**Prayer Ministry**

- 

**New Commandment Men's  
Ministry**

- 

**Youth**

- (ages 12 – 18)

**Grace Groups**

- 

**Journey Retreats**

- 

**Other: Please state ministry**

- \_\_\_\_\_

**SANCTUARY MINISTRY APPLICATION**  
Grace Presbyterian Church

**References:**

*Please provide the names of three individuals, excluding relatives, who could provide a reference for you. If possible, include at least one reference from inside the church.*

▪ **Name** \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

▪ **Name** \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

▪ **Name** \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

The information contained in this application is true and correct to the best of my knowledge. I, the undersigned, hereby give my permission to Grace Church to contact all my references. I understand that the Coordinator of Volunteer Ministries and/or appropriate Ministry Staff will hold the personal information in this application as confidential. I am aware that I will not be able to receive information given by references. I further state that I will not hold Grace Church, or anyone listed as a reference liable for any statements made during interviews regarding this application.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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Dear

Thank you for the interest you have shown in Volunteer Ministry at Grace Church.

In accordance with the high value that our leadership places on doing ministry with excellence, we require that every staff member and volunteer complete an application process which includes the following steps:

- written application form
- reference checks
- police criminal records checks for specific Ministry Positions
- personal interview
- appropriate orientation and training procedures

We believe this information is necessary for the protection of all people, volunteers and the church. It is our goal that the church be a sanctuary for every person. This process will help us reduce the risk of abuse happening within our church ministries.

We are looking forward to pursuing the opportunity for ministry with you. It is our desire to place persons in a ministry position that corresponds with the gifts and passions of each individual. Completing the Application Form is not an assurance that an individual will be placed in a ministry position. Each ministry position has a ministry description with different expectations and requirements. This screening process will ensure that the most appropriate match is made between ministry positions and applicants. Thank you in advance for your understanding.

Yours truly,

Name

Position

Print on Church letterhead

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**Interview Questions and Notes: (This is a guide)**

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

Interviewed by: \_\_\_\_\_

*Introduce yourself and state the purpose for the interview.*

1. Tell me a bit about yourself. How did you come to Grace Church?  
\_\_\_\_\_
2. Briefly describe how your faith in Christ has developed over the years.  
\_\_\_\_\_
3. What are you presently engaged in to grow and mature your faith? How do you put your beliefs into practice?  
\_\_\_\_\_
4. Do you have any experience working with children? What age group have you worked with? What did you enjoy about working with them? Tell me how you handled a discipline problem.  
\_\_\_\_\_
5. Share with me why you would like to be involved in \_\_\_\_\_ ministry at Grace Church?  
\_\_\_\_\_
6. Have you been involved in volunteer work? Tell me what you liked or disliked about a previous volunteer role?  
\_\_\_\_\_
7. What are some expectations you have about becoming a leader?  
\_\_\_\_\_
8. Are there any specific issues or concerns in your life at the present that might have an impact on your commitment to and involvement in this ministry?  
\_\_\_\_\_
9. Have you read our Sanctuary policies and procedures? Do you have any questions at this time?  
\_\_\_\_\_

*If applicable, follow up any questions, if they answered yes on the section on “Additional Information” on the Application Form.*

recommended

not recommended

**Thank you very much for taking the time to answer these questions for us. You are ensuring that we provide a safe place for all who come to Grace, especially our children, youth and those who offer leadership to them.**

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## REFERENCE CHECK REPORT

(2 or 3 per applicant)

Person Contacted: \_\_\_\_\_

Phone Number: \_\_\_\_\_

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

Introduce yourself and state the purpose for your call. Ask them if they have 10-15 minutes to complete this questionnaire.

1. How long have you known this applicant? \_\_\_\_\_

2. In what capacity do you know him or her? \_\_\_\_\_

3. How well do you know the applicant? \_\_\_\_\_

4. Could you briefly describe the character and personality of this individual?  
\_\_\_\_\_

5. Have you ever been in a position to observe this individual working with (specific area of ministry they are applying to)? If yes, what was your impression?  
\_\_\_\_\_  
\_\_\_\_\_

6. What gifts, talents or abilities would this individual offer to Grace Church ministry?  
\_\_\_\_\_

7. Are you aware of any facts or circumstances involving this individual that would call into question him or her being entrusted with (leadership in specific area they are applying to eg. the supervision, guidance and care of children or youth)?  
\_\_\_\_\_  
\_\_\_\_\_

8. Would you, without reservation, recommend this individual as a leader in the (name) \_\_\_\_\_ ministry? \_\_\_\_\_

### Additional Information

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you very much for taking the time to answer these questions for us. You are ensuring that we provide a sanctuary for all who participate and who offer leadership to them.

