

ROTARY CLUB OF NORFOLK SUNRISE

**ABUSE, NEGLECT AND HARASSMENT
PROTOCOL**

June 30 2007

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A. Introduction:

As representatives of the Rotary Club of Norfolk Sunrise (RCNS), Rotarians are actively involved with members of the community including young people, the elderly, and people with disabilities. Programs including RYLA, Group Study Exchange, and Youth Exchange are examples. As an organization, the RCNS is committed to protecting the interests of participants in Rotary activities. It is the duty of all Rotarians, Rotarians' spouses, partners and other volunteers to protect vulnerable individuals with whom they come in contact through Rotary activities and to prevent any physical, sexual or emotional abuse, or harassment, and neglect. Fulfilling this duty protects the individuals and enhances the interests of our Club and Rotarians in their volunteer efforts to improve the quality of life in our communities.

This protocol will comply with the RI District 7090 Abuse, Harassment and Neglect Protocol.

B. Policy statement:

It is the responsibility of every Rotarian to safeguard the welfare of every person with whom they come in contact during their activities as a Rotarian. Special attention is to be given to children, the elderly, the disabled and other vulnerable persons. This includes the prevention of physical, sexual or emotional abuse, harassment and neglect. This policy is in keeping with the laws of the Province of Ontario, Canada.

C. Guidelines on prevention of abuse, harassment and neglect:

1. In accordance with their legal obligations, representatives of the RCNS will ensure to the extent possible that individuals who are involved in Rotary programs, activities, and events are protected from abuse, harassment, and neglect.
2. RCNS programs will be delivered in an environment of reasonable safety that is free from abuse and harassment.
3. Appropriate screening (Section F) will occur to prevent contact by vulnerable participants in Rotary programs with individuals who are inappropriate or prohibited by law from working with such participants.
4. Where allegations of abuse, harassment, neglect or other risks of harm are made, prompt notification and reporting (Section H) to the appropriate individuals and authorities will occur.

D. Guidelines on prevention of harassment and sexual harassment:

1. The RCNS will ensure, to the extent possible, that individuals involved in Rotary programs, including Rotarians themselves, are not subject to harassment, which includes conduct that erodes the dignity of the individual, particularly based on the individual's colour, race, national origin, ethnic origin, age, gender, physical characteristics, sexual orientation or physical or mental disability.
2. Types of behaviour that constitute harassment include, but are not limited to, remarks and jokes that are unwelcome or reasonably could be expected to be unwelcome; displaying or distributing racist, pornographic or other offensive material; practical jokes based on race, sex, or other prohibited grounds; verbal abuse or threats; inappropriate or offensive gestures; and physical assault.
3. In accordance with its legal obligations, the RCNS will ensure, to the extent possible, that individuals who are involved in Rotary activities are protected from sexual harassment. Sexual harassment includes, but is not limited to, making sexist jokes; leering; displaying sexually offensive material; using sexually degrading words to describe a person; making sexually suggestive or obscene comments or gestures; making unwelcome enquiries or comments about a person's sex life; making unwelcome sexual flirtations, advances or propositions; requests for sexual favours; unwanted touching; verbal abuse or threats; and sexual assault.

E. Scope:

These guidelines apply to all Rotary Club of Norfolk Sunrise members and volunteers who are or wish to become involved in Rotary Club programs or activities, and apply to all adults over the age of 18 years who reside in the home of a host family.

F. Screening of Rotarians and non-Rotarian volunteers:

Prior to participation in RCNS sponsored programs that involve vulnerable people, Rotarians and adult non-Rotarian volunteers that are associated with the vulnerable people will complete the **Volunteer Assessment Form** (Appendix B) as well as any other reference, police or criminal record checks that may be necessary from time to time according to legal or ethical requirements or policy of Rotary International. Screening will be required where Rotarians or non-Rotarian volunteers intend to participate in Rotary programs involving vulnerable individuals including children and youth, the elderly, or anyone under a physical or mental disability.

In situations where Rotarians' spouses, partners or adult children (over 18 years of age) participate in a host family setting, the spouses, partners and adult children must also submit the Volunteer Assessment Form.

