

**KENDAL MINISTRY
CARE POLICY & PROCEDURES**

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Christ Covenant Church (CCC) recognizes that *children, youth, and vulnerable adults are entrusted to the care of adults who lead church programs both on and off CCC campus. CCC is committed to maintaining an environment where children, youth, and vulnerable adults are protected from physical, sexual, and emotional abuse, and in which church staff and volunteers are protected from potential false allegations of abuse.

*Children/Youth/Minor: Any person under 18 years of age involved in programs provided at or sponsored by CCC.

Vulnerable adults: Any person 18 years of age or older who lives in or receives services from a licensed facility such as a nursing home, hospital, or treatment center for chemical dependency; has developmental delays, mental illness, or physical disabilities; or is in a family setting and would not by himself/herself report abuse or neglect because of impaired physical or mental function or emotional status.

In order to achieve these goals, CCC has developed the following procedures for staff and volunteers in the following four areas:

- Screening
- Training
- Supervision
- Reporting

Step One: Screening Process (CARE Paperwork)

- Staff members and volunteers working or serving with children, youth, or vulnerable adults are required to complete the CARE screening process (repeated every 5 years) which includes:
 - **Form A: Primary Screening Form** (volunteers) or **Employment Application Form** (employees)
 - **Form B: Agreement to Comply**
 - **Form C: Confidential Background Information**
 - **Form D: Notice to Consumer of Intent**
 - **Follow-up Quiz** with appropriate training for area of ministry
 - **A copy of your driver's license**
- In years 2, 3, and 4, complete one form:
 - **Annual Worker Renewal Form**
- All applicant forms shall be maintained in secure files and all information will be kept confidential. The Confidential Background Information form shall be kept in a sealed envelope, accessible only to the pastoral staff.
- Adults who have been convicted of either sexual or physical abuse are not permitted to work with minors and/or vulnerable adults in any church sponsored activity or program.
- Special approval is required for non-member participants on an exception basis.

Step Two: Training

- Training required for each new volunteer includes:
 - Protection of minors or vulnerable adults in CCC programs
 - Protection of providers from exposure to “high-risk” situations and false accusations
 - Awareness of the symptoms of abuse
 - Understanding of the reporting procedures and the procedures for responding to abuse or suspected abuse (see definitions on next slide)

Opportunities for further training will be offered periodically to ensure CCC’s adherence to current best practices. All volunteers are encouraged to attend training updates as offered through CCC.

Step Two: Training (Cont.)

- Abuse as referred to in this document includes emotional, physical and sexual abuse:
 - **Physical Abuse** includes any non-accidental physical injury caused or allowed to be caused by the youth's parent or caretaker or the vulnerable adult's caretaker. It is not, necessarily, the intent of the parent/caretaker to injure the person. Physical abuse may result from over discipline or from punishment that is inappropriate to the person's age or condition. Signs of physical abuse may include, but not be limited to: unexplained bruising in various stages of healing, welts, fractures or burns in various stages of healing or in the shape of an object (rope, belt, restraints, electric burner), bed sores, weight loss or dry skin and lips, clothing inappropriate for weather condition, inadequate shelter or medical care, deliberate confinement of an adult in a dangerous environment.
 - **Sexual Abuse** as defined by North Carolina law is: "Any person or caretaker who has the care of a child commits, permits or encourages the commission of vaginal intercourse, any sexual act, the obscene or pornographic photographing, filming, or depicting of a child in those acts for commercial or non-commercial usage or any other offense against public morality and decency provided by wherein Article 16. Chapter 14, by, with, or upon a juvenile in violation of law; commits, permits, or encourages any act of prostitution with or by the juvenile." Signs of sexual abuse may include, but not be limited to: exhibiting sexual behavior not appropriate for the child's age, detailed and sophisticated understanding of sexual behavior, reversion to bedwetting, speech loss and thumb sucking, sleep disturbances, pain/itching/bruising/bleeding in the genital area, venereal disease, frequent urinary tract or yeast infections, signs of depression, self-injury, aggressive behavior. This only refers to children
 - **Emotional Abuse** is characterized by a person subjecting or exposing another to behavior that may result in psychological trauma, including anxiety, chronic depression, withdrawal, aggressive behavior towards him/herself or others, or post-traumatic stress disorder. Signs of emotional abuse may include, but not be limited to: speech disorders, delayed physical or emotional development, habits disorders such as rocking/sucking, unduly passive or undemanding, anti-social, destructive attitude, depression or suicidal thoughts, attention-seeking activities and delinquent behavior (especially in adolescents).
 - **Signs of Possible Caretaker Neglect** – failure to: provide adequate food, shelter, clothing, and attention to personal and incidental needs; manage resources to meet needs; provide a safe living situation that is not hazardous to the health and safety of the individual; provide adequate supervision; and failure by caregiver to provide and/or arrange for medical needs.
 - **Signs of Possible Exploitation** -unexplained withdrawals of money; using deceit, treachery, or coercion to obtain money; unusual interest by anyone in the vulnerable adult's finances; difference between assets and lifestyles; unusually large payments for services rendered; failure to pay for basic needs (lights, phone, etc.); inappropriate sexual activities.

Step Three: Supervision

- In order to provide an environment that is safeguarding against abuse, CCC will maintain the following supervision practices:
- **Safety Committee**
 - The safety committee will be composed of, but not limited to, the Senior Director of Church Administration, Director of Children's Ministry, Senior Associate/Executive Pastor, Pastor of Youth Ministries, and CARE Coordinator. The committee will monitor the need to add additional committee members.
- **Staff Monitoring Plan**
 - Monitoring of staff members and volunteers will include regular (announced and unannounced) visits in each program to provide supervisors the opportunity to observe staff member and volunteer interaction with minors and vulnerable adults.