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**VOLUNTEER POLICE RECORDS CHECK FORM**  
***Grace Presbyterian Church***

Form available on-line at:

[http://www.ottawapolice.ca/en/serving\\_ottawa/support\\_units/pdf/police\\_records\\_check.pdf](http://www.ottawapolice.ca/en/serving_ottawa/support_units/pdf/police_records_check.pdf)

[http://www.ottawapolice.ca/en/contact-us/resources/police\\_record\\_check\\_2015\\_e\\_v6.pdf](http://www.ottawapolice.ca/en/contact-us/resources/police_record_check_2015_e_v6.pdf)



Form available on-line at:

[http://www.ottawapolice.ca/en/serving\\_ottawa/support\\_units/pdf/police\\_records\\_check.pdf](http://www.ottawapolice.ca/en/serving_ottawa/support_units/pdf/police_records_check.pdf)

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**REQUEST FOR POLICE RECORDS CHECK**  
***Grace Presbyterian Church***

Sample memo for new PRC or PRC renewal:

TO:

**RE: Police Records Check procedure**

You are receiving the attached paperwork to fulfill our Sanctuary Policy Requirements for a Police Records Check. You require a new PRC or a PRC renewal). Please note the procedure for the Police Records Check requirement.

1. Complete the attached form: “Police Records Check for Service with the Vulnerable Sector”
2. Take the following to any Police Station: (Orleans detachment is open Monday to Friday 7 am – 9 pm and Sat & Sun 8 am – 4 pm).
  - completed form
  - two pieces of ID (see page 2 of form for examples of ID that can be used)
  - attached letter to the Police department stating you are a volunteer

Once you have done this please notify Cheryl via email or telephone call (824-9260) that you have completed this part of the process.

In approx. 5-6 week you will receive the same form (stamped) back at your home address **please make sure to bring either the original (we keep it on file in the church safe) or a copy of same to the office at your earliest convenience.**

If you have any questions or require assistance please contact the Administrative Assistant at 824-9260 or [admin@graceorleans.ca](mailto:admin@graceorleans.ca)

Many thanks,

(Insert name)  
Administrative Assistant/PRC Coordinator  
Grace Church

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Grace  
Presbyterian  
Church

**Sample Cover Letter for Volunteer Police Records Check**



Insert date

**Ottawa Police Department**

To Whom it May Concern:

This is to advise you that \_\_\_ is a volunteer with our Church and will be providing leadership in our children's ministries. We are in need of a Police records check and request that you please accept this letter as confirmation that \_\_\_ is serving in a volunteer capacity only.

Please do not hesitate to contact me if you have any concerns or questions.

Sincerely,

Insert name  
PRC Coordinator or Administrative Assistant  
Grace Presbyterian Church

1220 Old Ter  
Ottawa ON

Phone: 613. 8  
Fax: 613. 824.

[www.graceork](http://www.graceork)  
Email: admin@gra

Rev Dr. Danie  
Minister

Sunday Servic

Grace  
Presbyterian  
Church

**Sample Cover Letter for Volunteer Finger Printing**



Insert date

**Ottawa Police Department**

To Whom it May Concern:

1220 Old  
Ottawa O

Phone: 613  
Fax: 613. 8

[www.grace](http://www.grace)  
Email: admin@

Rev Dr. Dar  
Minister

Sunday Ser

This is to advise you that \_\_\_ is a volunteer with our Church and will be providing leadership in our children's ministries. We are in need of a finger printing to accompany her Police records check and request that you please accept this letter as confirmation that \_\_\_ is serving in a volunteer capacity only.

Please do not hesitate to contact me if you have any concerns or questions.

Sincerely,

Insert name  
PRC Coordinator or Administrative Assistant  
Grace Presbyterian Church



Name: \_\_\_\_\_

**MINISTRY COVENANT FOR VOLUNTEERS**  
Grace Presbyterian Church

I am a committed follower of Jesus Christ and have a personal relationship with Him.

I embrace the core values and mission of Grace Church to have a heart that follows hard after God through the four journeys.

I will honour my relationship with Christ by engaging in prayer, Bible reading and other activities in the church that foster growth.

Believing that my life is an example for others, I am committed to a lifestyle that upholds biblical principles.

I have prayerfully considered serving in (name specific) ministry.

I acknowledge that my commitment to this ministry is important. Therefore, I will endeavor to: arrive on time for meetings, attend required training sessions, and inform team leaders or co-workers when I am unable to be present for events and I will find a screened volunteer to replace me when required.

I acknowledge that I have read, and will abide by the Sanctuary policies and procedures.

I agree that if I fail to live in accordance with the Bible and /or compromise the values and principles of Grace Church, I will graciously resign from my ministry position.

I will notify the Minister, Youth and Young Adults Pastor or Director of Children’s Ministries, if I have been or am in the future convicted of, publicly indicted for, or arrested for a crime involving a minor or other criminal acts.

I promise to hold in confidence, all matters that come to my attention in ministry. I will respect the privacy of the people I serve and do Ministry with and will confer in an appropriate manner with those designated as Ministry Leaders. I understand that when an individual is at physical risk to themselves or others, confidentiality cannot be maintained and appropriate help must be sought.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witnessed by (Coordinator of Volunteer Ministries, Pastor, Ministry Leader)

\_\_\_\_\_  
Date

\*Individual ministries will need to develop their own specific ministry covenants in accordance with the above guidelines.