In situations where a vulnerable person is living in a host family situation for a 2-week period or more, as in Youth Exchange, the host adults will be required to also provide a completed **police records check**.

The Volunteer Assessment Form must be received and indefinitely maintained on file in strict confidence by the club Secretary. Where the Form is required for District activities (such as RYLA or Youth Exchange), it will be copied, upon request, to the applicable District Committee person or his/her designate.

G. The Club Counsellor:

The RCNS will appoint each year a Club member to serve as Club Counsellor who will be responsible for the proper administration of this policy.

1. The Club Counsellor position will be publicized so that members, volunteers, and participants in Rotary programs will know how to contact the Counsellor quickly (or an alternate) for confidential and safe contact.
2. The Counsellor is responsible for raising awareness and training Club members in required procedures.
3. The Counsellor will maintain strict confidentiality in compliance with provincial/federal legislation and this protocol.
4. The Counsellor will report to the Club President immediately to inform that a complaint under this protocol has been received, while maintaining confidentiality to protect all involved parties. The Counsellor will follow proper investigation technique (Appendix E) to investigate complaints fully. In the event that the allegation involves people outside the RCNS, or extends a liability on the District, the Club Counsellor will also report to the District Abuse Prevention Committee (DAPC) should he/she receive a complaint of abuse, neglect or harassment.

H. Guidelines on how to deal with the disclosure or discovery of abuse:

The RCNS has a duty to create a culture where evidence of abuse, neglect or harassment is reported so it can be investigated and dealt with properly.

1. Rotarians and volunteers have a responsibility to report anything that concerns them about the personal security of others, and especially vulnerable individuals, involved in Rotary programs.
2. RCNS members will be trained to be sensitive to changes in behaviour or signs of physical injury that might indicate something is wrong.
3. The RCNS will promote an attitude that reporting suspicions and/or taking action is the right thing to do and that no reprisal will occur.
4. Rotarians should not attempt to deal with a problem alone, but rather should report complaints, allegations or suspicions to the Club Counsellor who will determine further steps including the possibility of reporting to authorities. RCNS members will be instructed on when and how to report their concerns.
5. The Counsellor will fully investigate the complaint or allegation, using the approach outlined in Appendix E, and will pursue the appropriate action steps according to the procedures outlined in Appendix F.

APPENDIX A

Further Guidelines for Prevention of Abuse, Neglect and Harassment

The following guidelines will help the RCNS to create a safe environment for Rotarians, non-Rotarian volunteers, and Rotary program participants:

1. Plan Club activities so as to **minimize situations where abuse, neglect or harassment may occur**. This includes providing safe conduct from place to place and minimizing situations where Rotarians and other volunteers are alone in the company of vulnerable individuals.
2. **Conduct risk assessments** in relation to activities including such factors as age and level of vulnerability, group size, location and visibility, type of activity, supervision and monitoring, nature of relationship, physical safety, etc. (See attached Risk Assessment Chart, Appendix C).
3. Ensure that all Rotarians and other volunteers have **clear roles and responsibilities**. Depending on the nature of the event and the extent of involvement, Clubs should consider giving those involved a written description of their role and the tasks involved when dealing with vulnerable individuals. Such a description could identify the risks and opportunities to minimize risks.
4. Encourage complainants to make their aggressors aware from the beginning that the behaviour is inappropriate, or report to someone else early so that corrective action can be taken before the problem escalates.
5. Use **event supervision** as a means of protecting vulnerable individuals. Rotary event supervisors should help ensure the protection of vulnerable individuals and should receive and understand the abuse, neglect and harassment policy. Intervention should occur on the part of the supervisor in the event of suspected problems followed by appropriate reporting.
6. Ensure the validity of **driver's licence** and adequacy of **insurance** prior to transporting Rotary program participants, to the extent possible.
7. Ensure motor vehicles are operated safely, safety equipment is properly used, use of illegal drugs is avoided, and excessive consumption of alcohol is avoided while providing service to others, to the extent possible.
8. Encourage all RCNS members to **submit a Volunteer Assessment Form**, and update the submission periodically as needed.
9. In host family situations where a police records check is required, the Youth & Exchange Chair will provide the host with a Letter of Request for a Police Records Check (Appendix D) to alleviate a fee being charged to host.
10. Members must be sensitive with comments or actions that may be offensive to others, and discourage inappropriate comments and actions accordingly.

