



Plan to Protect® Seal of Excellence Submission

NOTE: There are twelve sections to complete the full application for the Plan to Protect® Seal of Excellence. Each section will have its own form to be submitted separately.

Submissions begun January-June must be completed by June 30th.
Submissions begun July-December must be completed by December 31st.

Section One: Leadership Buy-in: Demonstration and Commitment of Protection

A HIGH STANDARD of protection can only take place when there is LEADERSHIP BUY-IN. This would include the Board and Senior Leadership.

Below is a list of things that we believe demonstrate leadership commitment to protection. Please check all that apply:

- Safety of children, youth and vulnerable adults is a top priority (physical, emotional and spiritual safety).
- The leadership has a mission and vision statement in place that values all participants.
- Approval for resources which are dedicated to the protection of the vulnerable sector.
- There is a process for budget development and approval that support this level of commitment encouraging input from those directly involved with the vulnerable sector.
- There is a mechanism to safely share concerns with leadership. Senior management are objective and available to consider concerns in an objective and ethical manner. Leadership takes these concerns seriously to the satisfaction of all parties.
- Leadership reviews and updates policies annually.
- Leadership ensures that policies, structures, and procedures for appropriate use of power and authority are adhered to through annual policy audits. The results of the audit, in report form, are submitted to the Board for reporting purposes.
- Leadership review the Audit report and establish time lines to follow up on compliance to correct identified areas of weakness.

Individuals have been identified to oversee the implementation of the policies and procedures for:

- Children
- Youth
- Vulnerable Adult (Elderly, Individuals with Disabilities, Refugees and New Immigrants)

The leadership demonstrates a commitment to the protection of vulnerable person through their active engagement with:

- Call to action communicated i.e. during town halls, staff meetings, sermons
- Development of policies
- Attendance / participation in training
- Attendance / participation in conferences, seminars and further professional development

Additional comments to explain responses as to how leadership has demonstrated their commitment to protection within your organization. (Word limit: 500 words)

Section Two: Understanding of Abuse

A HIGH STANDARD of protection includes defining different categories of abuse and related issues so that all of your workers will have a clear UNDERSTANDING OF ABUSE and are able to identify unacceptable behaviors and situations.

Below is a list of categories of abuse and related issues, which we believe will help your volunteers and staff, understand abuse better. Please note: if you are missing any of the following, this will not necessarily disqualify you from winning the Seal of Excellence.

Please check all that apply.

- Indicators to guide in the recognition of abuse are included in your training
- Continued professional development to gain greater insight into understanding the complexities of abuse.
- Victims and survivors of abuse are given opportunity to share their stories.
Can you share where and when your organization identified and handled an abusive situation?
Please refrain from using people's names or identifying factors.

- A care plan is in place to assist those seeking help in the healing process of abuse.
Describe a real or hypothetical situation of how this would be implemented or a situation that you encountered. Please refrain from using people's names or identifying factors.

- A definition of abuse has been clearly defined and included in your policies (reference page and/or section) and training:

- | | |
|--|---------------------------|
| <input type="checkbox"/> Physical Abuse | (Policy reference: _____) |
| <input type="checkbox"/> Sexual Abuse | (Policy reference: _____) |
| <input type="checkbox"/> Emotional Abuse | (Policy reference: _____) |
| <input type="checkbox"/> Neglect | (Policy reference: _____) |
| <input type="checkbox"/> Exposure to Domestic Violence | (Policy reference: _____) |
| <input type="checkbox"/> Harassment | (Policy reference: _____) |
| <input type="checkbox"/> Discrimination | (Policy reference: _____) |
| <input type="checkbox"/> Bullying | (Policy reference: _____) |
| <input type="checkbox"/> Spiritual Abuse (if applicable) | (Policy reference: _____) |
| <input type="checkbox"/> Appropriate discipline | (Policy reference: _____) |

Section Three: Customized Policies

A HIGH STANDARD of protection includes CUSTOMIZED BOARD POLICIES that have been developed under the leadership of the Board and formally approved by the Board.