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Name:

Appendix # 10B

**MINISTRY COVENANT FOR STAFF, EMPLOYEES AND  
INTERNS**

Grace Presbyterian Church

I am a committed follower of Jesus Christ and have a personal relationship with Him.

I embrace the core values and mission of Grace Church to have a heart that follows hard after God through the four journeys.

I will honour my relationship with Christ by engaging in prayer, Bible reading and other activities in the Church that foster growth.

Believing that my life is an example for others, I am committed to a lifestyle that upholds biblical principles.

I have prayerfully considered serving in Grace Church ministry.

I acknowledge that my commitment to this ministry is important.

I acknowledge that I have received, read, and will abide by the Sanctuary policies and procedures.

I agree that if I fail to live in accordance with the Bible and or compromise the values and principles of Grace Church, I will graciously resign from my Ministry Position.

I will notify the Minister or Personnel Committee, if I have been or am in the future convicted of, publicly indicted for, or arrested for any crime.

I promise to hold in confidence, all matters that come to my attention in ministry. I will respect the privacy of the people I serve and do ministry with and will confer in an appropriate manner with those designated as Ministry Leaders. I understand that when an individual is at physical risk to themselves or others, confidentiality cannot be maintained and appropriate help must be sought.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witnessed by (Personnel Committee Chair, Pastor)

\_\_\_\_\_  
Date

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Name: \_\_\_\_\_

**Appendix # 10C**

**MINISTRY COVENANT FOR ELDERS**  
Grace Presbyterian Church

I am a committed follower of Jesus Christ and have a personal relationship with Him.

I embrace the core values and mission of Grace Church to have a heart that follows hard after God through the four journeys.

I will honour my relationship with Christ by engaging in prayer, Bible reading and other activities in the church that foster growth.

Believing that my life is an example for others, I am committed to a lifestyle that upholds biblical principles.

I acknowledge that my commitment to this ministry is important. Therefore, I will endeavor to: be responsible for the administration and spiritual oversight of Grace Church, keep in touch with those who are responsible for the pastoral care of the entire congregation, arrive on time for meetings, attend required training sessions, inform the Moderator and/or Clerk of Session when I am unable to be present for events.

I acknowledge that I have read and will abide by the Sanctuary policies and procedures.

I agree that if I fail to live in accordance with the Bible and/or compromise the values and principles of Grace Church, I will graciously resign from my position as an Elder.

I will notify the Moderator and Clerk of Session if I have been or am in the future convicted of, publicly indicted for, or arrested for a crime involving a minor or other criminal acts.

I promise to hold in confidence, all matters that come to my attention in ministry. I will respect the privacy of the people I serve and do Ministry with and will confer in an appropriate manner with the Minister, Clerk of Session, Elders, staff, members and adherents of Grace Church. I understand that when an individual is at physical risk to themselves or others, confidentiality cannot be maintained and appropriate help must be sought.

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

Witnessed by: \_\_\_\_\_ Date: \_\_\_\_\_  
(Clerk of Session, or the Minister)

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Name: \_\_\_\_\_

**\*CODE OF CONDUCT FOR STAFF, EMPLOYEES,  
INTERNS AND VOLUNTEERS**

Grace Presbyterian Church

*The following “Code of Conduct” must be signed by all staff, employees, interns and volunteers who work with \*children and youth at Grace Church. A leader must agree to this “Code of Conduct” prior to assuming his or her leadership role.*

We believe that our highest calling is to honour Christ with our lives and service. Therefore, it is imperative that leaders uphold Biblical principles and the Core Values of Grace Church and act at all times as spiritual role models for those under their care. We model to youth and children and others by our example, our actions and our commitments. We believe that effectiveness in ministry is dependent upon prayer and in arranging our time, talents and treasures in light of God’s purposes.

We are partners with families as we seek to challenge individuals to position themselves for transformation from Jesus Christ. We believe that people of all ages are to be treasured and valued. Therefore it is important that every child develop a healthy identity physically, spiritually, emotionally and sexually. We desire to see every individual aware of his/her value in God’s sight and to come into a personal relationship with Jesus Christ as Lord and Saviour. Leaders play a key role in assisting children and youth in these areas of growth.

We uphold the value of building relationships that reflect God’s love. As leaders, we are to live our lives in accordance with the Bible and the values and principles of Grace Church. Children, youth and adults suffer damaging effects when leaders become abusive in their relationships with young people or others. Therefore, leaders will create a safe and caring environment free from seductive behaviour and/or, sexual, physical, emotional or spiritual abuse as set out in Grace Church Sanctuary Policy. When this Code of Conduct is violated, appropriate action will be promptly taken.

I have read and agree with the Code of Conduct.

I have read and agree with Grace Church’s Sanctuary Policy.