APPENDIX B

ROTARY CLUB OF NORFOLK SUNRISE

VOLUNTEER ASSESSMENT FORM

Policy Statement:

It is the responsibility of every Rotarian to safeguard the welfare of every person with whom they come in contact during their activities as a Rotarian. Special attention is to be given to children, the elderly, the disabled and other vulnerable persons. This includes the prevention of physical, sexual or emotional abuse.

Note: items marked “” need not be completed on this form where Youth Exchange Host Family Application form (available in the Youth Exchange Handbook and at www.rotary.org) is attached.*

Name: _____

*Address: _____

*Telephone Number: _____

*E-mail Address: _____

Date of Birth: _____

Member of Rotary since: (if applicable) _____

*List all other persons living in your home (names, ages, relationship to you):

Previous Experience working with children, elderly or disabled people: (provide details, including whether family members or not)

Details of relevant/helpful qualifications & training: (self and other persons living in home)

*Three Personal References who may be contacted in conducting this Assessment:
(name, address, telephone number and relationship for each)

Declarations:

Answering truthfully, and to the best of your knowledge:

Have you or anyone living with you ever been convicted of an offense in which children, young people, elderly or other vulnerable people were victims, or which involved activities of a sexual nature? If so, please provide details of all such offenses.

Are you prohibited by any Court Order, agreement, or Bond from associating with or contacting any person? If so, please provide details.

Do you have a driver's license that is valid in the Province of Ontario, and automobile liability insurance coverage?

The information contained in this Volunteer Assessment Form is true and accurate to the best of my knowledge. I understand that this form may be used solely for the purpose of Rotary programs and may be shared with the Rotary District 7090 Abuse Prevention Committee if needed in order to meet the intended needs of the RCNS Abuse, Neglect and Harassment Protocol.

Dated at _____, this ____ day of _____, 20__

Signature of Volunteer

Recommendation for Approval by _____, dated _____

This information will be maintained by the Secretary of the Rotary Club of Norfolk Sunrise and not used to discriminate unfairly. It is required to protect those individuals who participate in Rotary programs and activities and will not be used for any other purpose.

The RCNS Abuse, Neglect and Harassment Protocol is available upon request.

APPENDIX C

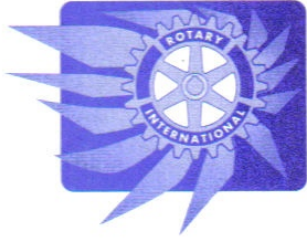
RISK ASSESSMENT CHART

This chart and the examples could be used as a guide as you designate positions as low, medium and high risk. It is best to reduce the level of risk as much as possible. The information in this chart can assist you as you modify roles and responsibilities.