“Board members should be aware that they could be exposed to personal liability if they permit their organization to work with children or other vulnerable persons where the board has failed to implement an appropriate abuse prevention policy that has been customized to reflect the specifics of their organization. Failure to follow the protocol set out in the abuse prevention policy could also lead to liability, so it is important that an organization that has the foresight to implement a policy also makes sure that the policy is strictly followed.”

- Terrance Carter of Carters Professional Corporation
- www.charitylaw.ca

Please answer the following with regards to your policies:

1. What are the names of all programs and activities, which cater to the vulnerable sector (children, youth or vulnerable adults) within your organization?

2. What activities pose the highest risk of abuse, injury or harm to occur?

3. What are the names of all programs and activities held off-site?

4. Do your staff or volunteers transport children, youth or vulnerable adults? If so, how do they do this safely?

5. How are your policies distributed and communicated to staff and volunteers?

6. Have your staff and volunteers signed a covenant of care, indicating they will cooperate fully with the policies?

- Yes
- No

7. What amendments have been made to your policies within the last 36 months?

8. How do you keep up with needed changes to your policies?

9. How do you follow-up and enforce your policies?

10. Please upload a copy of your policies and procedures.

11. Please upload other documents that may go with your policies and procedures.

Section Four: Screening and Selection of Staff and Volunteers

A HIGH STANDARD of care includes both parties demonstrating they care for each other. This begins with the SCREENING AND SELECTION OF STAFF AND VOLUNTEERS.

Duty of Care: The concept of duty of care identifies the relationship that exists between two persons (e.g. two individuals, an individual and an organization) and establishes the obligations that one owes the other, in particular the obligation to exercise reasonable care with respect to the interests of the other, including protection from harm.

Please answer the following, with regards to the screening and selection process for staff and volunteers:

1. Who oversees and completes the screening and selection of your staff and volunteers?

2. Is there more than one person involved in screening, interviewing, and selecting a staff member or volunteer? Please elaborate on your response.

3. Who do you require, within your organization, to be screened?

- Board members
- All paid staff
- Some paid staff
- Program Leaders and Supervisors
- All volunteers who interact with children
- All volunteers who interact with youth
- All volunteers who interact with vulnerable adults (shut-ins, hospital visits, individuals with disabilities)
- Janitorial Staff
- Other

4. How many staff and volunteers do you currently have serving with or overseeing programs with children, youth and vulnerable adults? How many of these have completed the screening process?

5. Please upload a document outlining your screening process.

- a) If someone did not successfully complete a step in the screening process, how is it handled? (This can be hypothetical or a situation that you encountered. Please refrain from using people's names or identifying factors.)

- b) Do you use Position Descriptions among your staff and volunteers?

- Yes
- No

c) If not already outlined on your screening process, who gives final approval once the screening steps are taken?

d) If not already outlined on your screening process, how do you select and screen minors that work with children?

e) How are exceptions to your policy on screening handled? Provide an example if possible.

f) How do you manage and update your list of screened staff and volunteers?

g) Are your volunteers and staff required to complete CPIC and Vulnerable Sector Scans? How often are these renewed?

6. Please upload a copy of your volunteer application.
7. Please upload a copy of your interview questions.
8. Please upload a copy of your reference questions.

Section Five: Training (Orientation and Refresher)

A HIGH STANDARD of protection includes ensuring that all staff and volunteers are on the same page regarding protection procedures and complying with organizational policies. One of the best ways to make this happen is through TRAINING (both Orientation Training and annual Refresher Trainings).

Please answer the following, with respect to your training procedures:

1. Who are your trainers and identify their qualifications for training?

2. Who attends training sessions (Click all that apply):

- Board Members
- Paid Staff including Care and Support Staff
- All Volunteers who work with Children
- All Volunteers who work with Youth
- All Volunteers who work with or visit Vulnerable Adults

3. What is the frequency of training that your volunteers and staff are required to attend? (Click all that apply)

- Annually
- Monthly
- Whenever there is an updated requirement or policy change
- Other, please explain

4. What percentage of your staff and volunteers have attended your training in the last 12 months?

5. How do you train minors that work with children?

6. How do you accommodate individuals that are unable to attend your training?

7. How do your trainers maintain their qualifications for training?

8. How do you measure or test understanding and acknowledgement of training material?

9. Please upload a copy of your training schedule for the past 24 months and the upcoming 12 months.

10. Please upload an outline for your Orientation training.

11. Please upload an outline for your Refresher training.

Section Six: Operational Procedures

A HIGH STANDARD of protection includes OPERATIONAL PROCEDURES that are outlined in a written manual summarizing your organization’s specific guidelines for preventing abuse, injury, inappropriate interaction and harassment/bullying.