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

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

Witnessed by: \_\_\_\_\_  
(Coordinator of Volunteer Ministries or Ministry Leader)

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

\*Individual ministries will need to develop their own specific code of conduct in accordance with the above guidelines.

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Name: \_\_\_\_\_

**STAFF, EMPLOYEES, INTERNS AND VOLUNTEERS**  
**INITIAL CLEARANCE CHECK LIST**  
 Grace Presbyterian Church

<u>Checklist</u>	<u>Date</u>	<u>Initial</u>
<input type="checkbox"/> Application Form completed and signed	_____	_____
<input type="checkbox"/> Application for Police Record Check given	_____	_____
<input type="checkbox"/> Reference Checks completed	_____	_____
<input type="checkbox"/> Police Records Report received	_____	_____
<input type="checkbox"/> Driver's Record Check (if required) received	_____	_____
<input type="checkbox"/> Interview completed	_____	_____
<input type="checkbox"/> Ministry Covenant signed	_____	_____
<input type="checkbox"/> Code of Conduct signed (if required)	_____	_____
<input type="checkbox"/> All the above in order, reviewed and cleared for applicant to serve in children's, youth, and adult ministries at Grace Church		

\_\_\_\_\_  
 Signature of Coordinator of Volunteer Ministries/Ministry Leader

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





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

Name: \_\_\_\_\_

Appendix # 14

**VOLUNTEER SELF-EVALUATION FORM**

***Grace Presbyterian Church***

**Ministry Position Title:**

---

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**Purpose and Unique responsibilities:**

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**Scale of Evaluation: (Check one in regards to your understanding)**

1. Unsatisfactory                      2. Satisfactory  
3. Highly Effective                      4. Exceptional

**What aspect of this ministry did you enjoy?**

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---

**What would I do differently or what needs to be done to improve in this ministry position?**

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---

---

---

**What additional support or resources would have been helpful?**

---

---

**Would you be willing to continue on in this ministry position?**

Yes     No

**Other Comments:**

---

---





**REGISTRATION FORM**

**Grace Presbyterian Church - NURSERY/SUNDAY SCHOOL/KIDS CLUB**

*Welcome to Grace Children's Ministry!*

Child's Name: \_\_\_\_\_

Date of Birth (yr/mo/day): \_\_\_\_/\_\_\_\_/\_\_\_\_      Age: \_\_\_\_      Grade: \_\_\_\_  
Full Address:

\_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Mother's Name: \_\_\_\_\_ Father's Name: \_\_\_\_\_  
\_\_\_\_\_

Siblings: \_\_\_\_\_ Age: \_\_\_\_\_  
\_\_\_\_\_ Age: \_\_\_\_\_  
\_\_\_\_\_ Age: \_\_\_\_\_  
\_\_\_\_\_ Age: \_\_\_\_\_

For Nursery & JK/SK - others identified as able to pick up child after service:

\_\_\_\_\_  
\_\_\_\_\_

Medical Alerts/Allergies (indicate symptoms and severity):

\_\_\_\_\_  
\_\_\_\_\_

Special Needs or Concerns or Any Custody Issues (please explain):

\_\_\_\_\_  
\_\_\_\_\_

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

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**NURSERY ATTENDANCE FORM**  
***Grace Presbyterian Church***

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

Volunteers:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Name	Security #	Allergies
▪		
▪		
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**ATTENDANCE RECORD**

**SUNDAY SCHOOL – GRADES      -      .**

**MONTH/YEAR - \_\_\_\_\_ .**

NAME	DATE>					
Visitors (#) see reverse						

**VISITORS**

**SUNDAY SCHOOL – GRADES - - .**

Date	NAME	Address/Phone#	Allergies	JK/SK Security #



**YOUTH REGISTRATION FORM**  
***Grace Presbyterian Church***

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

Name: \_\_\_\_\_

Full Address:

\_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_ Parent's Name(s):

\_\_\_\_\_

Age: \_\_\_\_\_ Birth date: \_\_\_\_\_

Siblings:	_____	Age:	_____
	_____	Age:	_____
	_____	Age:	_____
	_____	Age:	_____

Medical Alerts/Allergies:

\_\_\_\_\_  
\_\_\_\_\_

Special Needs or Concerns:

\_\_\_\_\_  
\_\_\_\_\_

School: \_\_\_\_\_

Grade: \_\_\_\_\_

Hobbies/Interests: \_\_\_\_\_

Invited By: \_\_\_\_\_

I am a new resident to this area.  Yes  No

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Name: \_\_\_\_\_

Appendix # 16B

**YOUTH ACTIVITY PROGRAM WAIVER &  
MEDICAL RELEASE FORM**  
Grace Presbyterian Church

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

Full Name: \_\_\_\_\_ Birth Date: \_\_\_\_\_  
Last First

Address: \_\_\_\_\_

Parent/ Guardian Name(s): \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Does your child/youth have any severe allergies?  Yes  No  
If yes, please list and explain: \_\_\_\_\_

Does your child have any physical, mental or behavioural concerns that we should be aware of?  
 Yes  No  
If yes, please explain: \_\_\_\_\_

All reasonable precautions for the safety and health of your child or youth will be taken. They will be properly supervised in activities and on day trips. In the event of accident or sickness, Grace Church, its staff and volunteers are released from any liability.