DETERMINING LEVEL OF RISK

<u>Factor</u>	<u>Low Risk</u>	<u>Medium Risk</u>	<u>High Risk</u>
Age, level of vulnerability	<ul style="list-style-type: none"> ▪ able-bodied adult 	<ul style="list-style-type: none"> ▪ teenager 	<ul style="list-style-type: none"> ▪ child ▪ infirm senior ▪ disabled
Size of group	<ul style="list-style-type: none"> ▪ large 	<ul style="list-style-type: none"> ▪ small 	<ul style="list-style-type: none"> ▪ one-on-one
Location & Visibility	<ul style="list-style-type: none"> ▪ meeting room ▪ public out-door event 	<ul style="list-style-type: none"> ▪ room with open door or window ▪ office ▪ area visible to others 	<ul style="list-style-type: none"> ▪ private home ▪ room with closed doors, no windows ▪ car ▪ enclosed private spaces
Type of Activity	<ul style="list-style-type: none"> ▪ club meeting ▪ public event 	<ul style="list-style-type: none"> ▪ youth group meeting ▪ childrens' class with 2 teachers/super ▪ hospital/nursing home visiting 	<ul style="list-style-type: none"> ▪ youth sleep-over ▪ class with only 1 teacher/adult ▪ 1-to-1 home visit
Supervision & Monitoring	<ul style="list-style-type: none"> ▪ super always present ▪ always large group ▪ documented meeting 	<ul style="list-style-type: none"> ▪ occasional supervision ▪ some documentation 	<ul style="list-style-type: none"> ▪ little/no supervision ▪ no documentation of meeting/event
Nature of Relationship	<ul style="list-style-type: none"> ▪ short term ▪ non-intensive ▪ non-intimate 	<ul style="list-style-type: none"> ▪ personal relationship ▪ extends over time 	<ul style="list-style-type: none"> ▪ 1-to-1 relationship ▪ high level of intimacy/influence
Degree of Authority	<ul style="list-style-type: none"> ▪ low 	<ul style="list-style-type: none"> ▪ medium or high ▪ dealing with others of similar status 	<ul style="list-style-type: none"> ▪ high authority ▪ large power differential
Physical Safety	<ul style="list-style-type: none"> ▪ rare risks 	<ul style="list-style-type: none"> ▪ occasional risks 	<ul style="list-style-type: none"> ▪ frequent risks
Financial	<ul style="list-style-type: none"> ▪ no financial involvement 	<ul style="list-style-type: none"> ▪ infrequent financial involvement, ▪ small mounts, ▪ shared responsibility 	<ul style="list-style-type: none"> ▪ frequent financial involvement ▪ large amounts ▪ functioning alone
Confidentiality	<ul style="list-style-type: none"> ▪ no confidential information 	<ul style="list-style-type: none"> ▪ occasional access to confidential/sensitive info. 	<ul style="list-style-type: none"> ▪ regular possession of confidential/sensitive info.
Reputations	<ul style="list-style-type: none"> ▪ no risk of damage 	<ul style="list-style-type: none"> ▪ potential to misconstrue activity 	<ul style="list-style-type: none"> ▪ significant risk of false accusations

APPENDIX D
LETTER OF REQUEST FOR POLICE RECORDS CHECK



ROTARY
CLUB OF *Norfolk Sunrise*

Box 31,
Simcoe, Ontario
Canada
N3Y 4K8

Date: September 30, 2006

Ontario Provincial Police
Western Region
Haldimand-Norfolk O.P.P.
548 Queensway W.
Simcoe, Ontario
N3Y 4T2

Re: **Request for Criminal Records Check**
Request to Check Pardoned Sexual Offender Database

As the authorized representative of an organization that is responsible for the well-being of one or more vulnerable persons as defined in Section 6.3(1) of the Criminal Records Act (the Act), I hereby request that the Ontario Provincial Police conduct a search pursuant to Section 6.3 of the Act with respect to the following individual(s):

who is/are interested in volunteering with Rotary projects and services involving vulnerable people in a direct care/support capacity.

This search is a condition of volunteering in any projects sponsored by Rotary, and in particular those projects that involve the direct care and support of youth and other vulnerable people.

Thank you for your assistance in this process.

Sincerely,

Rebecca Shortt
Chair, Youth Exchange Committee
Daytime: 519-426-4920
Home: 519-426-4724

APPENDIX E

Investigating Complaints of Harassment, Neglect or Abuse

The Club Counsellor will be primarily responsible to investigate complaints and will meet with the complainant, the alleged harasser, and with witnesses in an interview format. Record of all interviews will be maintained on file by the Counsellor as long as needed.

Complaints regarding conduct by members during a club meeting, such as inappropriate jokes or comments where many members have witnessed the event, may be handled differently with less investigation and reporting needed.

Guidelines on How to Interview

Interview skills are critical in obtaining useful information. Interviewers can do several things to make witnesses comfortable and help them to “open up”:

- Conduct interviews in private settings.
- Avoid physical intimidation.
- Pay close attention to the witness’s level of stress and take measures to alleviate it.
- Ask non-hostile, non-confrontational, non-accusatory questions.
- Re-assure confidentiality and avoid asking about irrelevant private facts.
- Use the “funnel technique” to begin broadly and then move into specifics.
- Be thorough and cover the “five Ws”—who, what, when, where, and why.
- Instruct witnesses not to discuss the investigation or their interview with anyone.

