

# COACH

## LETTER OF UNDERSTANDING

This document outlines expectations, responsibilities, policies and procedures that In the Lead Coaches must agree and adhere to following.

### ROLE EXPECTATIONS & BOUNDARIES

#### PARTICIPATION EXPECTATIONS

- Coaches are required to complete all screening requirements which includes an application, Police Information Check (PIC), Alberta Intervention Record Check (IRC) and where applicable, reference checks.
- Coaches are required to attend all pre and post match training sessions.
- Coaches are required to attend both the program Meet Up and Wrap Up events.
- Coaches must be available for regular and ongoing communication and with assigned Young Leader and program staff as requested/needed throughout the duration of the program.
- Coaches are encouraged to participate in program evaluation.
- Coaches are required to adhere to all In the Lead Program policies and procedures.

#### COMMUNICATING AND MEETING WITH YOUNG LEADER EXPECTATIONS

- Coaches are encouraged to initiate and maintain regular and consistent contact with assigned Young Leader.
- Coaches and Young Leaders are permitted to connect and communicate in person and/or through email, text, phone and social media (Facebook messenger, Instagram etc).
- Coaches and Young Leaders should not provide their home address or any other personal contact information they are not comfortable sharing (i.e. office phone number).
- All in person meetings between a Coach and Young Leader must occur in a public space (i.e. coffee shop, movie theatre, mall). Prohibited meeting locations include personal home and vehicle.

#### TRANSPORTATION

- Coaches are prohibited from transporting program participants in their own private vehicles. Program staff can provide alternate transportation options to support in person meetings between Coaches and Young Leaders.

#### OVERNIGHT VISITS AND OUT-OF-TOWN TRAVEL

- Overnight visits and out-of-town travel are prohibited for the duration of participation in the program.

#### USE OF ALCOHOL, DRUGS, TOBACCO, AND FIREARMS

- Coaches and Young Leaders are prohibited from using tobacco products, drugs or alcohol while actively engaged in or prior to actively engaging in communication and/or in person meetings.
- Coach or Young Leader possession and/or use of weapons, firearms and other dangerous materials including firecrackers, explosives, toxic or dangerous chemicals, or other lethal weapons, equipment, or material is strictly prohibited while actively engaged in communication and/or in person meetings.



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### **PARTICIPANT UNACCEPTABLE BEHAVIOUR**

Several behaviors are regarded as incompatible with the In the Lead program goals, values, and program standards and therefore are considered unacceptable and prohibited while participants are engaged in program activities.

### **ABUSE AND HARASSMENT**

Physical, verbal, emotional, sexual, or psychological abuse and harassment will not be tolerated on the part of staff members, volunteer coaches or youth participants while participating in the program.

**Physical Abuse** is defined as, but not limited to, the use of intentional force that can result in physical harm or injury to an individual. It can take the form of slapping, hitting, punching, shaking, pulling, throwing, kicking, biting, choking, strangling or the abusive use of restraints.

**Verbal Abuse** is defined as, but not limited to, humiliating remarks, name calling, swearing at, taunting, teasing, continual put downs.

**Emotional Abuse** is defined as, but not limited to, a chronic attack on an individual's self-esteem. It can take the form of name calling, threatening, ridiculing, berating, intimidating, isolating, hazing, habitual scapegoat, blaming.

**Sexual Abuse** is defined as, but not limited to, any unwanted touching, fondling, observations for sexual gratification, any penetration or attempted penetration with a penis, digit or object of the vagina or anus, verbal or written propositions or innuendos, exhibitionism or exploitation for profit including pornography.

**Psychological Abuse** is defined as, but not limited to, communication of an abusive nature, sarcasm, exploitive behavior, intimidation, manipulation, and insensitivity to race, sexual preference or family dynamics.

**Harassment** is defined as, but not limited to, any unwanted physical or verbal conduct that offends or humiliates, including gender-based harassment. It can be a single incident or several incidents over time. It includes threats, intimidation, display of racism, sexism, unnecessary physical contact, suggestive remarks or gestures, offensive pictures, or jokes. Harassment will be considered to have taken place if a reasonable person ought to have known that the behavior was unwelcome.

### **CONSEQUENCES**

Any staff, volunteers, or coaches accused of unacceptable behavior as specified but not limited to the above, will be investigated by the agency, and the proper authorities notified as required. Contact with program youth will be restricted or constrained and/or the person in question suspended from employment or program participation, per the decision of the Executive Director and Board of Directors until such investigation is concluded.



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### CONFIDENTIALITY

#### CONFIDENTIALITY FOR COACHES

It is the policy of the In the Lead Program to protect the confidentiality of its participants and their families to safeguard their safety. The reputation of the In the Lead Program is strongly connected with the ability of coaches to act in a way that is congruent with maintaining confidentiality. Coaches may learn a lot about the private matters of the youth participant and their family. It is important that this information, outside of the limits below, only be shared with program staff.