In the event of injury requiring medical attention, I authorize treatment of my child and understand that reasonable attempts will be made to contact me, should such a situation occur. I agree to reimburse Grace Presbyterian Church for any out-of-pocket expenses incurred as a result of a medical emergency.

In the event that travel or activities will take place outside the province of Ontario, I understand that any medical costs incurred involving my child, are my responsibility.

Your child must be covered by Ontario Health Insurance or equivalent medical coverage.

Health Card Number: \_\_\_\_\_

Family Physician: \_\_\_\_\_ Phone: \_\_\_\_\_

Contact persons in case of emergency and parents can't be reached:  
1. Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
2. Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Permission is given for the above named person to participate in this church-sponsored youth event. If the supervisor deems the young person's behaviour so disruptive and/or inappropriate as to warrant cancellation of his/her trip privileges, I agree that he/she will be returned home at my/our expense.

Parent/ Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/ Guardian Name (PRINT) \_\_\_\_\_

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**GENERAL INCIDENT REPORT**

Grace Presbyterian Church

(CONFIDENTIAL - when completed)

Name: \_\_\_\_\_  Adult  Child \_\_\_\_\_ Age

Address:

\_\_\_\_\_  
\_\_\_\_\_

Phone: (day) \_\_\_\_\_ (evening) \_\_\_\_\_

Explain what happened:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Description given by: \_\_\_\_\_

Where incident occurred:

- Parking Lot                       Narthex                       Nursery
- Sanctuary                               Hall                               Classroom # \_\_\_\_\_
- Other

Action Taken:

- None because...
- First Aid kit used
- Medical attention needed
- Corrective measures
- Parents notified by page
- Called 911
- Person was okay
- Person refused help\*

\* I have refused any help offered me or my family member by a representative of Grace Church to call 911, or any other medical attention that was offered, as a result of this incident.

\_\_\_\_\_  
(Signature of injured/ or parent/guardian)

Parents have been notified by Parent Notification Form (*It Happened This Way*)  
(See Appendix # 17B)

Prepared by: \_\_\_\_\_

Print Name

Signature

Position: \_\_\_\_\_

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

(This report given to Youth & Young Adults Pastor, Director of Children's Ministries or Ministry Leader)

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**IT HAPPENED THIS WAY**  
***Grace Presbyterian Church***

**IT HAPPENED THIS WAY:**

What Happened:



\_\_\_\_\_

Where I Was:

\_\_\_\_\_

Who Helped: \_\_\_\_\_

By: \_\_\_\_\_

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

**IT HAPPENED THIS WAY:**

What Happened:



\_\_\_\_\_

Where I Was:

\_\_\_\_\_

Who Helped: \_\_\_\_\_

By: \_\_\_\_\_

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

*Back Cover*



**THE**  
**NURSERY HANDBOOK**  
**OF**  
**GRACE PRESBYTERIAN CHURCH**  
**ORLEANS, ON**

## **INTRODUCTION**

Grace Presbyterian Church is committed to the Core Value of being a Sanctuary for people of all ages who use our facilities. [Sanctuary Policy (SP) – Introduction page 2]. This Handbook details the policies and procedures in place in the Nursery to ensure a safe place for the youngest members of our congregation and those who care for them.

*Inside Front Cover*

Providing a safe nurturing environment for our babies and toddlers is an important ministry for parents of young children enabling them to participate in corporate worship without the responsibility of caring for young children. It also enables these parents to participate in ministry such as music leadership, Sunday School or leadership roles knowing that their young children are receiving consistently good care in a safe environment.

References to the Sanctuary Policy are shown as follows: Sanctuary Policy page 4-1, Section 1 Paragraph A.1. would be shown as (SP pg 4-1,1 A.1.)

Approved by Session: 4 September 2014

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## NURSERY - GENERAL

The Nursery falls under the Worship Coordination Group. The Responsible Elder for this Group is Don Cote. The Nursery Coordinator, Alana Head, is responsible for the operation of the Nursery for church events and is responsible to the Worship Group Responsible Elder.

Anyone wishing to use the nursery outside of regular church services must request it through the church office. There must be at least one adult over age 18 present for: 1) safety of the children, 2) cleaning, 3) reporting breakage and 4) following of Nursery policies. (SP pg 4-3, 4.A.1.). The care of children during non-church activities is the responsibility of the adult in charge. (SP pg 4-4, C).

The Nursery is **not** to be locked due to the Emergency Exit location. (SP pg 4-3, 4.B.1.)

The Nursery has been categorized as a high risk ministry. (SP App#5). Therefore, all procedures for high risk ministries must be followed.

The Nursery accommodates infants and toddlers from newborn to age 3 years.