Please answer the following:

1. What procedures have you included in your protection policies (Click all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Registration | <input type="checkbox"/> Counseling, mentoring, and personal meetings |
| <input type="checkbox"/> Attendance Taking | <input type="checkbox"/> Communication (i.e. email/phone/social media) |
| <input type="checkbox"/> Ratios & Supervision | <input type="checkbox"/> Computers |
| <input type="checkbox"/> Diapering | <input type="checkbox"/> Bullying |
| <input type="checkbox"/> Occasional Visitors | <input type="checkbox"/> Fire safety |
| <input type="checkbox"/> Appropriate/Inappropriate Touch | <input type="checkbox"/> Lockdowns |
| <input type="checkbox"/> Classroom Management & Discipline | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Washroom Guidelines | <input type="checkbox"/> Photography |
| <input type="checkbox"/> Shower/Change Room Guidelines | <input type="checkbox"/> Video and Webcasting |
| <input type="checkbox"/> Off-site Trips | <input type="checkbox"/> Personal Information |
| <input type="checkbox"/> Health & Safety | <input type="checkbox"/> Global mission trips |
| <input type="checkbox"/> Administering Medication | |
| <input type="checkbox"/> Emergencies | |
| <input type="checkbox"/> Injuries & Accidents (Incident Reports) | |

2. What additional procedures (if any) have you incorporated?

3. How are exceptions to your identified procedures handled? Provide an example.

4. Please upload a copy of any additional procedures not included with your policies.

5. Please upload a copy of your Registration Form.

6. Please upload a copy of your Attendance Forms.

7. Please upload a copy of your permission forms (Releases/Waivers/Informed Letters of Consent)

Section Seven: Monitoring and Supervision

A HIGH STANDARD of protection includes MONITORING AND SUPERVISION those that work directly with the vulnerable sector.

Please answer the following:

1. What is your strategy for the on-going maintenance of Plan to Protect®?

2. What is the formal and informal strategy for overseeing programs, activities and classrooms?

3. How and when do you use Hall Monitors?

4. What additional training (if any) do your Hall Monitors and Supervisors receive?

5. Do you regularly conduct annual staff performance evaluations to provide volunteers feedback on their service and compliance of policy?

Yes

No

6. Do you regularly conduct reviews to follow-up on feedback from annual evaluations?

Yes

No

7. Please upload a copy of the forms used for performance evaluations.

Section Eight: Facilities and Premise Modifications

A HIGH STANDARD of protection includes FACILITY AND PREMISES MODIFICATIONS or alterations of your facilities. FACILITY AND PREMISE MODIFICATIONS can assist in preventing and discouraging abuse incidents and help you achieve a high standard of protection.

Please answer the following:

1. Do you own or rent your facilities?
 - We own our building (and are the sole users)
 - We own our building (and have renters)
 - We rent our facilities

2. What modifications have been made to your building, or accommodations made to insure the safety of your participants (Please select all that apply):
 - Windows in classroom doors and/or open-door policy
 - Use of convex mirrors
 - Controlled access/entry and signing infants, preschool and kindergarten age children in and out of activities
 - Adequate lighting inside and outside of building where children's activities take place
 - Appropriate design of washroom and shower facilities and/or adequate supervision of washroom breaks
 - Locking unused rooms and storage closets during children's programs
 - Feedback mechanism/tool available for constituents to report areas of concern or malfunction

3. How does your organization respond to external contracts and regulations (i.e. protection procedures, rental agreements, insurance certificates, etc.). Please elaborate.

Section Nine: Administrative Practices Including Documentation Management

Tell us a little about your ADMINISTRATIVE PRACTICES that help you achieve a HIGH STANDARD of protection. Tell us how you manage the ever-growing amount of paperwork and DOCUMENTATION that accompanies achieving a high standard of protection.