Nine Basic Investigation Steps

1. **Interview the complainant** in person as soon as possible. The goal is to identify all contentions, no matter how legitimate they appear. Afterward, draft a summary for the complainant’s signature.
2. **Interview the alleged harasser.** In the remaining investigation, follow the alleged harasser’s “side of the story” as well as the complainant’s. Advise against speaking to anyone else.
3. Gather and **review** all relevant documents and evidence.
4. **Interview every witness** identified by the complainant and the alleged harasser. Begin with broad questions to assess morale and background information, then shift the focus to each and every incident disclosed by the complainant and alleged harasser. Generate leads by asking about any other conduct or potential witnesses. Re-interview the complainant and the alleged harasser as appropriate.
5. Ask the complainant and alleged harasser in writing for any **supplemental information**. Provide a reasonable time to respond.
6. **Prepare an investigation report.** List each allegation and describe the evidence supporting or contradicting the claims. Make findings of fact and recommend specific actions based on the RCNS Abuse, Neglect and Harassment Protocol.

7. The Club Counsellor, in consultation with the President, must **make a preliminary determination**. The Counsellor must assess the results of the investigation and determine the appropriate response based on policy, and determine whether the severity of the complaint requires notification to the Rotary District Abuse Prevention Committee and/or the authorities.
8. **Inform the alleged harasser in writing of any intended actions**. Include the allegations, the evidence, and the findings, and clearly state the intended actions by the Club. The alleged harasser should be given an opportunity to meet with the Counsellor and President before the action is taken to present any reasons why the action is inappropriate.
9. Inform both the complainant and the alleged harasser of the final results in **separate memos**. Advise the complainant that the Club has investigated the claims and state whether those claims were substantiated or not. If substantiated, inform the complainant that appropriate remedial measures have been taken and re-affirm the commitment to the anti-harassment and anti-retaliation policies. If the claims are unsubstantiated, state that the investigation is complete and that the claims are unfounded.

APPENDIX F

Club Counsellor Duties, Responsibilities and Procedures

1. **Training of members**

The Counsellor will ensure that club members are aware of the issues and requirements related to abuse, neglect and harassment, and the method and need for reporting concerns.

2. **Investigating complaints and allegations of abuse, harassment or neglect**

The Counsellor will investigate all complaints and allegations related to this policy, according to the steps listed in Appendix E.

3. **Actions in response to complaints/allegations**

The Counsellor will act promptly throughout and following the investigation to protect the safety and rights of the parties involved.

- a. Reporting of findings - During the investigation process, and as described in Appendix E, the Counsellor will report findings to:
 - i. The complainant
 - ii. The alleged harasser
 - iii. The club President
 - iv. The District Abuse Prevention Committee, in the event that stakeholders are or may be participating in a District program
 - v. Legal authorities, in the event that the complainant has alleged, or the Counsellor suspects, criminal activity.
- b. Discipline of members – In the event that a member has been found to have been practicing unsuitable behaviour with regard to harassment, abuse or neglect, the Counsellor may exercise, but will not be limited to, one or more of the following actions:
 - i. Ask the member to change behaviour
 - ii. Require that the member attend a training session
 - iii. Restrict the member from taking part in Rotary activities that involve vulnerable people, and note on that member's Volunteer Assessment Form and/or other classified documents the nature of the restriction(s)
 - iv. Recommend to the Board, through the President, that the member's membership be terminated.
- c. Actions with non-members – In the event that a non-member has been found to have been practicing unsuitable behaviour with regard to harassment, abuse or neglect, the Counsellor will notify, through the President, those club members that are responsible for the safety of members and non-members involved with the program.
- d. Monitoring – The Counsellor will follow up and monitor closely all outstanding disciplinary actions to ensure the remedial measures have been exercised.

4. **Annual reporting to the Board**

At the end of June each year the Counsellor will submit a report of activities to the Board. The report will specify the number and general nature of the complaints/allegations received over the previous year. Care will be taken to protect the confidentiality of information and the parties. The report will also delineate the training and promotion activities performed by the Counsellor and/or the club pertaining to prevention and reporting of abuse, neglect and harassment.