Children aged 4 and over are not permitted in the Nursery unless properly supervised and use of the Nursery has been approved. Children over 4 years of age are not permitted on riding or sitting toys or to be in cribs or on change tables. (SP pg 4-3, 4.B.2.)

## **CHILDREN – REGISTRATION AND RECORD KEEPING**

The Nursery accommodates infants and toddlers from newborn to age 3 years.

Accurate record keeping is a vital part of the protection aspect of our Sanctuary Policy.

- Parents/guardians must complete a registration form (SP Appendix 15A) for all children who use the nursery. These forms provide contact information as well as medical, custodial, behavioural and other information required for the safety and security of the children.
- These registration forms will be submitted to the Volunteer Ministries Committee when no longer required by the Nursery.
- Nursery Caregivers are required to complete an attendance sheet (SP Appendix # 15B) each week. This attendance record is to include all children, leaders, helpers, visitors and guests or observers in the room. (SP pg 4-1, 1.B.1.)
- Weekly attendance records will be submitted to the Volunteer Ministries Committee by the Nursery Coordinator at the end of June and the end of December of each year or more frequently if desired. (SP pg 4-1, 1.B.1.)

## **STAFFING**

The Nursery Coordinator is responsible to the Worship Group Responsible Elder.

The Nursery Coordinator is responsible for ensuring the Nursery is properly staffed and that all procedures are followed.

There shall be a minimum of two workers and at least 1 worker per 3 infants and 1 worker per 4 toddlers. If more children register, then the worker in charge shall call upon parents as needed, on a rotating basis to provide these care ratios. (SP p4-4, 4.D.1.)

The strict “two-person rule” applies to the nursery. (SP p3-2, 4) For Sunday Worship Services the Nursery will be staffed by a minimum of two screened volunteers who are unrelated.

All staff must be screened in accordance with the Sanctuary Policy (SP CH 2 ) including:

- completion of the Sanctuary Application (SP App 6A)
- be interviewed by the Volunteer Ministries Committee
- providing three references which will be checked by the Volunteer Ministries Committee
- complete a Police Records Check including finger printing if required
- sign the Code of Conduct and Ministry Covenant thus agreeing to abide by the church policies and values
- read the Sanctuary Policy and be familiar with all procedures relating to the Nursery.

Training: All Nursery Caregivers will receive training in understanding, recognizing and reporting suspected abuse, as well as emergency procedures.

## **NURSERY STAFF – RESPONSIBILITIES**

- Be on duty 15 minutes before the Worship Service start time. (SP pg 4-5, E.1.)
- Arrange for a qualified replacement if unavailable for your scheduled duties. (SP pg 4-6, E.9.)
- Greet and check-in children, noting allergies/special needs of new children. (SP pg 4-1, 1. A.1.)
- Have parents complete the registration form, if not previously done. (SP pg 4-5, E.2.)
- Provide nametag and Security Number for child if deemed necessary. (SP pg 4-5, E.2.)
- Ensure attendance sheets are fully and properly completed. (SP pg 4-1, B.1. & pg 4-4, D.2.)
- Ensure proper care-giver to child ratios are maintained. (See Staffing page 1)
- Be fully aware of fire procedures. (SP pg 4-1, D)
- Be fully aware lockdown procedures. (SP p4-1, E. and Appendix 19)
- Complete reports (It Happened This Way and General Incident Reports) as required. (SP pg 4-1, C.1.)
- Know procedures for dealing with unacceptable behaviour. (SP pg 4-5, D.9.).
- Properly close up Nursery at end of duty. (SP pg 4-6, E.7.)
- Be fully familiar with the content of the following chapters of the Sanctuary Policy:
  - Chapter 6 – Understanding Child Abuse
  - Chapter 7 – Understanding Sexual Misconduct
  - Chapter 8 – Obligations and Procedures for Reporting.

## **PARENTS - RESPONSIBILITIES**

Complete a registration form (Sanctuary Policy Appendix 15A) for all children who use the nursery on a regular basis. (SP pg 4-5, E.2.)

Register the child each week with the Nursery Staff on duty. Fill out a name tag and get a Security Number if necessary. (SP pg 4-4, D.3.)

Provide a clearly labelled bag with diapers, snacks, drinks, blanket etc required for your child while in the Nursery. Due to allergies, no snacks will be provided in the Nursery. (SP pg 4-5, E.4.)

Parents may visit in the Nursery on a limited basis (4 Sundays maximum) at the discretion of the Nursery Staff on Duty to help their child adjust. Due to space constraints, visiting may not be possible.

Parents who wish to be in the Nursery with their children on a regular basis must be properly screened and unless on the Duty Roster may only be in the Nursery at the discretion of the Nursery Staff on duty.

Parents of toilet trained children should take them to the washroom before taking them to the Nursery. (SP pg 4-2, 2.1)

To minimize the risk of infections and diseases, we ask you to abide by the following health guidelines: (SP pg 4-4, D.5.)