Use the following questions to help describe your administrative practices.

1. Who manages the administrative functions of Plan to Protect®?

2. How are administrative functions centralized and communicated within your organization among different departments?

3. Do you use an Information Management System? If so which one?

4. If you keep documentation digitally, please tell us about your process for protecting this information?

5. How and where are hard copies of your files and documents housed?

6. What is the process for registering individuals?

7. What is the process for taking attendance?

8. How long do you keep documentation?

9. What is your policy for documentation retention?

10. How do you decide which documents and information are destroyed (if any)?

11. Do you have a back-up system? If you do, how often do you back up your information?

12. Describe your crash recovery practice and your frequency of checking back-up of documents and data.

13. What administrative practices are in place to remind you when volunteers need to have a renewal done on training or Criminal Record Checks?

14. What process do you follow when a policy statement needs to be revised and amended?

Section Ten: Reporting Abuse

A HIGH STANDARD of protection includes REPORTING all allegations, disclosures, complaints or suspicions of abuse in an appropriate manner meeting legal requirements.

Please answer the following:

1. Who are the mandatory reporters in your organization according to your Provincial/State guidelines?
2. What are your reporting protocols: (Please only check steps that are clearly **documented and practiced** within your organization):
 - Complete Incident Report Forms for suspected abuse or injury
 - Satisfy statutory legal obligations by reporting all cases of suspected abuse to police authorities and/or child protective agencies
 - Consult a lawyer for advice
 - Express your concern to the complainant and their families, without admitting legal liability, and assure them of your commitment in cooperating with the investigation
 - Avoid public statements to individuals, the media or from the pulpit, without obtaining legal counsel
 - Contact your insurance agent/broker to notify and satisfy the statutory conditions of your liability policy and to avoid jeopardizing any available coverage

For Volunteers and Staff –

- Complete Suspected Abuse Report Forms,
- Direct, Immediate, and On-going Reporting

For Leaders and Administrators –

- Complete Suspected Abuse Report Forms;
- Support those making the report, without interfering or detracting from the reporting process;
- Provide support in the on-going investigation by professionals

3. How and when does leadership learn of abuse?

4. How does your organization handle peer abuse (example: child-to-child, youth-to-youth, adult-to-adult)?

5. What procedures do you follow if vulnerable individuals (children, youth, or vulnerable adults) exhibit behaviour that endangers their own protection or safety?

6. Please upload a copy of your Incident Report Form.
7. Please upload a copy of your Suspected Abuse Report Form.

Section Eleven: Response to Abuse

A HIGH STANDARD of protection includes an organization's RESPONSE to abuse once it has been reported.

Please answer the following:

1. What are your response protocols: (Please only check steps that are clearly documented and practiced within your organization):
 - Ensure that the report is kept confidential
 - Support the reporter
 - Cooperate with external professionals that are investigating abuse
 - Consult a lawyer for advice
 - Ensure confidentiality for the benefit of both the alleged victim and the alleged perpetrator
 - Immediately suspend the alleged perpetrator from children's or youth duties without presuming guilt, pending outcome of police investigation
 - Avoid public statements to individuals, the media or from the pulpit, without obtaining legal counsel
 - Contact your insurance agent/broker to notify them and in order to satisfy the statutory conditions of your liability policy and to avoid jeopardizing any available coverage

2. How does your organization handle historical abuse?

3. How does your organization assist in the healing of adult survivors of abuse?

4. Do you have policy or protocol in place regarding investigating abuse?

5. At what point would your organization call for an external investigation?

Section Twelve: Conclusion

Final comments. Please answer the following:

1. Why do you believe you qualify for the Plan to Protect® Seal of Excellence?

2. What attributes are pillars of those achievements?

3. How has your organization overcome obstacles and roadblocks to the standards of Plan to Protect®?

4. In what ways would you like to raise the bar even higher, to improve the standard of protection?
(Highlight your plan including specific budget allocation, professional development, expanded scope of protection, automation, abuse coverage, etc.)

5. What resources or funding would you apply in order to achieve that standard?

Additional Comments:

For Internal Use Only
Total points (out of 1200) _____
Recommendation: _____
Name of Reviewer: _____
Date: _____