Step Four: Reporting

- CCC has a **zero tolerance for abuse** in ministry programs and related activities. It is the responsibility of every staff member and volunteer of CCC to act in the best interest of minors and vulnerable adults in every program.
- In the event that a staff member or volunteer observes any inappropriate behaviors (i.e., policy violations, neglectful supervision, poor role modeling, etc.) or suspected abuse or neglect (emotional, physical, or sexual) it is that individual's responsibility to immediately report his/her observations to the **appropriate supervising CCC staff member**.
- **Reporting Suspicious or Inappropriate Behaviors**
 - CCC is committed to providing a safe, secure environment for minors, vulnerable adults, and their families. To this end, any report of inappropriate behaviors or suspicions of abuse or neglect will be taken seriously and will be reported, in accordance with this policy and state law, to the Department of Social Services of Mecklenburg County. **Complete confidentiality is kept among church staff.**
 - Because sexual abusers “groom” minors and vulnerable adults for abuse, it is possible for a staff member or volunteer to witness behavior intended to “groom” a minor or vulnerable adult for abuse. Staff members and volunteers are asked to report “grooming” behavior, policy violations, or any suspicious behaviors to the appropriate supervising CCC staff member. ***Grooming is the process used by an abuser to select a child, win the child's trust (and the trust of the child's parent or 'gatekeeper'), manipulate the child into sexual activity, and keep the child from disclosing the abuse.***

Step Four: Reporting – Cont.

- **Enforcement of Policies**

- CCC staff members and volunteers who supervise other staff members or volunteers are charged with the diligent enforcement of all CCC policies. Violations of these policies are grounds for immediate dismissal, disciplinary action, or reassignment from ministry positions for both volunteers and staff members. Final decisions related to policy violations will be the responsibility of the Safety Committee.

- **Reporting Suspicions of Abuse to Law Enforcement Agencies**

- North Carolina law requires mandatory reporting by any person or institution **with cause to suspect that any minor or vulnerable adult is abused**. Incidents of abuse or reasonably suspected incidents of abuse shall be reported immediately to the **appropriate supervising CCC Staff Member**. It will then be reported to the **Manager of Campus Safety & Security** and the **Senior Director of Church Administration**. Incidents of abuse must be reported within 24 hours to the Director of the Department of Social Services of Mecklenburg County. Ministry Staff and Security Staff will work with appropriate, involved personnel in making a report. DSS is notified by the Christ Covenant Security Staff.
- North Carolina statutes provide protection from civil or criminal liability for any person making a report in good faith.
- The reporter's name remains confidential unless DSS is court ordered to release that information.

Step Four: Reporting – Cont.

- **Consequences of Violation**

- Any person accused of committing a prohibited act or any act considered by the church to be harmful to a minor or vulnerable adult will be immediately suspended from participation in all ministries in Christ Covenant Church. This suspension will continue during any investigation by law enforcement or Child Protective Agencies.
- Any person found to have violated this policy may be prohibited from future participation as a staff member or volunteer in all activities and programming involving minors and vulnerable adults at CCCM. If the person is an employee, such conduct may also result in termination of employment from CCC.
- **Failure to report a policy violation is grounds for termination of an employee.** Volunteers who fail to report a policy violation may be restricted from participation in any future activities involving minors and vulnerable adults at CCC.

- **Reference Telephone Numbers:**

- Pastor Bruce Creswell 704-814-6106

Mecklenburg County Department of Social Services

Adult Protective Services 704-366-CARE

Child Protective Services 980-314-7700

Who is here to help me?

- Each Kendal Ministry volunteer will be placed on a team with a Team Leader. **ONLY Team Leaders will coordinate scheduling the Kendal Support Partner's needs.**
- The Kendal Ministry volunteers will periodically check with Team Leaders about any concerns and how the Support Partner is doing.
- Leadership:
 - Jackie Greene – Kendal Ministry 704-330-0913
 - Fran Englert – Kendal Ministry 704-651-7930
 - Margie Engle- Kendal Ministry 616-828-3850

Safety Policies – Two-Adult Rule (Accountability for Volunteers)

- Kendal Ministry volunteers shall observe the “two adult rule” at all times, which requires an adult working with minors or vulnerable adults to be accompanied by an adult partner. We understand that in Kendal Ministry a volunteer may be in unique situations. You might have the opportunity to be in a home or drive your person and cannot be in compliance with the “two adult rule.” In those circumstances, we expect you will use the highest judgement and character to protect yourself and your person. Exceptions to this policy are at the discretion of the Safety Committee and with appropriate pastoral oversight; other exceptions may apply when mitigating controls exist.
- **Under no circumstances are you to be alone with a minor.**
- Kendal Ministry volunteers need to follow a policy of not serving with a member of the opposite sex who is not their spouse.

Transportation- Personal Vehicles

- Kendal Ministry volunteers who will be driving a minor or vulnerable adult MUST:
 - Be at least 25 years of age
 - Sign the Approved Driver Application Form
 - Pass the DMV report
 - Adhere to the Driver Qualifications (see Approved Driver Application)
- Vehicles are required to be insured for the following minimum limits: \$100,000 per person/\$300,000 per occurrence/\$100,000 per property.
- Vehicles are required to have a valid and current registration and license plate.

Financial/Medical Questions

- Kendal Ministry volunteers do not provide financial assistance to partners.
- If there is a financial need, that information should be relayed to your Team Leader who will pass it on to the appropriate deacon in Mercy Ministry.
- Kendal Ministry volunteers do not provide ANY form of medical aid to the partner. We ask for permission to call 911 in case of a medical emergency.