Children are not to be accepted into care with the following symptoms:

- diarrhea
- vomiting
- fever
- rash
- open sores

- runny nose (discharge that is not clear)
- infection - any type such as skin or eye or other that is contagious
- symptomatic childhood disease such as scarlet fever, measles, mumps, chicken pox, whooping cough or other

**If a parent gives a history of any of these symptoms in the previous 24 hours the child cannot be accepted as well.**

In case of a Fire Alarm, proceed to the Northwest Corner of the Parking Lot (by the basketball net) to meet your children. Do not attempt to go to the Nursery. (SP pg 4-4, D.8.)

### **UNACCEPTABLE BEHAVIOUR**

If a child's behaviour is unacceptable it is our policy to:

- Tell the child what is expected.
- Keep them from harming themselves and others.
- Remove them from the situation to calm them down.
- Restrain them by holding if necessary (no other physical force is acceptable).
- A final step would be to send for the parent at the worker's discretion.

(SP pg 4-5, D.9.)

### **CLEANLINESS**

A high level of cleanliness is required in the Nursery.

Nursery Caregivers are responsible to follow proper cleanliness procedures:

- Workers must always wash hands after diaper changes or after wiping a nose or tending a child in the bathroom. (SP pg 4-4, D.7.)
- The Nursery Coordinator is responsible for rotating and cleaning toys. Toys will be cleaned monthly or more frequently if required. Each week any toys that need cleaning will be placed in the "To Be Cleaned" bin. (SP pg 4-3, 4.B.3.)
- If necessary, the nursery play mats must be cleaned with the Swiffer. (SP pg 4-3,4.B.4.)
- Nursery receiving blankets used in the crib (playpen) must be placed in the "To Be Cleaned" bin after each use. Parents are encouraged to bring their own blankets. (SP pg 4-3, 4.B.5.)
- The counters are to be wiped down with disinfectant wipes at the end of use and the change tables after each child has been diapered. (SP pg 4-3, 4.B.6.)
- No shoes or bare feet are to be worn by workers or walking children in the childcare area of the nursery. Slippers or socks may be worn. (SP pg 4-3, 4.B.7.)
- Used diapers are to be placed in the covered diaper pail. (SP pg 4-3, 4.B.8.)
- No crayons or markers are to be used by the children. (SP pg 4-3, 4.B.9.)

## **INJURY/FIRST AID**

A First Aid Kit is available in the Kitchen and an Ice Pack is available in the freezer in the kitchen. . (SP pg 4-1, 1.C.2.)

Should an infant or child be injured while in our care but not in need of medical attention, the nursery caregiver is to complete a General Incident Report (SP App 17A) and an "It Happened This Way" form (SP App 17B). These forms are available in the Nursery. The General Incident Report along with one copy of the "It Happened This Way" report will be submitted to the VMC through the Nursery Coordinator. The second copy of the "It Happened This Way" report will be given to the parent/guardian. (SP pg 4-1, 1.C.1.)

If a child is bleeding for any reason, the worker should protect other children from the blood. The worker should put on protective gloves to attend the child and clean up all blood on surfaces as soon as possible with a 10 % bleach solution. The parent may be contacted if necessary. An incident report will be written up for the supervisor (SP App 17A) and an "It Happened This Way" sheet (SP App 17B) will be completed by the worker to give to the parent. (SP pg 4-4,4.D.6.)

## **CLOSING PROCEDURES**

The following procedures are to be followed to properly close the Nursery after use: (SP pg 4-3, 4.B.10.)

- Ensure the cleanliness procedures on the previous page have been done.
- Ensure the Emergency Exit is closed.
- Turn off the Nursery room heater.
- Turn off the sound system.
- Turn off the lights.

## **FIRE PROCEDURES**

All Nursery Workers need to be familiar with the Fire procedures: A fire escape map is posted in the Nursery by the door. The Primary escape route is marked in red and the alternate route in blue.

In case of fire, if neither of these routes is accessible, exit by the windows.

If the fire alarm sounds, nursery workers should evaluate their immediate area for smoke, heat or flames. Prepare the children with weather appropriate clothing and blankets if time permits and take the children and the Attendance List and evacuate the nursery. Children will then be taken to the north west corner of the parking lot (by the basketball net) to meet their parents.

The Sunday School Hall Monitor is the designated Fire Marshall for the Nursery and will assist with evacuating the children.

Always be aware of the total number of children present and do a head count as children exit. Take the Attendance Record with you as you leave. Close the door to the room after the last child is out.

Parents are not to come to the Nursery for their children. The northwest corner of the parking lot (by the basketball net) is the designated meeting place.

Repeat the head count and do an Attendance Check again in the parking lot. The children can then be released to their parents/guardians.

(SP pg 4-1, 1.D & pg 4-4, D.8.)