#### LIMITS OF CONFIDENTIALITY

Information from coach and youth participant records may be shared with individuals or organizations as specified below under the following conditions:

- Program staff and coaches are under the condition of mandatory reporting and as such must disclose information indicating that a coach or youth may be dangerous to or intends to harm him/herself or others. See also: Mandatory Reporting of Child Abuse and Neglect Policy.
- Identifying information (including names, photographs, videos, etc.) of program participants may be used in agency publications or promotional materials only upon written consent of the coach, youth participant, and/or parent/guardian.
- Information may be provided to law enforcement officials.
- Information may be provided to legal counsel in the event of litigation or potential litigation involving the agency. Such information is considered privileged information, and its confidentiality is protected by law.

#### SEEKING SUPPORT FROM PROGRAM STAFF

Your Young Leader may share information with you that may cause you concern but that does not warrant mandatory reporting or breaking of confidentiality. This may include use of drugs/alcohol, unhealthy relationships, minor criminal justice involvement, self harm etc. Coaches needing an opportunity to process or debrief a conversation or interaction they had with their youth, should seek out program staff and support persons assigned for this purpose. These individuals are most qualified to support you and your youth participant.



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### MANDATORY REPORTING OF CHILD ABUSE or NEGLECT

(FOR YOUTH PARTICIPANTS UNDER THE AGE OF 18)

While the following circumstances are expected to be rare, policies and procedures are in place to reduce and manage any potential risks that may be associated with a Young Leader disclosing abuse and/or neglect.

#### AWARENESS

Youth participants in the In the Lead Program may reveal that they are in an abusive or potentially abusive situation to program staff, agency representatives or volunteer coaches. Abuse or suspected abuse of children and youth 17 years of age and under must be reported immediately. All employees, volunteers, and coaches of the In the Lead Program are required to acknowledge their understanding as to what constitutes child abuse and neglect, what the provincial laws are, and how to properly report such cases.

#### REPORTING PROCEDURE

All staff, Coaches, and other representatives of the program are legally required to report any disclosed or suspected child abuse and/ or neglect of youth participants 17 years of age and under immediately. All staff, agency representatives, and volunteers must adhere to the following mandatory reporting procedures, in accordance with the "Responding to Child Abuse" handbook published by the Government of Alberta (2005).

#### DUTY TO REPORT ABUSE OR SUSPECTED ABUSE

1. Anyone who has reason to believe, that a child has been, or there is substantial risk that he or she will be abused or neglected by a parent/guardian, has a legal duty under the Child, Youth and Family Enhancement Act to promptly report the matter to a caseworker.
2. If you are uncertain about whether to report, call and discuss the situation with a caseworker. It is not up to you to determine whether your observations are sufficient evidence for an assessment. That decision is made by the caseworker in consultation with a supervisor.
3. Caseworkers draw their authority from the provincial Child, Youth and Family Enhancement Act. The Child, Youth and Family Enhancement Act applies to situations where a child is in need of intervention services. It states that a child (anyone under 18 years of age) is in need of intervention services if there are reasonable and probable grounds to believe the child's survival, security or development is endangered by the action or inaction of the parent/guardian.
4. The Child, Youth and Family Enhancement Act also states that the duty to report child abuse overrides any right of confidentiality or privilege a person may claim. The exception is the privileged relationship between lawyers and their clients.



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5. The Child, Youth and Family Enhancement Act states that children engaged in prostitution are victims of sexual abuse and require protection.

### HOW TO REPORT

1. Call Calgary Child Intervention Services Intake Line at 403.297.2995.  
This line is available 24 hours a day, seven days a week.
2. If you are unable to reach the Calgary office, call the Child Abuse Hotline at 1 800 387.5437.

### The caseworker

- determines whether the child can benefit from family enhancement services or protection services;
- contacts the police if a criminal investigation is required;
- coordinates a response with other agencies, if necessary.

### WHAT TO REPORT

1. Your report should include:
  - your name, telephone number and relationship to the child (all of this information remains confidential)
  - any immediate concerns about the child's safety
  - the location of the child
  - the child's name
  - the child's age
  - information on the situation
  - any other relevant information concerning the child and/or family
2. Following notification of the Children's Services office, volunteer coaches must inform In the Lead Program staff of the situation.

### SUSPECTED CHILD ABUSE OR NEGLECT BY PROGRAM STAFF OR VOLUNTEERS

1. The same procedures outlined above will be followed for any suspected child abuse and neglect by any staff person, program representative, or volunteer.
2. In addition, the alleged abuser will be investigated by Calgary Youth Justice Society executive staff and board members.
3. During such an investigation, the alleged abuser will be immediately restricted from contact with youth, placed on employment probation, terminated, or suspended from participation in the program.
4. In the case of suspicion of a volunteer, the parent/guardian will be immediately informed of the suspicion.



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### **CLOSING/ENDING OF COACHING RELATIONSHIP**

When a young person or coach is no longer involved in the program, the coaching relationship is deemed over. No party is expected to continue the relationship beyond the formal end of the program.

However, if future contact is made outside of the program parameters, the In the Lead Program will not be responsible for monitoring and supporting the pair or offering any resources after the program has ended. The Program Coordinator will verbally and in writing inform all parties—the coach, youth participant, and parent/guardian—that the coaching relationship has ended, and that Calgary Youth Justice Society will not be liable for any incidents that occur from that point forward.