## **LOCKDOWN PROCEDURES**

The following actions should be taken if a lockdown is required:

- Close doors and lock them from the inside and cover the windows in doors.
- Close the curtains if time permits.
- Turn off lights.
- Get small and out of view of the windows in the internal doors (in washroom if space allows).
- Be absolutely still and quiet.
- If you do not hear the perpetrator, call 911 and stay on the line with them if possible.
- Turn off the sound on all electronic equipment unless connected to 911.
- Do not leave your hiding place until released by a uniformed police officer or a known church leader. Do not respond to calls outside closed doors unless you are confident that you can identify the voice as a church leader.
- A real lockdown may mean people may need to hide for a fairly long time as contact must be made with the police, they must get there and secure the building and area, all before they will go room to room to release people who are hiding. This could take as little as 15 minutes but, more likely, will require at least 30-45 minutes.

(SP App 19)



**LOCKDOWN SAFETY PLAN**  
***Grace Presbyterian Church***

**1. Policy**

**A. What is a lockdown:**

A lockdown is a planned response to a possible threat to people inside our church building or in the immediate vicinity of our building. The perpetrator may be someone sitting in the church itself or someone who comes in unannounced. The perpetrator may also be outside of the building on church property or in the immediate vicinity.

**B. Why must we learn how to do lockdowns:**

From listening to media reports, it is more common to hear about real lockdowns taking place than actual fires occurring. Children now do lockdown drills at school just as they do fire drills. Hence, everyone needs to know how to respond in such a situation.

**C. Notification to go into lockdown mode:**

Since we do not have a church intercom system to alert everyone in the building, the only way you would know to go into lockdown mode is if you see or hear a disturbance such as angry yelling, gunshots, etc. Although this may not mean that a real dangerous situation is taking place, it is better to go into lockdown mode and be wrong than the other way around.

**D. Leaders' duties:**

- Your primary responsibility is for the safety of those you are supervising at the moment.
- If possible, alert those nearby to go into lockdown mode. This should only take place if it will not attract the attention of the perpetrator.
- If possible, secure the room you are in by closing curtains, shutting, locking or wedging the door(s) shut from inside, and pulling the paper covering over the window(s) in the door(s), and turning off lights if possible.
- Host Elder – When locks are installed, lock the three sets of sanctuary doors, if possible, unless the perpetrator is in the Narthex.
- Hall Monitor – Depending on where you are when the lockdown happens, you may be able to lock the doors into St. Andrew's Hall. Do not go towards the Narthex if the disturbance is coming from that direction.
- Follow the directions on the lockdown poster that is located beside the fire exit route diagram in your location.

**E. Duration of a lockdown:**

A real lockdown may mean people may need to hide for a fairly long time as contact must be made with the police, they must get there and secure the building and area, all before they will go room to room to release people who are hiding. This could take as little as 15 minutes but, more likely, will require at least 30-45 minutes.

Do not be lulled into leaving your hiding place because it has been a long time and you haven't heard

anything for a while.

## **2. Lockdown Drills**

It is essential that members of our congregation know what to do if a real lockdown happens. Information for the congregation shall be provided, in both oral and written forms, at least once a year.

Full congregational practices are not practical on a regular basis, as is done for fire drills. Practices will be held for our Sunday School classes at least once a year.

## **3. Procedures and Actions**

**CAUTION:** While it is recognized that some people are inclined to take heroic actions in such situations, our first priority is the safety of all. Taking heroic actions, such as attacking the perpetrator or fighting back, is considered to be the last resort when no other option such as hiding or running away is available.

### **A. Main actions during a lockdown:**

- Leaders should close doors and blinds, lock or wedge doors shut from the inside, and turn off lights if possible.
- Get small and out of view from the window in the door(s).
- Be absolutely still and quiet.
- If you do not hear the perpetrator, call 911 and stay on the line with them if possible. You may have to end the contact if you hear the perpetrator getting closer to you. Follow the advice of the 911 operator.
- Turn off the sound on all electronic equipment (ie cell phones) and do not use them if you can hear the perpetrator (as he/she would be able to hear you and thus find you). The only cell phone(s) in use should be connected to 911.
- If you do not hear the perpetrator nearby, you may consider exiting the nearest door and running away from the building (the back exits allow a quick run into the relative safety of the woods). If in contact with 911, advise operator of your location.
- Do not leave your hiding place until released by a uniformed police officer or a known church leader. Do not respond to calls outside closed doors unless you are confident that you can identify the voice as a church leader.

### **B. Specific directions based on locations:**

- **Classrooms, Library** – Hide out of view from the window in the door(s).
- **St. Andrew's Hall** - Go into any classroom, closet or washroom nearby and shut the door.
- **Main washrooms** - Go into cubicles, shut the door and get up on toilet if possible.
- **Staff offices** - If anyone has the code, take as many people as possible into these locked spaces, get low and out of view from door.
- **Narthex washrooms** - Take as many people as possible in and lock the door. Keep light off.
- **Sanctuary** - Lie on or under the pews or on the floor between the pews. If on the stage - go behind the choir risers and crouch down.
- **Outside** - Run away from the building if safe and call 911.

**Lockdown Safety Plan - Approved by Session: 1 May 2014**

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